

Catalog Item Design

Purpose

This document outlines the configuration and structure of the **Network Request** Service Catalog item developed in ServiceNow. It explains how the catalog form is designed, the variables included, how users interact with the form, and how it enables consistent and automated submission of network service requests.

Overview

Catalog Item Configuration

- **Catalog Item Title:** Network Request
- **Catalog Type:** Service Catalog
- **Category:** Network Services
- **Application Scope:** Global
- **Current Status:** Enabled
- **Item Owner:** ServiceNow Administrator
- **Automation Level:** Backend automation handled via Flow Designer

The Network Request catalog item provides a single entry point for users to raise requests related to new network access, device connectivity, or network relocation requirements. This standardized approach ensures all requests are captured with complete and accurate information.

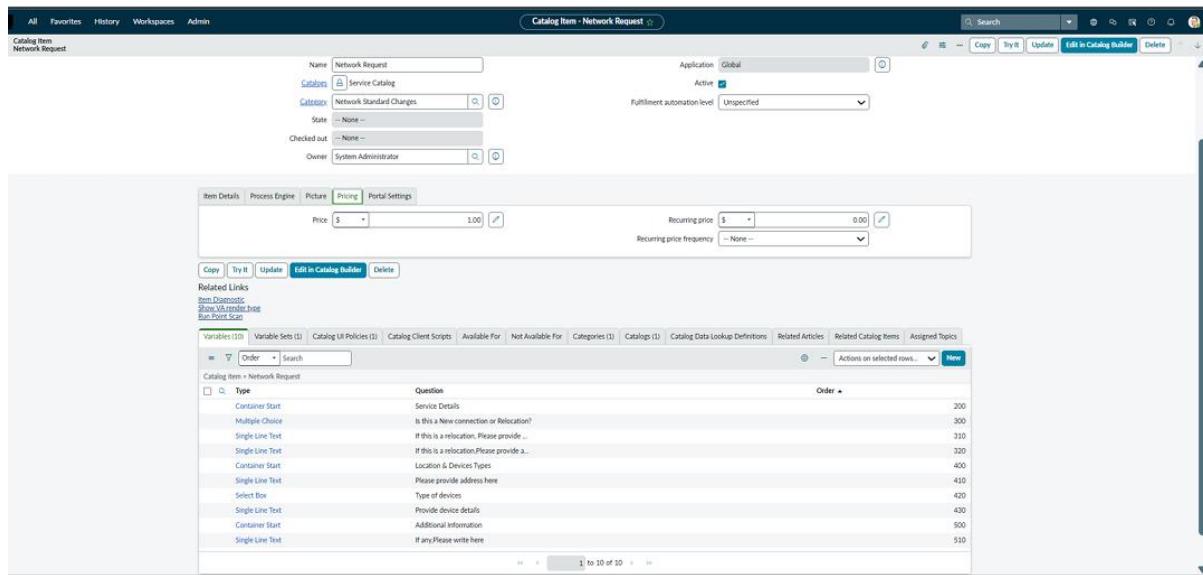


Figure 1: Network Request Service Catalog Item

User Experience Design

- The catalog form is designed with a strong focus on usability and clarity:
- Simple and well-organized form layout
- Fields grouped logically based on request type
- Only essential inputs are requested from users
- Conditional fields appear dynamically based on selections
- These design choices help reduce user effort, prevent incorrect submissions, and speed up the overall request process.

Summary

The **Network Request** Service Catalog item offers a user-friendly and consistent method for submitting network-related service requests. By using structured variables, dynamic form behaviour, and seamless backend automation, the catalog item supports efficient processing while integrating smoothly with approval and fulfilment workflows.