

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
-

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**
-

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**
-

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 managing catalog items. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Catalog Item - Network Request'. Below the title, there's a search bar and several action buttons: 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. A large central area displays a form with a 'Meta' field containing placeholder text: '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.' Below this is another 'Meta' field. At the bottom of the main form are more buttons: 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. Underneath the main form, there's a section titled 'Related Links' with links to 'Item Diagnostic' and 'Run Point Scan'. A horizontal tab bar below the main form includes 'Variables (4)', 'Variable Sets', 'Catalog UI Policies (1)', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', 'Catalog Data Lookup Definitions', 'Related Articles', 'Related Catalog Items', and 'Assigned Topics'. The 'Catalog UI Policies (1)' tab is currently selected. A sub-table titled 'Catalog Item = Network Request' is displayed, showing one row of data:

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	false	2025-12-26 22:18:29	100	

At the bottom of the table, there are navigation arrows and a message: '1 to 1 of 1'.

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 bar says 'Catalog UI Policy - Show Device Details when Types of Devices is...'. The main form has the following fields:

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

Below these, under 'When to Apply', there is a section for 'Catalog Conditions':

- Catalog Conditions: **Add Filter Condition**, **Add OR Clause**
- Condition: types_of_devices is Others (AND/OR clause selected)

Below the conditions, there are several checkboxes:

- Applies on a Catalog Item view: checked
- Applies on Catalog Tasks: unchecked
- Applies on Requested Items: unchecked

And several buttons:

- Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form
- On load: checked
- Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false
- Reverse if false: checked

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 Actions' configuration page. The title bar says 'Catalog UI Policy - Show Device Details when Types of Devices is Others'. The main form has the following fields:

Catalog Conditions: **Add Filter Condition**, **Add OR Clause**

Condition: types_of_devices is Others (AND/OR clause selected)

Below the conditions, there are several checkboxes:

- Applies on a Catalog Item view: checked
- Applies on Catalog Tasks: unchecked
- Applies on Requested Items: unchecked

And several buttons:

- Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form
- On load: checked
- Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false
- Reverse if false: checked

At the bottom, there is a table titled 'Catalog UI Policy Actions' with the following data:

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

Catalog Item: Network Request

Variable name: device_details

Order: 100

Application: Global

Mandatory: Leave alone

Visible: True

Read only: Leave alone

Value action: Leave alone

Field message type: None

Update **Delete**

4. Catalog Form – Default Selection (Laptop)

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

Types of Devices

Laptop

Customer Address

Order this Item

Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart: Empty

5. Catalog Form – Others Selected

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

servicenow All Favorites History Workspaces Admin Network Request 

Service Catalog > Standard Changes > Network Standard Changes > Network Request

Search catalog  ...

Types of Devices

Laptop
 Desktop
 Router
 Others

Customer Address

Customer Document
Click to add...

Device Details

Order this Item

Quantity

Delivery time

Order Now

Add to Cart

Shopping Cart
Empty

