

Catalog Item Design

Introduction

This document describes the design and configuration of the Network Request Service Catalog item in ServiceNow. It explains how the catalog item is structured, what variables are used, how users interact with it, and how it supports standardized and automated network request submission.

Catalog Item Overview

Catalog Item Details:

- **Catalog Item Name:** Network Request
- **Catalog:** Service Catalog
- **Category:** Network Standard Changes
- **Application Scope:** Global
- **Status:** Active
- **Owner:** System Administrator
- **Fulfilment Automation Level:** Unspecified

Description

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The screenshot shows the ServiceNow Catalog Item - Network Request page. At the top, there are basic item details: Name (Network Request), Category (Service Catalog), Active (checked), Fulfillment automation level (Unspecified). Below these are fields for State (Published), Checked out (None), and Owner (System Administrator). A large text area for the description is present, with a rich text editor toolbar above it. A note at the bottom of the description area says "Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured." Below the description is a "Meta" field. At the bottom of the page, there are buttons for Copy, Try It, Update, Edit In Catalog Builder, and Delete. A "Related Links" section follows, containing links for Item Details, Item Diagnostic, and Item History. The main content area is titled "Assigned Topics" and contains a table:

Type	Question	Name	Order
Container Start	Service Details	service_details	200
Multiple Choice	Is this a new connection or Relocation	is.this.a_new_connection_or_relocation	300
Single Line Text	If this is a relocation, please provide ...	if.this.is.a_relocation,_please_provide_r...	310
Single Line Text	If this is relocation please provide new ...	if.this.is.relocation,_please_provide_new_...	320
Container Start	Location & Device Type	location_device_type	400
Single Line Text	Please provide address here	please_provide_address_here	410
Select Box	Type of Device	type_of_device	420
Single Line Text	Provide Device details	provide_device_details	430
Container Start	Additional Information	additional_information	500
Single Line Text	If any please write here	if.any,_please_write_here	510

Figure 1: Catalog Item – Network Request

User Experience Considerations

- Clean and structured form layout
- Logical grouping of related fields
- Minimal input required from users
- Dynamic field display reduces clutter

Conclusion

The Network Request catalog item is designed to provide a simple, efficient, and standardized interface for requesting network services. Through structured variables, conditional logic, and pricing configuration, the catalog item supports automated backend processing and seamless integration with approval and fulfillment workflows.