ServiceNow Application Developer

Client-side Scripting > UI Policy Actions

UI Policy Actions are client-side logic in a UI Policy used to set three field attributes:

- *Mandatory*
- *Visible*
- *Read only*

Although you can use scripts to set these attributes using the *GlideForm (g_form)* API, UI Policy Actions do NOT require scripting to set the field attributes.

Creating UI Policy Actions

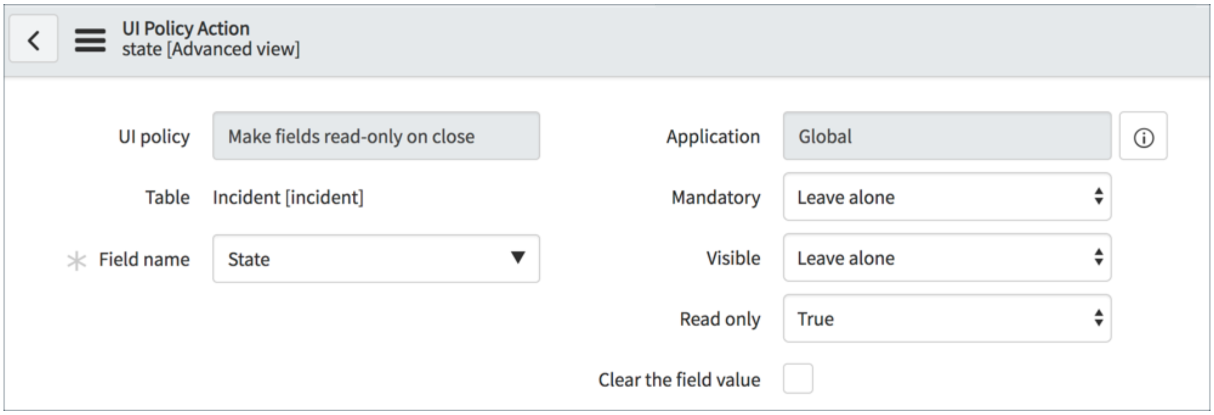
1. In Studio, create a UI Policy or open an existing UI Policy for editing.
2. Scroll to the *UI Policy Actions* related list. If creating a new UI Policy, the UI Policy must be saved before the *UI Policy Actions* related list is visible.
3. Click the **New** button.
4. Configure the UI Policy Action.
   a. Select a *Field* name.
   b. Set the *Mandatory*, *Visible*, or *Read-only* field values.

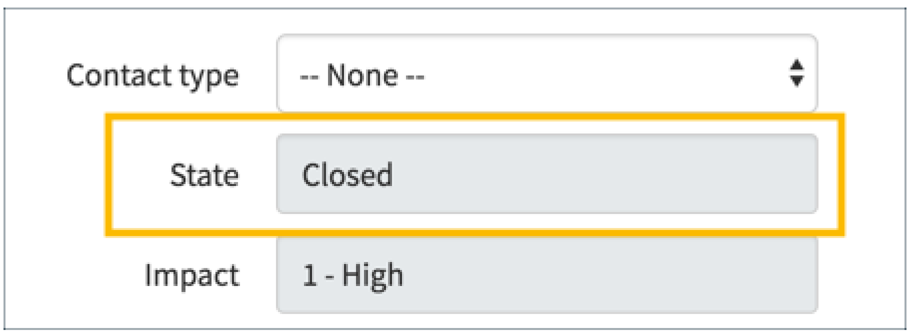
      True: Apply the attribute to the field.

      False: Do not apply the attribute to the field.

      Leave alone: The attribute does not apply to the field.
5. To clear any existing value from the field, select the **Clear the field value** option.
6. Click the **Submit** button.

When the UI Policy condition tests *true*, the UI Policy Actions are applied. In the example, the *State* field is *Read only*. The *Mandatory* and *Visible* attribute values are not changed by the UI Policy Action.





What happens when the UI Policy condition tests *false*? There are two possible outcomes:

- No action is taken
- The opposite action is taken

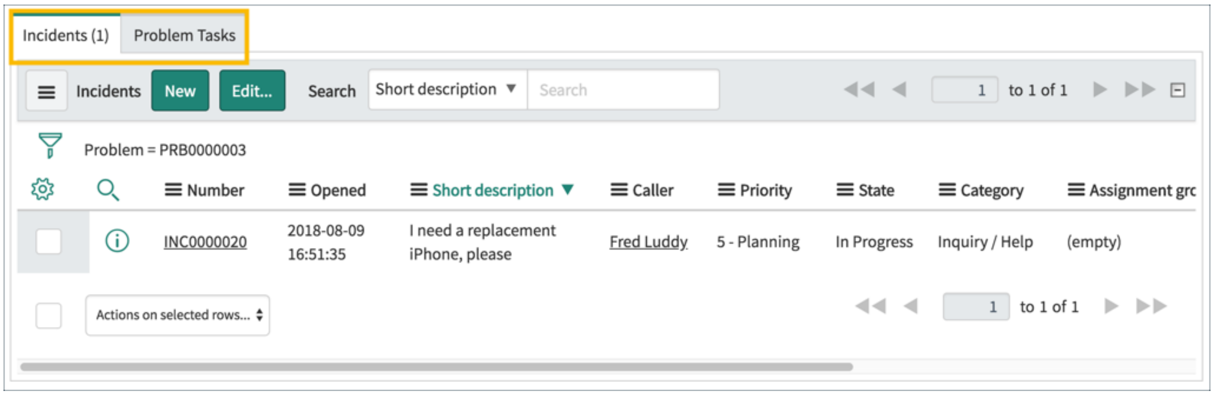
How does ServiceNow know which to do? The decision is made by the *Reverse if false* option in the UI Policy trigger.

- If *Reverse if false* is selected (default), the opposite action is taken in the UI Policy Actions. If a field is mandatory (true), the field will no longer be mandatory (false). That is to say, attributes which were true become false, and false become true. There are no changes to attributes which are set to Leave alone.
- If *Reverse if false* is not selected, no UI Policy Action logic is applied.

Creating UI Policy Related List Actions

Use UI Policy Related List Actions to show or hide related lists. The *Problem* form has two related lists:

- *Incidents*
- *Problem Tasks*

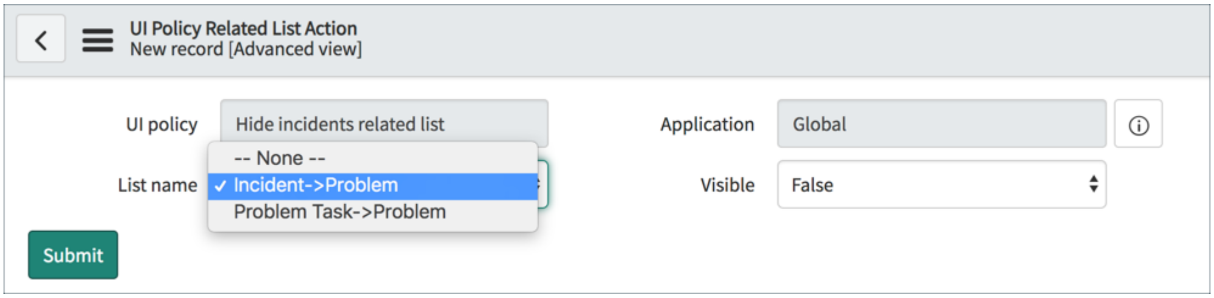


1. In Studio, create a UI Policy or open an existing UI Policy for editing.
2. Scroll to the **UI Policy Related List Actions** related list. If creating a new UI Policy, the UI Policy must be saved before the *UI Policy Related List Actions* related list is visible.
3. Click the **New** button.
4. Configure the UI Policy Related List Action.
   a. Select a *List* name.
   b. Set the *Visible* field value.

      True: Apply the attribute to the related list.

      False: Do not apply the attribute to the related list.

      Leave alone: The attribute does not apply to the related list.
5. Click the **Submit** button.



The *Incidents* related list is hidden: