

# Interface Design

## Network Request Catalog Item Design

### Purpose

This document outlines the **design and configuration** of the Network Request Service Catalog item in ServiceNow. It explains the structure of the catalog item, the variables used, user interaction patterns, and how the design supports automated and standardized request submission.

### Catalog Item Overview

#### Catalog Item Configuration Details:

- Catalog Item Name: Network Request
- Catalog: Service Catalog
- Category: Network Standard Changes
- Application Scope: Global
- Status: Active
- Owner: System Administrator
- Fulfillment Automation Level: Unspecified

The Network Request catalog item provides a **single, standardized interface** for users to request network services such as new connections or relocation-related network support.

**Build and modify items faster with the improved Catalog Builder**

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like laptops and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: Network Request Application: Catalog

State: None -- Fulfillment automation level: Unspecified

Checked out: None -- Owner: System Administrator

**Item Details** | Process Engine | Picture | Pricing | Portal Settings

Select the appropriate process engine for the catalog item. Only one engine can be selected.

Flow: Workflow: Evaluation Date: DEFAULT

**Related Links**

Item Description: Item ID: Catalog Item ID: Run Script Code:

**Variables**

Type	Question	Name	Order
Container Start	Service Details	service_details	200
Multiple Choice	Is this a new network connection or not?	is_this_a_new_network_connection_or_not	300
Single Line Text	If this is a relocation, please provide:	if_this_is_a_relocation_please_provide	310
Single Line Text	If this is a relocation, please provide:	if_this_is_a_relocation_please_provide_n	320
Container Start	Location & Device Type	location_device_type	400
Single Line Text	Please provide address here	please_provide_address_here	410
Select Box	Type of devices	type_of_devices	420
Single Line Text	Provide device details	provide_device_details	430
Container Start	Additional Information	additional_information	500
Single Line Text	If any, please write here	if_any_please_write_here	510

Figure 1 - Catalog Item - Network Request

## Design and Usability Considerations

The catalog item is designed with user convenience and efficiency in mind.

### Design principles applied:

- Clean and organized form layout
- Logical grouping of related fields
- Minimal required user input
- Dynamic field visibility to reduce clutter

This design allows users to submit requests quickly and accurately.

## Summary

The Network Request Service Catalog item delivers a **simple, consistent, and efficient interface** for submitting network service requests. Through structured variables and conditional logic, the catalog item supports backend automation and integrates seamlessly with approval and fulfillment workflows.