

# **Setup Guide**

## **Automated Network Request Management – ServiceNow**

### **1. Objective**

This setup guide explains how to configure the Automated Network Request Management solution in a fresh ServiceNow Personal Developer Instance (PDI). It walks through catalog creation, workflow automation, security setup, and testing steps required for successful implementation.

### **2. Prerequisites**

Before starting the configuration, make sure the following requirements are met:

- A working ServiceNow Personal Developer Instance
- Administrator-level access
- Basic knowledge of:
  - Service Catalog
  - Flow Designer
  - Tables and Access Control Lists (ACLs)

### **3. Recommended Implementation Sequence**

1. Create required custom tables
2. Configure the Service Catalog item

3. Add and configure variables
4. Build Flow Designer automation
5. Set up roles and access controls
6. Perform end-to-end testing

## 4. Custom Table Setup

### 4.1 Create Table: u\_network\_database

#### Navigation:

System Definition → Tables → New

#### Table Configuration:

- **Label:** Network Request Database
- **Name:** u\_network\_database
- **Extends Table:** None

#### Fields to Add:

- Request Type (Choice)
- Justification (String)
- Portal Details (String)
- Urgency (Choice)
- Requested For (Reference → User)
- Approval State (Choice)

- Status (Choice)

## 4.2 Create Table: u\_network\_task

### Navigation:

System Definition → Tables → New

### Table Configuration:

- **Label:** Network Task
- **Name:** u\_network\_task

### Fields to Add:

- Parent Request (Reference → u\_network\_database)
- Assigned Group (Reference → Group)
- Task Status (Choice)
- Work Notes (String)

## 5. Service Catalog Configuration

### 5.1 Create a Catalog Item

#### Navigation:

Service Catalog → Catalog Definitions → Maintain Items → New

#### Item Details:

- **Name:** Network Request

- **Catalog:** Service Catalog
- **Category:** Network Services

## 6. Variable Setup

### 6.1 Add Catalog Variables

#### Navigation:

Catalog Item → Variables → New

Variable Name	Type	Mandatory
Request Type	Choice	Yes
Justification	Multi-line Text	Yes
Portal Details	Single-line Text	Yes
Urgency	Choice	Yes

### 6.2 Variable Settings

- Mark all required fields as mandatory
- Provide help text for better user clarity
- Apply UI Policies if conditional visibility is needed

## 7. Flow Designer Configuration

### 7.1 Create Flow

### **Navigation:**

Flow Designer → New → Flow

**Flow Name:** Automated Network Request Flow

**Trigger:** Service Catalog → Catalog Item Requested

## **7.2 Configure Flow Actions**

Flow execution steps:

1. Retrieve catalog variables
2. Insert record into **u\_network\_database**
3. Request approval
4. Check approval outcome
5. Create record in **u\_network\_task**
6. Send email notification
7. Update request status

## **7.3 Approval Rules**

- **Manager Approval:** For standard requests
- **Security Approval:** For high-risk or sensitive requests
- **Group Approval:** For department-specific requests

## **8. Access Control and Security**

### **8.1 Default ACL Behavior**

- System automatically generates ACLs for custom tables
- Admin role is used during configuration

## 8.2 Role Permissions

<b>Role</b>	<b>Access Level</b>
Admin	Full access
Network	Read /
Team	Update
End User	Create / Read

## 9. Test Execution

### 9.1 Sample Input Data

<b>Field</b>	<b>Example Value</b>
Request Type	VPN Access
Justification	Required for project work
Portal Details	HR Portal
Urgency	High

### 9.2 Testing Procedure

1. Log in to Service Portal ([/sp](#))

**2. Search for Network Request**

3. Enter test information

4. Submit the request

5. Verify:

- Record creation
- Approval routing
- Email notifications
- Task generation
- Status updates

ServiceNow Developers | Classic | Unified Navigation | Network Request | Workflow | SkillWallet | Network Request - Service P

dev315321.service-now.com/sp?id=sc\_cat\_item&sys\_id=04169a5b4731761028d113ff016d43cd

servicenow

Order Confirmation

Request for: System Administrator

Delivery Information (Optional)

Special instructions (Optional)

Quantity: 1

Delivery Time: 2 Days

Add to Cart | Save as Draft | Order Now

Cancel | Checkout

Home > Service Catalog > Standard

Network Request

opened on behalf of: Abel Tuter

Email ID: abel.tuter@example.com

User name: abel.tuter

Is this a new network connection or a reserved network: New

If this is a relocation, Please provide your location:

If this is a relocation, Please provide your location2:

Type here to search | 26°C Mostly cloudy | 12:44 PM | 26/12/2025

ServiceNow Developers | Classic | Unified Navigation | Network Request | Workflow | SkillWallet | Request Summary - REQ001

dev315321.service-now.com/sp?id=sc\_request&is\_new\_order=true&table=sc\_request&sys\_id=a6b82e65470e7a1028d113ff016d43d3

servicenow

Request Summary - REQ0010004

Submitted: 2025-12-25 23:14:47  
Request Number: REQ0010004  
Estimated Delivery: 2025-12-27

Search Catalog

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Network Request	2025-12-27	Request Approval	---	1	---

Total: \$0.00

Type here to search | 26°C Mostly cloudy | 12:44 PM | 26/12/2025

ServiceNow Developers | Classic | Unified Navigation | Network Request | Workflow | SkillWallet | My Request - RITM0010006

servicenow

Home > My Request - RITM0010006

Number: RITM0010006

Created just now Updated just now State: Open

### Network Services Request

Item: Network Request Requested for: System Administrator Quantity: 1

Stage: Assess or Scope Task

Activity Attachments Additional Details

Type your message here... Post

System Administrator RITM0010006 Created just now

Workflow Studio Network Request Flow • Global

**Test flow**

Run your flow to make sure it has no errors before you activate it. When the test finishes running, check the execution details to see each action's configuration, runtime values, and the log messages for any errors that occurred.

\* Requested Item Record: RITM0010006

Your test has finished running. View the flow execution details.

Run test in background Cancel Run Test

TRIGGER: Service Catalog

ACTIONS: Select multiple

- Get Catalog Variables from Network
- Create Network Database Record
- Send Email
- Ask For Approval on Network Database
- If Request is Approved
- then Update Network Database Record
- Create Network Task Record

Status: Draft Application: Global

**Execution Details - Network Request**

**Trigger:** Catalog Item Requested

**Actions:**

- Get Catalog Variables from Network Request
- Create Record
- Send Email
- Ask For Approval
- If If Request is Approved
  - Update Record

**State:** Waiting | **Start time:** 2025-12-25 23:16:11 | **Duration:** 125ms

**Approval - Network Database: Created 2025-12-25 ...**

Approver: Bow Ruggieri  
State: Approved  
Approval Reason: Waiting for Approval  
Comments: Comments

Activities: 1

System Administrator	Bow Ruggieri
Approver	Bow Ruggieri
State	Requested

Field changes • 2025-12-25 23:16:11

Request Number: RF00010004 | Date of Enquiry: 2025-12-25 | 26°C Mostly cloudy | 12:47 PM | 26/12/2025

The screenshot displays two main ServiceNow interfaces:

- Approvals View:** Shows a list of approvals with columns for State, Approver, Comments, Approval for, and Created. The list includes entries for Bow Ruggeri, Fred Luddy, and Eric Schroeder across various dates from November 2025 to December 2025.
- Workflow Studio View:** Shows the execution details of a "Network Request" workflow. The workflow steps are numbered 1 through 15, detailing actions like "Get Catalog Variables", "Create Record", "Send Email", and "Ask For Approval". It also includes logic steps for "If Request is Approved" and "If Status Changes". The execution status for each step is shown, along with start times and durations.

## 10. Validation Checklist

- ✓ Catalog item visible in portal
- ✓ Variables captured correctly

- ✓ Flow executed successfully
- ✓ Approvals completed
- ✓ Records created in custom tables
- ✓ Notifications delivered

## 11. Summary

This setup guide enables administrators to successfully configure the Automated Network Request Management solution within a new ServiceNow instance. By following the structured steps, organizations can ensure consistent automation, proper governance, and alignment with ServiceNow best practices.