📄 Phase – 3: UI/UX Development & Customization

Interface Design

Description

The Interface Design phase focuses on creating a clean, intuitive, and user-friendly Service Catalog interface that enables employees to request licensed software installation with ease. This phase emphasizes clarity, usability, and consistency by designing catalog forms with meaningful labels, structured input fields, and proper ordering.

Using ServiceNow Service Catalog capabilities, the catalog item and its variables were configured to ensure accurate data capture while providing a smooth end-user experience aligned with business requirements.

Activity 1: Creation of Service Catalog Item

Objective

To create a Service Catalog item that allows employees to request installation of licensed software through the Service Portal.

Implementation Details

A new Service Catalog item was created to act as the entry point for software installation requests. Relevant metadata and descriptions were added to ensure discoverability and clarity for users.
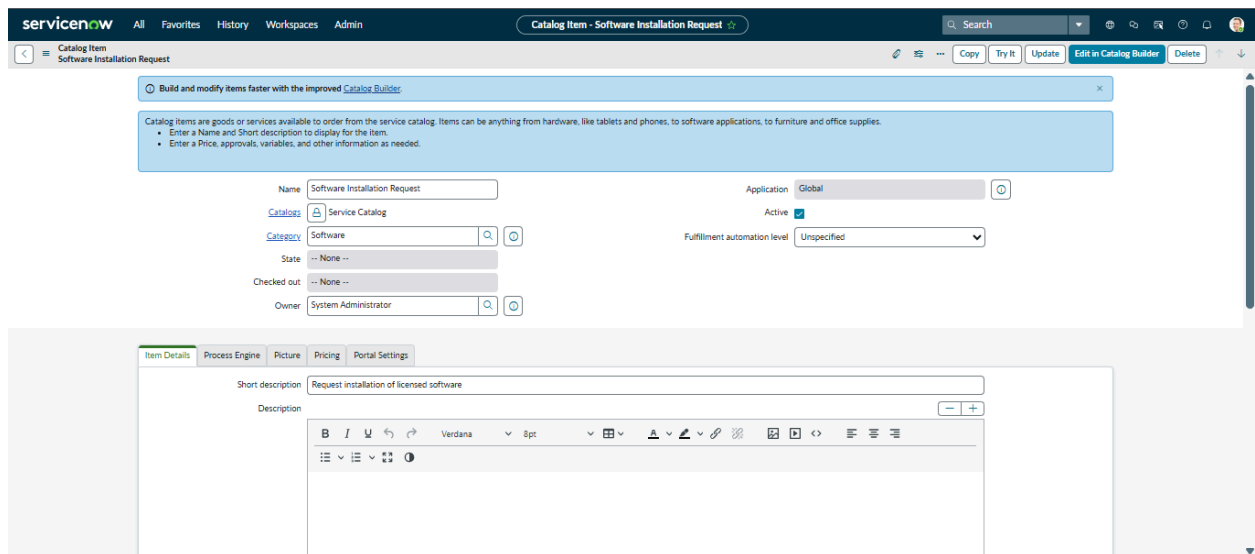
Configuration Summary

- **Catalog Item Name**: Software Installation Request

- **Catalog**: Service Catalog

- **Category**: Software

- **Short Description**: Request to install company-approved software

- **Meta**: New Software

This catalog item forms the foundation of the user interface for submitting software installation requests.

📷 **Screenshot Evidence**

- Screenshot showing the **Software Installation Request catalog item configuration**.

Activity 2: Variables Configuration

Objective

To design and configure catalog variables that collect required information from users in a structured and user-friendly manner.

Variables Created

The following four variables were added to the catalog item:

1. **Software Name**

- **Type**: Single Line Text

- **Question**: What software do you need?

- **Purpose**: Captures the name of the software requested.

2. **Version Required**

   - **Type**: Single Line Text

   - **Question**: Specify version (if required).

   - **Purpose**: Allows users to mention a specific software version.

3. **License Justification**

   - **Type**: Multi Line Text

   - **Question**: Why do you need this software?

   - **Purpose**: Collects business justification for approval and audit purposes.

4. **Urgency**

   - **Type**: Choice

   - **Question**: Select urgency level.

   - **Options**: Normal, High, Critical

   - **Purpose**: Helps prioritize request processing.

Each variable was configured with appropriate labels, ordering, and visibility to ensure a smooth and guided user experience while submitting requests.

📷 **Screenshot Evidence**

- Screenshot showing **all configured variables under the catalog item**.

- Screenshot showing **Urgency variable with choice options (Normal, High, Critical)**.

Catalog Item
Software Installation Request

Copy   Try It   Update   Edit in Catalog Builder   Delete

p   Press Alt+0 for help

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.

Meta

Copy   Try It   Update   Edit in Catalog Builder   Delete

Related Links
Item Diagnostic
Run Point Scan

| Variables (4) | Variable Sets | Catalog UI Policies | Catalog Client Scripts | Available For | Not Available For | Categories (1) | Catalogs (1) | Catalog Data Lookup Definitions | Related Articles | Related Catalog Items | Assigned Topics |

Order   Search   Actions on selected rows...   New

Catalog item = Software Installation Request

	Type	Read only	Mandatory	Question	Name	Order ▲	Tooltip	Created
	Single Line Text	false	true	What software do you need?	software_name	100	Enter the name of the software	2025-12-31 21:56:30
	Single Line Text	false	false	Specify version (if required)	software_version	200	Enter required version	2025-12-31 21:58:13
	Multi Line Text	false	true	Why do you need this software?	license_justification	300	Explain the business or learning need fo	2025-12-31 22:01:48
	Multiple Choice	false	true	Select urgency level.	urgency	400	Choose how urgently the software is requ	2026-01-01 05:23:02

1   to 4 of 4

Variable
What software do you need?

Copy   Update   Delete

Application   Global   Active ☑
Type   Single Line Text   Mandatory ☑
Catalog item   Software Installation Request   Read only ☐
Order   100   Hidden ☐
                                                            Disable automatic slot fill based on user context ☐

| Question | Annotation | Type Specifications | Default Value | Auto-populate | Permission | Availability |

Specify the **Question** that explains the options available to the end user when ordering the item

✳ Question   What software do you need?
✳ Name   software_name
Conversational label   Software Name
Tooltip   Enter the name of the software
Example Text   MS Word, IntelliJ IDEA

Copy   Update   Delete

Related Links
Run Point Scan

Outcome

The Service Catalog interface was successfully designed with clear questions, logical variable ordering, and meaningful input fields. This interface ensures ease of use for employees while capturing all necessary information required for backend processing, approvals, and fulfillment.