

UI Policy

3.1 Create Catalog Ui policies

Date	25 June 2025
Team ID	LTVIP2025TMID29028
Project Name	Laptop Request Catalog Item
Maximum Marks	5 Marks

1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for 'laptop request' which is created before
4. Select 'laptop request' and scroll down click on "Catalog Ui policies"
5. In the catalog ui policies related list tab click on new
6. Give short description as: show accessories details
7. Set the Catalog Condition in the related list tab 'when to apply'

[field: additional_ accessories, operator: is, value: true]

The screenshot shows the 'Catalog UI Policy - Show Accessories Details' configuration page in ServiceNow. The left sidebar shows the navigation menu with 'Maintain Items' selected. The main form area includes the following fields and options:

- Applies to:** A Catalog Item (dropdown)
- Application:** Global (dropdown)
- Active:** ☒
- * Catalog item:** Laptop Request (text field)
- * Short description:** Show Accessories Details (text field)
- When to Apply:** Script (tab selected)
- Catalog Conditions:** A blue box containing the following conditions:
 - 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
- 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:** ☒

8. Click on **save**. (do not click on submit)

9. Scroll down and select 'catalog ui action'
10. Then click on new button
11. Select variable name as: accessories_details

Order:100

Mandatory: True

Visible : True

12. Click on save and again click save button of the catalog ui policy form

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy Action. The left sidebar contains navigation links for 'service catalog', 'Request Overview', 'Catalogs', 'Open Records', 'Requests', 'Items', 'Tasks', 'Catalog Definitions', 'My Catalogs', 'My Categories', 'My Items', 'Maintain Catalogs', 'Maintain Categories', 'Renderers', 'Maintain Dynamic Categories', and 'Maintain Items'. The main content area is titled 'Catalog UI Policy Action - accessories_details'. It includes a search bar and buttons for 'Insert', 'Insert and Stay', 'Save', 'Update', and 'Delete'. Below the title, a blue banner states: '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](#)'. The configuration form has two columns. The left column has 'Catalog Item' set to 'Laptop Request', 'Variable name' set to 'accessories_details' (highlighted with a red box), and 'Order' set to '100'. The right column has 'Application' set to 'Global', 'Mandatory' set to 'True' (highlighted with a red box), 'Visible' set to 'True' (highlighted with a red box), 'Read only' set to 'Leave alone', 'Value action' set to 'Leave alone', and 'Field message type' set to 'None'. At the bottom of the form, there are buttons for 'Insert', 'Insert and Stay', 'Save' (highlighted with a red box), 'Update', and 'Delete'. Below the buttons, there is a 'Related Links' section with links for 'Run Point Scan' and 'SNL UI Policy Versions (1)'.