

Automated Network Request Management Flow Designer

Purpose

- The purpose of this document is to explain the backend automation designed using **ServiceNow Flow Designer** for the Automated Network Request Management solution.
- This automation handles network requests submitted through the Service Catalog by automatically managing approvals, record creation, task assignment, status updates, and email communications without manual involvement.

Overview of Automated Flow

Attribute	Description
Flow Name	Network Request Automation
Application Scope	Global
Flow Status	Active
Trigger Type	Service Catalog
Flow Objective	To automate the full journey of a network request from submission to closure, ensuring smooth approvals, task execution, and notifications.

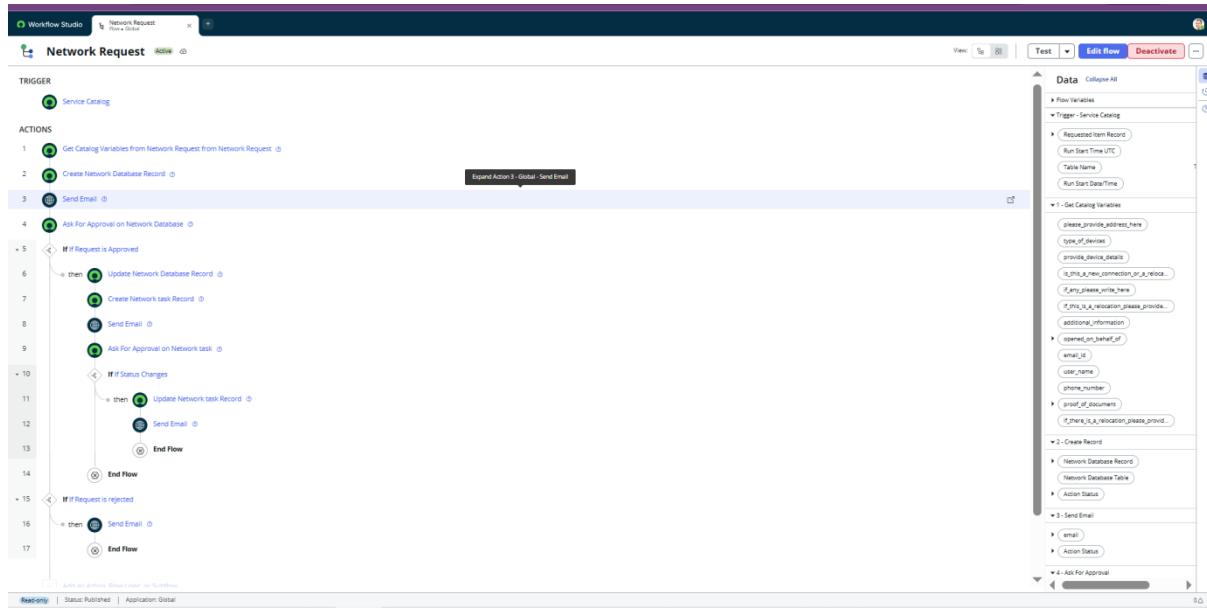


Figure 1: Flow Designer process for Network Request Automation

Flow Architecture

The automation is designed in multiple stages to ensure smooth processing of network requests:

1. User submits a network request via the Service Catalog
2. Requested catalog variables are captured
3. Network request details are stored in a custom table
4. Confirmation email is sent to the requester
5. Approval request is initiated
6. Approval outcome is evaluated (Approved / Rejected)
7. Tasks are created and assigned to the network team
8. Request status is updated and notifications are sent
9. Flow ends after successful completion or rejection

Trigger Configuration

Trigger Type: Service Catalog Submission

- The flow is activated when a user submits the **Network Request** catalog item.
- Automation begins immediately after the request is created, ensuring no delay in processing.

Trigger Condition:

- Catalog Item → Network Request

Approval Logic Summary

Level	Approval Type	Condition
Level 1	Manager Approval	Mandatory
Level 2	Task Approval	Based on request type
Rejection Handling	Flow stops and status updated	Yes

Benefits of Automation

- Reduces dependency on manual handling
- Speeds up request approvals and fulfillment
- Enhances visibility into request progress
- Minimizes human errors
- Maintains a complete audit history

Conclusion

This Flow Designer implementation provides a fully automated backend for managing network requests in ServiceNow. By integrating catalog triggers, approvals, conditional paths, task automation, and notifications, the solution ensures efficient request handling while following ITSM best practices.