



## Phase 5: Deployment, Documentation & Final Presentation

### Innovation

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#### Description

The Innovation phase highlights the intelligent design choices and automation techniques applied to enhance efficiency, usability, scalability, and maintainability of the Software Installation Request solution. The implementation focuses on reducing manual intervention while delivering a seamless experience for end users, approvers, and fulfillment teams.

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#### Key Innovations Implemented

##### **1** End-to-End Automation

#### Innovation Applied

The complete lifecycle of software installation requests was automated using a combination of Service Catalog, Flow Designer, and backend logic.

#### Details

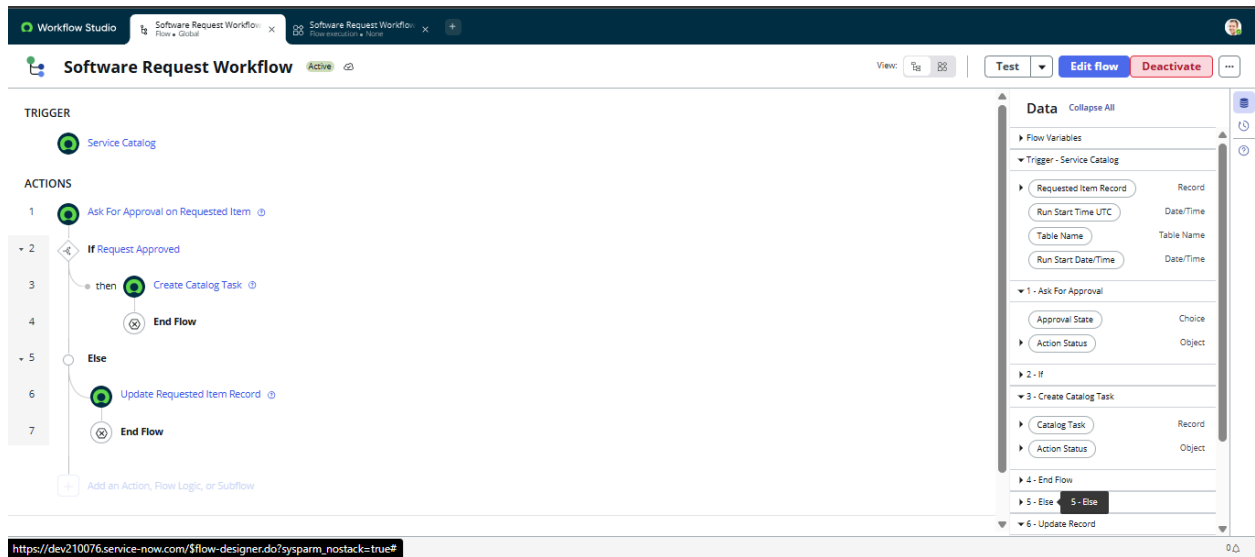
- Requests automatically generate Request (REQ) and Requested Item (RITM) records.
- Approval routing is handled dynamically through Flow Designer.
- Catalog tasks are created automatically after approval.
- Workflow execution completes only after task fulfillment.

#### Impact

- Eliminated manual request tracking and follow-ups.
- Reduced processing time and operational overhead.

## Screenshot Evidence – Flow Designer Automation Logic (Optional)

*Insert screenshot showing the Flow Designer canvas with approval, conditional logic, and catalog task creation.*



## Optimized Task Handling

### Innovation Applied

Catalog tasks were dynamically generated and assigned to the appropriate IT fulfillment group.

### Details

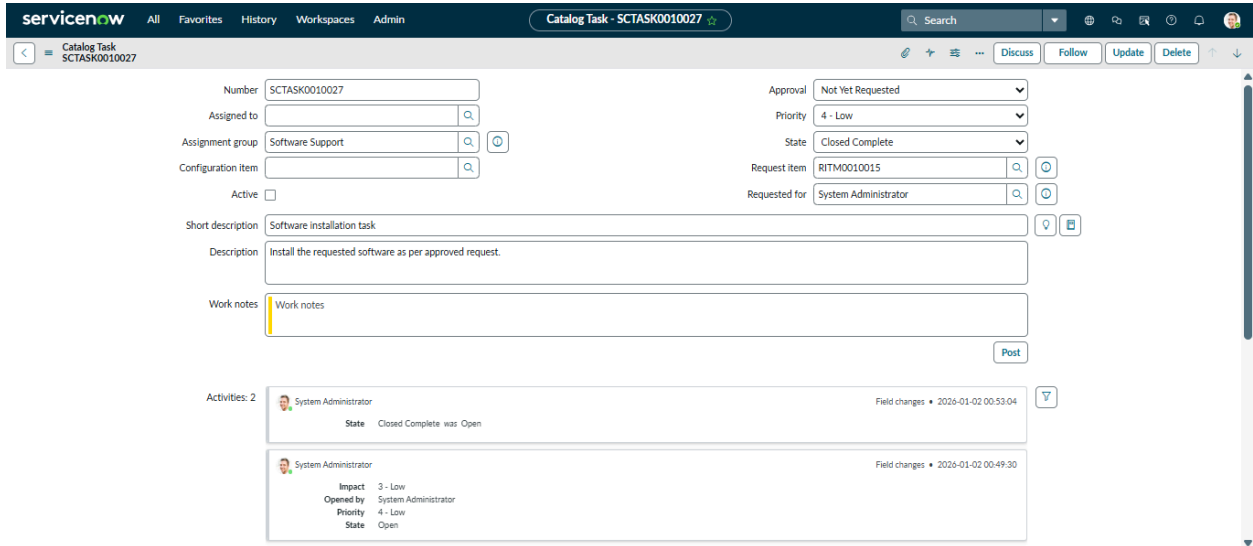
- Tasks are created only after approval.
- Assignment groups are configured based on request context.
- Workflow waits for task completion before proceeding.

### Impact

- Ensured accurate task ownership.
- Improved accountability and fulfillment efficiency.

## Screenshot Evidence – Automated Catalog Task Creation (Optional)

*Insert screenshot showing SCTASK created automatically after approval.*



The screenshot displays the ServiceNow interface for a Catalog Task. The header shows the ServiceNow logo and navigation tabs: All, Favorites, History, Workspaces, and Admin. The current task is identified as 'Catalog Task - SCTASK0010027'. The form includes several input fields and dropdown menus for task configuration. The 'Number' field is pre-filled with 'SCTASK0010027'. Other fields include 'Assigned to', 'Assignment group' (set to 'Software Support'), 'Configuration item', 'Active' (checkbox), 'Short description' (set to 'Software installation task'), 'Description' (set to 'Install the requested software as per approved request.'), 'Work notes' (with a 'Post' button), 'Approval' (set to 'Not Yet Requested'), 'Priority' (set to '4 - Low'), 'State' (set to 'Closed Complete'), 'Request item' (set to 'RITM0010015'), and 'Requested for' (set to 'System Administrator'). At the bottom, the 'Activities' section shows a list of actions performed by the 'System Administrator', including a state change from 'Closed Complete' to 'Open' on 2020-01-02 00:53:04, and another state change to 'Open' on 2020-01-02 00:49:30.

Field	Value
Number	SCTASK0010027
Assigned to	
Assignment group	Software Support
Configuration item	
Active	<input type="checkbox"/>
Short description	Software installation task
Description	Install the requested software as per approved request.
Work notes	Work notes
Approval	Not Yet Requested
Priority	4 - Low
State	Closed Complete
Request item	RITM0010015
Requested for	System Administrator

Activities: 2

Activity	Field changes
System Administrator State: Closed Complete was Open	2020-01-02 00:53:04
System Administrator Impact: 3 - Low Opened by: System Administrator Priority: 4 - Low State: Open	2020-01-02 00:49:30

## Maintainability & Scalability

### Innovation Applied

The solution was designed using out-of-the-box ServiceNow capabilities, ensuring long-term maintainability.

### Details

- Implemented using **Flow Designer** instead of custom scripting.
- Modular workflow logic allows easy enhancement.
- Clear separation between request handling, approval, and fulfillment logic.

### Impact

- Future changes can be implemented with minimal effort.
- Reduced dependency on custom code.

- Scalable for additional software types or approval layers.
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## **4) User Experience Enhancements**

### **Innovation Applied**

UI behavior was optimized to provide a clean and intuitive request experience.

### **Details**

- Mandatory fields enforced only when required.
- Contextual fields displayed dynamically using UI logic.
- Clear tooltips and help text guide users during submission.

### **Impact**

- Reduced user confusion.
- Improved form usability and completion accuracy.
- Faster request submission with fewer errors.

### **Screenshot Evidence – Dynamic UI Behavior (Optional)**

*Insert screenshot showing Service Catalog form with dynamic fields and tooltips.*

servicenow

KnowledgeCatalogRequestsSystem StatusCartToursSystem Administrator

Home > Service Catalog > Software > Software Installation Request

Search Catalog

Software Installation Request

Request installation of licensed software

\* Indicates required

\* What software do you need?

Enter the name of the software

MS Word, IntelliJ IDEA

Specify version (if required)

2021, 17.0.8

\* Why do you need this software?

This software is required to perform my daily project tasks efficiently. It is needed to meet current project requirements and improve productivity.

\* Select urgency level.

☒ Normal

☐ High

☐ Critical

Add attachments

Quantity: 1

Delivery Time: 0 Days

Add to Cart

Save as Draft

Order Now

Required Information

What software do you need?

Why do you need this software?

## Outcome

The innovative design approach significantly improved efficiency, reliability, and user satisfaction. By leveraging automation, dynamic workflows, and optimized UI behavior, the solution delivers a modern, scalable, and production-ready ServiceNow implementation aligned with best practices.