

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.

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.