

Phase - 2: Backend Development & Configurations

Module 3: Business Rules (Catalog UI Policies)

1. Phase & Task Reference

Phase: 2 – Backend Development & Configurations

Module: 3 – Business Rules

Scenario Covered:

Conditional display of additional input fields based on user selection in the Service Catalog form.

2. Objective

The objective of this module is to implement business rules at the user interface level to enhance form usability and data accuracy. This is achieved by dynamically displaying additional fields only when specific conditions are met, thereby ensuring that users provide relevant information without overloading the form.

3. Business Requirement

In network request scenarios, predefined device options may not always cover all user needs. When users select “**Others**” as the device type, additional clarification is required to accurately process the request.

The system must:

- Prompt users for additional details only when necessary
 - Prevent incomplete or ambiguous submissions
 - Improve user experience through dynamic form behavior
 - Ensure accurate data capture for downstream automation and approvals
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4. Configuration Details

4.1 Navigation

- Catalog Item Configuration:
Service Catalog > Catalog Definitions > Maintain Items
- UI Policy Configuration:
Network Request Catalog Item > Related Lists > Catalog UI Policies

4.2 Configuration Steps (High-Level)

1. Navigate to **Maintain Items** from the Application Navigator.
2. Open the **Network Request** catalog item.
3. Scroll to the **Catalog UI Policies** related list.
4. Click **New** to create a new UI Policy.
5. Configure the UI Policy with the following details:
 - **Applies to:** Catalog item
 - **Catalog Item:** Network Request
 - **Short Description:** Display additional details when device type is Others
6. Define the condition:
 - **Types of Devices** *is* **Others**
7. Click **Save** to create the UI Policy.
8. After saving, navigate to the **UI Policy Actions** related list.
9. Click **New** to create a UI Policy Action.
10. Select the variable to be displayed (e.g., *If any, please provide details*).
11. Set **Visible = True** (and Mandatory if required).
12. Click **Submit** to save the action.
13. Update the UI Policy and test the behavior on the Service Catalog form.

5. Outcome

Upon completion of this module:

- The catalog form dynamically responds to user input
 - Additional details are requested only when “Others” is selected
 - Data accuracy and clarity are improved
 - User experience is enhanced by reducing unnecessary fields
 - Business rules are enforced consistently without scripting
 - This implementation ensures cleaner submissions and supports effective automation in later stages.
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6. Screenshots

1. Network Request Item

The screenshot displays the ServiceNow interface for editing a 'Catalog Item - Network Request'. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The breadcrumb trail shows 'Catalog Item - Network Request'. The main form contains several fields: 'Name' (Network Request), 'Application' (Global), 'Catalogs' (Service Catalog), 'Category' (Networks and Connectivity), 'State' (-- None --), 'Checked out' (-- None --), and 'Owner' (System Administrator). The 'Active' checkbox is checked, and the 'Fulfillment automation level' is set to 'Unspecified'. Below the form, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with the text 'Network Request Management' and a 'Description' field with a rich text editor. The rich text editor has a toolbar with options for bold, italic, underline, link, unlink, list, and image, and a font face of 'Verdana' and size of '8pt'.

2.Catalog UI Policy

servicenow

AllFavoritesHistory

Catalog UI Policy - Show specify field when device i...

Search

<

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Catalog UI Policy

Show specify field when device is Others

Update

Delete

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 itemNetwork Request

Active

* Short descriptionShow specify field when device is Others

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

Add Filter Condition

Add OR Clause

type_of_devices

is

Others

AND

OR

×

Applies on a Catalog Item view

Applies on Catalog Tasks

On load

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