Automated Network Request Management System
User Flow

This document describes the User Interface (UI), User Experience (UX), and navigation flow of the Automated Network Request Management System developed using ServiceNow. The objective is to ensure an intuitive, efficient, and user-friendly process for submitting, approving, and fulfilling network-related requests.

Network Request Catalog Item UI

The Network Request catalog item is designed with a clean and structured form layout. Fields are logically grouped to improve readability and reduce user effort.

Key UI Features:

- Clearly labeled fields
- Sectioned layout using containers
- Mandatory field indicators
- Dynamic fields based on user selections

Dynamic UI Behavior

To improve UX, **UI Policies and Client Scripts** are used:

- Fields appear or hide based on request type
- Additional input fields appear when “Others” is selected
- Unnecessary fields are hidden to reduce clutter
- Mandatory fields change dynamically

This minimizes user errors and speeds up request submission.

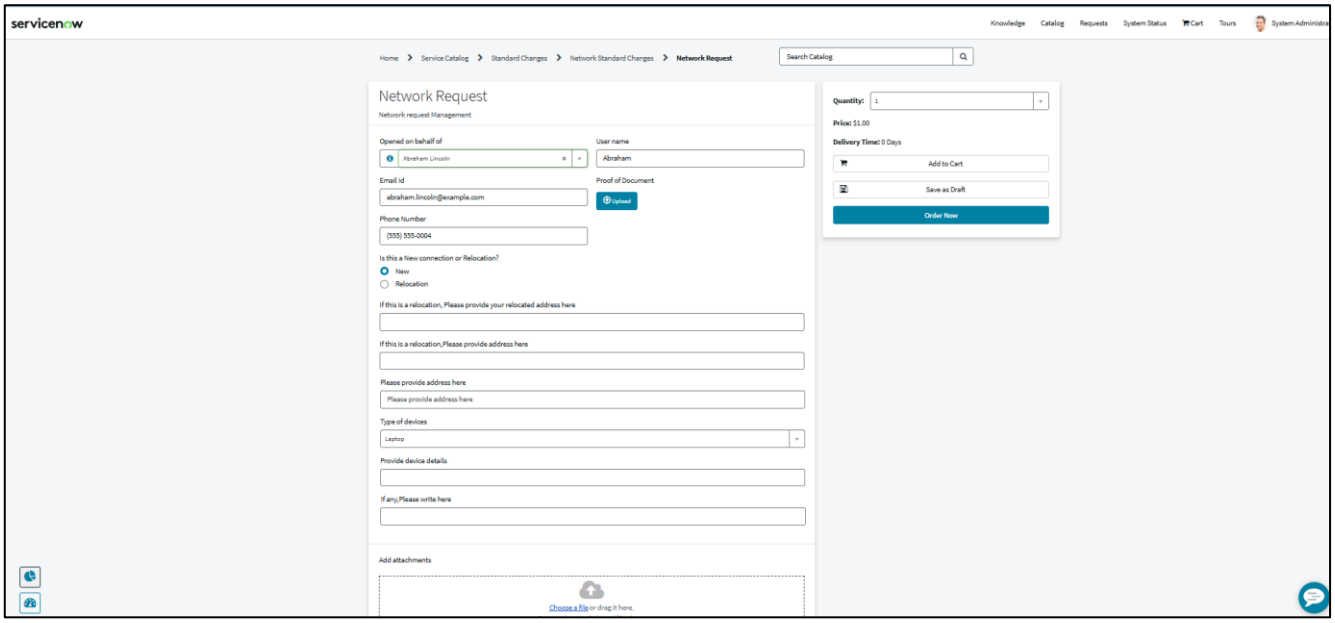

Figure1: Network Request catalog item form (Dynamic field behavior)

Approval Flow and User Interaction

After submission:

- The request is routed to the appropriate approver
- Approval notifications are sent via email
- Approvers can approve or reject the request
- Approval status is visible to the requester

Task Fulfillment Flow

Once approved:

- A network task is automatically generated
- Task is assigned to the Network/IT team
- Task progress is updated in the system
- Fulfillment actions are tracked until completion

This automation ensures transparency and accountability.

Notifications and Request Tracking

Throughout the lifecycle:

- Email notifications are sent at each stage
- Users can track request status from the **Requests** module
- Completion notification is sent after fulfillment

This keeps users informed without manual follow-ups.

User Experience Validation

The UI/UX design was validated based on:

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

UX Benefits

- Improved user satisfaction
- Reduced incorrect submissions
- Standardized request handling
- Efficient service delivery

Conclusion

The combined UI, UX, and navigation design of the Automated Network Request Management System ensures a smooth and efficient experience for end users. Dynamic forms, structured navigation, and automated workflows significantly improve usability and operational efficiency.