

# Business Rules

## 1. Introduction

Business rules and UI policies enhance user interaction by enforcing conditional logic and dynamic form behavior. In this project, Catalog UI Policies are used to display or hide fields based on user selections, ensuring accurate and complete data capture.

## 2. UI Policy Configuration

### *Objective*

To dynamically display additional fields when specific conditions are met.

## 3. Scenario Description

If the user selects **Types of Devices = Others**, then the **Provide Device Details** field should become visible.

## 4. Configuration Procedure

- Navigate to **Service Catalog → Catalog Items**.
- Open **Network Request** catalog item.
- Scroll to **Catalog UI Policies** related list.
- Click **New** and configure:
  - Applies to: Catalog Item
  - Catalog Item: Network Request
- Save the UI Policy.

## 5. UI Policy Action Configuration

- Navigate to **UI Policy Actions** related list.
- Click **New**.
- Select the **Provide Device Details** variable.
- Set:
  - Visible = True
- Save the action.

## 6. Testing

- Open Network Request catalog form.
- Select **Types of Devices = Others**.
- Verify that the **Provide Device Details** field appears dynamically.

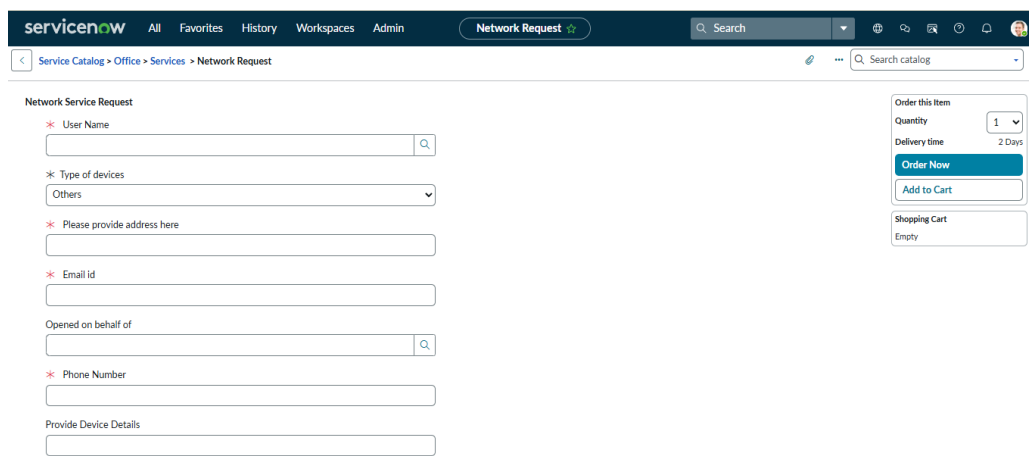
The screenshot shows the ServiceNow 'Network Request' form. The breadcrumb trail is 'Service Catalog > Office > Services > Network Request'. The form is titled 'Network Service Request'. It contains several required fields marked with a red asterisk: 'User Name', 'Type of devices' (a dropdown menu currently showing 'Others'), 'Please provide address here', 'Email id', 'Opened on behalf of', and 'Phone Number'. At the bottom, there is a field labeled 'Provide Device Details'. To the right of the form, there is a sidebar with 'Order this Item' (Quantity: 1, Delivery time: 2 Days, buttons for 'Order Now' and 'Add to Cart') and a 'Shopping Cart' section showing 'Empty'.

Figure 6.1: Dynamic Field Visibility Base

d on User Selection

## **7. Additional Controls**

- UI Policies can also enforce:
  - Mandatory fields
  - Read-only behavior
  - Field dependency logic

## **8. Conclusion**

Catalog UI Policies effectively enhance form usability and data accuracy by enforcing conditional logic. This implementation ensures that users provide complete and relevant information while maintaining a clean and intuitive interface.