

Network Request Automation – ServiceNow

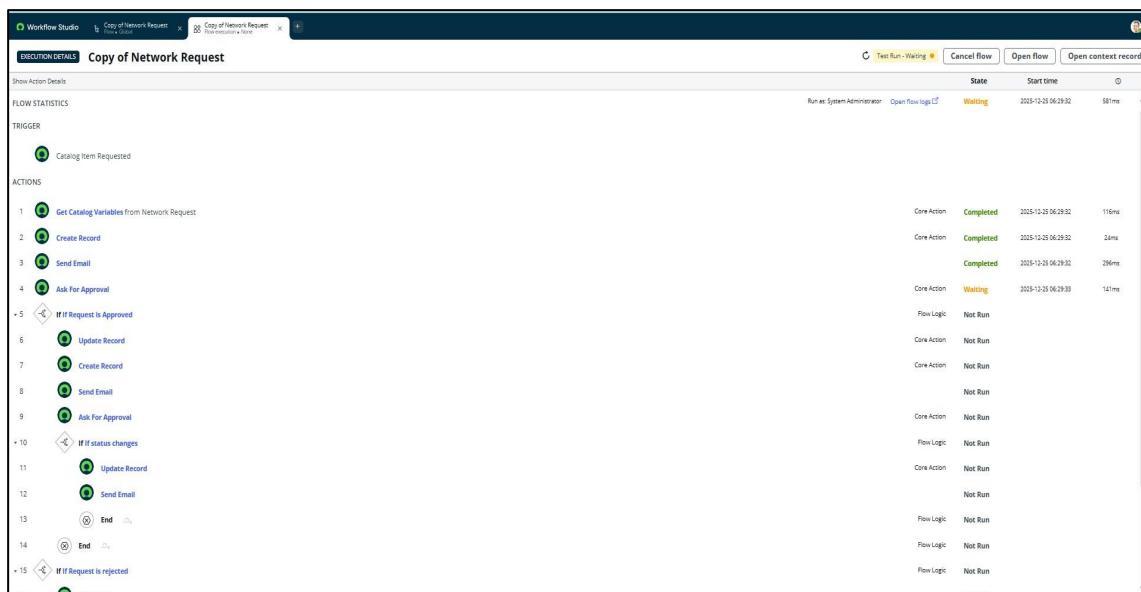
Testing & Validation

The testing phase validates that the Network Request Service Catalog, Flow Designer automation, approval process, task creation, and email notifications function correctly as per business requirements. Testing was performed in a controlled ServiceNow environment using valid test data. All core functional paths were verified end-to-end.

Test Environment

- Platform: ServiceNow
- Module: Service Catalog, Flow Designer
- User Roles:
 - Requester
 - Approver
 - Network Team

Testing Execution Details



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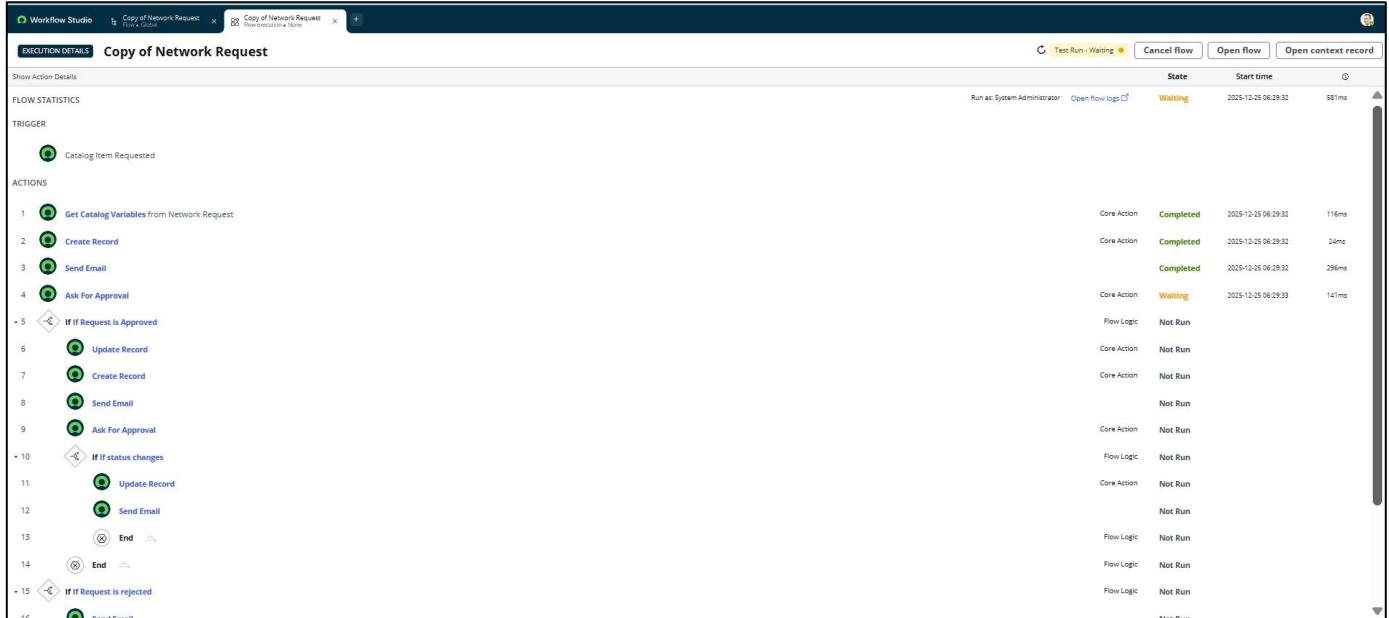


Figure 1: Flow Designer triggered automatically after Network Request submission

The screenshot shows the 'Approval' interface for a 'Network Database' record. The record was created on 2025-12-25 06:29:32. The approval status is 'Requested' with the reason 'Waiting for approval'. The approver is 'Bow Ruggert'. There is one activity listed: 'Approving' by 'System Administrator' at the same timestamp. At the bottom, there are buttons for 'Update', 'Approve', 'Reject', and 'Delete'.

Approval - Network Database: Created 2025-12-25 06:29:32

Approver: Bow Ruggert
State: Requested
Approval Reason: Waiting for approval
Comments: Comments
Post

Activities: 1

Approver: System Administrator	Approver: Bow Ruggert
State: Requested	

Field changes: 2025-12-25 06:29:33

Update Approve Reject Delete

Summary of item being approved

Network Database

Request Number: REQ0010006	Customer Address: Sales
Assignment Group: Network	Work Status: New
Device Details: LNR - MacBook Air 13"	Requested For: System
Assigned to:	Customer Document:
Date of Enquiry: 2025-12-21	

Figure 2: Approval request generated for Network Database record

2025-12-25 06:31:18	admin@example.com	Network Task Created 912d4b51c30eb2101422f9c050131df Approved	send-ready	SMTP	(empty)
2025-12-25 06:31:34	admin@example.com	Network Request Completed REQ0005006	send-ready	SMTP	(empty)

Figure 3: Network task created after approval

The screenshot shows a software interface with a list of tasks on the left and a detailed view of an email on the right.

Left Panel (List View):

- Header: All > Created on Today
- Filter: Created
- Table columns: Recipients, Subject, and a timestamp column.
- Tasks listed:
 - 2025-12-25 00:00:01 admin@example.com Daily job network task has been completed successfully.
 - 2025-12-25 01:00:01 aleen.mottern@example.com Restocks
 - 2025-12-25 01:00:02 aleen.mottern@example.com Restocks
 - 2025-12-25 01:00:02 aleen.mottern@example.com Restocks
 - 2025-12-25 06:29:33 admin@example.com Request Network Approval
 - 2025-12-25 06:31:18 admin@example.com Network Approval Ref:MSG0001669_J91dclR6ufcXBZXZapw
 - 2025-12-25 06:31:34 admin@example.com Network REQ0005006

Right Panel (Preview Email):

Preview Email

Subject: Hello System

Body:

Hello System

network task has been completed successfully.

Regards

Network Team

Ref:MSG0001669_J91dclR6ufcXBZXZapw

Actions on selected rows...

Figure 4: Email notification for Task Completion

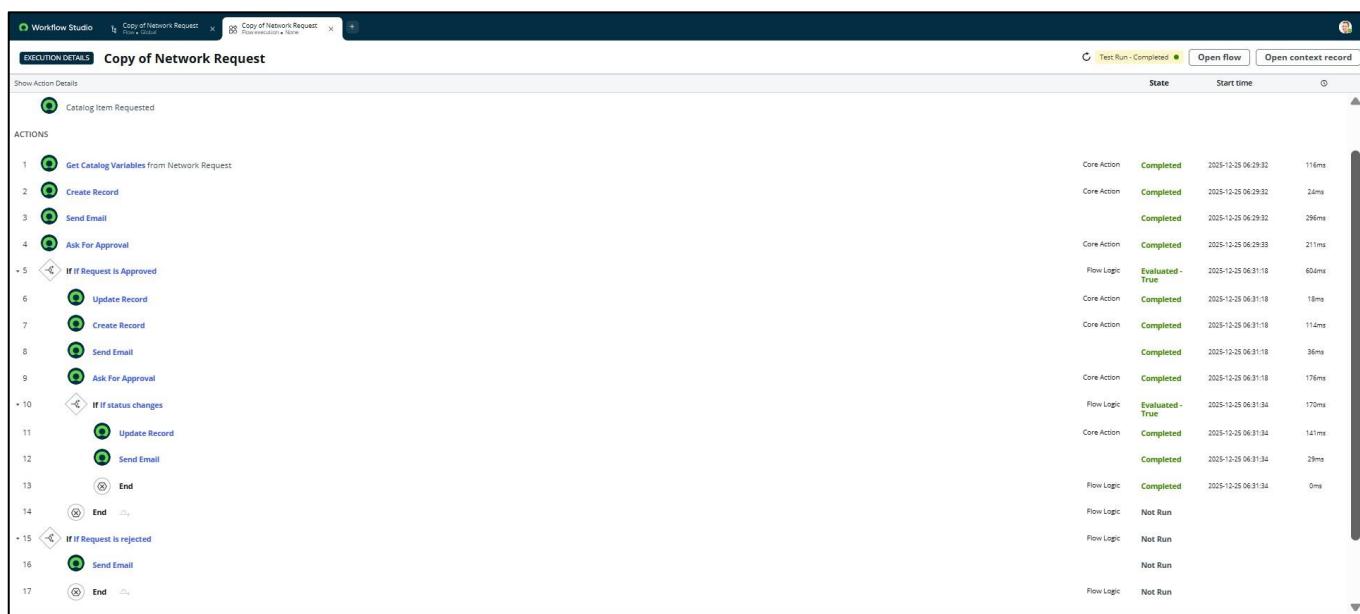


Figure 5: Flow execution completed successfully

The Network Request Automation meets all functional requirements and performs reliably across request submission, approval, task creation, and notification stages.