

UI POLICY

1. Set a field assignment group as **Mandatory**

UI policies change fields on a form based on a set of conditions. Use UI policies to show or hide fields, or to make fields mandatory or read-only based on these conditions. A UI policy specifies one or more actions to take when the policy is triggered. First, create the policy. Then add as many actions as necessary. UI policy actions are applied only if all of the following conditions are met:

- The UI Policy is Active
- The items in the Conditions field evaluate to true
- The field specified in the UI policy action is present on the specified form

[More info](#)

Table Incident [incident]

Application Global

Active ☒

* Short description Set Assignment Group as Mandatory Field

< UI Policy Action New record

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

UI policy Set Assignment Group as Mandatory Fiel

Application Global

Table Incident [incident]

Mandatory True

* Field name Assignment group

Visible Leave alone

Read only Leave alone

Clear the field value ☐

Submit

Related Links

[Convert this to Data Policy](#)

[Default view](#)

UI Policy Actions (1)

UI Policy Related List Actions

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🔍

for text

▼

Search

⚙️

—

Actions on selected rows...

New

UI policy = Set Assignment Group as Mandatory Field

<input type="checkbox"/>	🔍 Field name	Mandatory	Visible	Read only
<input checked="" type="checkbox"/>	🔴 assignment_group	True	Leave alone	Leave alone

⏪

⏩

1 to 1 of 1

⏪

⏩

Incident New record

Number INC0010009

Channel -- None --

* Caller

State New

Category Inquiry / Help

Impact 3 - Low

Subcategory -- None --

Urgency 3 - Low

Service

Priority 5 - Planning

Service offering

* Assignment group

Configuration item

Assigned to

* Short description

Description

Related Search Results

Related Search

Knowledge & Catalog (All)

2. Set a field as **read only** if the incident state moved to resolved

servicenow All Favorites History Admin **UI Policy - New Record** Search

UI Policy New record View: Advanced*

UI policies change holds on a form based on a set of conditions. Use UI policies to show or hide fields, or to make fields mandatory or read-only based on these conditions. A UI policy specifies one or more actions to take when the policy is triggered. First, create the policy. Then add as many actions as necessary. UI policy actions are applied only if all of the following conditions are met:

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[More Info](#)

Table Incident [Incident] Application Global

Active ☒

* Short description ReadOnly -UI Policy

When to Apply Script

Conditions Add Filter Condition Add "OR" Clause

State is Resolved AND OR

If selected, the UI Policy applies to all form views; otherwise the UI Policy is view-specific Apply the UI policy actions when the form is loaded and when the user changes values on the form

Global ☒ On load ☒

Reverse the effects of the UI policy actions when the Conditions evaluate to false Tables that extend the specified Table inherit this UI Policy

servicenow All Favorites History Admin **UI Policy Action - New Record** Search

UI Policy Action New record

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

UI Policy ReadOnly -UI Policy Application Global

Table Incident [Incident] Mandatory Leave alone

* Field name Short description Visible Leave alone

Read only True

Clear the field value ☐

Submit

incident VC0010010 Discuss Follow Update Close Incident Delete

Number INC0010010

* Caller Abraham Lincoln

Category Inquiry / Help

Subcategory -- None --

Service

Service offering

Configuration item

* Short description Mic is not working in MS Teams

Description

Channel -- None --

State Resolved

Impact 3 - Low

Urgency 3 - Low

Priority 5 - Planning

* Assignment group Software

Assigned to

3. Set a sub category field as **invisible** if the category value changes to other than network

UI Policy - Invisible View: Advanced

UI policies change fields on a form based on a set of conditions. Use UI policies to show or hide fields, or to make fields mandatory or read-only based on these conditions. A UI policy specifies one or more actions to take when the policy is triggered. First, create the policy. Then add as many actions as necessary. UI policy actions are applied only if all of the following conditions are met:

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More info

Table: Incident [Incident] Application: Global

Active ☒

* Short description: UI Policy - Invisible

When to Apply Script

Conditions: Add Filter Condition Add "OR" Clause

Category is Network AND OR

UI Policy Action subcategory

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. More Info

UI policy: UI Policy - Invisible

Table: Incident [Incident]

* Field name: Subcategory

Application: Global

Mandatory: Leave alone

Visible: True

Read only: Leave alone

Clear the field value ☐

Update Delete

Related Links

[Run Point Scan](#)

servicenow Incident - INC0010010

Number: INC0010010

* Caller: Abraham Lincoln

Category: Software

Service:

Service offering:

Configuration item:

Channel: -- None --

State: Resolved

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

* Assignment group: Software

Assigned to:




* Short description: Mic is not working in MS Teams

Description:

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Incident
INC0010010

   ...

Discuss

Fol

Number	INC0010010	Channel	-- None --
* Caller	Abraham Lincoln	State	Resolved
Category	Network	Impact	3 - Low
Subcategory	-- None --	Urgency	3 - Low
Service		Priority	5 - Planning
Service offering		* Assignment group	Software
Configuration item		Assigned to	
* Short description	Mic is not working in MS Teams		
Description			

Related Search Results >