



Phase – 3: UI/UX Development & Customization

Navigation Flow

Description

The Navigation Flow phase validates the end-user journey for requesting software installation through the **Service Catalog** and **Service Portal**.

This phase ensures that users can easily locate the catalog item, enter required details, submit the request, and receive confirmation with a request number.

Activity: Navigation Flow Validation

Test 1: Testing from Service Catalog (Backend UI)

Objective

To verify catalog item navigation and submission from the ServiceNow platform UI.

Steps Performed

1. Logged in to the **ServiceNow PDI instance**.
2. Clicked on **All** from the left navigation.
3. Searched for **Service Catalog**.
4. Navigated to:
Service Catalog → Software → Software Installation Request
5. Clicked on **Try It** (optional) or opened the catalog item directly.

6. Verified that all configured variables are visible:

- What software do you need?
- Specify version (if required)
- Why do you need this software?
- Select urgency level

7. Filled in sample values for all mandatory fields.

8. Clicked on **Order Now**.

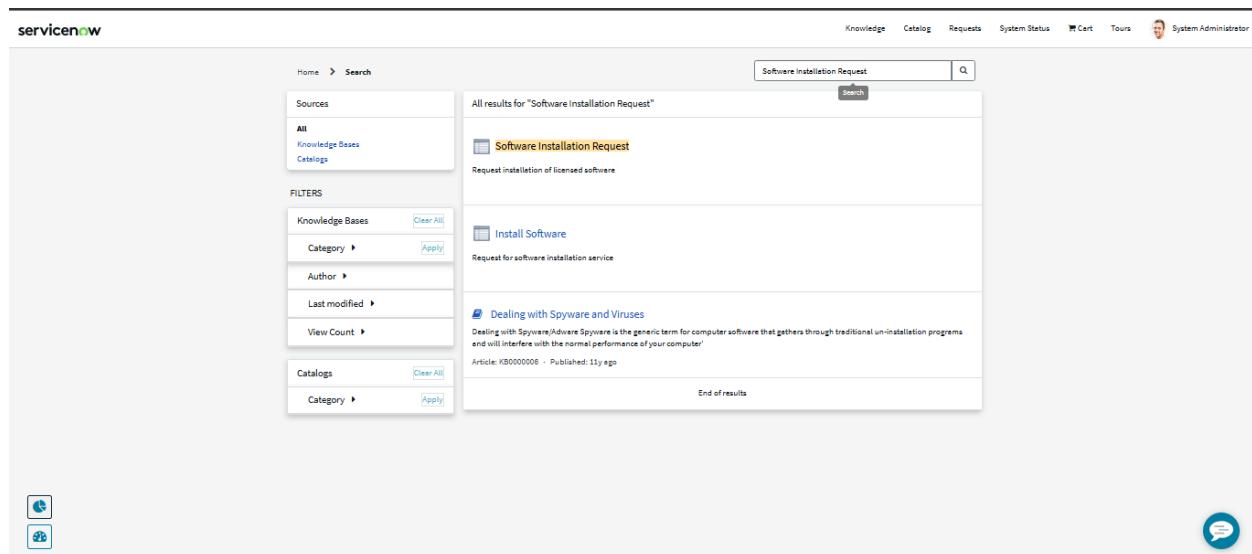
9. Confirmed the order submission.

10. System generated a **Request Number (REQ)** and displayed the **Order Status** page.

 This confirms successful navigation and submission from the Service Catalog interface.

Screenshot Evidence

Insert screenshot showing catalog item form filled and Order Now submission.



The screenshot shows the ServiceNow Service Catalog interface. The top navigation bar includes links for Home, Search, Knowledge, Catalog, Requests, System Status, Cart, Tours, and System Administrator. A user profile icon is also present. The main search bar contains the text "Software Installation Request". On the left, there is a sidebar with "Sources" (All, Knowledge Bases, Catalogs), "FILTERS" (Knowledge Bases, Category, Author, Last modified, View Count), and "Catalogs" (Category). The search results list two items: "Software Installation Request" (Request installation of licensed software) and "Install Software" (Request for software installation service). Below these, there is a section titled "Dealing with Spyware and Viruses" with a note about spyware being generic computer software that gathers through traditional un-installation programs and interferes with normal performance. At the bottom of the results, it says "Article: KB0000006 · Published: 11y ago" and "End of results". The footer features icons for a globe and a speech bubble.

servicenow

Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > Service Catalog > Software > Software Installation Request

Search Catalog

Software Installation Request

Request installation of licensed software

* What software do you need?
MS Word

Specify version (if required)
2021.17.08

* Why do you need this software?
This is required for doing my documentation jobs

* Select urgency level.
 Normal
 High
 Critical

Add attachments

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

Quantity: 1

Delivery Time: 2 Days

Add to Cart Save as Draft Order Now

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Home > Service Catalog > Software

Software Installation Request

Request installation of licensed software

* What software do you need?
MS Word

Specify version (if required)
2021.17.08

* Why do you need this software?
This is required for doing my documentation jobs

* Select urgency level.
 Normal
 High
 Critical

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

Order Confirmation

Request for: System Administrator

(checkbox) Delivery Information (Optional)

(checkbox) Special instructions (Optional)

Cancel Checkout

Quantity: 1

Delivery Time: 2 Days

Add to Cart Save as Draft Order Now

Submitting...

The screenshot shows the ServiceNow Service Portal. At the top, there's a navigation bar with links for Knowledge, Catalog, Requests, System Status, Cart, Tours, and a System Administrator profile. Below the navigation is a search bar labeled "Search Catalog". The main content area is titled "Request Summary - REQ0010011". It displays a summary of a request submitted on 2026-01-01 at 06:06:32, with Request Number REQ0010011 and Estimated Delivery on 2026-01-03. A table below shows the details of the request:

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Software Installation Request	2026-01-03	Request Approval	---	1	---

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 speech bubble icon.

Test 2: Testing from Service Portal (User-Facing UI)

Objective

To validate navigation and usability from the Service Portal.

Steps Performed

1. Copied the ServiceNow instance URL:
<https://<instance>.service-now.com>
2. Opened a new browser tab and appended /sp to the URL:
<https://<instance>.service-now.com/sp>
3. Service Portal homepage opened.
4. Used the **Search Catalog** option.
5. Searched using the Meta keyword (example: **New Software**).
6. Selected **Software Installation Request** from search results.

7. Verified that all variables appeared correctly on the Service Portal form.

8. Entered required details:

- Software Name
- Version
- License Justification
- Urgency level

9. Clicked **Order Now**.

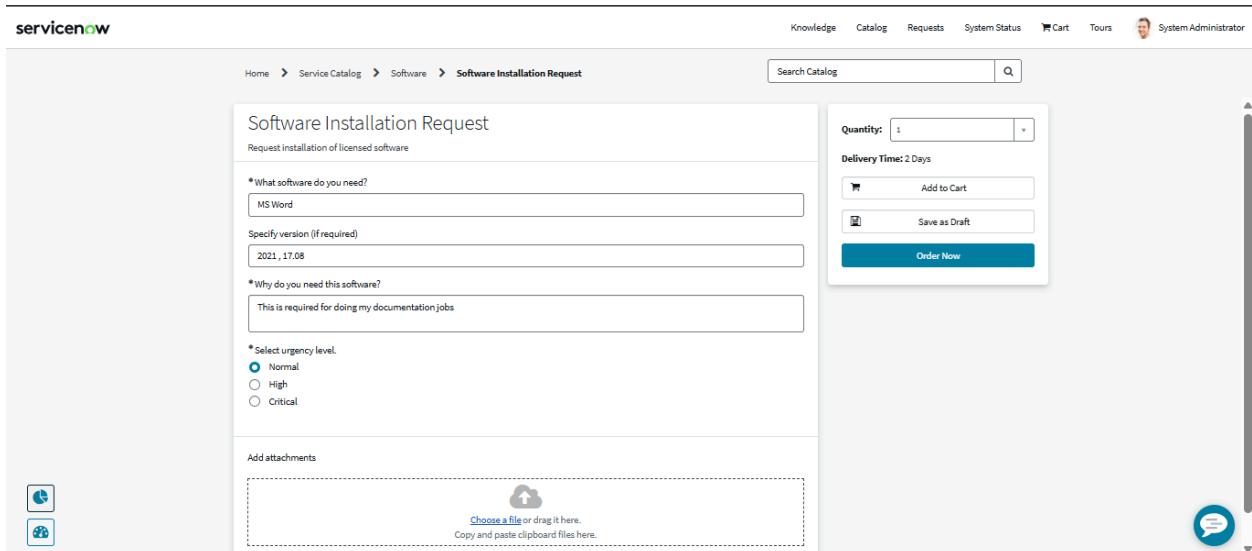
10. Clicked **Checkout** in the confirmation modal.

11. Order was successfully submitted and request number generated.

 This confirms smooth end-to-end navigation through the Service Portal.

Screenshot Evidence

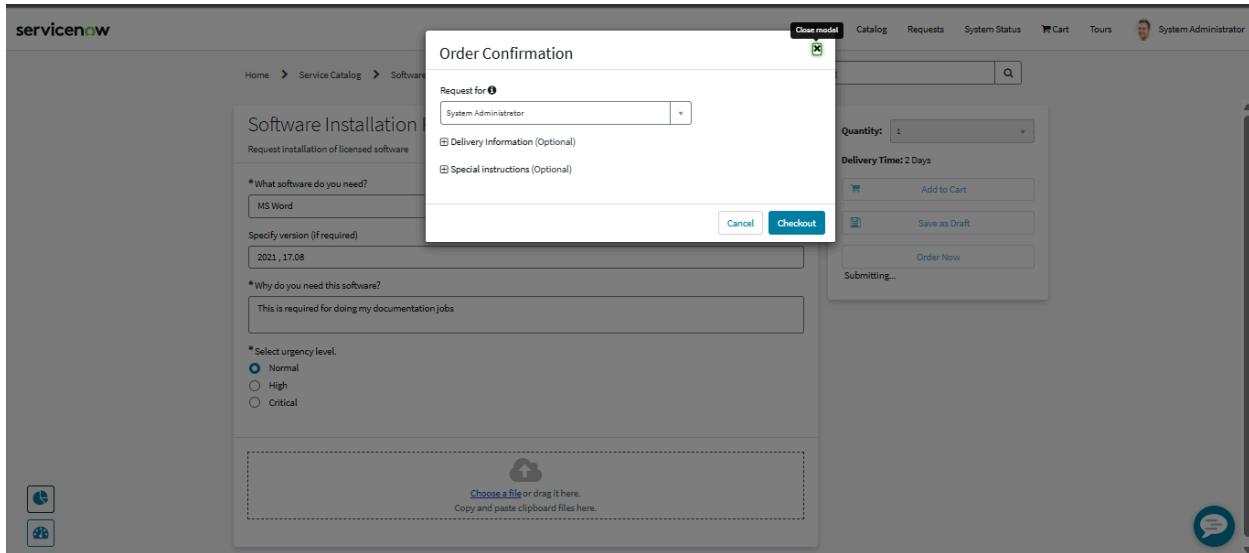
Insert screenshot showing Service Portal form and checkout confirmation.



The screenshot shows the ServiceNow Service Catalog interface for a "Software Installation Request". The top navigation bar includes links for Home, Service Catalog, Software, and Software Installation Request. A search bar labeled "Search Catalog" is at the top right. The main content area has a title "Software Installation Request" and a subtitle "Request installation of licensed software". The form fields include:

- * what software do you need? (Input: MS Word)
- Specify version (if required) (Input: 2021, 17.08)
- * Why do you need this software? (Input: This is required for doing my documentation jobs)
- * Select urgency level. (Radio buttons: Normal (selected), High, Critical)
- Add attachments (A dashed box with a cloud icon and the text "Choose a file or drag it here. Copy and paste clipboard files here.")
- Quantity: 1
- Delivery Time: 2 Days
- Add to Cart
- Save as Draft
- Order Now (A large blue button)

A "System Administrator" user profile is visible in the top right corner. A blue speech bubble icon is located in the bottom right corner of the screenshot area.



Validation Results

- Catalog item is searchable using Meta keywords
- Variables render correctly in both platform UI and Service Portal
- Mandatory fields are enforced
- Default urgency value is applied correctly
- Request submission generates REQ number successfully
- Navigation flow is user-friendly and intuitive

Outcome

The Navigation Flow ensures that employees can seamlessly request licensed software through both the Service Catalog and Service Portal. The implemented flow provides clear navigation, proper validation, and successful request submission, delivering a smooth user experience aligned with business requirements.

