



Phase – 3: UI/UX Development & Customization

Usability

Description

The Usability phase ensures that the end user can clearly identify the request confirmation details after submitting a software installation request. This includes visibility of the **order number (request number)**, submission time, and request status, which improves transparency and user confidence.

Activity: Usability Validation

Objective

To verify that the system displays the request number and status clearly after submission.

Steps Performed

1. Logged in to the **ServiceNow instance**.
2. Navigated to the **Service Portal**.
3. Opened the **Software Installation Request** catalog item.
4. Filled in all required details:
 - Software Name
 - Version (if required)
 - License Justification

- Urgency level
5. Clicked on **Order Now**.
 6. Completed the **Checkout** process.
 7. After successful submission, the system redirected to the **Request Summary** page.
 8. Verified that the following details were clearly visible:
 - **Request Number (REQxxxxxxxx)**
 - Submission date and time
 - Estimated delivery date
 - Current request stage (e.g., Request Approved)
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Result

- The request number is displayed immediately after submission.
- Users can track their request using the visible REQ number.
- Request status and delivery information are clearly shown.

Screenshot Evidence

Insert screenshot showing the **Request Summary page** with the visible **Request Number (REQ)** and request status.

The screenshot shows the ServiceNow Service Catalog Request Summary page. At the top, there's a navigation bar with links for Knowledge, Catalog, Requests, System Status, Cart, Tours, and a user profile for 'System Administrator'. Below the navigation is a breadcrumb trail: Home > Request Summary - REQ0010011. To the right of the breadcrumb is a search bar labeled 'Search Catalog' with a magnifying glass icon. The main content area displays a summary of a request submission. It includes a timestamp ('Submitted: 2026-01-01 06:06:32'), a request number ('REQ0010011'), and an estimated delivery date ('2026-01-03'). Below this is a table showing the details of the request:

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Software Installation Request	2026-01-03	Assess or Scope Task	---	1	---

At the bottom of the table, it says 'Total: \$0.00'. On the left side of the page, there are two small icons: a blue square with a white circle and a blue square with a white gear. On the right side, there is a blue circular icon with a white speech bubble containing three horizontal lines.

Outcome

The usability validation confirms that the Service Catalog provides clear confirmation feedback to the user after request submission. Displaying the request number and status enhances usability by allowing users to easily track their requests and reduces uncertainty in the request process.