

Catalog Item Design

Purpose

This document describes the design and configuration of the Network Request Service Catalog item in ServiceNow. It explains how the catalog item is structured, what variables are used, how users interact with it, and how it supports standardized and automated network request submission.

Catalog Item Overview

Catalog Item 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 allows end users to request new network connections or relocation-related network services through a single, standardized request form.

The screenshot shows a web-based form for creating a 'Network Request' catalog item. The interface is clean and organized, with a top navigation bar and a main content area. The form is divided into several sections: 'Item Details', 'Pricing', and 'Related Links'. The 'Item Details' section includes fields for Name, Application, Service Catalog, Network Standard Changes, State, Checked out, and Owner. The 'Pricing' section includes fields for Price, Recurring price, and Recurring price frequency. The 'Related Links' section includes links for Item Diagnostic, Show via render type, and Run Point Scan. Below these sections is a table with 10 columns: Variables (10), Variable Sets (1), Catalog UI Policies (1), Catalog Client Scripts, Available For, Not Available For, Categories (1), Catalogs (1), Catalog Data Lookup Definitions, Related Articles, Related Catalog Items, and Assigned Topics. The table lists 10 items with their respective questions and order numbers.

Variables (10)	Variable Sets (1)	Catalog UI Policies (1)	Catalog Client Scripts	Available For	Not Available For	Categories (1)	Catalogs (1)	Catalog Data Lookup Definitions	Related Articles	Related Catalog Items	Assigned Topics
Container Start											
Multiple Choice											
Single Line Text											
Single Line Text											
Container Start											
Single Line Text											
Select Box											
Single Line Text											
Container Start											
Single Line Text											

Figure 1: Catalog Item – Network Request

User Experience Considerations

- Clean and structured form layout
- Logical grouping of related fields
- Minimal input required from users
- Dynamic field display reduces clutter

This design ensures faster request submission and improves end-user satisfaction.

Summary

The **Network Request** catalog item is designed to provide a simple, efficient, and standardized interface for requesting network services. Through structured variables, conditional logic, and pricing configuration, the catalog item supports automated backend processing and seamless integration with approval and fulfillment workflows.