

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.

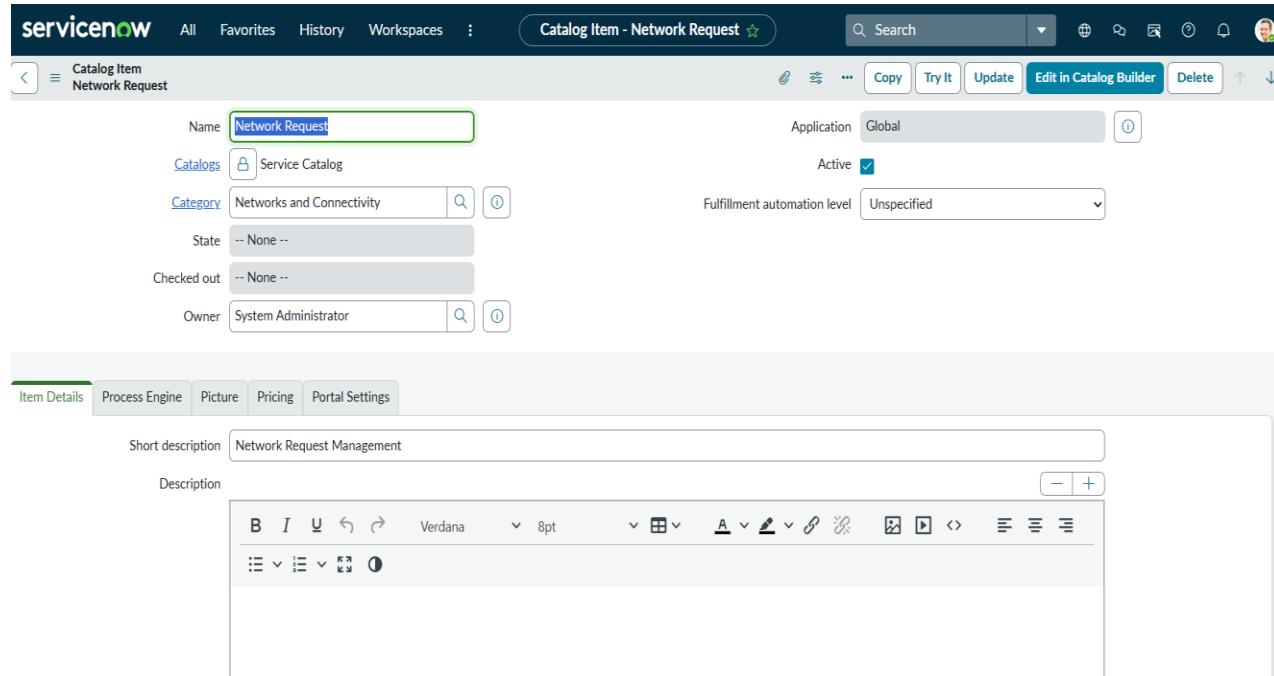
5. Outcome

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 shows the ServiceNow Catalog Item - Network Request page. At the top, there is a navigation bar with links for All, Favorites, History, Workspaces, and a search bar. Below the navigation bar, the main content area displays the item details for a 'Network Request' catalog item. The item has the following properties:

- Name: Network Request
- Application: Global
- Catalogs: Service Catalog
- Category: Networks and Connectivity
- State: -- None --
- Checked out: -- None --
- Owner: System Administrator
- Active: checked
- Fulfillment automation level: Unspecified

Below the item details, there are tabs for Item Details, Process Engine, Picture, Pricing, and Portal Settings. The Item Details tab is currently selected. The process engine section contains a short description: 'Network Request Management'. The portal settings section contains a rich text editor with various formatting options like bold, italic, and underline.

2. Catalog UI Policy

The screenshot shows the ServiceNow Catalog UI Policy configuration page. The title bar reads "Catalog UI Policy - Show specify field when device i...". The main content area has the following details:

- Applies to:** A Catalog Item
- Application:** Global
- Active:**
- * Catalog item:** Network Request
- * Short description:** Show specify field when device is Others

Below this, there are two tabs: "When to Apply" (selected) and "Script". The "When to Apply" tab contains the following information:

- 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

Under "Catalog Conditions", there is a filter clause: "type_of_devices is Others". Below this, there are checkboxes for "Applies on a Catalog Item view" (checked) and "Applies on Catalog Tasks" (unchecked). To the right, there is a note: "Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form" with an "On load" checkbox checked.