

Catalog Item Design

Network Request – ServiceNow

1. Introduction

This document outlines the design and configuration of the Network Request Service Catalog item in ServiceNow. It describes the overall structure of the catalog item, its configuration details, and how users interact with it to submit standardized network service requests. The design supports automation, consistency, and an improved end-user experience.

2. Catalog Item Configuration

2.1 Basic Details

Attribute	Description
Catalog Item Name	Network Request
Catalog	Service Catalog
Category	Network Standard Changes
Application Scope	Global
Status	Active
Owner	System Administrator
Fulfillment Automation Level	Unspecified

2.2 Catalog Item Purpose

The **Network Request** catalog item provides a single, unified request interface that enables end users to submit requests for new network connections, device-related network access, and network relocations. By consolidating multiple network service needs into one standardized form, the catalog item ensures consistent data capture and simplifies backend processing.

3. Form Structure and User Interaction

3.1 Form Design Principles

The catalog form is designed with usability and efficiency in mind. Key design principles include:

- Clean and well-organized layout
- Logical grouping of related input fields
- Reduced user input through mandatory-only data collection
- Conditional display of fields to avoid unnecessary clutter

Dynamic behavior is implemented using UI Policies and client logic, ensuring that users see only the fields relevant to their selected request type.

3.2 End-User Experience

This design enables users to submit requests quickly and accurately while minimizing confusion. The intuitive layout reduces submission time and improves overall user satisfaction, especially for non-technical users.

4. Integration with Automation

The catalog item is tightly integrated with backend automation, including approval workflows, task creation, and notifications. Structured variables captured through the form directly feed into automated Flow Designer logic, enabling seamless request processing from submission to fulfillment.

5. Summary

The **Network Request** Service Catalog item delivers a standardized, user-friendly interface for submitting network service requests. Through thoughtful form design, structured variables, and dynamic field behavior, the catalog item supports efficient automation and consistent fulfillment. This approach ensures smooth integration with approval and fulfillment workflows while enhancing the overall ServiceNow user experience.