

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

Workflow Studio

Copy of Network Request

Copy of Network Request

Copy of Network Request

Copy of Network Request

Copy of Network Request

EXECUTION DETAILS

Copy of Network Request

Test Run - Waiting

Cancel flow

Open flow

Open context record

Show Action Details

FLOW STATISTICS

TRIGGER

ACTIONS

Run as: System Administrator

Open flow logs

Waiting

2025-12-20 06:29:32

581ms

1

Get Catalog Variables From Network Request

Core Action

Completed

2025-12-20 06:29:32

116ms

2

Create Record

Core Action

Completed

2025-12-20 06:29:32

24ms

3

Send Email

Completed

2025-12-20 06:29:32

296ms

4

Ask For Approval

Core Action

Waiting

2025-12-20 06:29:33

141ms

5

If Request is Approved

Flow Logic

Not Run

6

Update Record

Core Action

Not Run

7

Create Record

Core Action

Not Run

8

Send Email

Not Run

9

Ask For Approval

Core Action

Not Run

10

If status changes

Flow Logic

Not Run

11

Update Record

Core Action

Not Run

12

Send Email

Not Run

13

End

Flow Logic

Not Run

14

End

Flow Logic

Not Run

15

If Request is rejected

Flow Logic

Not Run

Testing Execution Details

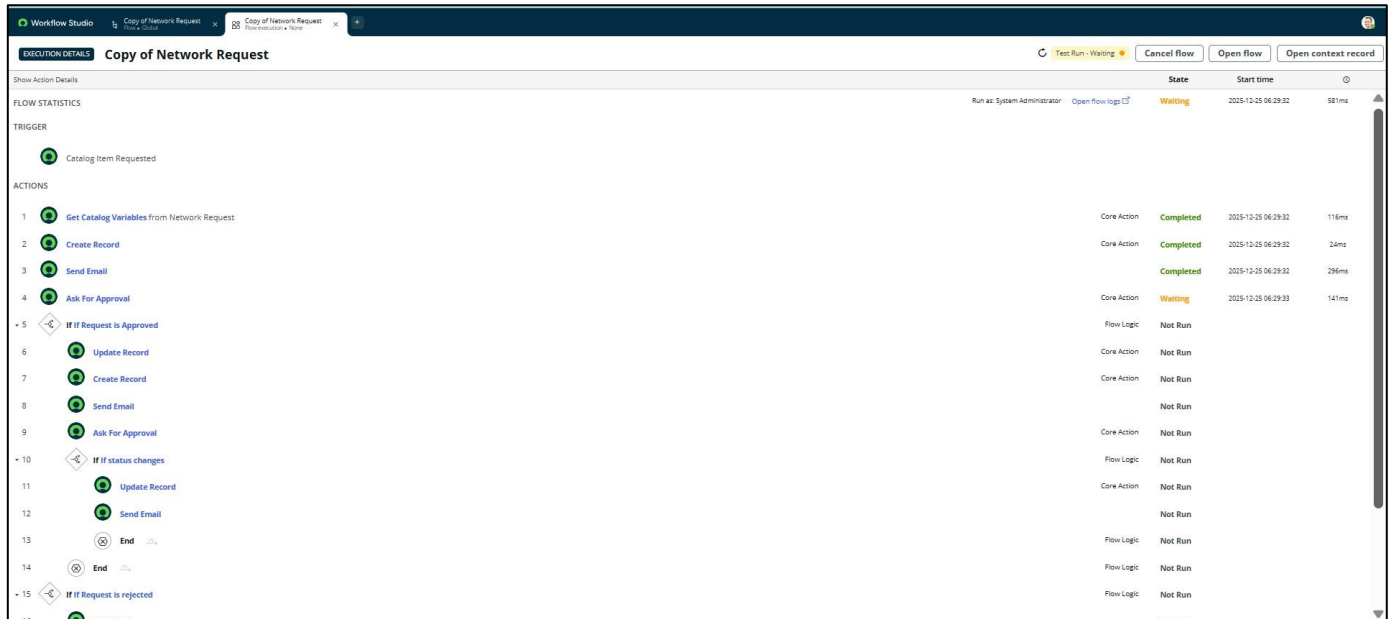


Figure 1: Flow Designer triggered automatically after Network Request submission

The screenshot displays the 'Approval - Network Database' form. The form is titled 'Approval - Network Database: Created 2025-12-25 06:29:32'. The 'Approver' is 'Bow Ruggieri'. The 'State' is 'Requested'. The 'Approval Reason' is 'Waiting for approval'. The 'Comments' field is empty. The 'Activities' section shows the 'System Administrator' as the approver. The bottom section shows the 'Summary of item being approved' with details like Request Number, Assignment Group, Device Details, Assigned to, Date of Enquiry, Customer Address, Work Status, Requested For, and Customer Document.

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

Figure 2: Approval request generated for Network Database record

| | | | | | |
|---------------------|-------------------|--|------------|------|---------|
| 2025-12-25 06:31:18 | admin@example.com | Network Task Created P1a24E51c306z10142Z5K0S0131dF Approved | send-ready | SMTP | (empty) |
| 2025-12-25 06:31:34 | admin@example.com | Network Request Completed REQ0010006 | send-ready | SMTP | (empty) |

Figure 3: Network task created after approval

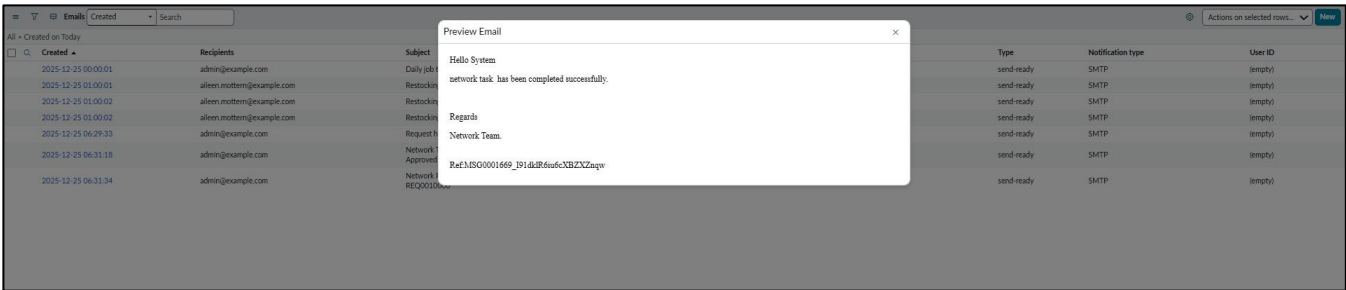


Figure 4: Email notification for Task Completion

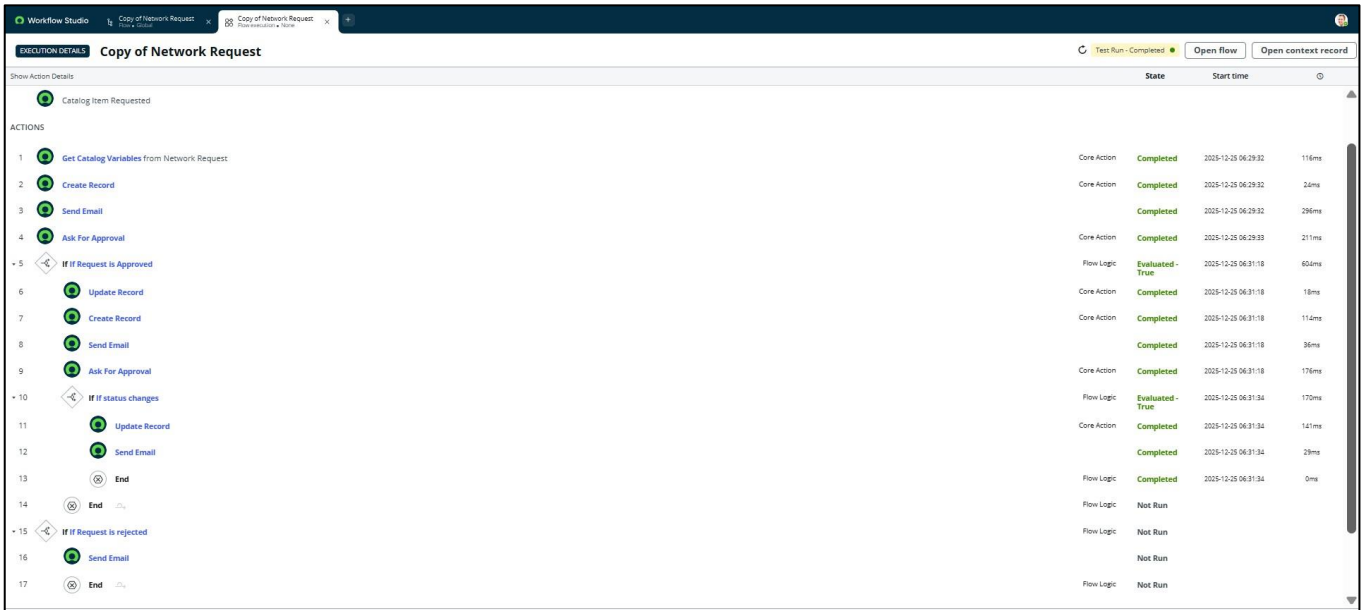


Figure 5: Flow execution completed successfully

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