

Create Catalog Ui policies

Phase Overview:

In this phase, a **Catalog UI Policy** is created in ServiceNow for the *Laptop Request* catalog item. UI Policies are used to dynamically control the behavior of form fields — such as making fields visible, mandatory, or read-only — based on specific conditions. Here, the goal is to show or hide the **Accessories Details** field only when the user selects **Additional Accessories**.

Objective:

- To create a Catalog UI Policy that dynamically displays the *Accessories Details* field.
 - To improve user experience by showing relevant fields only when needed.
 - To ensure accurate and streamlined data input in the Service Catalog form.
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Steps to Create Catalog UI Policy:

1. Navigate to Maintain Items:

- Open ServiceNow.
- Click on **All → Search for “Service Catalog.”**
- Under **Catalog Definitions**, select **Maintain Items**.

2. Select the Laptop Request Catalog Item:

- Search for the catalog item **“Laptop Request”** created in the earlier phase.
- Open the record and scroll down to the **Catalog UI Policies** related list.

3. Create a New Catalog UI Policy:

- In the **Catalog UI Policies** tab, click **New**.
- Fill in the following details:
 - **Short Description:** Show Accessories Details
 - **Catalog Condition (When to Apply):**
 - **Field:** additional_accessories
 - **Operator:** is
 - **Value:** true

- Click **Save** (*do not click Submit yet*).

4. Configure Catalog UI Policy Actions

- Scroll down to the **Catalog UI Policy Actions** related list.
- Click **New** and enter the following details:
 - **Variable Name:** accessories_details
 - **Order:** 100
 - **Mandatory:** True
 - **Visible:** True
- Click **Save**.

5. Save the Catalog UI Policy

- Finally, click the **Save** button again on the Catalog UI Policy form to store all configurations.
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Purpose:

The purpose of this phase is to create a **dynamic form experience** where the *Accessories Details* field is displayed only if the user checks the *Additional Accessories* option. This minimizes confusion, ensures clean data entry, and enhances usability.

Expected Outcome:

By the end of this phase, a **Catalog UI Policy** named “*Show Accessories Details*” is successfully configured. When users select the **Additional Accessories** checkbox, the **Accessories Details** field automatically becomes **visible and mandatory**, improving the interactivity and accuracy of the *Laptop Request* catalog form.

Outcome image:

servicenow

AllFavoritesHistoryWorkspaces

Catalog Item - Laptop Request

Search

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⏪≡Catalog ItemLaptop Request

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Meta

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Related Links

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[Show VA render type](#)
[Run Point Scan](#)

Variables (4)Variable SetsCatalog UI Policies (1)Catalog Client ScriptsAvailable ForNot Available ForCategories (1)Catalogs (1)Catalog Data Lookup DefinitionsRelated ArticlesRelated Catalog Items

Assigned Topics

≡🔍OrderSearch

⚙️—Actions on selected rows...New

Catalog item = Laptop Request

<input type="checkbox"/>	🔍Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order ▲
<input type="checkbox"/>	show accessories details	(empty)		true	true	false	2025-11-01 21:24:54	100

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Catalog UI Policy - show accessories details

Search

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⏪≡Catalog UI Policyshow accessories details

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Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. [More Info](#)

Applies toA Catalog Item

ApplicationGlobal ⓘ

* Catalog itemLaptop Request ⓘ

Active☒

* Short descriptionshow accessories details

When to ApplyScript

Catalog UI policy actions are applied only if all the following conditions are met:
1. The catalog UI policy is **Active**
2. The items in the **Conditions** field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions

Add Filter ConditionAdd "OR" Clause

additional_accessories is true

ANDOR✖

Applies on a Catalog Item view☒

Applies on Catalog Tasks☐

Applies on Requested Items☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false