Automated Network Request Management in ServiceNow

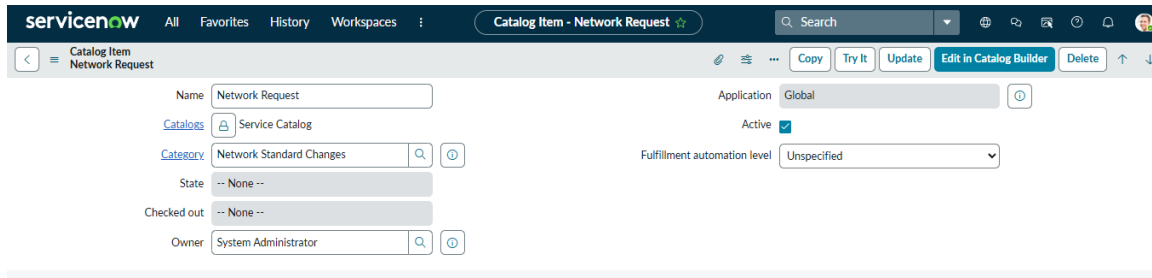# Interface Design

1. Introduction

Interface design in ServiceNow focuses on creating intuitive, user-friendly, and visually consistent interfaces that enhance the overall user experience. This phase involves designing catalog forms, lists, and portal views that align with business requirements while ensuring ease of use, accessibility, and clarity for end users.

2. Service Catalog Creation

Objective

To create a structured and accessible Service Catalog item for network-related requests.

Procedure

Figure 2.1: Creation of Network Request Service Catalog Item

- Navigate to **Application Navigator**.

- Click **All** and search for **Service Catalog**.

- Select **Maintain Items**.

- Click **New**.

- Enter the following details:

    - **Name:** Network Request

- **Catalog:** Service Catalog

- **Category:** Network

- **Short Description:** Network Request Management

- Click **Save**.

This catalog item acts as the primary interface for user interaction.

3. UI Customization Tools Used

- Service Catalog Forms

- UI Policies

- UI Actions

4. Conclusion

The interface design phase ensures that users interact with a clean, structured, and intuitive catalog interface. Proper design reduces user errors, improves adoption, and enhances overall service delivery efficiency.