

## **Phase 3: UI/UX Development and Customization**

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### **1. Modules & Task Reference**

#### **Modules Covered:**

- **Module 1:** Interface Design
- **Module 2:** Navigation Flow
- **Module 3:** Usability Enhancements (Auto-fill, Tooltips, Help Text)

This phase focuses on designing a user-friendly Service Catalog interface and ensuring smooth navigation and usability for end users.

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### **2. Objective**

The objective of Phase 3 is to design and customize an intuitive, user-centric interface for the Network Request catalog item. This phase ensures that users can easily navigate the Service Portal, understand form inputs, and submit requests accurately with minimal effort.

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### **3. Business Requirement**

- For successful adoption of automated network request management, the user interface must be:
  - Simple and intuitive for end users
  - Accessible through the Service Portal
  - Designed with clear input guidance
  - Capable of auto-filling user-related information
  - Optimized to reduce errors and incomplete submissions
  - A well-designed UI/UX layer ensures higher user satisfaction, faster request submission, and reduced support dependency.

## 4. Configuration Details

### 4.1 Navigation

- **Service Catalog Item Configuration:**  
Service Catalog > Catalog Definitions > Maintain Items
- **Variable & Variable Set Configuration:**  
Catalog Item > Variables / Variable Sets
- **Service Portal Access:**  
<Instance URL>/sp

### 4.2 Configuration Steps (High-Level)

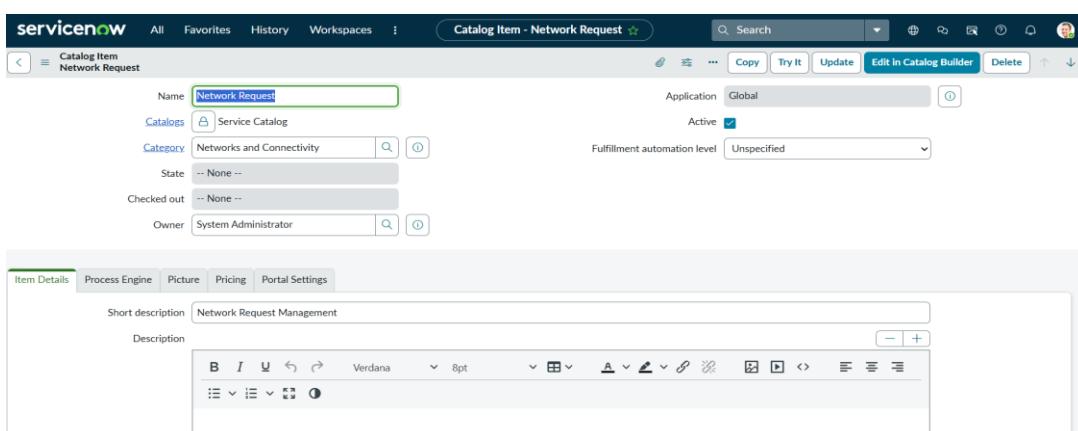
#### Module 1: Interface Design

##### Activity 1: Creation of Service Catalog Item

1. Navigate to **Service Catalog > Maintain Items**.
2. Click **New** and select **Catalog Item**.
3. Configure the catalog item with the following details:
  - **Name:** Network Request
  - **Catalog:** Service Catalog
  - **Category:** Network
  - **Short Description:** Network Request Management
4. Click **Save**.

This catalog item serves as the primary entry point for users to raise network-related requests.

#### Screenshot:



## Activity 2: Variables Configuration

1. Open the **Network Request** catalog item.
2. Scroll to the **Variables** related list and click **New**.
3. Configure variables using appropriate types such as:
  - o Single Line Text
  - o Multi-Line Text
  - o Choice
  - o Reference
4. Define variable properties:
  - o **Order:** 100, 200, 300, etc.
  - o **Question:** User-facing label
  - o **Name:** Internal variable name (used for scripting)
  - o **Tooltip:** Guidance displayed on hover
  - o **Example Text:** Sample input guidance
  - o **Mandatory / Read-only:** Configured as required
  - o **Auto-populate:** Configured using dependent variables and dot-walking
5. Click **Save or Submit**.

### Screenshot:

The screenshot shows the ServiceNow interface for a Catalog Item named "Network Request". The top navigation bar includes "servicenow", "All", "Favorites", "History", "Workspaces", and a search bar. Below the header, there are tabs for "Catalog Item - Network Request", "Edit in Catalog Builder", and "Delete". A breadcrumb trail shows "Catalog Item > Network Request". The main content area displays a table titled "Variables (12)". The columns are "Type", "Question", and "Order". The variables listed are:

Type	Question	Order
Container Start	Service Details	200
Multiple Choice	Is this a new network connection or relo...	300
Single Line Text	If this is a relocation, please provide ...	310
Container End		350
Container Start	Location & Device Type	400
Single Line Text	Please provide address here	410
Select Box	Type of devices	420
Single Line Text	Provide device details here	430
Container End		450
Container Start	Additional Information	500
Multi Line Text	If anything else, please specify	510
Container End		550

## Activity 3: Types of Variables Configured

The following variables were created to capture request details:

- **Is this a New connection or Relocation?**

- Type: Choice
  - Options: New, Relocation, None
- **If this is a relocation, please provide your relocated address**
  - Type: String
- **Types of Devices**
  - Type: Choice
  - Options: Laptop, Mobiles, Others
- **Please provide address here**
  - Type: String
- **Provide device details here**
  - Type: String
- **If anything else, please specify**
  - Type: String

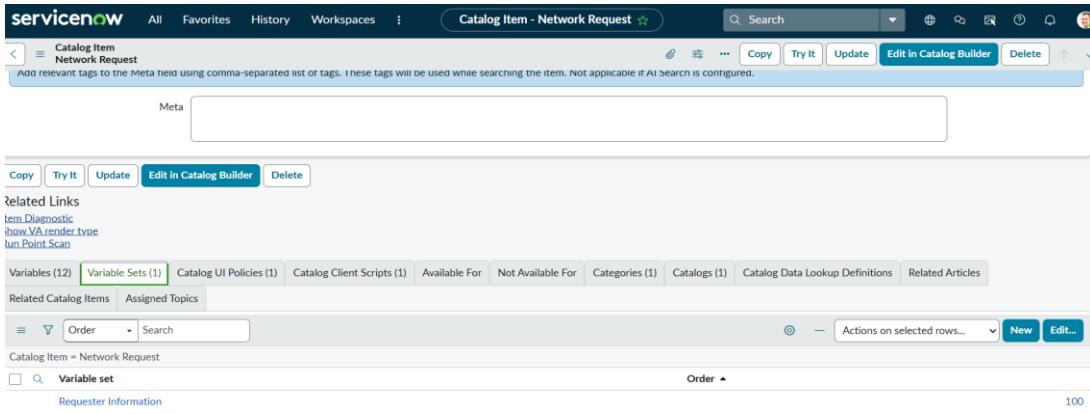
These variables ensure comprehensive data collection while keeping the form user-friendly.

#### **Activity 4: Variable Set Configuration**

1. Navigate to **Variable Sets**.
2. Create a variable set for **User Details**.
3. Add the following variables:
  - **Opened on behalf of** – Reference (User table)
  - **Email ID** – Single line text (auto-populated)
  - **User Name** – Single line text (auto-populated)
  - **Phone Number** – Single line text (auto-populated)
  - **Proof of Document** – Attachment
4. Apply the variable set to the **Network Request** catalog item.

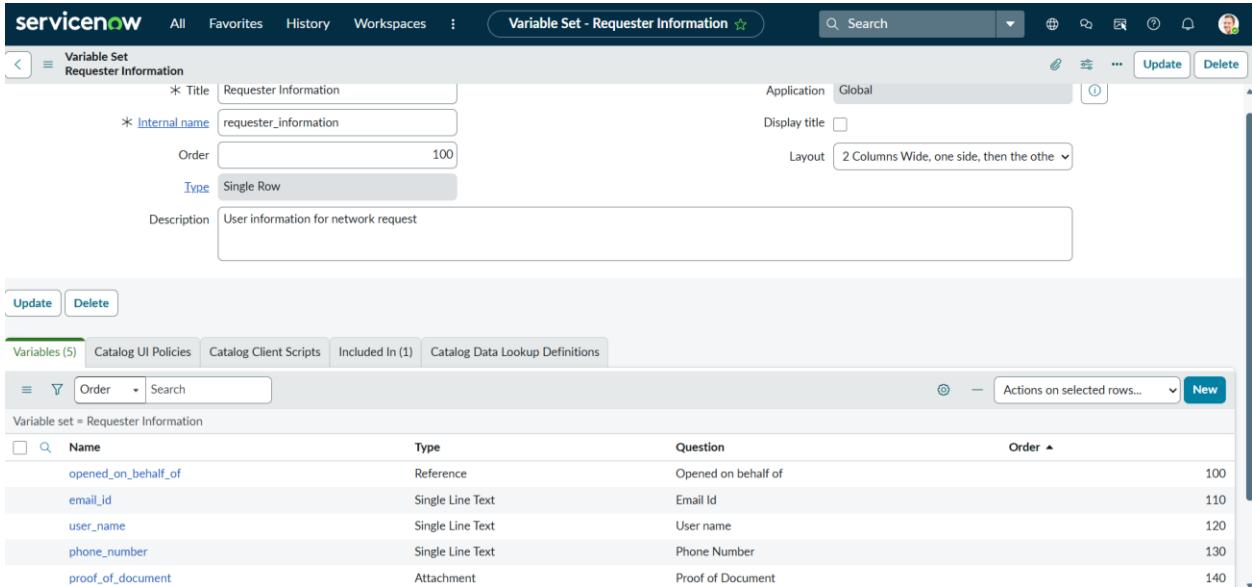
This improves form organization and enables reuse of common user-related fields.

## Screenshot: Configuration of variable set in Network Request



This screenshot shows the ServiceNow Catalog Item - Network Request screen. At the top, there's a search bar and various navigation links like All, Favorites, History, Workspaces. Below the header, there's a 'Meta' field and a 'Related Links' section. The main content area shows a list of 'Variables' and 'Variable Sets'. A 'Variable Set' named 'Requester Information' is selected. The 'Requester Information' row has columns for Title ('Requester Information'), Internal name ('requester\_information'), Order (set to 100), Type ('Single Row'), Application ('Global'), Display title (unchecked), and Layout ('2 Columns Wide, one side, then the other'). The 'Description' field contains the text 'User information for network request'. At the bottom, there are buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete.

## Screenshot: Requester Information (Variable set)



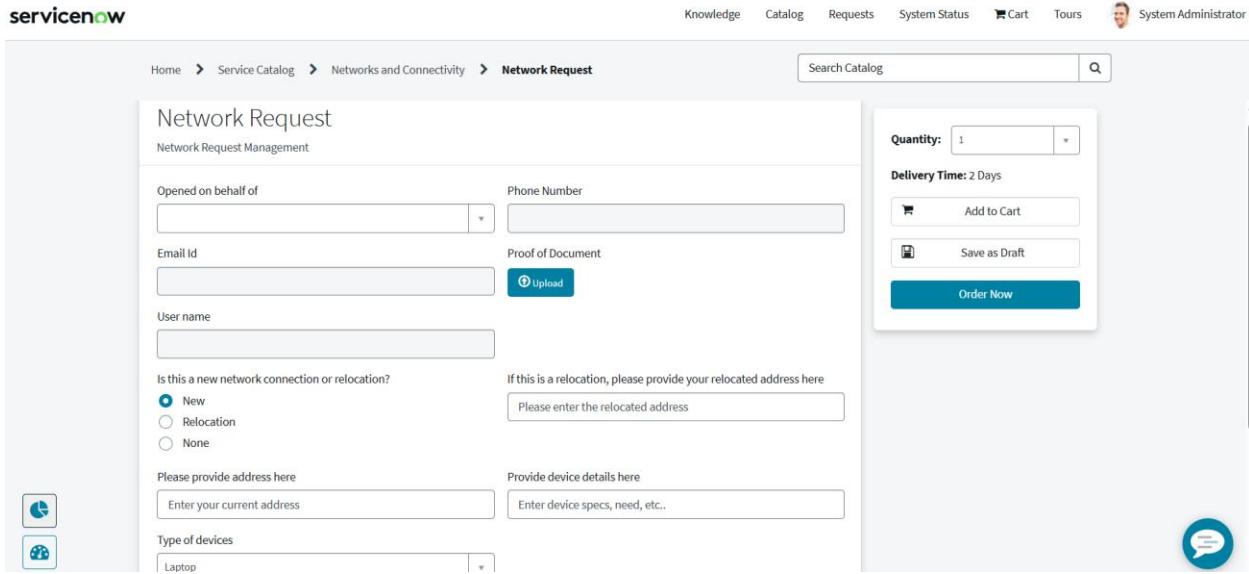
This screenshot shows the ServiceNow Variable Set - Requester Information screen. The top part displays the configuration for the 'Requester Information' variable set, including fields for Title, Internal name, Order, Type, Application, Display title, and Layout. The 'Description' field is also present. Below this, a table lists five variables under the 'Included In' tab. The variables are: 'opened\_on\_behalf\_of' (Reference type, Order 100), 'email\_id' (Single Line Text type, Order 110), 'user\_name' (Single Line Text type, Order 120), 'phone\_number' (Single Line Text type, Order 130), and 'proof\_of\_document' (Attachment type, Order 140). The table has columns for Name, Type, Question, and Order.

## Module 2: Navigation Flow

1. Log in to the ServiceNow PDI.
2. Copy the instance URL (e.g., <https://devXXXXX.service-now.com>).
3. Append /sp to access the Service Portal.
4. Search for **Network Request**.
5. Fill in the required details and submit the request.
6. A request number (REQ/RITM) is generated, and confirmation emails are sent to users.

This ensures seamless navigation from portal access to request submission.

## Screenshot: Network Request UI



The screenshot shows the ServiceNow Network Request UI. At the top, there's a navigation bar with links for Home, Service Catalog, Networks and Connectivity, Network Request, Knowledge, Catalog, Requests, System Status, Cart, Tours, and a System Administrator profile. A search bar is also present.

The main page title is "Network Request" under "Network Request Management". It contains several input fields:

- Opened on behalf of (dropdown)
- Phone Number (text input)
- Email Id (text input)
- Proof of Document (button with "Upload" icon)
- User name (text input)
- Is this a new network connection or relocation? (radio buttons: New, Relocation, None; "New" is selected)
- If this is a relocation, please provide your relocated address here (text input placeholder: "Please enter the relocated address")
- Please provide address here (text input placeholder: "Enter your current address")
- Provide device details here (text input placeholder: "Enter device specs, need, etc..")
- Type of devices (dropdown: Laptop)

A sidebar on the right contains a shopping cart interface:

- Quantity: 1
- Delivery Time: 2 Days
- Add to Cart
- Save as Draft
- Order Now

At the bottom right of the page is a blue speech bubble icon.

## Module 3: Usability, Tooltips, and Help Text

### Auto-Filled Fields

The following fields are auto-populated using reference variables:

- Name
- Email
- Phone Number
- User Name

These fields are populated based on the **Opened on behalf of** reference variable using dot-walking.

### ToolTips and Help Text

- Tooltips were added to complex fields to guide users
- Help text improves clarity and reduces incorrect data entry
- Hover-based guidance enhances overall user experience

## **5. Outcome**

Upon completion of Phase 3:

- A clean, intuitive Service Catalog interface was implemented
- Users can easily navigate and submit network requests
- Auto-filled fields reduce manual effort and errors
- Tooltips and example texts guide users effectively
- Form usability and adoption were significantly improved

This phase ensures that the technical automation is complemented by an excellent user experience.

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