



## Phase – 3: UI/UX Development & Customization

### Navigation Flow

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#### Description

The Navigation Flow phase validates the end-user journey for requesting software installation through the **Service Catalog** and **Service Portal**.

This phase ensures that users can easily locate the catalog item, enter required details, submit the request, and receive confirmation with a request number.

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#### Activity: Navigation Flow Validation

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#### Test 1: Testing from Service Catalog (Backend UI)

##### Objective

To verify catalog item navigation and submission from the ServiceNow platform UI.

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##### Steps Performed

1. Logged in to the **ServiceNow PDI instance**.
2. Clicked on **All** from the left navigation.
3. Searched for **Service Catalog**.
4. Navigated to:  
**Service Catalog → Software → Software Installation Request**
5. Clicked on **Try It** (optional) or opened the catalog item directly.

6. Verified that all configured variables are visible:

- What software do you need?
- Specify version (if required)
- Why do you need this software?
- Select urgency level

7. Filled in sample values for all mandatory fields.

8. Clicked on **Order Now**.

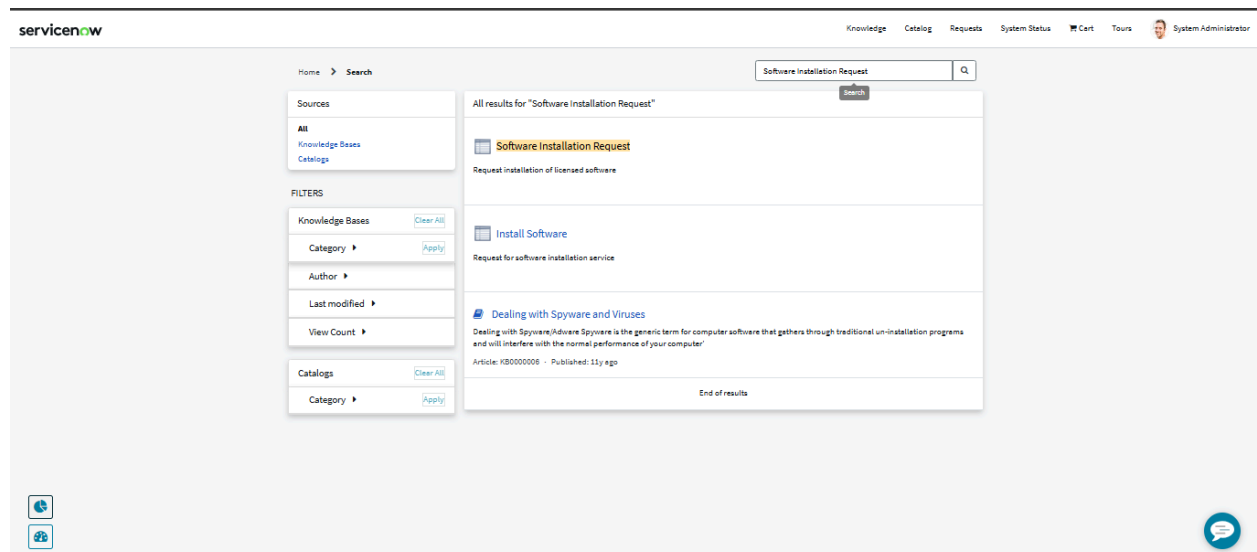
9. Confirmed the order submission.

10. System generated a **Request Number (REQ)** and displayed the **Order Status** page.

✓ This confirms successful navigation and submission from the Service Catalog interface.

### Screenshot Evidence

Insert screenshot showing catalog item form filled and Order Now submission.



servicenow

KnowledgeCatalogRequestsSystem StatusCartToursSystem Administrator

Home > Service Catalog > Software > Software Installation Request

Search Catalog

Software Installation Request

Request installation of licensed software

\* What software do you need?

MS Word

Specify version (if required)

2021, 17.08

\* Why do you need this software?

This is required for doing my documentation jobs

\* Select urgency level.

☒ Normal

☐ High

☐ Critical

Add attachments

Choose a file or drag it here.

Copy and paste clipboard files here.

Quantity: 1

Delivery Time: 2 Days

Add to Cart

Save as Draft

Order Now

servicenow

KnowledgeCatalogRequestsSystem StatusCartToursSystem Administrator

Home > Service Catalog > Software

Software Installation Request

Request installation of licensed software

\* What software do you need?

MS Word

Specify version (if required)

2021, 17.08

\* Why do you need this software?

This is required for doing my documentation jobs

\* Select urgency level.

☒ Normal

☐ High

☐ Critical

Add attachments

Choose a file or drag it here.

Copy and paste clipboard files here.

Order Confirmation

Request for System Administrator

Delivery Information (Optional)

Special Instructions (Optional)

Cancel

Checkout

Quantity: 1

Delivery Time: 2 Days

Add to Cart

Save as Draft

Order Now

Submitting...

servicenow

Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > Request Summary - REQ0010011

Search Catalog

Submitted: 2026-01-01 06:06:32  
Request Number: REQ0010011  
Estimated Delivery: 2026-01-03

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Software Installation Request	2026-01-03	Request Approval	---	1	---

Total: \$0.00

## Test 2: Testing from Service Portal (User-Facing UI)

### Objective

To validate navigation and usability from the Service Portal.

### Steps Performed

1. Copied the ServiceNow instance URL:  
<https://<instance>.service-now.com>
2. Opened a new browser tab and appended **/sp** to the URL:  
<https://<instance>.service-now.com/sp>
3. Service Portal homepage opened.
4. Used the **Search Catalog** option.
5. Searched using the Meta keyword (example: **New Software**).
6. Selected **Software Installation Request** from search results.

7. Verified that all variables appeared correctly on the Service Portal form.

8. Entered required details:

- Software Name
- Version
- License Justification
- Urgency level

9. Clicked **Order Now**.

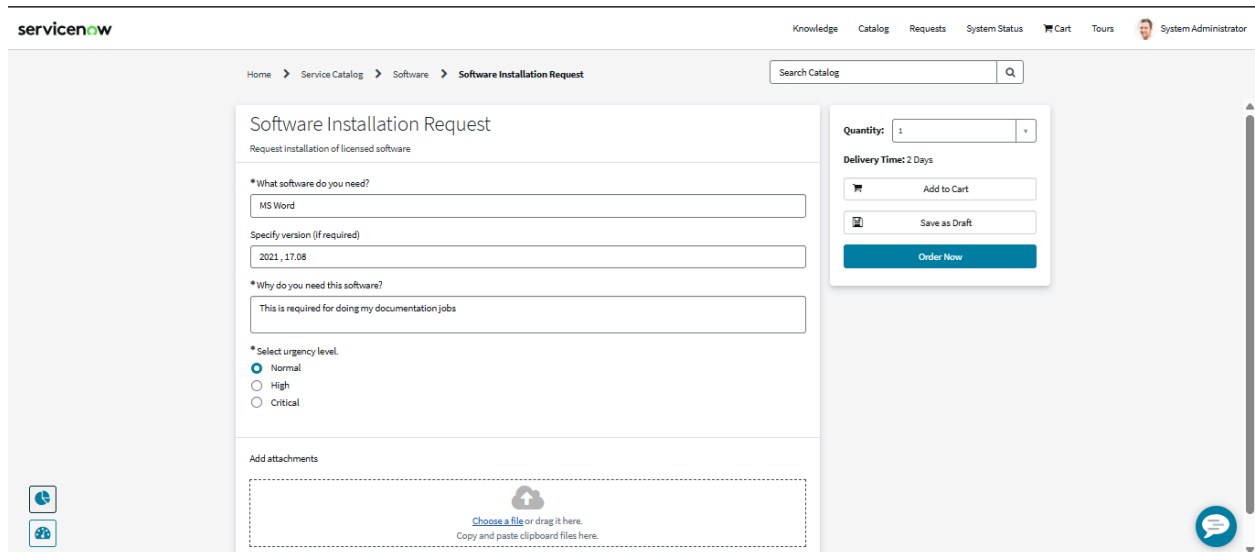
10. Clicked **Checkout** in the confirmation modal.

11. Order was successfully submitted and request number generated.

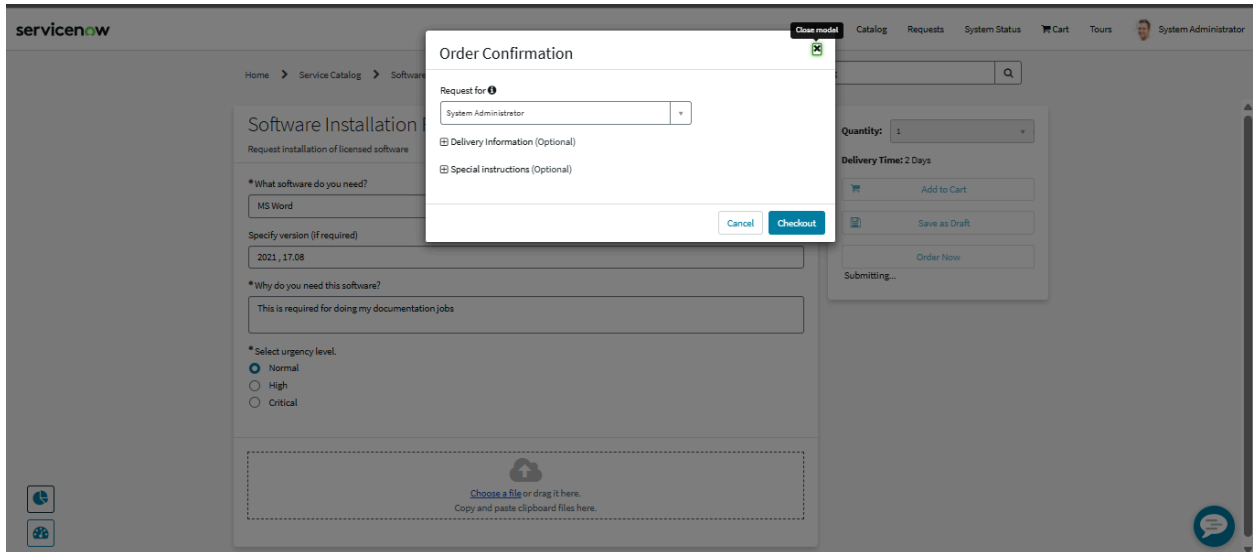
✓ This confirms smooth end-to-end navigation through the Service Portal.

### Screenshot Evidence

Insert screenshot showing Service Portal form and checkout confirmation.



The screenshot displays the ServiceNow 'Software Installation Request' form. The breadcrumb trail at the top reads: Home > Service Catalog > Software > Software Installation Request. The form is titled 'Software Installation Request' with the subtitle 'Request installation of licensed software'. It contains several input fields: 'What software do you need?' with 'MS Word' entered, 'Specify version (if required)' with '2021, 17.08' entered, and 'Why do you need this software?' with 'This is required for doing my documentation jobs' entered. Below these is a section for 'Select urgency level' with radio buttons for 'Normal' (selected), 'High', and 'Critical'. At the bottom is an 'Add attachments' section with a dashed box and a prompt to 'Choose a file or drag it here. Copy and paste clipboard files here.' To the right of the form is a sidebar with a 'Quantity' dropdown set to '1', a 'Delivery Time: 2 Days' indicator, and buttons for 'Add to Cart', 'Save as Draft', and 'Order Now'. The top navigation bar includes links for Knowledge, Catalog, Requests, System Status, Cart, Tours, and a user profile for 'System Administrator'. A search bar is also present in the top right.



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## Validation Results

- Catalog item is searchable using Meta keywords
- Variables render correctly in both platform UI and Service Portal
- Mandatory fields are enforced
- Default urgency value is applied correctly
- Request submission generates REQ number successfully
- Navigation flow is user-friendly and intuitive

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## Outcome

The Navigation Flow ensures that employees can seamlessly request licensed software through both the Service Catalog and Service Portal. The implemented flow provides clear navigation, proper validation, and successful request submission, delivering a smooth user experience aligned with business requirements.

