

Automated Network Request Management System

User Flow

User Flow Description

This document explains the **user flow, interface interaction, and navigation structure** of the Automated Network Request Management System implemented using ServiceNow. The goal of this design is to provide a **simple, intuitive, and efficient experience** for users while submitting, approving, and fulfilling network-related service requests.

Network Request Catalog Item Interface

The Network Request catalog item is designed with a **clear and organized form structure** to help users easily understand and complete the request. All fields are arranged logically to reduce confusion and improve usability.

Key Interface Features:

- Clearly named and user-friendly field labels
- Section-based layout for better readability
- Visual indicators for mandatory fields
- Dynamic form behavior based on user input

Dynamic Form Behavior

To enhance the user experience, **UI Policies and Client Scripts** are implemented within the catalog item.

Dynamic behaviors include:

- Displaying or hiding fields based on the selected request type
- Showing additional input options when “Other” is selected
- Hiding irrelevant fields to avoid unnecessary complexity

- Dynamically setting mandatory fields based on selections

This approach helps reduce incorrect submissions and speeds up the request process.

Approval Interaction Flow

Once a request is submitted:

- The system automatically routes the request to the appropriate approver
- Approval notifications are sent via email
- Approvers can approve or reject directly from ServiceNow
- The requester can view the approval status at any time

This ensures transparency and timely decision-making.

Task Fulfillment Process

After approval:

- A network task is created automatically
- The task is assigned to the appropriate Network or IT team
- Task progress and updates are recorded in the system
- The request remains open until fulfillment is completed

Automation ensures accountability and consistent task handling.

Notifications and Status Tracking

Throughout the request lifecycle:

- Automated email notifications are sent at each stage
- Users can track progress through the Requests module

- A final notification is sent upon task completion

This eliminates the need for manual follow-ups.

User Experience Validation

The UI and user flow were validated based on:

- Ease of navigation
- Reduced form complexity
- Minimal training requirements
- Error prevention through validations
- Faster turnaround time

UX Benefits

- Higher user satisfaction
- Fewer incorrect submissions
- Consistent request processing
- Improved service efficiency

Conclusion

The integrated UI, UX, and user flow design of the Automated Network Request Management System ensures a smooth and reliable experience for all users. Dynamic forms, structured navigation, and automated workflows significantly enhance usability and operational effectiveness.