

Automated Network Request Management in ServiceNow

Project Description:

This project aims to design and implement a streamlined, automated solution for managing network-related service requests within ServiceNow. It enables end users to submit requests for network services through a user-friendly self-service portal.

The system leverages ServiceNow's workflow engine, catalog items, and approval processes to ensure requests are properly captured, validated, and routed for fulfillment. Upon submission, requests trigger automated notifications, task assignments, and—where applicable—integration with network automation tools or scripts to fulfill standard requests without manual intervention.

Key Features:

- Custom service catalog for common network requests
- Dynamic forms to capture relevant request details
- Automated approval workflows based on request type and sensitivity
- Integration with infrastructure management or orchestration tools (optional)
- Real-time status updates and notifications to requesters and technicians

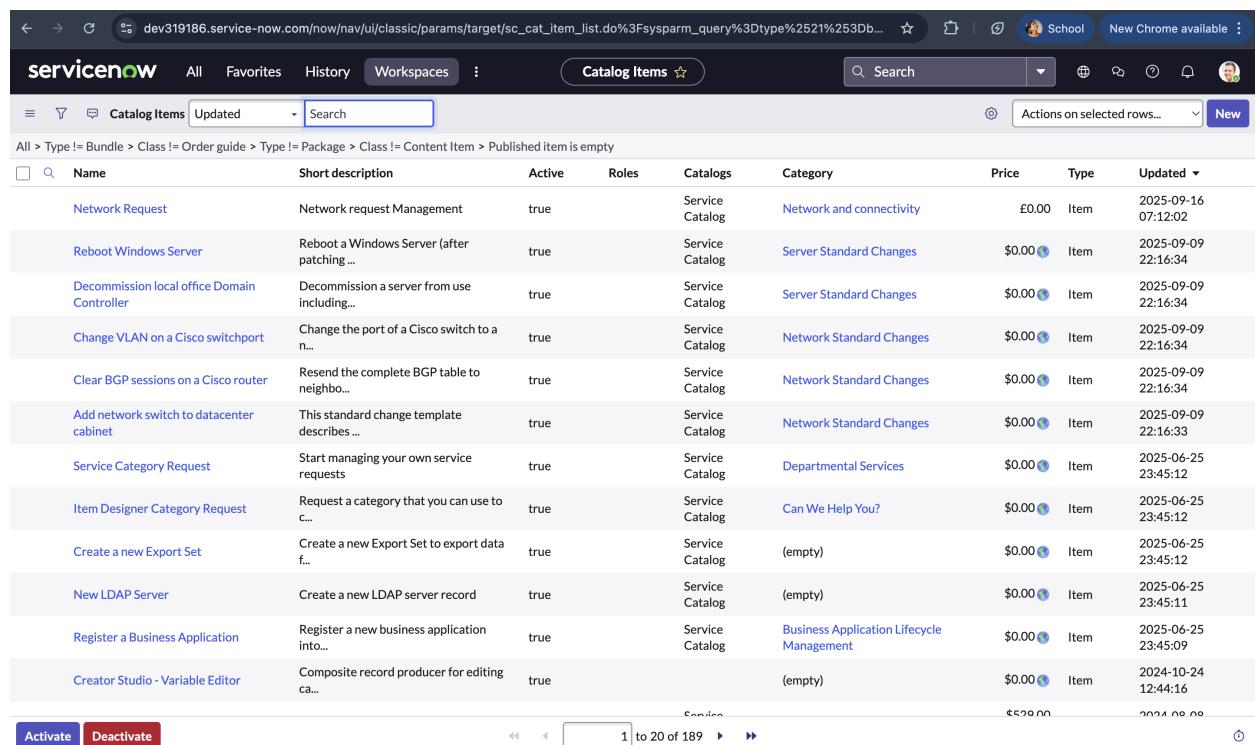
Reporting and analytics on request volume, resolution time, and SLA adherence

Service Catalog Creation

ServiceNow Catalogue

Creation of Service Catalog

1. Navigate to Application navigator
2. Click on All > search for Service Catalog
3. Under Service Catalog>> Maintain items
4. Click on New
5. Fill the details >> Name– Network Request
6. Select Catalog>> Service Catalog
7. Select Category>> Network
8. Fill the Short Description as Network request Management
9. Click on Save.



The screenshot shows the ServiceNow Catalog Items page. The URL is dev319186.service-now.com/nav/ui/classic/params/target/sc_cat_item_list.do%3Fsysparm_query%3Dtype%2521%253Db... . The page title is Catalog Items. The header includes links for All, Favorites, History, Workspaces, Catalog Items, Search, and Actions on selected rows... A New button is also present.

The main content area displays a table of Catalog Items. The columns are: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The table lists 189 items, with the first few rows visible:

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Network Request	Network request Management	true		Service Catalog	Network and connectivity	£0.00	Item	2025-09-16 07:12:02
Reboot Windows Server	Reboot a Windows Server (after patching ...)	true		Service Catalog	Server Standard Changes	\$0.00	Item	2025-09-09 22:16:34
Decommission local office Domain Controller	Decommission a server from use including...	true		Service Catalog	Server Standard Changes	\$0.00	Item	2025-09-09 22:16:34
Change VLAN on a Cisco switchport	Change the port of a Cisco switch to a n...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-09-09 22:16:34
Clear BGP sessions on a Cisco router	Resend the complete BGP table to neighbor...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-09-09 22:16:34
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-09-09 22:16:33
Service Category Request	Start managing your own service requests	true		Service Catalog	Departmental Services	\$0.00	Item	2025-06-25 23:45:12
Item Designer Category Request	Request a category that you can use to c...	true		Service Catalog	Can We Help You?	\$0.00	Item	2025-06-25 23:45:12
Create a new Export Set	Create a new Export Set to export data f...	true		Service Catalog	(empty)	\$0.00	Item	2025-06-25 23:45:12
New LDAP Server	Create a new LDAP server record	true		Service Catalog	(empty)	\$0.00	Item	2025-06-25 23:45:11
Register a Business Application	Register a new business application into...	true		Service Catalog	Business Application Lifecycle Management	\$0.00	Item	2025-06-25 23:45:09
Creator Studio - Variable Editor	Composite record producer for editing ca...	true			(empty)	\$0.00	Item	2024-10-24 12:44:16

At the bottom left are buttons for Activate and Deactivate. At the bottom center is a navigation bar with icons for back, forward, and search, and a message "1 to 20 of 189". At the bottom right is a refresh icon.

The screenshot shows the ServiceNow interface for creating a catalog item named "Network Request".

Top Bar: Includes back, forward, search, and user profile icons.

Title Bar: Shows the URL as dev319186.service-now.com/nav/ui/classic/... and the title "Catalog Item - Net...".

Header: Features a left arrow, a list icon, and a right arrow. To the right are buttons for "Copy", "Try It", "Update", "Edit in Catalog Builder", and "Delete". There are also up and down arrows for sorting.

Current View: A tooltip says "Current View: Default view (click me for other views)".

Filters and Settings: Includes "Application: Global", "Active: checked", "Fulfillment automation level: Unspecified", and dropdowns for "Catalogs" (Service Catalog), "Category" (Network and connectivity), "State" (None), "Checked out" (None), and "Owner" (System Administrator).

Content Area: Contains tabs for "Item Details", "Process Engine", "Picture", "Pricing", and "Portal Settings". The "Item Details" tab is active.

Description Section: Contains a "Short description" field with the value "Network request Management" and a rich text editor with toolbar buttons for bold, italic, underline, etc.

Variables Configuration

Open the catalog item just created.

Scroll down to the **Variables** related list and click **New** to create form fields.

1. Select Variables type as Single, Multi line text, reference, choices etc as per requirement
2. Catalog item– Network Request
3. Order–100,200,300,,,

4. Question – provide the variable label
 5. Name – provide the variables name (used for scripting)
 6. Tooltip – this will appear when cursor overed on the field
 7. Example text – this will suggest what we need to enter on the field.
 8. Mandatory, Read-Only – need to configure on demand
 9. Auto populate – need to select dependent variable, apply dot walking to get selected value.
10. Click on Save or Submit.

The screenshot shows the ServiceNow interface for a Catalog Item named "Network Request".

Item Details:

- Name: Catalog Item - Net...
- Type: Catalog Item
- Network Request
- Buttons: Copy, Try It, Update, Edit in Catalog Builder, Delete

Related Links:

- Item Diagnostic
- Show VA render type
- Run Point Scan

Relationships:

- Variables (10)
- Variable Sets (1)
- Catalog UI Policies (1)
- Catalog Client Scripts
- Available For
- Not Available For
- Categories (1)
- Catalogs (1)
- Catalog Data Lookup Definitions
- Related Articles
- Related Catalog Items
- Assigned Topics

Actions:

- Order ▾
- Search
- Actions on selected rows...
- New

Catalog item = Network Request

Type	Question	Order
Container Start	Service Details	200
Multiple Choice	Is this a new request or a relocation	300
Single Line Text	If this is a relocation, please provide	310
Single Line Text	If this is relocation, please provide	320
Container Start	Location & Devices Types	400
Single Line Text	Please provide address here	410
Select Box	Type of devices	420
Single Line Text	Provide device details	430
Container Start	Additional Information	500
Single Line Text	If any, Please write here	510

Page navigation: << < > >> 1 to 10 of 10 > >>

Variables Types

1. Is this a New connection or Relocation? >> **Choice** >> **New/ Relocation/None**
2. If this is a relocation, Please provide your relocated address here>>**String**
3. Types of devices>> **Choice**>> **Laptop/Mobiles/Others**
4. Please provide address here>>**String**
5. Provide device details here>> **String**
6. If anything else, please specify>> **String**

Variable Set Configuration

- To enhance form usability:
 - Navigate to the **Variable Sets** (optional).
 - Follow the same procedure as we used for Variables Creation, for the variable set as well.
 - Apply variable sets to the catalog item.

Variables Types

1. Opened on behalf of >> Reference>> reference to user table
2. Email Id >> Single line text >> Auto populate by Opened on behalf of variable.
3. User name >>Single line text >> Auto populate by Opened on behalf of variable.
4. Phone Number >>Single line text >> Auto populate by Opened on behalf of variable.
5. Proof of Document >> Attachment

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All : Variable Set - ... ☆

Variable Set Requester information

Update Delete

* Title: Requester information

Application: Global

* Internal name: requester_information

Display title:

Order: 100

Layout: 1 Column Wide

Type: Single Row

Description:

Update Delete

Variables (1) Catalog UI Policies Catalog Client Scripts Included In (1) Catalog Data Lookup Definitions

Order Search Actions on selected rows... New

Variable set = Requester information

<input type="checkbox"/> Name	Type	Question	Order ▲
open_on_behalf_of	Reference	open on behalf of	100

1 to 1 of 1

Catalog UI Policy Configuration

Scenario: If user selects types of devices is **Others**, then Please specify field should populate.

Procedure:

1. Navigate to catalog items
2. Open Network Request item
3. In related list, we have Catalog UI policy
4. Click on New button to configure New UI policy
5. Select Applies to as Catalog item
6. Select catalog item as Network Request
7. Provide short description, if required
8. Apply condition>> **types of devices is others**
9. Click on save, after saving the form will get UI policy actions in the related list
10. Click on New button to configure new UI Policy action, and Select the variable which we want to display on condition
11. Make Visible True as per our requirement
12. Update the UI Policy and Test the same on Catalog form.

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All : Catalog Item ... ☆

Catalog Item Network Request

Copy Try It Update Edit in Catalog Builder Delete

item. Not applicable if AI Search is configured.

Meta

Copy Try It Update Edit in Catalog Builder Delete

Related Links

[Item Diagnostic](#)
[Show VA render type](#)
[Run Point Scan](#)

Variables (10) Variable Sets (1) Catalog UI Policies (1) Catalog Client Scripts Available For

Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles

Related Catalog Items Assigned Topics

Order Search Actions on selected rows... New

Catalog item = Network Request

Short description	Variable set	Conditions	Reverse if false	On load	...
Types of devices is others	(empty)		true	true	...

1 to 1 of 1

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Catalog UI Po...

Catalog UI Policy
Types of devices is others

Applies to: A Catalog Item

Application: Global

Active:

* Short description: Types of devices is others

When to Apply: Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is Active
2. The items in the **Conditions** field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: Add Filter Condition, Add OR Clause

type_of_devices is Other

Applies on a Catalog Item view:

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

Applies on Catalog Tasks:

On load:

Applies on Requested Items:

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

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servicenow All : Catalog UI Po... ☆

< Catalog UI Policy Action provide_device_details

Update Delete ↑ ↓

Catalog Item	Application
Network Request	Global
Variable name	Mandatory
IO:880e338bc3f722107f907f65e40	Leave alone
Order	Visible
100	True
	Read only
	Leave alone
	Value action
	Leave alone
	Field message type
	None

Update Delete

The screenshot shows the ServiceNow Catalog UI Policy Action configuration page. The URL in the address bar is dev319186.service-now.... The title of the page is Catalog UI Po... . The main content area displays the configuration for a policy action named "provide_device_details". The configuration includes the following fields:

- Catalog Item: Network Request
- Application: Global
- Variable name: IO:880e338bc3f722107f907f65e40
- Order: 100
- Mandatory: Leave alone
- Visible: True
- Read only: Leave alone
- Value action: Leave alone
- Field message type: None

At the bottom of the configuration form, there are "Update" and "Delete" buttons.

Creation of Table

Creation of Table

Creation of Table

- Navigate to: System Definition > Tables.
- Click New to create a new table.
- Fill in Table Information:
 - Name: Name of the table -----

- **Label:** Backend name of the table-----
- **Auto-generate schema:** Leave it checked if you'd like ServiceNow to auto-generate schema fields.
- Click **Submit** to create the table.

The screenshot shows the ServiceNow interface for creating a new table. At the top, the URL is dev319186.service-now.com/now/nav/ui/classic/... and the title is 'Table - Network Da...'. Below the title, the table name is 'Network Database Table'. The 'Label' field is highlighted with a blue border and contains the value 'Network Database Table'. The 'Name' field contains the value 'u_network_database_table'. To the right, there are buttons for 'Delete', 'Update', and 'Delete All Records'. Below these buttons, the application is listed as 'Global' and the table is identified as a 'Remote Table'. The main content area displays a table of 'Dictionary Entries' with 15 columns. The columns are labeled: Column label, Type, Reference, Max length, Default value, and Display. Each row represents a different field, such as 'Customer Address' (String), 'Assignment Group' (Reference), 'Sys ID' (Sys ID (GUID)), etc.

Column label	Type	Reference	Max length	Default value	Display
Customer Address	String	(empty)	40		false
Assignment Group	Reference	Group	32		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created	Date/Time	(empty)	40		false
Work Status	Choice	(empty)	40		false
Date of Enquiry	Date	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Requested For	String	(empty)	40		false
Customer Document	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Assigned to	Reference	User	32		false
Request Number	String	(empty)	40		false

Creation of fields

In ServiceNow, fields are created at the **table** level. To create a field, you first need to identify the

table where the field will reside.

1. In the **Application Navigator** (left-side panel), type **Tables** in the search bar.
2. Under **System Definition**, click **Tables**. This will take you to a list of all tables in the system.

Select the Table to Add the Field

From the list of tables, search for and select the **table** you want to add a field to. For example, if you want to add a field to the **Network database** table:

1. Type "Network database" in the search box or scroll through the list.
2. Click on the **Network database** table name. You'll now see a list of all fields (columns) associated with the **Network database** table.

Open the Table's Columns

- After selecting the table, you'll be brought to a view that lists all the columns (fields) that currently exist on that table.
- To create a new field (column), go to the **Columns** tab (this is where all fields for the selected table are listed).

Create a New Field

1. In the **Columns** tab, click the **New** button located at the top-right corner of the page to create a new field.
2. You'll now be prompted with a form where you need to define the new field. The following fields need to be filled out:

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All : Table - Network Da... ☆

Table Network Database Table

Table Columns for text Search

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
×	Customer Address	String	(empty)	40		false
×	Assignment Group	Reference	Group	32		false
	Sys ID	Sys ID (GUID)	(empty)	32		false
ⓘ	Created	Date/Time	(empty)	40		false
×	Work Status	Choice	(empty)	40		false
×	Date of Enquiry	Date	(empty)	40		false
	Updates	Integer	(empty)	40		false
	Updated by	String	(empty)	40		false
×	Requested For	String	(empty)	40		false
×	Customer Document	String	(empty)	40		false
	Updated	Date/Time	(empty)	40		false
×	Assigned to	Reference	User	32		false
×	Request Number	String	(empty)	40		false
×	Device Details	String	(empty)	40		false
+	Created by	String	(empty)	40		false
+	Insert a new row...					
Delete	Update	Delete All Records				

Related Links

Define Field Properties

Fill in the following details for your new field:

1. Column Label (Field Label)

- **Description:** This is the name that will be displayed on the forms, lists, and records.
 - **Example:** Customer Name

2. Column Name

- **Description:** This is the internal name of the field and is auto-generated based on the column label. It should be unique for each field. Do not manually edit this unless necessary.
 - **Example:** customer_name

- **Description:** The type of field determines the kind of data it will store. You need to choose the correct type based on the data you want to store (e.g., text, number, date, etc.). Some of the most common types include:
 - o **String:** For short text values (e.g., name, description).
 - o **Integer:** For numbers without decimals (e.g., age, number of items).
 - o **Choice:** A dropdown list of options.
 - o **Reference:** A field that links to another table (e.g., linking to a User table).
 - o **Boolean:** A true/false checkbox.
 - o **Date:** For a date picker field.
 - o **Date/Time:** For both date and time.
- **Example:** String, Choice, Reference

3. Max Length (Optional)

- **Description:** If you are creating a string-type field, you can specify the maximum length of the text allowed.
- **Example:** 255 characters (default length for a string field).

4. Mandatory

- **Description:** Check this box if the field should be required when creating or updating records.
- **Example:** For a "Customer Name" field, this might be required.

5. Default Value (Optional)

- **Description:** You can set a default value for the field if desired. This value will appear automatically when creating a new record.
- **Example:** Set the default value to "New Customer" for a "Customer Name" field.

6. Read-Only

- **Description:** Check this box if the field should be read-only (users cannot modify its value). This is commonly used for calculated or system-generated fields.
- **Example:** "Created Date" or "Record Number".

7: Save the Field

- Once you've configured all the necessary field properties, click **Submit** or **Save** to create the field.
- After saving, ServiceNow will create the new field and add it to the list of columns for the selected table.

Request Approvals Creation(Related List)

Request Approvals Creation(Related List)

Creation of Related List

Navigate to System Definition > Relationships.

- Click New to create a new relationship.
- Fill in the following details:
 - o Name: Approval Request
 - o Applies to Table : Network Database table.
 - o Queries from Table : Sysapprovals table.
 - o Active: Make sure it's set to True.
- Save the relationship.

The screenshot shows the ServiceNow interface for configuring a relationship named "Approval Request".

- Name:** Approval Request
- Application:** Global
- Advanced:**
- Applies to table:** Network Database Table ...
- Queries from table:** Approval [sysapproval_ap...]

A note at the bottom states: "This script refines the query in current that will populate the related list. For more information about it, its parameters and control variables, see [the documentation](#). See also the article about the [recommended form of the script](#)".

Below the note is a code editor window containing the following ECMAScript 2021 (ES12) code:

```

Query with  Turn on ECMAScript 2021 (ES12) mode ⓘ
② (function refineQuery(current, parent) {
1 // Add your code here, such as current.addQuery(field, value);
2 current.addQuery('source_table',parent.getTableName());
3 current.addQuery('document_id',parent.sys_id);
4
5 })(current, parent);
6
7

```

At the bottom of the configuration page are "Update" and "Delete" buttons.

Related Links

[Run Point Scan](#)

Adding Related List to the Table

You can create a Related List on a form to display the related records. This helps in easily viewing the relationships between records.

- Navigate to Form Designer for the table where you want to show related records.
- Add a Related List widget to the form.
- Select the Related List you want to show

Overview of flows, Actions in Flow Designer

Flow Designer Overview

Flow Designer allows you to automate business processes by designing, testing, and

implementing flows that automate tasks, approvals, notifications, and more, across different ServiceNow applications.

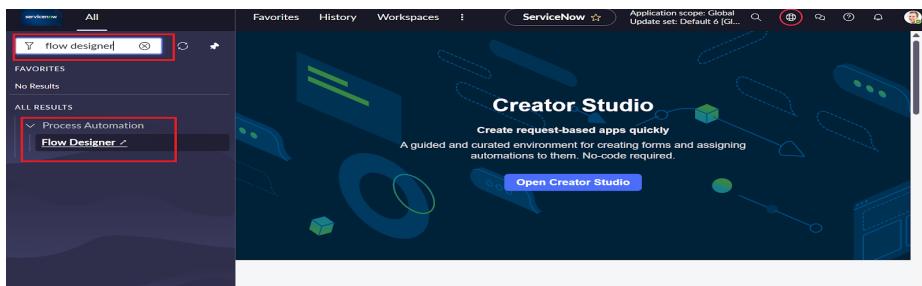
Key Features:

- No-code interface for building automation.
- **Reusable Flow Actions** to create modular components.
- Ability to automate processes **across multiple tables** and integrate with other systems.
- Conditional logic, approvals, notifications, and integrations can be easily included in your flows.
- Full integration with **ServiceNow Orchestration** for complex automation

Navigating to Flow Designer

To access Flow Designer:

- Go to **Flow Designer** by typing Flow Designer in the left-hand application navigator, or navigate through All > Flow Designer.



Flow Designer Components

Key Components in Flow Designer:

1. **Triggers:**
 - o **Record Trigger:** Runs when a record is created, updated, or deleted in a specific table.
 - o **Scheduled Trigger:** Runs at a specific time interval or on a schedule.
 - o **Custom Event:** Triggered by custom events.
2. **Actions:**

- o Actions define what happens when the flow is triggered. Common actions include:

§ **Create Record**: Create a new record in a table.

§ **Update Record**: Modify an existing record.

§ **Send Notification**: Send an email, SMS, or other notifications.

§ **Run Script**: Execute custom scripts for advanced logic.

3. Data Pills:

- o These are dynamic references to data from records or previous steps in the flow. They are used to populate action inputs.

4. Conditions & Decisions:

- o Conditions help in making decisions in a flow based on data, which can control the flow's behavior (e.g., send an approval notification if a specific condition is met).

5. Flow Logic:

- o Includes decision points, loops, and waits for conditions to add complex logic to the flow.

Creating a Flow in Flow Designer

Steps to Create a Flow:

1. Open Flow Designer:

- o Go to Flow Designer > Flows.

2. Click on New:

- o This will start the process of creating a new flow.

3. Define Flow Properties:

- o **Name**: Provide a name for your flow - Network Request.

- o **Table/Application**: Choose the target table/application for the flow –Application–Service Catalog.

- o **Trigger**: Define when this flow should run when a request is created.

- o **Description**: Optional but helpful for understanding the purpose of the flow.

4. Set a Trigger:

- o The **Trigger** defines when the flow is initiated. Common triggers include:

§ **Record Created**: When a record is created in a specific table.

§ **Record Updated**: When a record is updated.

§ **Scheduled**: When a flow should run on a schedule.

§ **Custom Event**: Triggered by a custom event (e.g., a certain event happening in the system).

- o Select the relevant trigger for your flow (when a **Request** record is created).

Adding Actions

- o After defining the trigger, you can add **actions** that will be executed when the flow is triggered. Some common actions include:

1. Get Catalog Variables:

- In ServiceNow Flow Designer, the "Get Catalog Variables" action is used to retrieve values from a catalog item or record producer request. This action is especially helpful when you need to use user-inputted variables (from a catalog item) within a flow
- How to Use "Get Catalog Variables" in Flow Designer
 1. Open Flow Designer
 2. Navigate to: Flow Designer ? Create or open a flow.
 3. Ensure the Trigger is Catalog-Based
 4. Choose a trigger like Catalog Item Requested or Catalog Task Created.
 5. Add Action ? Get Catalog Variables
 6. Click + under your trigger or previous action.
 7. Choose Action ? "Get Catalog Variables".
 8. Select the record input (Requested Item [sc_req_item]) from the Data pill.
 9. Set the Catalog item – Network Request
 10. You'll typically input the Requested Item Record from the trigger.

Use Output Variables

The output will include all the catalog variables submitted with the request.

2. Create Record:

- In ServiceNow Flow Designer, the "Create Record" action is used to create a new record in any table (e.g., Incident, Task, Custom Table, etc.) during the execution of a flow.
- This is one of the most powerful and commonly used actions in Flow Designer, allowing you to automate the creation of tasks, incidents, change requests, approvals, and more.

How to Use "Create Record" in Flow Designer

1. Open or Create a Flow

- . Go to Flow Designer (Flow Designer > Designer)
 - . Open an existing flow or click **New**.
2. Add a Trigger (if needed)
- . e.g., Record Created, Catalog Item Requested, etc.
3. Add Action ? "Create Record"
- . Click the "+" under the trigger or another action.
 - . Select Action ? Search for "Create Record".
4. Configure the Action:
- . **Table:** Select the table where you want the new record created (Network database table).
 - . **Fields:** Set the field values you want on the new record using static values, data pills, or dynamic inputs.

3. Send Email Action:

- The "Send Email" action in ServiceNow Flow Designer allows you to send customized emails as part of an automated flow. It's commonly used to notify users, groups, or stakeholders based on triggers like catalog submissions, record changes, task updates, and more.

How to Use "Send Email" in Flow Designer

1. Open or Create a Flow
 - . Go to Flow Designer (Flow Designer > Designer)
 - . Open an existing flow or click **New**.

2. Add a Trigger

- o. Examples: Catalog Item Requested, Record Updated, Incident Created, etc.

3. Add Action ? "Send Email"

- o. Click the "+" button under the trigger or previous action.

- o. Select Action ? Search for and select "Send Email".

4. Configure Email Details

- o. **To:** Choose one or more recipients (Users, Groups, Emails). You can use:

- o. Data Pills → Requested For.Caller.email)

- o. Static email addresses

- o. **Subject:** Write a subject line. Your Request has been Created

- o. **Body:** Enter the message body using:

- o. Plain text

- o. HTML formatting

- o. Dynamic data pills (like variables, record fields)

5. (Optional) Add CC or BCC

- o. Available in the action settings if needed.

6. Save and Test the Flow

4. Ask for Approval

- In ServiceNow Flow Designer, the “Ask for Approval” action is used to request approval from one or more users or groups as part of an automated process. It's commonly used in flows for change requests, catalog items, onboarding, and custom workflows where decisions are required.

How to Use “Ask for Approval” in Flow Designer

1. Open a Flow

- Go to: **Flow Designer** ? Open or create a flow.

2. Add Action ? Ask for Approval

- Click + and select **Action**.
- Search for and select “**Ask for Approval**”.
- Select Table/Record– Network Database table.

3. Configure the Approval

A. Who Needs to Approve?

- **Users:** Select specific users (static or from data pills like Requested For, Manager, etc.)
- **Groups:** Assign to a group. The first responder usually determines the outcome unless changed. I.e group manager.

B. Approval Record

- You must associate the approval with a record, typically the trigger record like:
 - Custom Table Record

C. Approval Details

- **Short Description:** The approvers will see the request.”

4. Use the Outcome

- The action outputs an **Approval State** will be like approved, rejected, or skipped.

5. Flow Logics:

- In ServiceNow Flow Designer, **Flow Logic** actions are used to **control the flow's path** based on conditions, iterations, or specific structure. They help you make decisions, loop through data, wait for conditions, and handle errors.

Using of If Condition:

- Click the "+" below your previous step (like the approval).
- Choose "Flow Logic" ? "If".

1. Set the Condition in the If block:

1. Click "Add Condition"
2. Choose a data pill (such as Approval State, variables.reason, or any field).
3. Set your condition.

2. Add Actions Inside the If Block

1. Inside the **If (true)** block, add actions like:
2. Create a New table record/Update an existing record

3. Save and Test:

1. After configuring the flow, click **Save** and then **Test** the flow to ensure it behaves as expected.
2. You can test the flow using sample data or by triggering it manually.

4. Activate the Flow:

1. Once you've tested the flow and everything looks good, you can **activate** the flow so that it starts running based on the defined trigger.

Testing and Debugging Flows

Steps to Test and Debug a Flow:

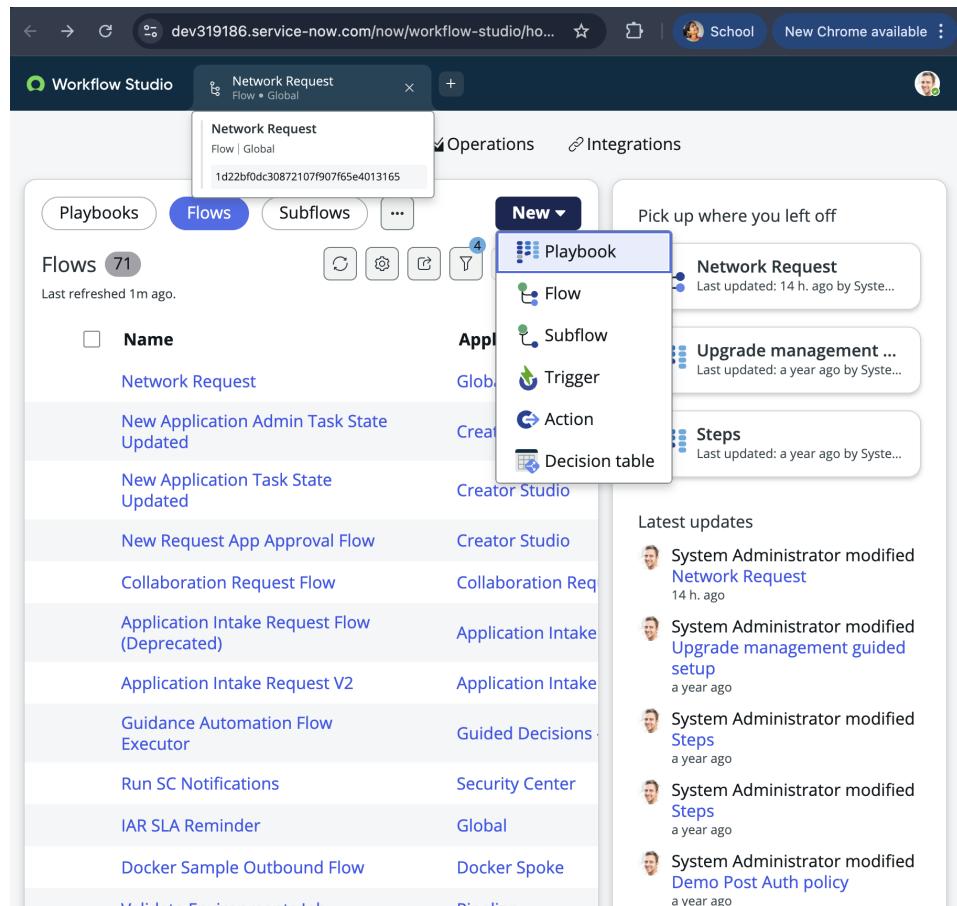
1. **Testing:**
 - o After creating a flow, you can test it by triggering the flow manually or creating a test record that matches your trigger conditions.
2. **Debugging:**
 - o Use the **Flow Execution Logs** to debug and track the flow's execution.
 - o Go to **Flow Designer > Flows**, select the flow, and review execution logs to identify any issues.

Best Practices for Flow Designer

- **Use Subflows:** For reusable processes, you can create subflows that are called from other flows. This reduces duplication.
- **Keep Flows Simple:** Avoid overly complex flows. Break up large processes into smaller, more manageable subflows.
- **Error Handling:** Make sure your flows are capable of handling errors gracefully.
- **Naming Conventions:** Use clear, consistent naming conventions for flows, actions, and subflows.
- **Testing:** Always test your flow thoroughly before activating it in a production environment.

Creation of Flow

1. Navigate to Flow designer home page
2. Click on New to create a new flow
3. Provide flow name as **Network Request**
4. Provide description of flow
5. Click on Build flow.



Configuring Trigger

1. Click on (+) Icon to Configure the Trigger
2. Select Trigger as Application >> Service catalog
3. Click on Done.

The screenshot shows the configuration interface for a 'Network Request' flow. The top navigation bar includes buttons for Test, Debug, Activate, Save, and more. The main area is divided into sections: TRIGGER, ACTIONS, and Data. The TRIGGER section is currently active, showing a button to 'Add a trigger'. The ACTIONS section allows adding actions, flow logic, or subflows. The Data sidebar provides links to 'Flow Variables' and 'Trigger'. An ERROR HANDLER section at the bottom includes a toggle switch and a note about running actions if an error occurs.

Configuring Actions

Click on Actions button to configure new action

1. Get Catalog Variables
 - Click on Action, search for Get Catalog Variables
 - Select Get Catalog Variables
 - Action Inputs>> Trigger>>service catalog>>Requested Item
 - Template catalog items >> Select table >> Network Request
 - Select the Required Variables and Move to the selected area.
 - Click on done

The screenshot shows the ServiceNow Workflow Studio interface for configuring a Network Request action. The top navigation bar includes tabs for 'Workflow Studio', 'Network Request Flow - Global', 'Network Request Flow execution - None', and 'Network Request Flow execution - None'. The main title is 'Network Request' with an 'Active' status. Below the title, there's an 'ACTIONS' section with a 'Select multiple' button and a back arrow icon.

The main configuration area starts with a step labeled '1' and 'Get Catalog Variables from Network Request'. It includes standard edit, copy, delete, and refresh icons. The 'Action Properties' section shows the selected action as 'Get Catalog Variables'. The 'Action Inputs' section has a required input 'Request [Requested Item ...]' with a 'Trigger' dropdown and a 'Requested Item' field. A note explains that users can select one or more values from the Template Catalog Items and Variable Sets to generate output data pills. The 'Template Catalog Items and Variable Sets' input is set to 'Network Request'. The 'Catalog Variables' section shows two columns: 'Available' (containing 'No available values') and 'Selected' (containing 'open_on_behalf_of', 'is_this_a_new_request', 'if_this_is_a_relocation', and 'if_this_is_relocation')).

At the bottom, status is listed as 'Draft' and application as 'Global'. There are also '0' and a triangle icon.

2. Create Record

- Select action as Create Record
- Select table as Network Database
- Click on Add fields button to configure the fields
- Configure the Required fields as shown in the below picture
- Click on done

The screenshot shows the ServiceNow Workflow Studio interface. The top navigation bar includes tabs for 'Workflow Studio' (selected), 'Network Request' (Flow • Global), 'Network Request' (Flow execution • None), and 'Network Request' (Flow execution • None). The main title is 'Network Request' (Active). The 'Action Properties' section shows the 'Action' dropdown set to 'Create Record'. The 'Action Inputs' section lists several fields: * Table (Assignment Group, Network), * Fields (Request Number, Trigger - Servic...), Requested For (Trigger - Servic...), Customer Address (1 - G...), Work Status (New), Device Details (1 - Get Catalog...), and Date of Enquiry (Trigger - Servic...). Buttons for 'Delete', 'Cancel', and 'Done' are at the bottom right. A footer bar at the bottom left shows a globe icon and 'Send Email'.

3. Send Email

- Select action as Send Email
- Select target record >> Create record>> network database table
- Table will be selected automatically
- Configure To, CC, BCC as per our requirements(select static/dynamic)
- Provide Subject & Body as shown in the below picture
- Click on done

The screenshot shows the ServiceNow Workflow Studio interface. At the top, there are three tabs: "Workflow Studio" (Active), "Network Request Flow • Global" (Flow execution • None), and "Network Request Flow execution • None". The main area is titled "Network Request" (Active). Under "Action Properties", the "Action" dropdown is set to "Send Email". The "Action Inputs" section includes fields for "Target Record" (set to "2 - ... ► Network Database Ta..."), "Table" (dropdown menu), "Include Watermark" (checkbox checked), "To" (dropdown menu with "1 - Get Catalog Va... ► ... ► Em..."), "CC" (dropdown menu with "2 - ... ► Network Database Ta..."), "BCC" (dropdown menu), and "Subject" (text input field with "Request has been created"). Below these inputs is a rich text editor toolbar with buttons for bold, italic, alignment, and other styling options. The body of the email template contains the following text:

```

Hello 2 - Creat... ► ... ► Requested...
We have been received your request with request number :
2 - Cre... ► ... ► Request Nu...

```

At the bottom of the email template, a note reads: "Sorry for the Inconvenience and your request will resolved within 2 business working days."

At the very bottom of the screen, there is a footer bar with the text "javascript:void(0)" and "Application: Global" on the left, and "0" with a bell icon on the right.

4. Ask for approvals

- Select action as Ask for Approval
- Select target record >> Create record>> network database table
- Provide Approval Reason>> Waiting for approval
- Configure approval rules>> Approve, reject, approve/reject
- Select approvals as Anyone approves, everyone approves etc.
- We can select approvals like static/dynamic as shown below
- Click on done

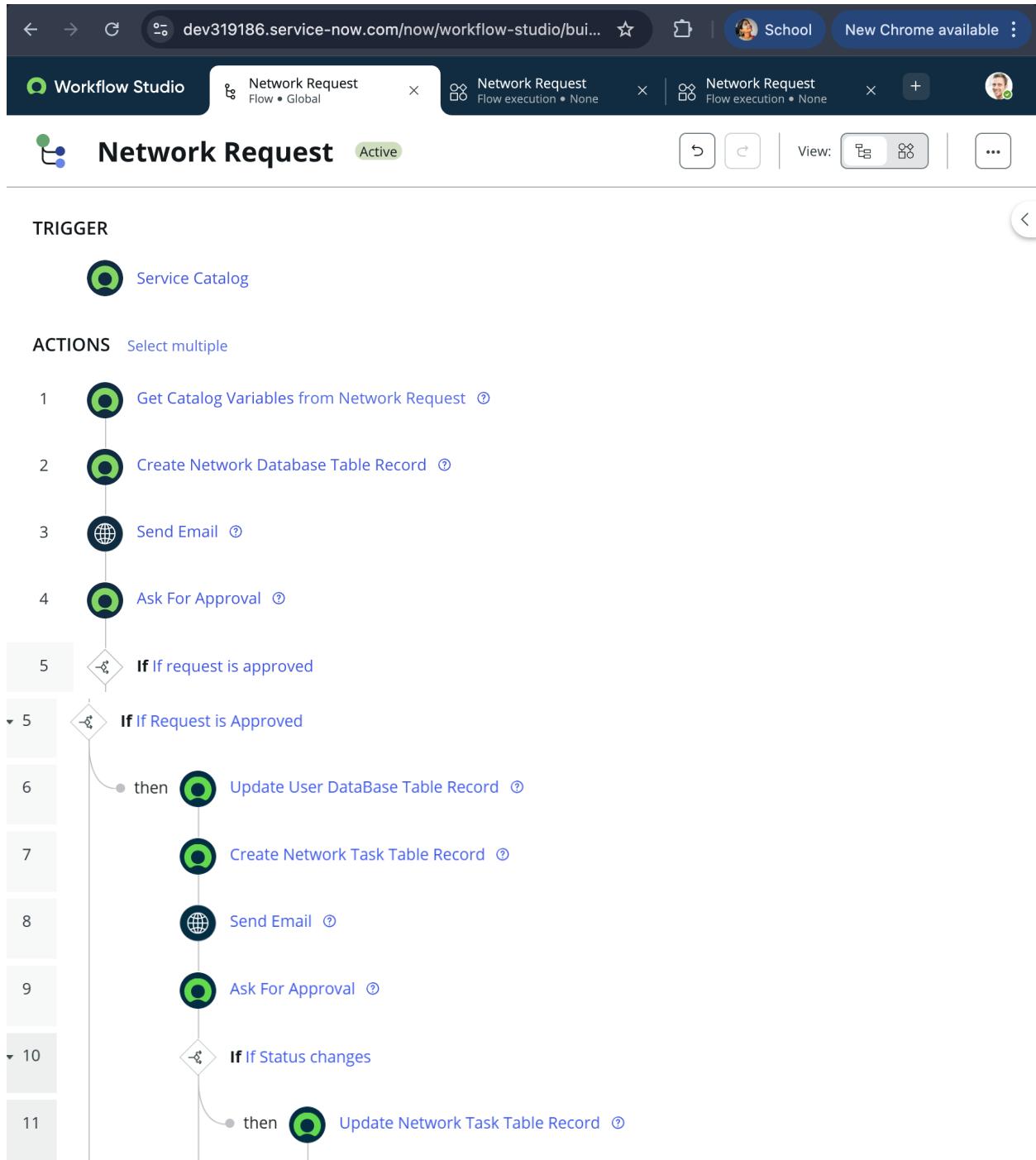
The screenshot shows the configuration of a 'Network Request' action. At the top, the action is set to 'Ask For Approval'. Below this, the 'Action Inputs' section includes fields for Record (set to 'User DataBase Table...'), Table ('Network DataBase Table [u_user...]' highlighted with a red box), Approval Reason ('Waiting for approval'), Approval Field ('Select a field'), and Journal Field ('Select a field'). The 'Rules' section contains an 'Approve' rule with a condition 'Anyone approves' (also highlighted with a red box). Below this, an 'If' condition is defined with a condition label 'If Request is Approved' and a condition 'Approved' (highlighted with a red box). The 'Done' button is highlighted with a red box at the bottom right.

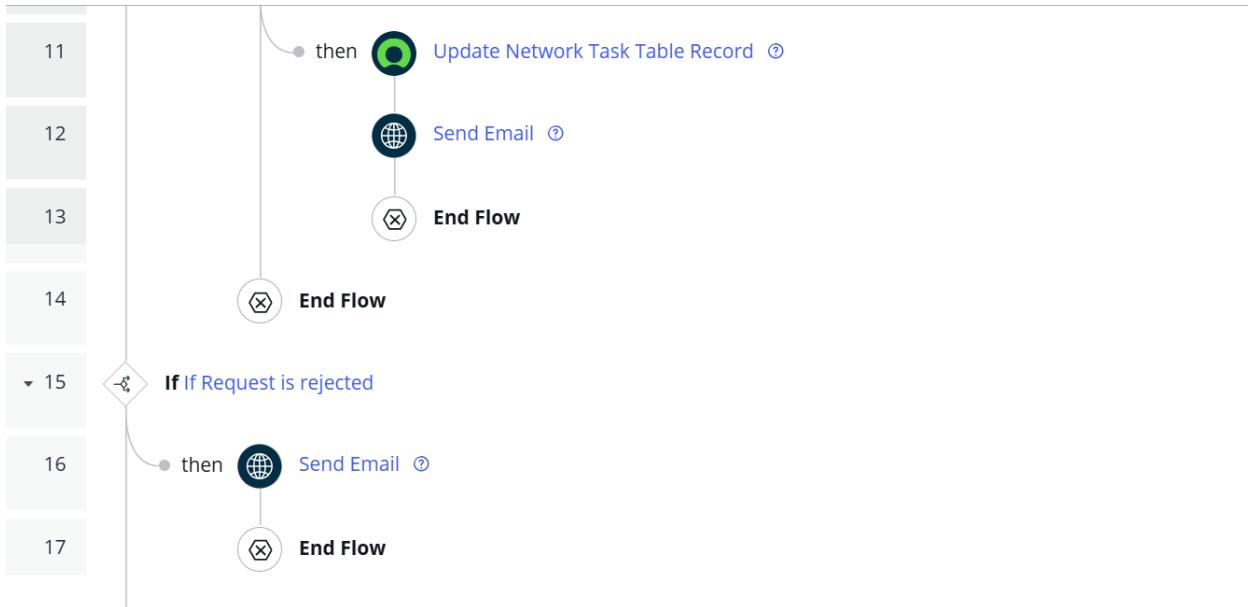
6. Update Record

- Select action as Update Record
- Select record as >> create record>> network database
- Table will be selected automatically
- Configure the fields as per requirement, as shown in below
- Click on done

The screenshot shows the ServiceNow Workflow Studio interface. The top navigation bar includes tabs for 'Workflow Studio', 'Network Request' (Flow • Global), 'Network Request' (Flow execution • None), and 'Network Request' (Flow execution • None). The main title is 'Network Request' (Active). The page displays the 'Action Properties' for an 'Update Network Database Table Record' step, which is the 6th step in the flow. The 'Action' dropdown is set to 'Update Record'. The 'Action Inputs' section shows fields being updated: 'Assigned to' is set to 'Abel Tuter', and 'Work Status' is set to 'Work in progress'. There is also a placeholder 'Enter a Fields' input. At the bottom right are buttons for 'Delete', 'Cancel', and 'Done'.

Flow Chart





Final Testing in End User portal & Instance

Final Testing in End User portal & Instance

Testing in Service Portal(End User)

Procedure:

1. Login to ServiceNow PDI
2. Copy the Instance domain ex: <https://dev190678.service-now.com>.
3. Paste the URL in the Next tab and add Prefix SP to the URL.
ex: <https://dev190678.service-now.com/sp>.
4. Search for **Network Requests**.
5. Fill the required details and click on submit
6. New Requests will be generated with request numbers and users will get particular emails on the same.

← → G dev319186.service-now.com/sp?id=sc_cat_item&sys... ☆ | School | New Chrome available :

servicenow

Home > Service Catalog > Network and connectivity > Network Request

Search Catalog 

Network Request

Network request Management

* Indicates required

open on behalf of  

Is this a new request or a relocation New Relocation

If this is a relocation, please provide

If this is relocation, please provide

Please provide address here

* Type of devices 

* Provide device details 

The screenshot shows a ServiceNow Order Status page. At the top, there's a navigation bar with links for 'All', 'Favorites', 'History', and 'Workspaces'. The search bar contains the text 'REQ0010001'. Below the search bar, the 'Order Status' section displays the message 'Thank you, your request has been submitted'. Under this message, it shows the following details:

- Order Placed: 2025-09-16 11:13:15
- Request Number: [REQ0010001](#)
- Estimated Delivery Date: 2025-09-16
- of Complete Order:

Below these details is a table showing the order items:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Network request Management	2025-09-16	▶		1	
				Total	-

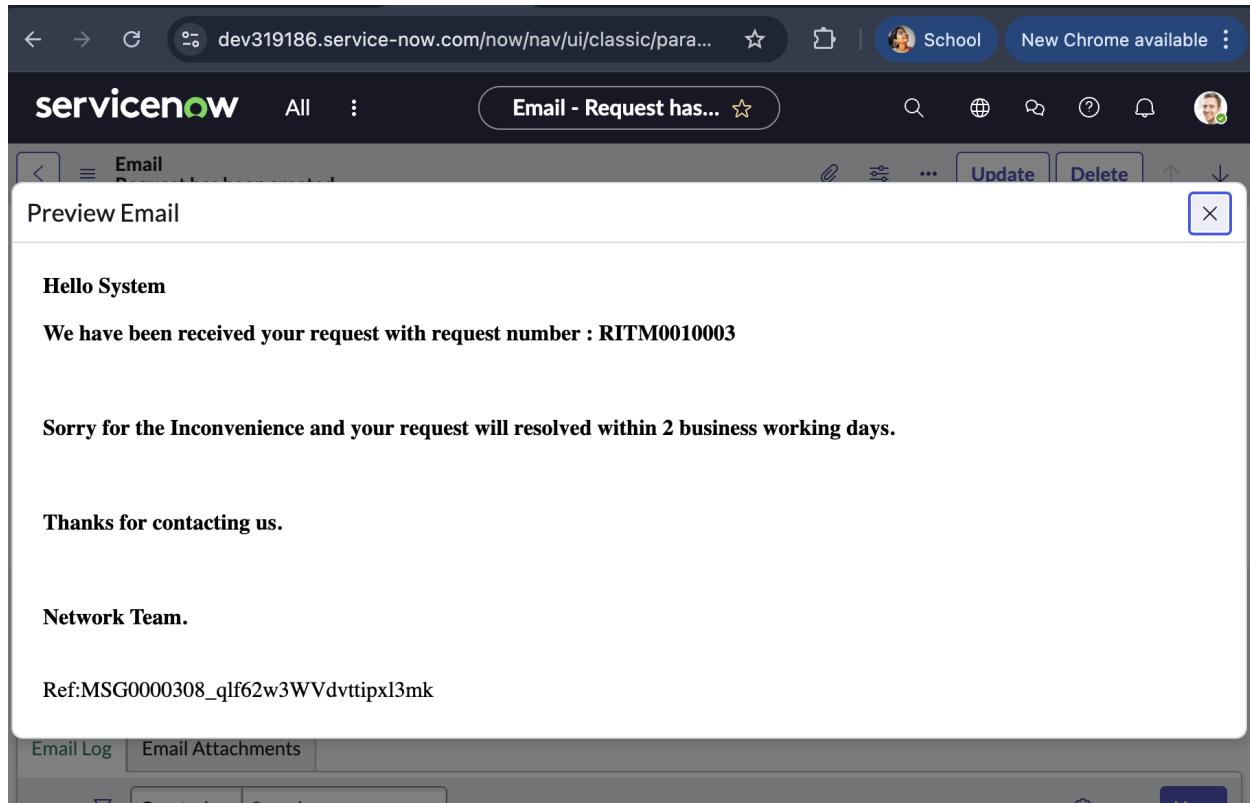
At the bottom of the page are several buttons: 'Back to Catalog', 'Continue Shopping', 'Home', and a small circular icon.

Testing Emails

Procedure:

1. Login to ServiceNow PDI
2. System logs>> emails
3. Apply filter>> created on today
4. Search with To, BCC, CC, Subject to get to know what are the emails triggered on the particular request.

Emails						
	Created	Recipients	Subject	Type	Notification type	User ID
All > Created on Today						
<input type="checkbox"/>	Created	abel.tuter@example.com	Request has been created	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:20:40	admin@example.com	Request REQ0010003 was created	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:20:40	admin@example.com	Request REQ0010003 was approved	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:20:39	abel.tuter@example.com	Request has been created	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:00:10	aileen.mottern@example.com	Restocking Request For Fujitsu 1TB Hybrid Solid State Drive	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:00:10	aileen.mottern@example.com	Restocking Request For APC 42U 3100 SP2 NetShelter Rack	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:00:10	aileen.mottern@example.com	Restocking Request For Dell Inc. PowerEdge M710HD Blade Server	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 00:00:11	admin@example.com	Daily job to fetch Email Indicator Data and Email Notifications created completed with error	send-ready	SMTP	(empty)



Conclusion:

The Network Request Management system in ServiceNow automates request intake, routing, and fulfillment. Through dynamic forms, role-based approvals, and email notifications, it ensures transparency and efficiency. Optional automation integration further reduces manual workload and risk, enabling faster and more reliable network operations.