



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

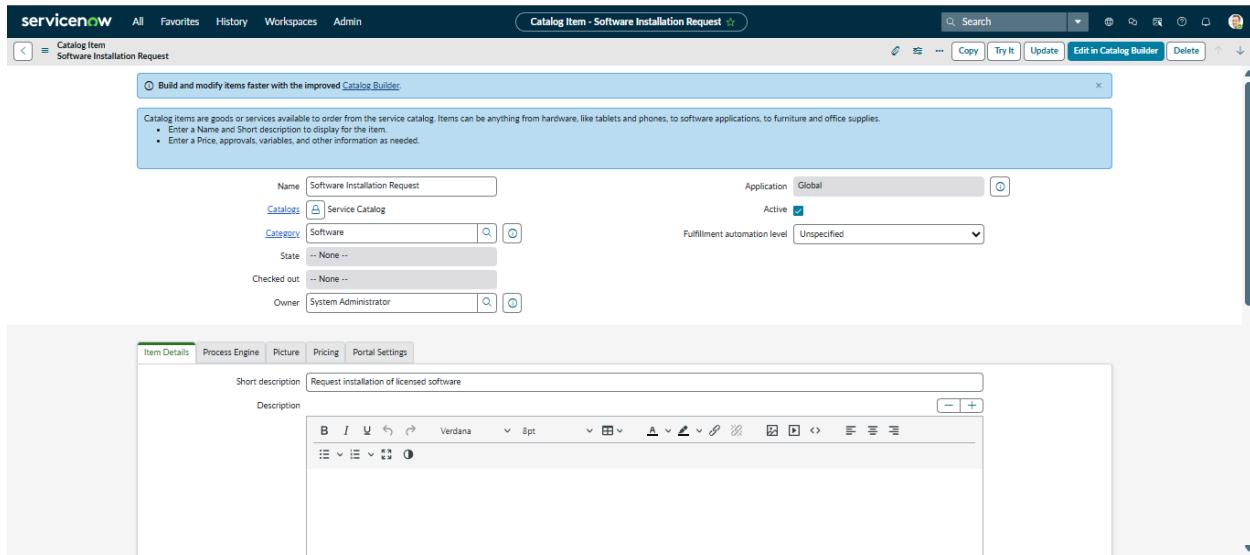
- **Catalog Item Name:** Software Installation Request
- **Catalog:** Service Catalog
- **Category:** Software

- **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.



The screenshot displays the ServiceNow Catalog Item - Software Installation Request configuration screen. At the top, there's a header bar with the ServiceNow logo and navigation links for All, Favorites, History, Workspaces, and Admin. The main title is "Catalog Item - Software Installation Request". Below the title, there's a message box stating: "Build and modify items faster with the improved Catalog Builder". It also includes instructions: "Catalog items are models or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies." and "Enter a Name and Short description to display for the item. Enter a Price, approvals, variables, and other information as needed." The configuration area contains the following fields:

- Name: Software Installation Request
- Catalog: Service Catalog
- Category: Software
- Application: Global
- Active: checked
- Fulfillment automation level: Unspecified
- Owner: System Administrator

Below these fields, there are tabs for Item Details, Process Engine, Picture, Pricing, and Portal Settings. Under Item Details, the Short description is set to "Request installation of licensed software" and the Description field contains a rich text editor with the placeholder text "Request installation of licensed software".

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)**.

servicenow All Favorites History Workspaces Admin Catalog Item - Software Installation Request

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:

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

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 for the software	2025-12-31 22:01:48
Multiple Choice	false	true	Select urgency level.	urgency	400	Choose how urgently the software is required	2026-01-01 05:23:02

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servicenow All Favorites History Workspaces Admin Variable - What software do you need?

Variable: What software do you need?

Application: Global Type: Single Line Text Catalog Item: Software Installation Request Order: 100

Active: Mandatory: Read only: Hidden:

Disable automatic slot fill based on user context:

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

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Copy Update Delete

Related Links: [Run Point Scan](#)

The screenshot shows the ServiceNow variable configuration interface. At the top, there are tabs for Application (Global), Type (Multiple Choice), Catalog Item (Software Installation Request), and Order (400). On the right, there are checkboxes for Active (checked), Mandatory (checked), Read only (unchecked), and Hidden (unchecked). Below these are buttons for Copy, Update, Delete, and a save icon.

Question Tab:

- Question: Select urgency level
- Name: urgency
- Conversational label:
- Tooltip: Choose how urgently the software is needed.

Question Choices Tab:

Text	Value	Order	Active
Normal	N	100	false
High	H	200	false
Critical	C	300	false

Related Links:

- Run Point Scan

The screenshot shows the Service Catalog Software Installation Request form. At the top, there are tabs for All, Favorites, History, Workspaces, Admin, and Software Installation Request. On the right, there is a search bar and a button for Search.

Request installation of licensed software:

- * What software do you need? 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.

Order this item:

- Quantity: 1
- Delivery time: 2 Days
- Order Now** button
- Add to Cart button
- Shopping Cart: Empty

Request Details:

- * Select urgency level:
 - Normal
 - High
 - Critical

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.