

Phase 3: UI/UX Development & Customization

Navigation Flow

Automated Network Request Management in ServiceNow

Overview

This phase demonstrates the end-to-end navigation flow of the **Network Request** Service Catalog item using the ServiceNow Service Portal. The objective is to validate that users can easily access the catalog item, submit requests, and receive confirmation with a generated request number.

Duration

30 Minutes

Assigned To

Vivek S

(Documentation ownership)

Description

The navigation flow validates how an end user accesses the ServiceNow Service Portal, searches for the Network Request catalog item, submits the request, and receives confirmation. This ensures smooth usability, correct routing, and proper request generation without errors.

Navigation Flow – Procedure

1. Log in to the **ServiceNow Personal Developer Instance (PDI)**.
2. Copy the instance domain URL.

Example:

<https://devXXXXXX.service-now.com>

3. Open a new browser tab and append [/sp](#) to access the **Service Portal**.

Example:

<https://devXXXXXX.service-now.com/sp>

4. From the Service Portal homepage, use the search bar to search for
“Network Request”.
5. From the Service Portal homepage, use the **search bar** to search for “**Network Request**”.
6. Fill in the required request details:
 - Type of Device
 - Requester Information (auto-populated fields)
 - Customer Address
 - Device Details
 - Proof of Document (optional attachment)
7. Click **Order Now** to submit the request.
8. After submission:
 - A **new request number** is generated.
 - The request appears in the **Request Summary** page.
 - Email notifications are triggered to the requester and relevant stakeholders (based on instance configuration).

Expected Outcome

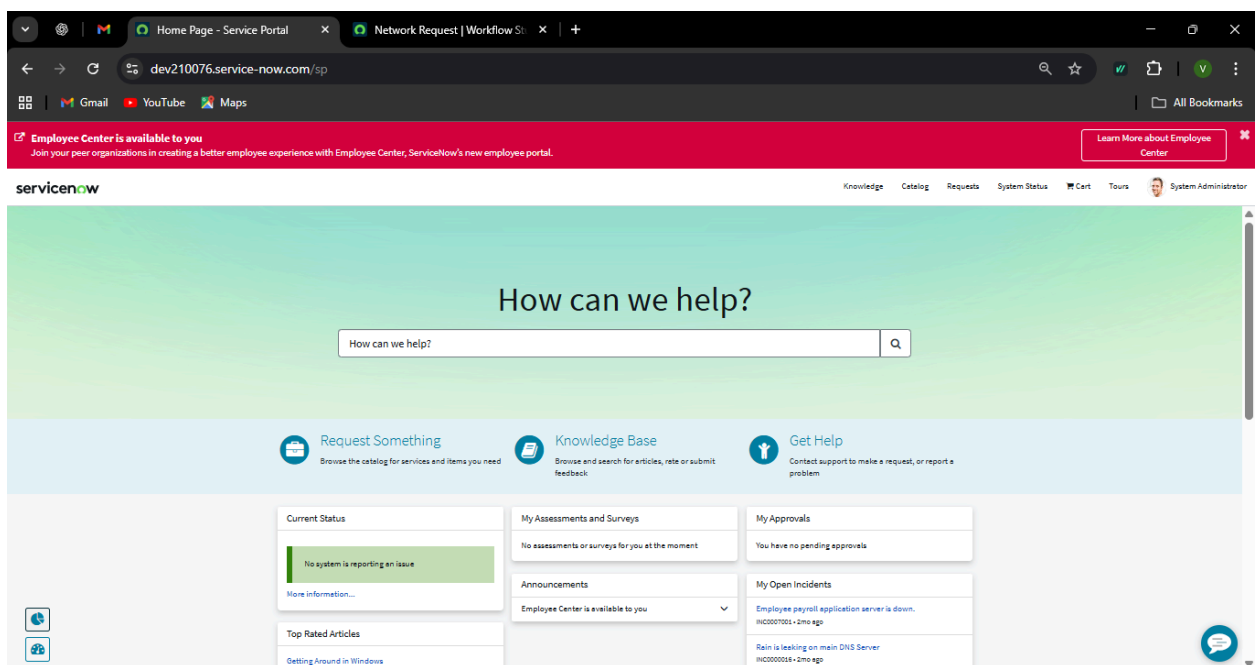
- Users can successfully navigate to the Service Portal.
 - The Network Request catalog item is easily discoverable.
 - Requests are submitted without errors.
 - A unique request number is generated and displayed.
 - The overall flow is intuitive and user-friendly.
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Screenshot Evidence – Navigation Flow

(Insert screenshots here)

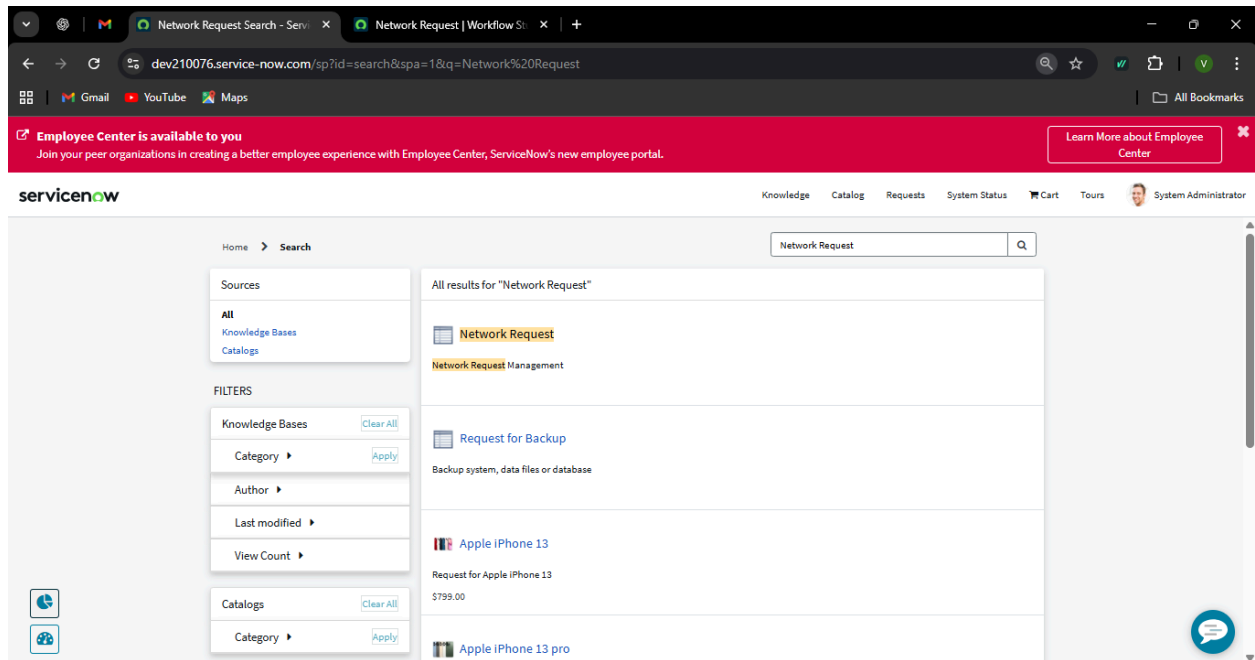
1. Service Portal Home Page

(How can we help? landing page)



2. Service Portal Search Result

(Search for "Network Request")



3. Network Request Catalog Form

(Form with Requester Information and Service Details)

dev210076.service-now.com/sp?id=sc_cat_item&sys_id=badb10b983ce7210a67095d0deaad39a

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Home > Service Catalog > Standard Changes > Network Standard Changes > Network Request

Search Catalog

Network Request

Network Request Management

Types of Devices

- ☒ Laptop
- ☐ Desktop
- ☐ Router
- ☐ Others

Requester Information

Opened on behalf of: System Administrator

Phone Number:

Email ID: admin@example.com

Proof of Document: Upload

User Name: System Administrator

Customer Address:

Customer Document: Upload

Quantity: 1

Delivery Time: 2 Days

Add to Cart

Save as Draft

Order Now

Add attachments

Choose a file or drag it here.
Copy and paste clipboard files here.

4. Request Submission Confirmation / Request Summary Page (Generated Request Number and Delivery Date)

