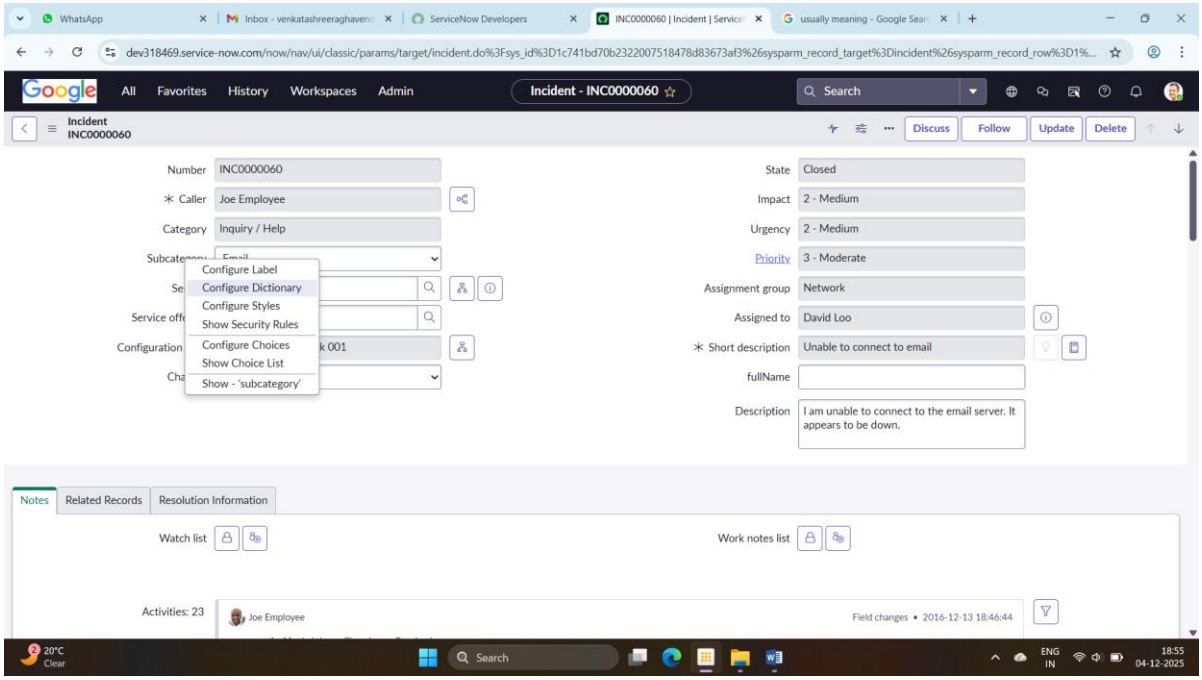
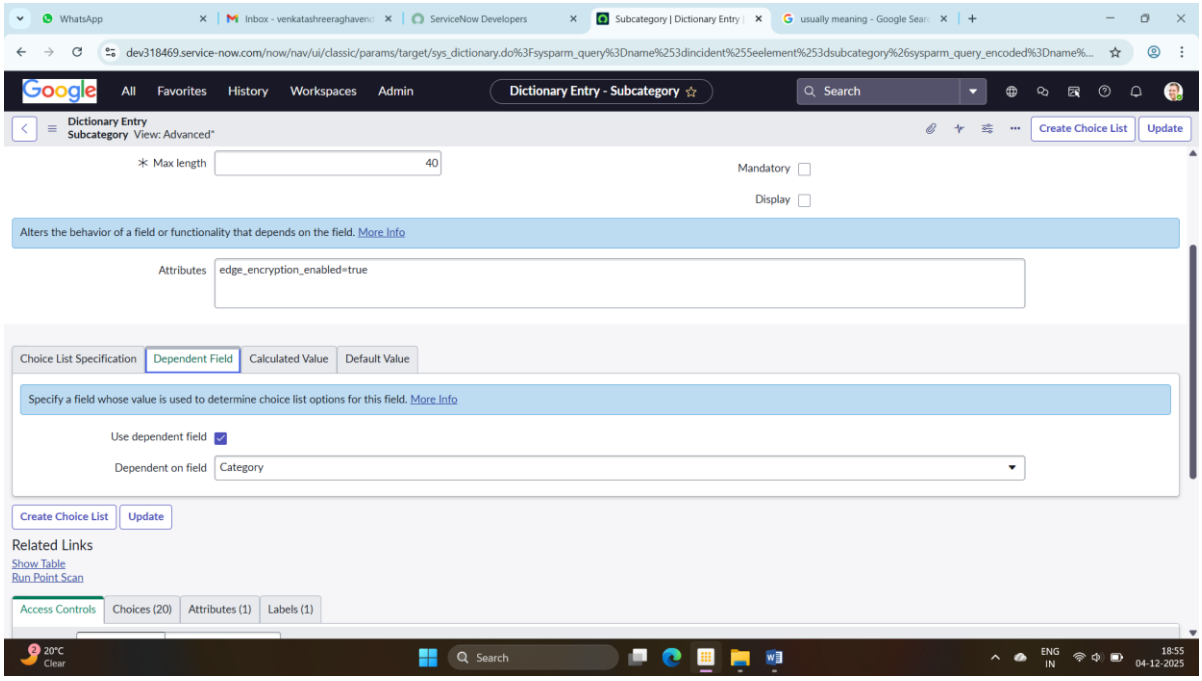
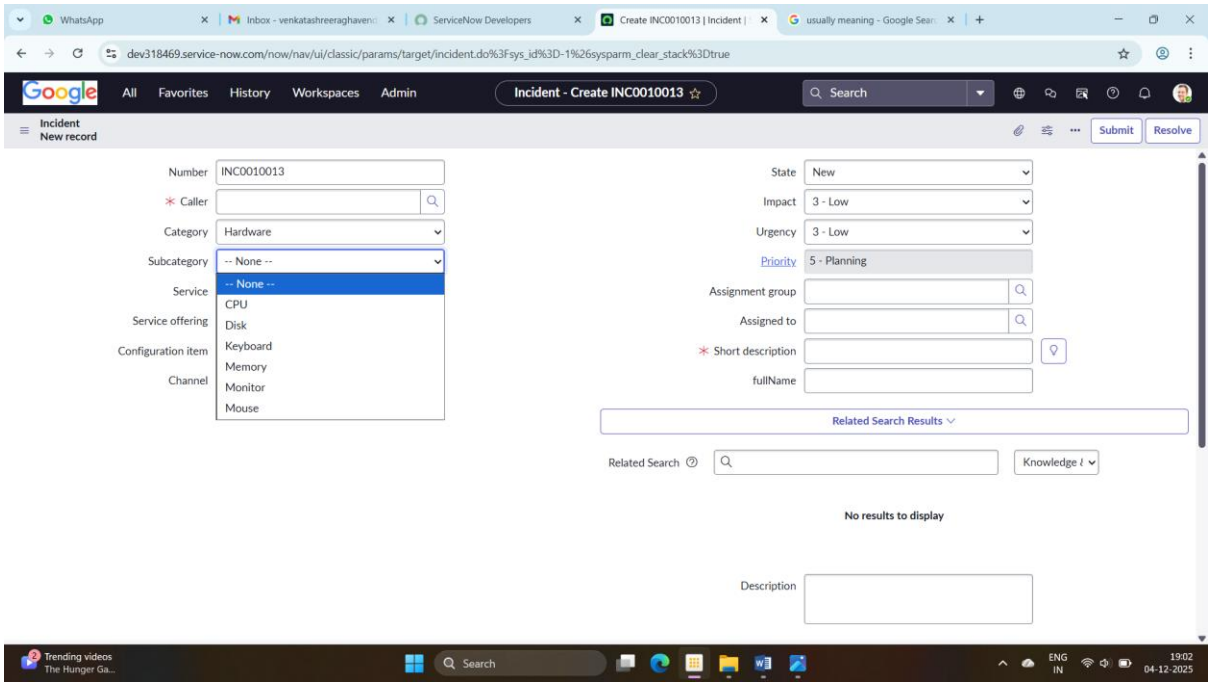
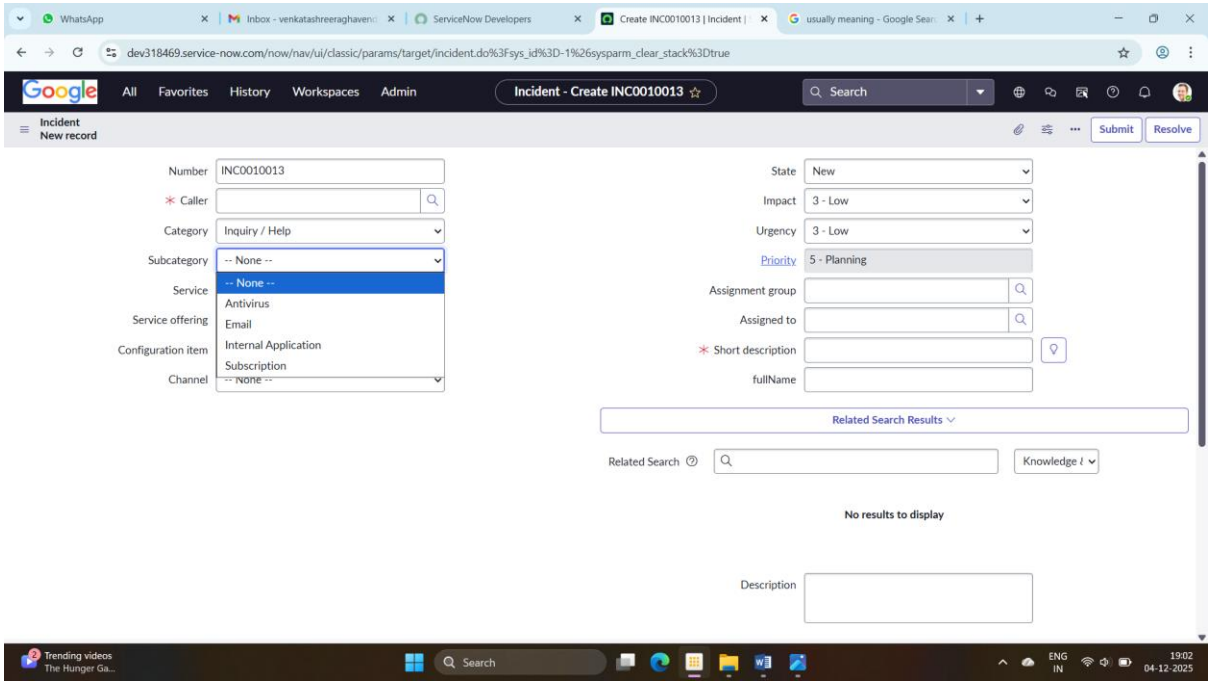
A field is called as dependent filed, if the choices shown in that field are dependent on choice selected in other filed

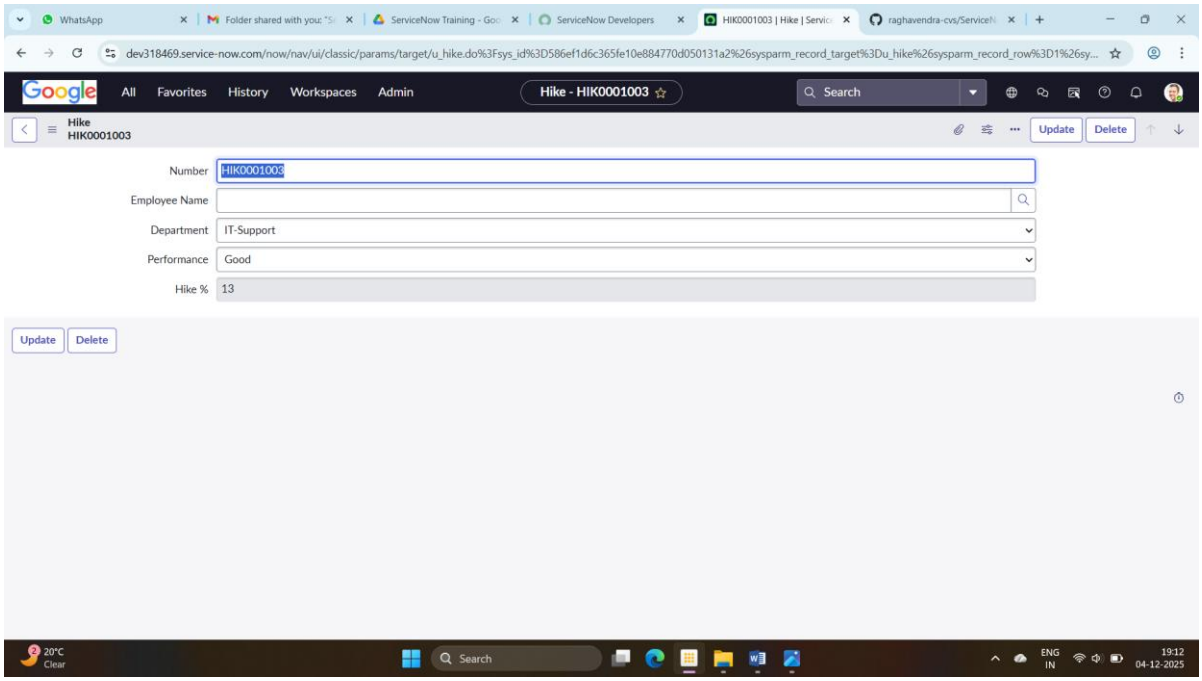


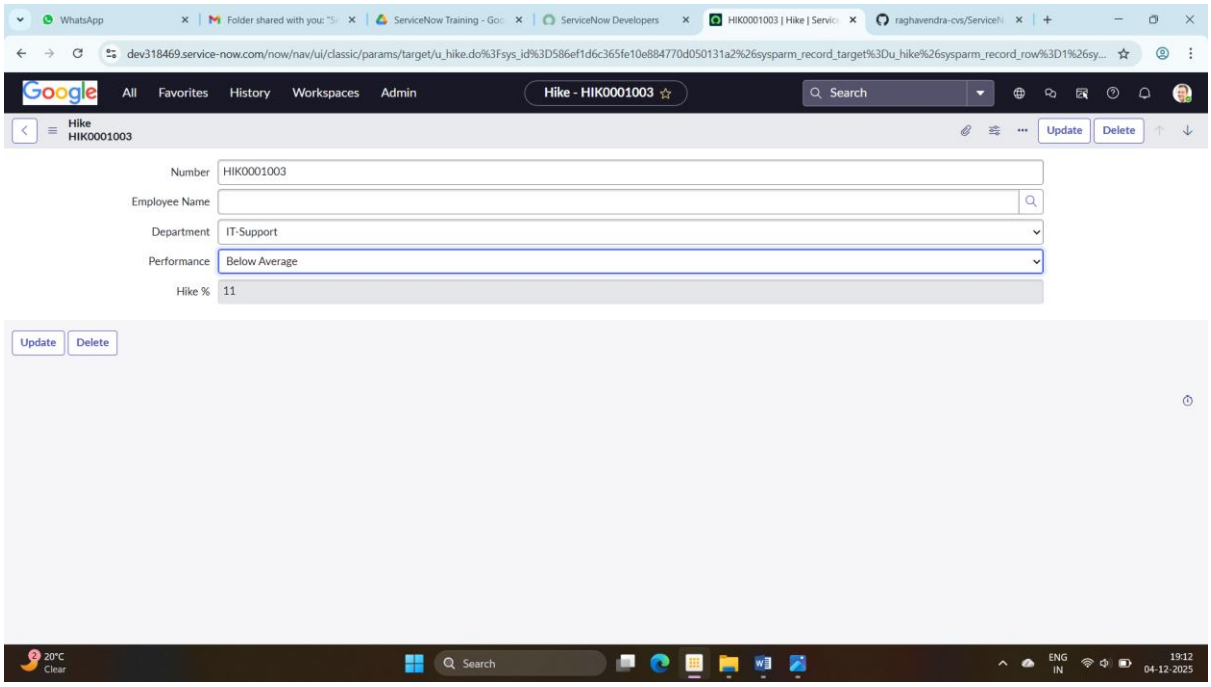


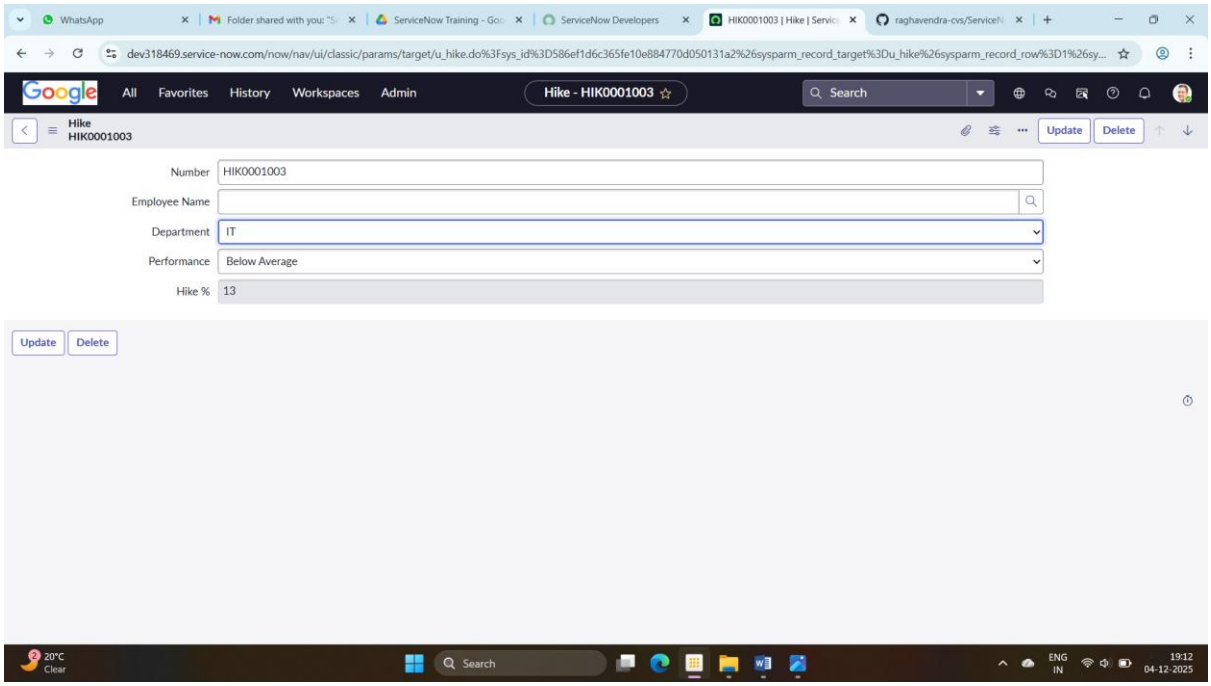

Incident - Create INC0010013
Incident
New record
Submit
Resolve
Number INC0010013
Caller
Category Hardware
Subcategory -- None --
Service
Service offering
Configuration item
Channel
-- None --
CPU
Disk
Keyboard
Memory
Monitor
Mouse
State New
Impact 3 - Low
Urgency 3 - Low
Priority 5 - Planning
Assignment group
Assigned to
Short description
fullName
Related Search Results
Related Search
No results to display
Description


Incident - Create INC0010013
Incident
New record
Submit
Resolve
Number INC0010013
Caller
Category Inquiry / Help
Subcategory -- None --
Service
Service offering
Configuration item
Channel
-- None --
Antivirus
Email
Internal Application
Subscription
State New
Impact 3 - Low
Urgency 3 - Low
Priority 5 - Planning
Assignment group
Assigned to
Short description
fullName
Related Search Results
Related Search
No results to display
Description

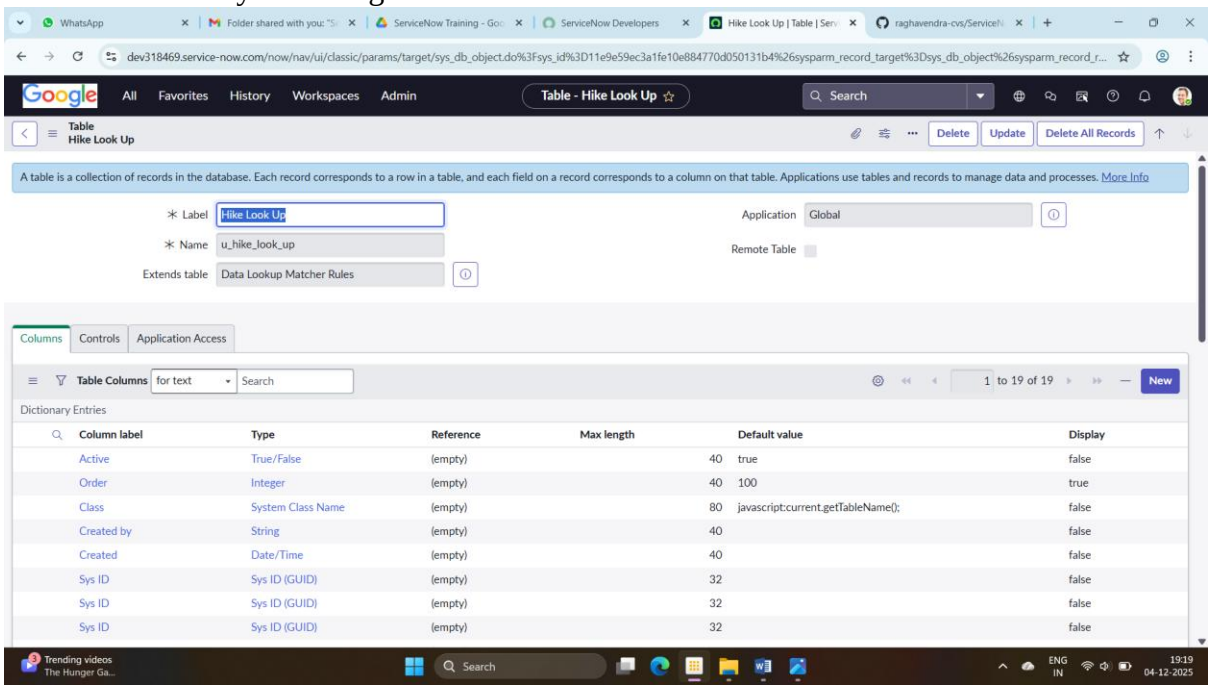
Here you can see that the subcategory filed is dependent on category filed.It is possible to change a field value based on the value of other fields as shown below

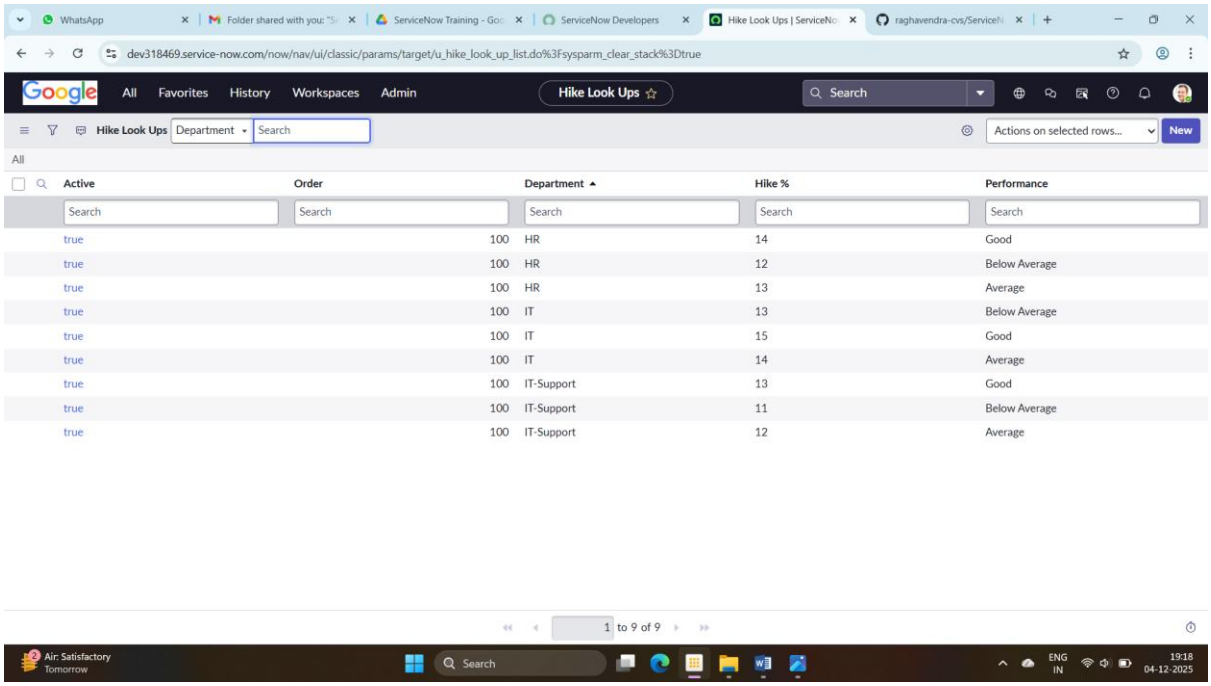


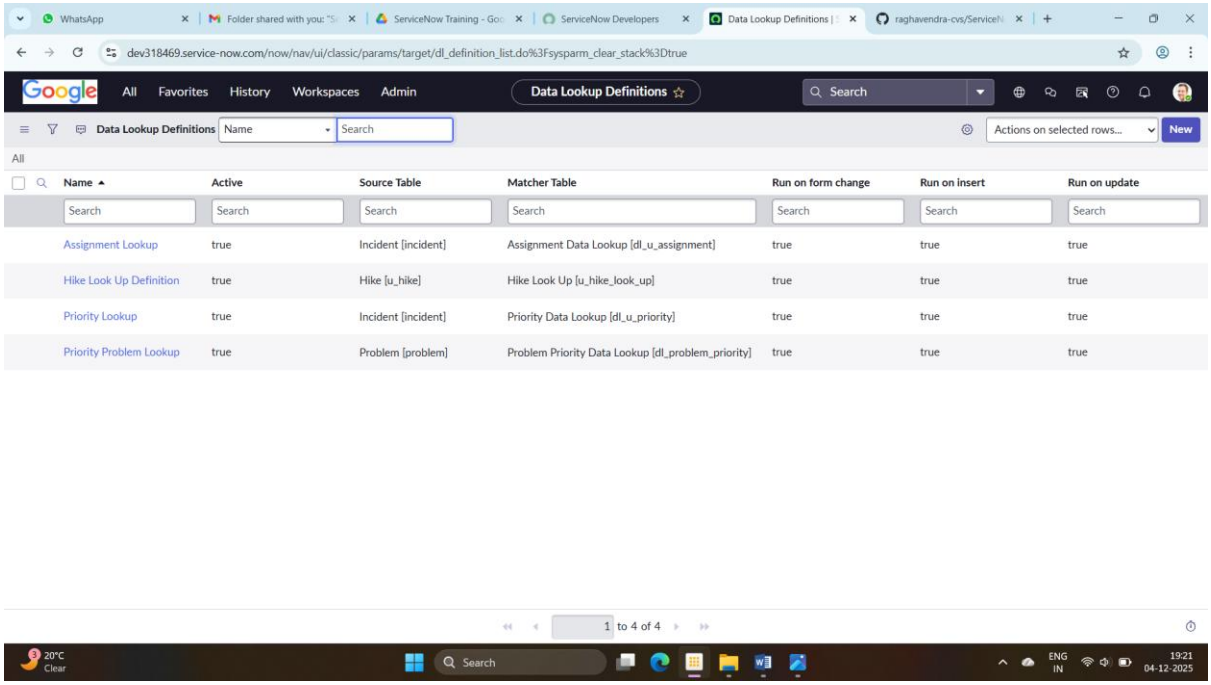


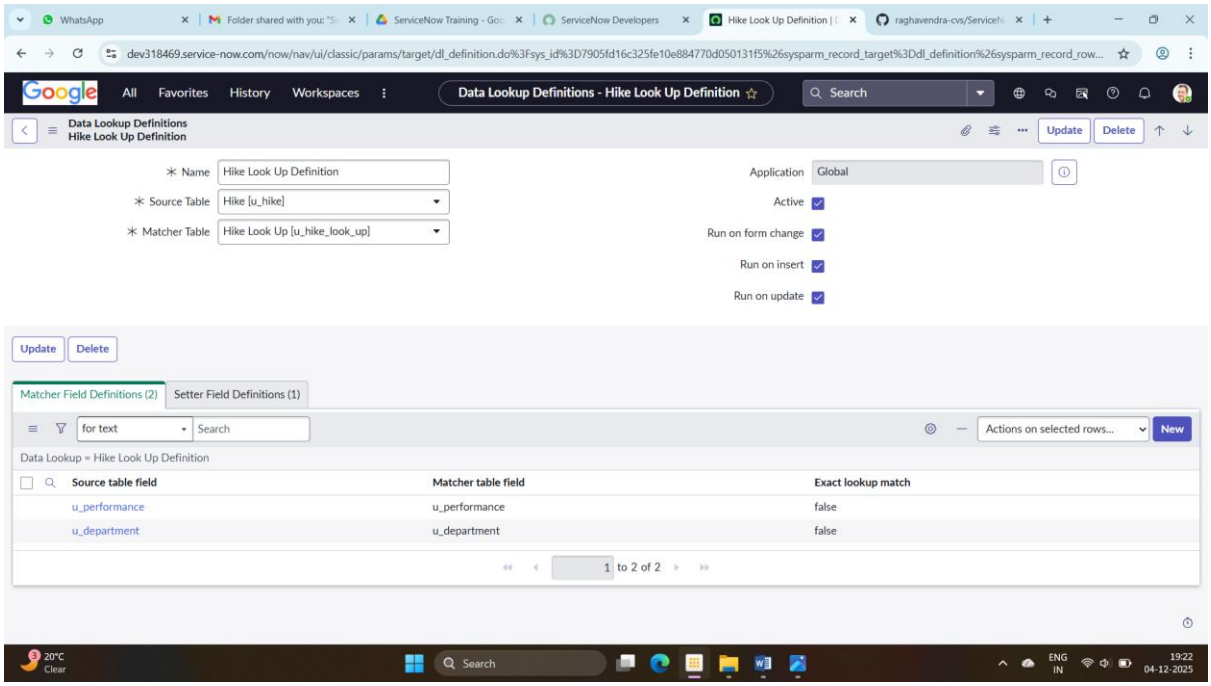


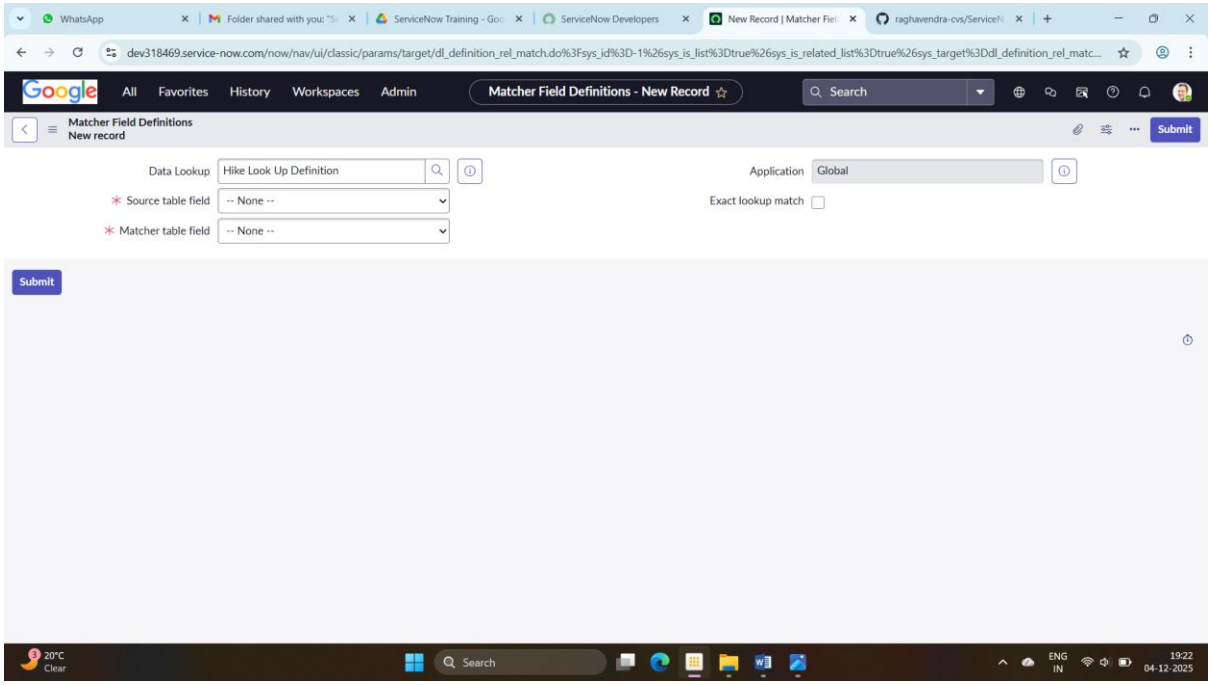
This is achieved by following method




dev318469.service-now.com/now/nav/ui/classic/params/target/u_hike_look_up_list.do%3Fsysparm_clear_stack%3Dtrue
All Favorites History Workspaces Admin
Hike Look Ups
Search
Hike Look Ups Department Search
Actions on selected rows...
New
All
Active Order Department Hike % Performance
true 100 HR 14 Good
true 100 HR 12 Below Average
true 100 HR 13 Average
true 100 IT 13 Below Average
true 100 IT 15 Good
true 100 IT 14 Average
true 100 IT-Support 13 Good
true 100 IT-Support 11 Below Average
true 100 IT-Support 12 Average
1 to 9 of 9


dev318469.service-now.com/now/nav/ui/classic/params/target/dl_definition_list.do%3Fsysparm_clear_stack%3Dtrue
All Favorites History Workspaces Admin
Data Lookup Definitions
Search
Data Lookup Definitions Name Search
Actions on selected rows...
New
All
Name Active Source Table Matcher Table Run on form change Run on insert Run on update
Assignment Lookup true Incident [incident] Assignment Data Lookup [dl_u_assignment] true true true
Hike Look Up Definition true Hike [u_hike] Hike Look Up [u_hike_look_up] true true true
Priority Lookup true Incident [incident] Priority Data Lookup [dl_u_priority] true true true
Priority Problem Lookup true Problem [problem] Problem Priority Data Lookup [dl_problem_priority] true true true
1 to 4 of 4


dev318469.service-now.com/now/nav/ui/classic/params/target/dl_definition.do%3Fsys_id%3D7905fd16c325fe10e884770d050131f5%26sysparm_record_target%3Ddl_definition%26sysparm_record_row...
All
Favorites
History
Workspaces
Data Lookup Definitions - Hike Look Up Definition
Search
Data Lookup Definitions
Hike Look Up Definition
Update
Delete
Name
Hike Look Up Definition
Source Table
Hike [u_hike]
Matcher Table
Hike Look Up [u_hike_look_up]
Application
Global
Active
Run on form change
Run on insert
Run on update
Update
Delete
Matcher Field Definitions (2)
Setter Field Definitions (1)
for text
Search
Actions on selected rows...
New
Data Lookup = Hike Look Up Definition
Source table field
Matcher table field
Exact lookup match
u_performance
u_performance
false
u_department
u_department
false
1 to 2 of 2
20°C
Clear
Search
ENG
IN
19:22
04-12-2025


dev318469.service-now.com/now/nav/ui/classic/params/target/dl_definition_rel_match.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Ddl_definition_rel_matc...
All
Favorites
History
Workspaces
Admin
Matcher Field Definitions - New Record
Search
Matcher Field Definitions
New record
Submit
Data Lookup
Hike Look Up Definition
Source table field
-- None --
Matcher table field
-- None --
Application
Global
Exact lookup match
Submit
20°C
Clear
Search
ENG
IN
19:22
04-12-2025