Automated Network Request Management System

User Flow

This document describes the User Interface (UI), User Experience (UX), and navigation flow of the Automated Network Request Management System developed using ServiceNow. The primary objective is to ensure an intuitive, efficient, and user-friendly process for submitting, approving, and fulfilling network-related requests.

Network Request Catalog Item UI

The Network Request catalog item is designed with a clean and structured form layout. Fields are logically grouped to improve readability and reduce user effort.

Key UI Features:

- **Clearly Labeled Fields:** Ensures users understand required inputs.
- **Sectioned Layout:** Uses containers to organize information effectively.
- **Mandatory Indicators:** Visually identifies required fields to prevent submission errors.
- **Dynamic Fields:** Fields adjust based on user selection.

Dynamic UI Behaviour

To improve the User Experience (UX), UI Policies and Client Scripts are utilized to manage field visibility

- Fields appear or hide based on the specific request type selected.
- Additional input fields appear only when specific options (e.g., "Others") are selected.
- Unnecessary fields are hidden to reduce clutter
- Mandatory fields change dynamically to match the context of the request.

This dynamic behaviour minimizes user errors and significantly speeds up request submission.

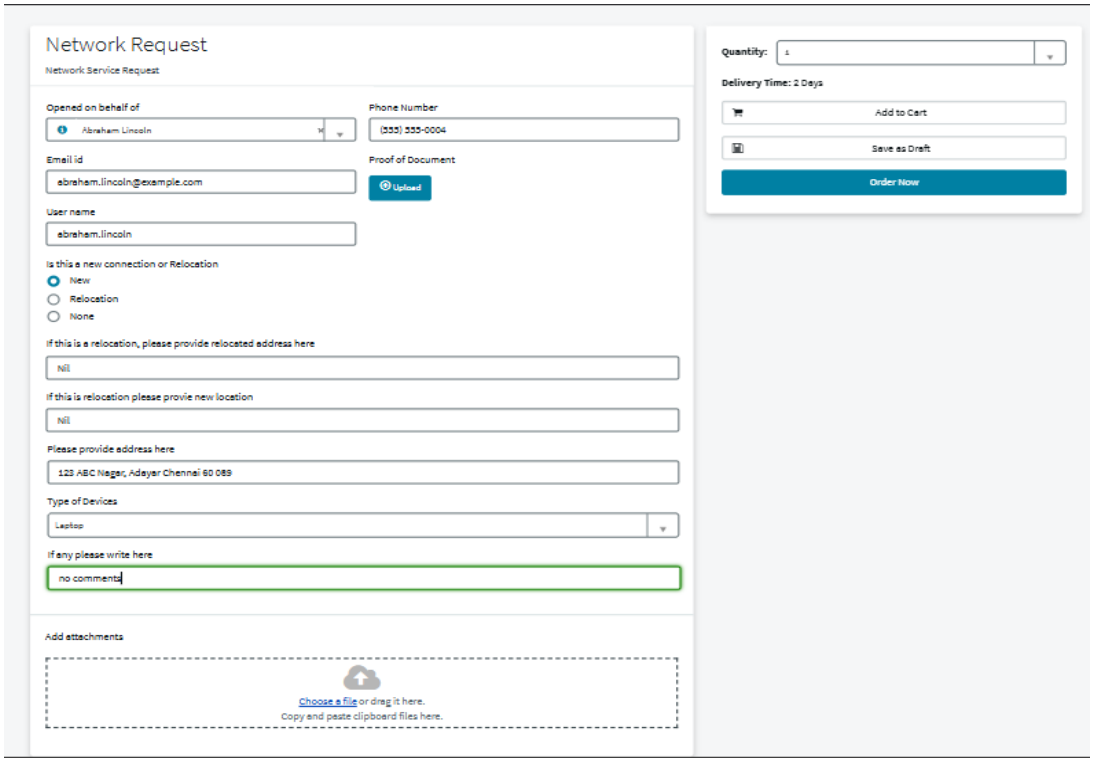

Figure1: Network Request catalog item form (Dynamic field behaviour)

Approval Flow and User Interaction

After Submission:

- After submission, the request is routed to the appropriate approver.
- Approval notifications are sent via email.
- Approvers can approve or reject the request directly.
- The approval status is immediately visible to the requester.

Task Fulfilment Flow:

- Once approved, a network task is automatically generated.
- Task progress is updated in the system, and fulfilment actions are tracked until completion.
- This automation ensures transparency and accountability throughout the process.

Notifications and Request Tracking

Throughout the request lifecycle, email notifications are sent at each stage to keep stakeholders informed. Users can track the status of their requests directly from the Requests module. A final completion notification is sent after fulfilment, ensuring users are kept informed without the need for manual follow-ups.

User Experience Validation and Benefits

Validation Criteria: The UI/UX design was validated based on ease of navigation, reduced form complexity, minimal training requirements, and error prevention through validations.

Key UX Benefits:

- Improved user satisfaction.
- Reduced incorrect submissions.
- Standardized request handling.
- Efficient service delivery.

Conclusion

The combined UI, UX, and navigation design of the Automated Network Request Management System ensures a smooth and efficient experience for end users. The implementation of dynamic forms, structured navigation, and automated workflows significantly improves usability and operational efficiency.