

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 Catalog Item - Laptop Request

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

Related Links

Item Diagnostic
Show VA render type
Run Point Scan

Catalog UI Policies (1)

Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
show accessories details	(empty)	true	true	false	2025-11-01 21:24:54	100	

1 to 1 of 1

Servicenow Catalog UI Policy - show accessories details

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 to: A Catalog Item

* Catalog item: Laptop Request

* Short description: show accessories details

When to Apply: Script

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: additional_accessories is true

Applies on a Catalog Item view:

Applies on Catalog Tasks:

Applies on Requested Items:

On load:

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

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