

# 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.

The screenshot shows the 'Catalog Item - Network Request' form. The top section contains metadata fields: Name (Network Request), Application (Global), Category (Service Catalog), Network Standard Changes, State (None), Checked out (None), and Owner (System Administrator). The middle section is the Pricing area, with Price set to 1.00 and Recurring price set to 0.00. Below this is a table of related links and a table of variables.

Type	Question	Order
Container Start	Service Details	200
Multiple Choice	Is this a New connection or Relocation?	300
Single Line Text	If this is a relocation, Please provide ...	310
Single Line Text	If this is a relocation, Please provide a ...	320
Container Start	Location & Device Types	400
Single Line Text	Please provide address here	410
Select Box	Type of device	420
Single Line Text	Provide device details	430
Container Start	Additional information	500
Single Line Text	If any Please write here	510

**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.