

Phase 3: UI/UX Development & Customization

Interface Design

Automated Network Request Management in ServiceNow

Overview

This phase focuses on designing and customizing user-friendly interfaces in ServiceNow for the *Network Request* Service Catalog item. The goal is to create an intuitive, structured, and business-aligned user interface that improves usability and ensures accurate data capture using native ServiceNow configuration features.

Duration

40 minutes

Assigned To

Vivek S

(Note: Assignment reflects documentation ownership, not task assignment.)

Description

This phase covers the creation of Service Catalog items, configuration of variables and variable sets, and interface structuring to enhance the end-user experience. All UI design is achieved using configuration-based approaches such as variables, variable sets, and UI policies, without custom scripting.

Phase Objectives

- Design intuitive Service Catalog interfaces
 - Improve usability through structured and grouped form fields
 - Ensure consistency across catalog forms
 - Reduce user errors using guided inputs and conditional visibility
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Tools Used

- Service Catalog
 - Catalog Items
 - Variables
 - Variable Sets
 - Catalog UI Policies
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Activity 1: Creation of Service Catalog Item

Description

This activity involves creating a Service Catalog item that serves as the primary interface for submitting network-related service requests.

Procedure

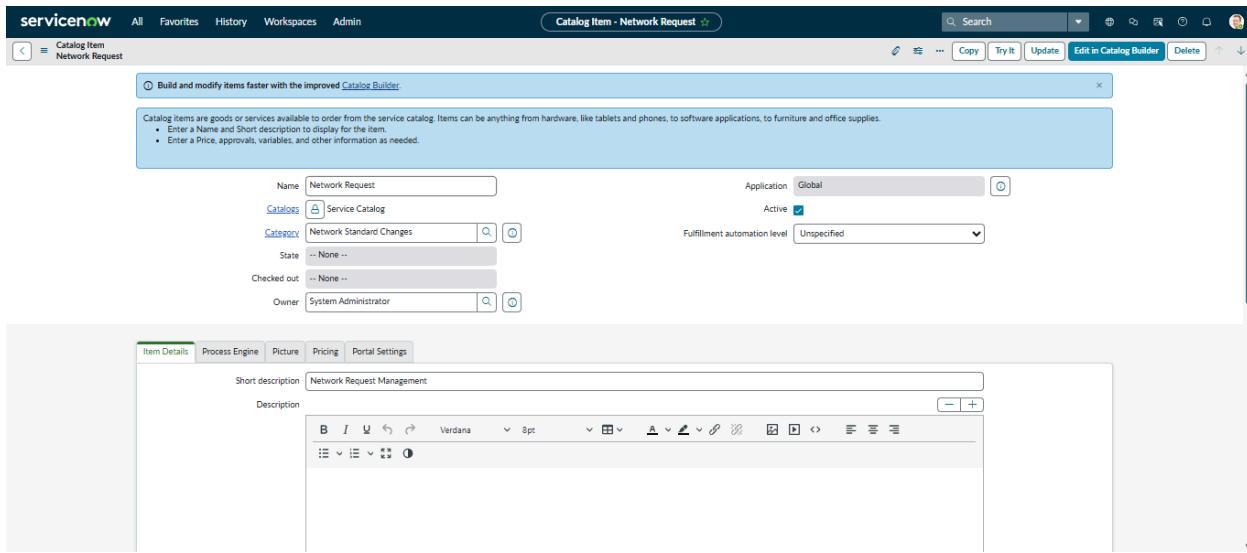
1. Navigate to **Application Navigator**

2. Click **All**
3. Search for **Service Catalog**
4. Navigate to **Service Catalog → Maintain Items**
5. Click **New**
6. Fill in the following details:
 - **Name:** Network Request
 - **Catalog:** Service Catalog
 - **Category:** Network / Network Standard Changes
 - **Short Description:** Network Request Management
7. Click **Save**

Screenshot Evidence – Activity 1

(Insert screenshots here)

- Service Catalog → Maintain Items
- Network Request catalog item creation screen



Activity 2: Variables Configuration

Description

Variables are configured to capture required user inputs through structured form fields and guide users during request submission.

Procedure

1. Open the **Network Request** catalog item
2. Scroll to the **Variables** related list
3. Click **New**
4. Configure each variable with:
 - **Variable Type:** Single Line Text / Multi Line Text / Choice / Reference / Attachment
 - **Catalog Item:** Network Request
 - **Order:** 100, 200, 300, etc.
 - **Question:** User-facing label

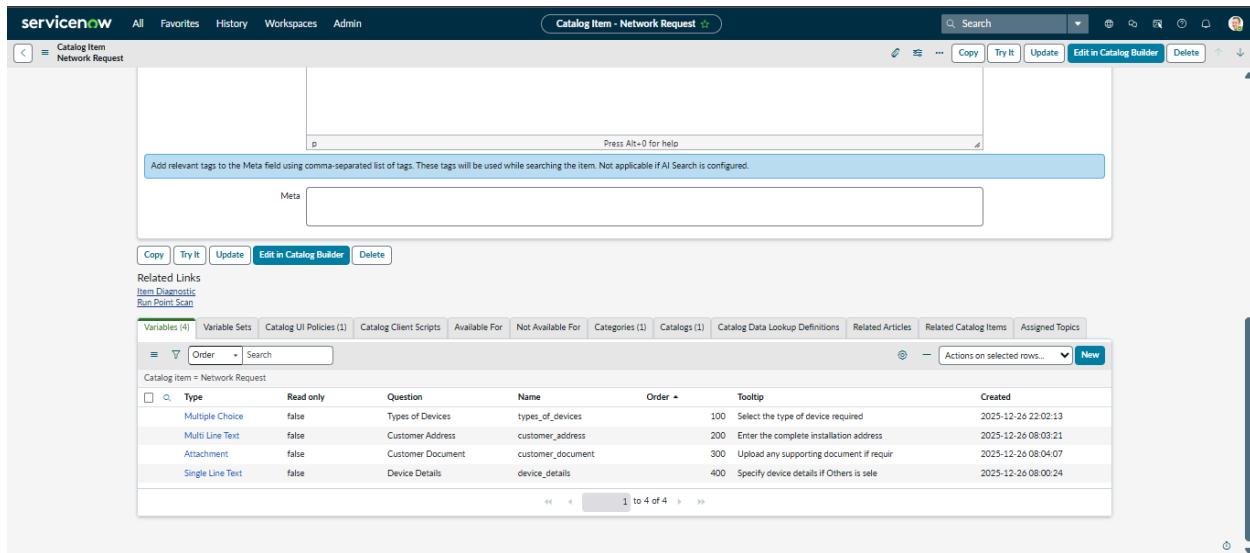
- **Name:** Internal variable name (used for scripting)
- **Tooltip:** Help text shown on hover
- **Example Text:** Sample input for guidance
- **Mandatory / Read-only:** Configured as required

5. Click Save / Submit

Screenshot Evidence – Activity 2

(Insert screenshots here)

- Variables list for Network Request
- Example variable configuration screen



The screenshot shows the ServiceNow interface for managing catalog items. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The current page is 'Catalog Item - Network Request'. The main content area displays a table titled 'Variables (4)'. The table columns are: Type, Read only, Question, Name, Order ▲, Tooltip, and Created. The data rows are:

Type	Read only	Question	Name	Order ▲	Tooltip	Created
Multiple Choice	false	Types of Devices	types_of_devices	100	Select the type of device required	2025-12-26 22:02:13
Multi Line Text	false	Customer Address	customer_address	200	Enter the complete installation address	2025-12-26 08:03:21
Attachment	false	Customer Document	customer_document	300	Upload any supporting document if required	2025-12-26 08:04:07
Single Line Text	false	Device Details	device_details	400	Specify device details if Others is selected	2025-12-26 08:00:24

Activity 3: Variable Types Configuration

Description

Different variable types are used to effectively capture specific user inputs based on business requirements.

Question	Variable Type	Options
Is this a new connection or relocation?	Choice	New / Relocation / None
If this is a relocation, provide the relocated address	Single Line Text	—
Types of Devices	Choice	Laptop / Desktop / Router / Others
Provide address here	Single Line Text	—
Provide device details	Single Line Text	—
If anything else, please specify	Single Line Text	—

📸 Screenshot Evidence – Activity 3

(Insert screenshots here)

- Choice list configuration for Types of Devices
- Variable order and layout view

The screenshot shows the ServiceNow interface for a Catalog Item named "Network Request". The top navigation bar includes "All", "Favorites", "History", "Workspaces", and "Admin". The main title is "Catalog Item - Network Request". Below the title, there's a search bar and several action buttons: "Copy", "Try It", "Update", "Edit in Catalog Builder", and "Delete". A large central area contains a form with fields for "Meta" (with placeholder text "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.") and "Customer Address". Below the form is a "Variables" section with a table:

Type	Read only	Question	Name	Order	Tooltip	Created
Multiple Choice	false	Types of Devices	types_of_devices	100	Select the type of device required	2025-12-26 22:02:13
Multi Line Text	false	Customer Address	customer_address	200	Enter the complete installation address	2025-12-26 08:05:21
Attachment	false	Customer Document	customer_document	300	Upload any supporting document if requir	2025-12-26 08:04:07
Single Line Text	false	Device Details	device_details	400	Specify device details if Others is sele	2025-12-26 08:00:24

Activity 4: Variable Set Configuration

Description

Variable Sets are used to group requester-related information and improve form usability and reusability across catalog items.

Variable Set: Requester Information

Procedure

1. Navigate to **Variable Sets**
2. Click **New**
3. Configure the variable set with:
 - **Title:** Requester Information
 - **Layout:** Two-column layout
4. Add the following variables to the set:

Variable	Type	Configuration
Opened on behalf of	Reference	User table
Email ID	Single Line Text	Auto-populated from Opened on behalf

User Name	Single Line Text	Auto-populated from Opened on behalf
Phone Number	Single Line Text	Auto-populated from Opened on behalf
Proof of Document	Attachment	File upload enabled

5. Apply the Variable Set to the **Network Request** catalog item

📸 Screenshot Evidence – Activity 4

(Insert screenshots here)

- Variable Set configuration screen
- Variable Set applied to catalog item

The screenshot shows the ServiceNow interface for managing catalog items. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Catalog Item - Network Request'. Below the title, there's a 'Meta' field with a placeholder '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.' A large blue rectangular box highlights this field. At the bottom of the page, the 'Variables' tab is selected, showing a table with one row. The row contains a checkbox labeled 'Variable set', a column titled 'Requester Information', and an 'Order' value of '100'. The table has a footer with pagination: '1 to 1 of 1'.

Final Interface Validation

Description

The final Service Catalog form is reviewed to ensure proper layout, usability, and dynamic behavior.

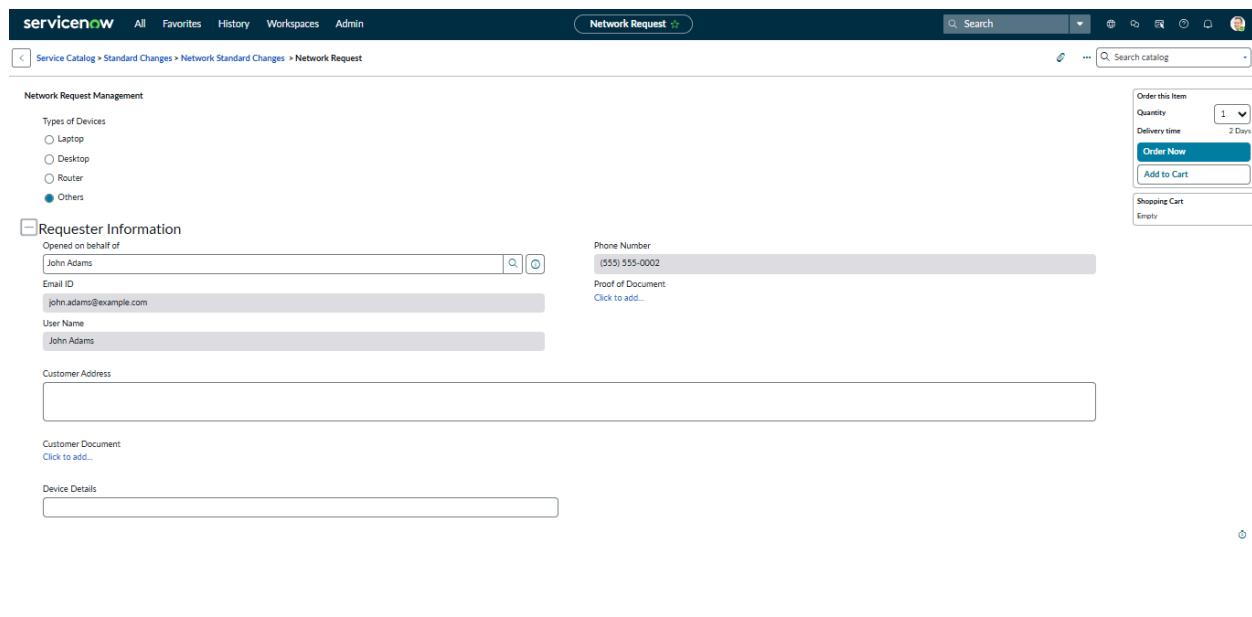
Validation Steps

- Verify variables appear in correct order
- Ensure grouped sections improve readability
- Confirm conditional fields behave correctly
- Validate form usability in Service Portal

Screenshot Evidence – Final Validation

(Insert screenshots here)

- Network Request catalog form (default view)
- Network Request form with conditional fields displayed



Outcome

- Clean and user-friendly Service Catalog interface
- Structured and logical form layout
- Improved usability and faster request submission
- Reduced dependency on scripting
- Business-aligned and scalable UI configuration