

Phase 2: Backend Development & Configurations

Business Rules (Catalog UI Policies)

Automated Network Request Management in ServiceNow

Overview

This document describes the configuration of **Catalog UI Policies** used in the ServiceNow Service Catalog to implement conditional form behavior for the *Network Request* catalog item. These configurations ensure that additional fields are dynamically displayed based on user input, improving data accuracy and user experience.

Duration

30 minutes

Assigned To

Vivek S

Description

Catalog UI Policies are configured to control dynamic field visibility within the Network Request catalog item. These policies allow specific fields to appear only when relevant options are selected by the user, thereby reducing unnecessary input and ensuring meaningful data capture.

Purpose

The objective of this configuration is to:

- Enforce conditional visibility of form fields
 - Improve user experience through dynamic form behavior
 - Reduce incomplete or incorrect submissions
 - Avoid the use of client scripts by leveraging UI Policies
 - Maintain clean, maintainable, and scalable configurations
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UI Policy Scenario

Condition

If the user selects **“Others”** in the **Types of Devices** field, then the **“Provide Device Details / Please specify”** field should be displayed.

Configuration Details

Catalog UI Policy Setup

1. Navigate to **Service Catalog** → **Maintain Items**
2. Open the **Network Request** catalog item
3. In the related lists, locate **Catalog UI Policies**
4. Click **New** to create a new UI Policy
5. Configure the UI Policy with the following values:
 - **Applies to:** Catalog Item
 - **Catalog Item:** Network Request
 - **Short Description:** Types of devices is others

- **Active:** True
 - 6. Under **When to Apply**, add the condition:
 - **Types of Devices is Others**
 - 7. Enable **On Load** to apply the policy when the form loads and when field values change
 - 8. Click **Save**
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Catalog UI Policy Action Configuration

1. After saving the UI Policy, navigate to the **Catalog UI Policy Actions** related list
 2. Click **New**
 3. Configure the UI Policy Action as follows:
 - **Catalog Item:** Network Request
 - **Variable Name:** Provide Device Details
 - **Visible:** True
 - **Mandatory:** Leave alone
 - **Read Only:** Leave alone
 4. Click **Update**
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Testing & Validation

- Open the **Network Request** catalog item from the Service Catalog
- Select **Others** in the **Types of Devices** field

- Verify that the **Provide Device Details / Please specify** field becomes visible
- Change the device type to any other value and confirm that the field is hidden automatically

Outcome

- Dynamic form behavior successfully implemented using Catalog UI Policies
- Improved data accuracy by showing relevant fields only when required
- Enhanced user experience with reduced form complexity
- Eliminated the need for client-side scripting
- Achieved a clean and maintainable configuration

Screenshots (Evidence)

The following screenshots are attached as evidence of the implemented configuration:

1. Catalog UI Policy Configuration

– Showing the UI Policy created for the *Network Request* catalog item.

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy for the 'Network Request' catalog item. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The breadcrumb trail is 'Catalog Item - Network Request'. The main content area shows a form for the 'Network Request' catalog item, with a 'Meta' field and a 'Show Device Details when Types of Devices is Others' UI Policy. Below the form, there are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. The 'Related Links' section includes 'Item Diagnostic' and 'Run Point Scan'. The 'Catalog UI Policies' tab is selected, showing a table of policies. The table has columns for 'Short description', 'Variable set', 'Conditions', 'Reverse if false', 'On load', 'Inherit', 'Updated', and 'Order'. The first row shows a policy with the short description 'Show Device Details when Types of Devices is Others', variable set '(empty)', conditions 'true', reverse if false 'true', on load 'true', inherit 'false', updated '2025-12-26 22:18:29', and order '100'.

Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
Show Device Details when Types of Devices is Others	(empty)	true	true	true	false	2025-12-26 22:18:29	100

2. Condition Setup: Types of Devices = Others

– Demonstrating the conditional logic applied within the Catalog UI Policy.

The screenshot shows the 'Catalog UI Policy' configuration page in ServiceNow. The title is 'Catalog UI Policy - Show Device Details when Types of Devices is Others'. The page includes a search bar and navigation tabs for 'When to Apply' and 'Script'. The 'When to Apply' tab is active, showing the following configuration:

- Applies to:** A Catalog Item
- Application:** Global
- * Catalog Item:** Network Request
- * Short description:** Show Device Details when Types of Devices is Others
- Active:** ☒

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

types_of_devices is Others AND OR X

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

3. Catalog UI Policy Action Configuration

– Showing the UI Policy Action with *Device Details* field set to **Visible = True**.

The screenshot shows the 'Catalog UI Policy' configuration page in ServiceNow, specifically the 'Catalog UI Policy Actions' section. The title is 'Catalog UI Policy - Show Device Details when Types of Devices is Others'. The page includes a search bar and navigation tabs for 'When to Apply' and 'Script'. The 'When to Apply' tab is active, showing the following configuration:

- Applies to:** A Catalog Item
- Application:** Global
- * Catalog Item:** Network Request
- * Short description:** Show Device Details when Types of Devices is Others
- Active:** ☒

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

types_of_devices is Others AND OR X

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

Update Delete

Related Links
[Run Point Scan](#)

Catalog UI Policy Actions Order Search

UI policy = Show Device Details when Types of Devices is Others

Name	Read only	Mandatory	Visible	Order
device_details	Leave alone	Leave alone	True	100

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The screenshot shows the 'Catalog UI Policy Action - device_details' configuration page in ServiceNow. The page has a dark blue header with the ServiceNow logo and navigation links: All, Favorites, History, Workspaces, Admin. A search bar is on the right. Below the header, the breadcrumb is 'Catalog UI Policy Action - device_details'. The main content area has a light blue background with a title bar that says '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](#)'. Below this, there are two columns of configuration options. The left column has 'Catalog Item' set to 'Network Request', 'Variable name' set to 'device_details' (with a dropdown arrow), and 'Order' set to '100'. The right column has 'Application' set to 'Global' (with a dropdown arrow), 'Mandatory' set to 'Leave alone' (with a dropdown arrow), 'Visible' set to 'True' (with a dropdown arrow), 'Read only' set to 'Leave alone' (with a dropdown arrow), 'Value action' set to 'Leave alone' (with a dropdown arrow), and 'Field message type' set to 'None' (with a dropdown arrow). At the bottom left, there are 'Update' and 'Delete' buttons. At the bottom right, there is a small blue circular icon with a white 'i'.

4. Catalog Form – Default Selection (Laptop)

– Verifying that the *Device Details* field remains hidden when a standard device type is selected.

The screenshot shows the 'Network Request' catalog form in ServiceNow. The header is dark blue with the ServiceNow logo and navigation links: All, Favorites, History, Workspaces, Admin. A search bar is on the right. Below the header, the breadcrumb is 'Service Catalog > Standard Changes > Network Standard Changes > Network Request'. The main content area has a light blue background. On the left, there is a section titled 'Types of Devices' with four radio buttons: 'Laptop' (selected), 'Desktop', 'Router', and 'Others'. Below this is a section titled 'Customer Address' with a large text input field. At the bottom left, there is a section titled 'Customer Document' with a link 'Click to add...'. On the right, there is a section titled 'Order this Item' with a 'Quantity' dropdown set to '1', a 'Delivery time' of '2 Days', and two buttons: 'Order Now' and 'Add to Cart'. Below this is a section titled 'Shopping Cart' with the text 'Empty'. At the bottom right, there is a small blue circular icon with a white 'i'.

5. Catalog Form – Others Selected

– Confirming that the *Device Details* field becomes visible when *Types of Devices* = *Others* is selected.

Types of Devices

- ☐ Laptop
- ☐ Desktop
- ☐ Router
- ☒ Others

Customer Address

Customer Document

[Click to add...](#)

Device Details

Order this Item

Quantity

1

Delivery time

2 Days

Order Now

Add to Cart

Shopping Cart

Empty

