

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 catalog form. At the top, there's a navigation bar with 'servicenow' and various links like 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and 'Network Request'. Below the navigation is a search bar with 'Search' and a dropdown menu. The main area has a title 'Network Service Request' and several input fields: 'User Name', 'Type of devices' (set to 'Others'), 'Please provide address here', 'Email id', 'Opened on behalf of', 'Phone Number', and 'Provide Device Details'. To the right, there's a sidebar with 'Order this Item' options ('Quantity: 1', 'Delivery time: 2 Days', 'Order Now', 'Add to Cart'), a 'Shopping Cart' section ('Empty'), and a 'Search catalog' dropdown. A large callout box labeled 'Figure 6.1: Dynamic Field Visibility Base' points to the 'Provide Device Details' field, indicating it only appears when 'Others' is selected in the 'Type of devices' dropdown.

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.