



## 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

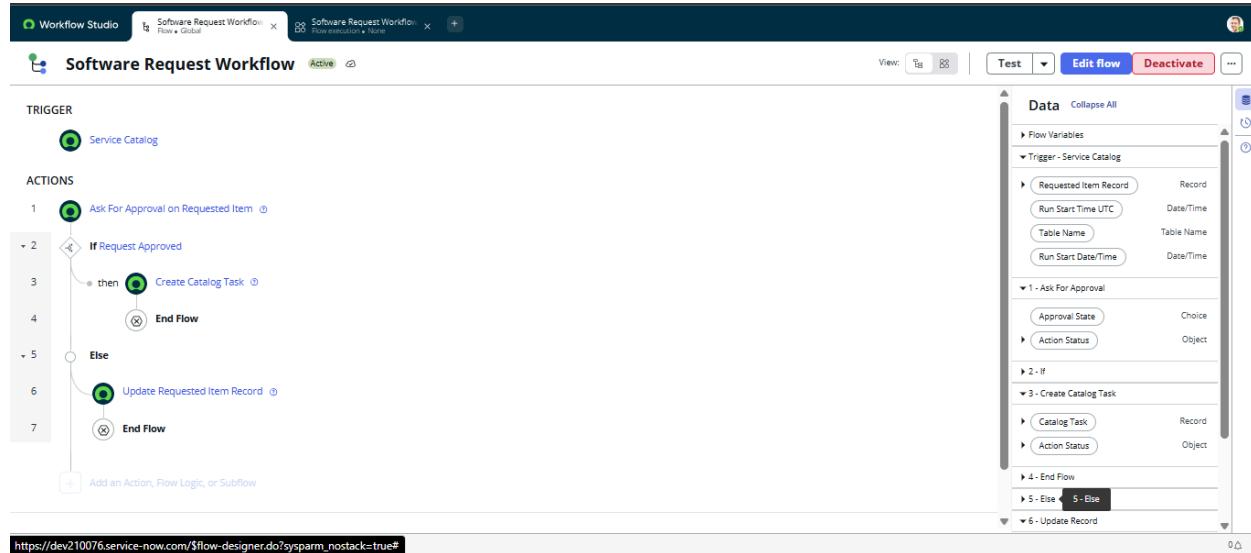
- Requests automatically generate Request (REQ) and Requested Item (RITM) records.
- Approval routing is handled dynamically through Flow Designer.
- Catalog tasks are created automatically after approval.
- Workflow execution completes only after task fulfillment.

###### 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.



## 2 Optimized Task Handling

### Innovation Applied

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

### Details

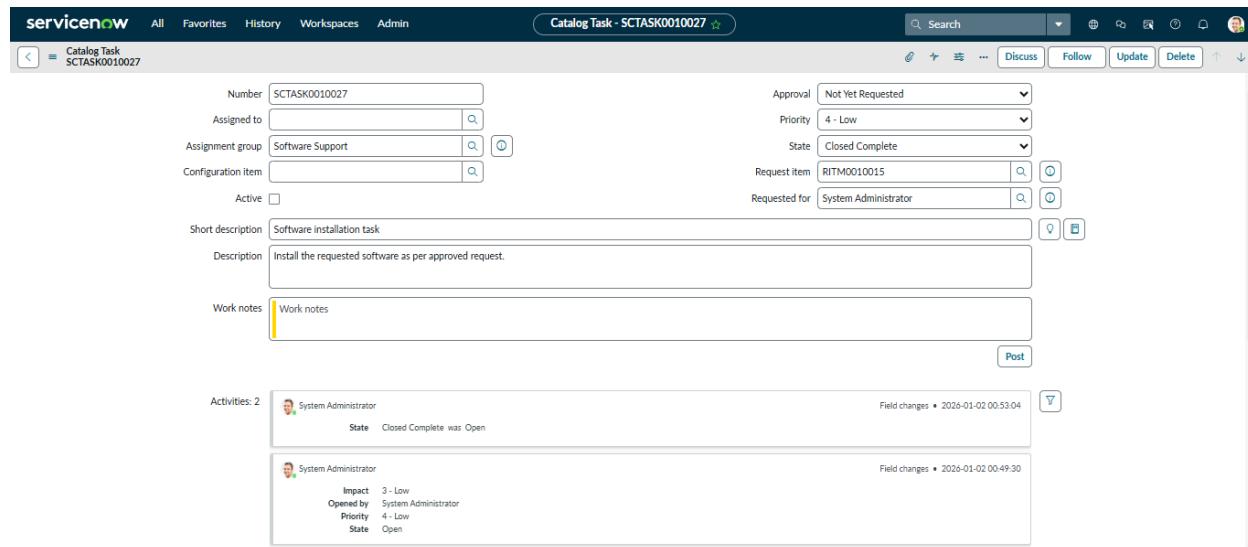
- Tasks are created only after approval.
- Assignment groups are configured based on request context.
- Workflow waits for task completion before proceeding.

### 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 shows the ServiceNow Catalog Task creation interface. The task is titled "Catalog Task - SCTASK0010027". The form fields include:

- Number: SCTASK0010027
- Assigned to: (empty)
- Assignment group: Software Support
- Configuration item: (empty)
- Active:
- Approval: Not Yet Requested
- Priority: 4 - Low
- State: Closed Complete
- Request item: RITM0010015
- Requested for: System Administrator
- Short description: Software installation task
- Description: Install the requested software as per approved request.
- Work notes: Work notes

At the bottom right is a "Post" button. Below the form, there is a section titled "Activities" showing two entries:

- System Administrator State: Closed Complete was Open Field changes • 2026-01-02 00:53:04
- System Administrator Impact: 3 - Low Opened by: System Administrator Priority: 4 - Low State: Open Field changes • 2026-01-02 00:49:30

## 3 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.*

The screenshot shows the ServiceNow Software Installation Request page. At the top, there's a navigation bar with links for Knowledge, Catalog, Requests, System Status, Cart, Tours, and System Administrator. Below the navigation is a search bar labeled "Search Catalog". The main content area has a title "Software Installation Request" and a sub-instruction "Request installation of licensed software". A note indicates that an asterisk (\*) denotes required fields. The form includes fields for "What software do you need?" (with a placeholder "Enter the name of the software" and a suggestion "MS Word, IntelliJ IDEA"), "Specify version (if required)" (with a placeholder "2021, 17.0.8"), and "Why do you need this software?" (with a placeholder text about productivity). There's also a section for selecting urgency level with radio buttons for Normal (selected), High, and Critical. On the right side of the form, there are buttons for "Quantity" (set to 1), "Delivery Time: 0 Days", "Add to Cart", "Save as Draft", and a prominent "Order Now" button. Below the form, a note says "Required information" and lists "What software do you need?" and "Why do you need this software?". At the bottom left, there are icons for a clock and a document, and at the bottom right, there's a blue speech bubble icon.

## 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.