Automated Network Request Management

Flow Designer

1.Introduction

This document outlines the backend automation implemented using ServiceNow Flow Designer for the Automated Network Request Management System. The automation is designed to handle the complete lifecycle of network requests submitted through the Service Catalog, ensuring efficiency, consistency, and minimal manual intervention.

2.Objective

The primary objective of this automation is to streamline and automate the end-to-end processing of network requests, from initial submission to final fulfillment and notification, in alignment with ITSM best practices.

3.Automation Overview

3.1 Flow Details

Attribute	Description
Flow Name	Network Request
Application Scope	Global
Flow Status	Active / Published
Trigger Type	Service Catalog
Automation Type	Backend Workflow Automation

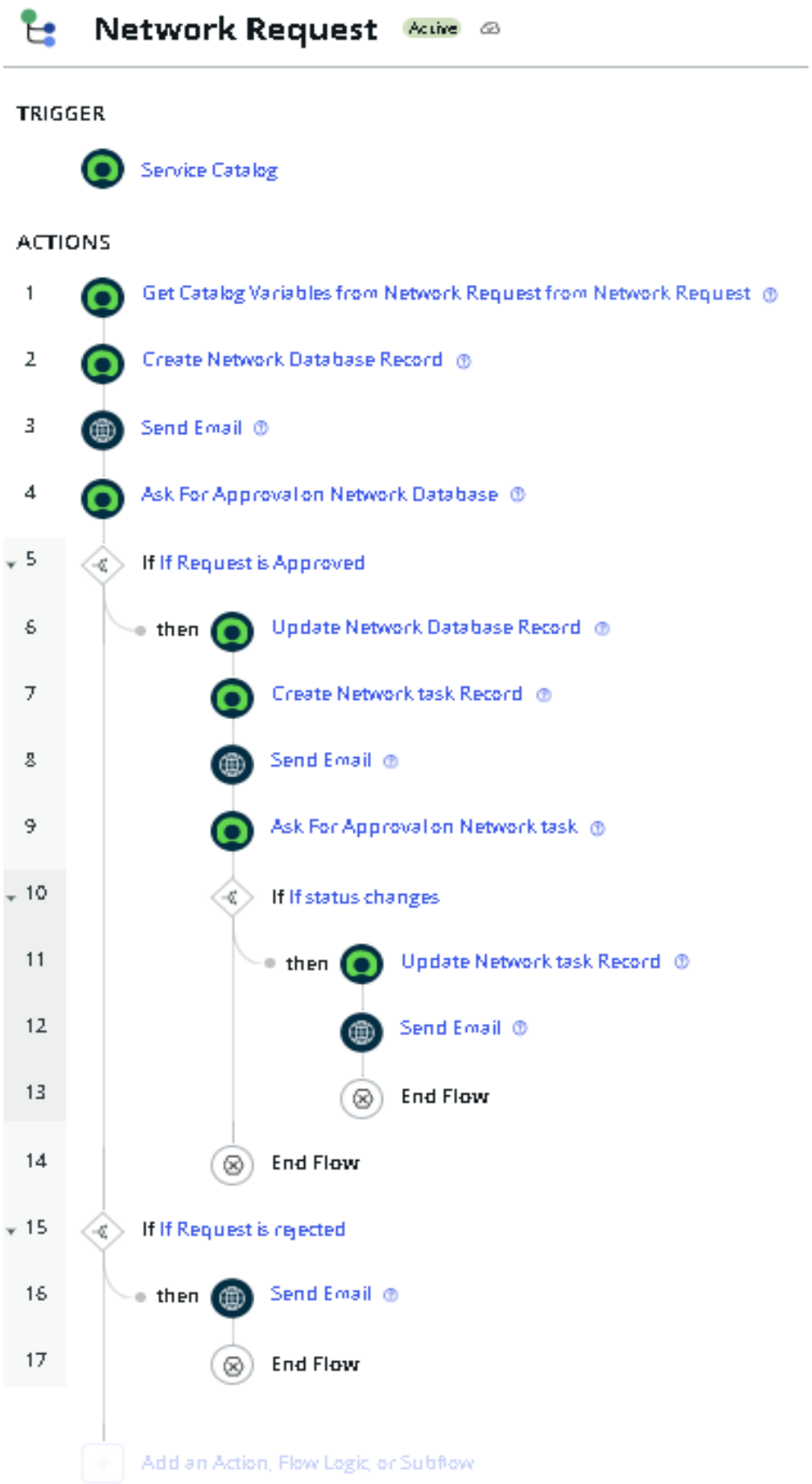

Figure 1: Flow Designer Automation for Network Request

4. Flow Trigger Configuration

4.1 Trigger Condition

- The flow is initiated when a user submits the Network Request catalog item through the Service Catalog.
- Automation begins immediately upon successful submission of the request.

5. Flow Design and Architecture

The automation is structured into multiple logical stages to ensure clear processing and traceability:

1. Catalog Request Submission
2. Retrieval of Catalog Variables
3. Creation of Network Request Record
4. Acknowledgment Email Notification
5. Approval Request Initiation
6. Conditional Evaluation (Approval / Rejection)
7. Task Creation and Assignment
8. Request Status Update and Notifications
9. Flow Completion

(Refer to Figure 1: Flow Designer Automation for Network Request)

6. Approval Framework

6.1 Approval Levels

Approval Level	Approval Type	Condition
Level 1	Manager Approval	Mandatory
Level 2	Task Approval	Conditional

6.2 Rejection Handling

- If the request is rejected at any approval stage, the flow terminates immediately.
- The request status is updated accordingly, and rejection notifications are sent to relevant stakeholders.

7. Automation Capabilities

- The Flow Designer automation performs the following backend operations:
- Automatically creates records in the network request database
- Routes requests for approval based on defined conditions
- Generates and assigns fulfillment tasks
- Updates request status dynamically
- Sends acknowledgment and outcome-based email notifications
- Maintains a complete audit trail for tracking and compliance

8. Benefits of the Automated Solution

- Eliminates manual processing
- Accelerates approval and fulfillment cycles
- Enhances request visibility and transparency
- Minimizes human errors
- Ensures consistency and audit readiness
- Scalable for future enhancements

9. Conclusion

The Automated Network Request Management Flow delivers a comprehensive, end-to-end automation solution using ServiceNow Flow Designer. By integrating catalog triggers, approval workflows, conditional logic, task orchestration, and notifications, the system ensures a robust, scalable, and efficient backend process that aligns with enterprise ITSM standards.