

# Network Request Automation – ServiceNow

## Testing & Validation

The testing and validation phase was carried out to ensure that all components of the Network Request Automation work as intended. This includes the Service Catalog item, Flow Designer logic, approval workflow, task generation, and email notifications. All tests were executed in a dedicated ServiceNow instance using sample test scenarios to confirm end-to-end functionality.

## Test Environment

- **Platform:** ServiceNow
- **Components Tested:** Service Catalog, Flow Designer
- **Test User Roles:**
  - Requester
  - Approver
  - Network Support Team

## Test Execution Summary

| Action                                     | Core Action State | Flow Logic State | Start Time          | Duration |
|--|-------------------|------------------|---------------------|----------|
| Get Catalog Variables from Network Request | Completed         | Not Run          | 2025-12-27 06:15:09 | 21ms     |
| Create Record                              | Completed         | Not Run          | 2025-12-27 06:15:09 | 8ms      |
| Send Email                                 | Completed         | Not Run          | 2025-12-27 06:15:09 | 781ms    |
| Ask For Approval                           | Waiting           | Not Run          | 2025-12-27 06:15:10 | 165ms    |
| If If Request is Approved                  | Not Run           | Not Run          |                     |          |
| Update Record                              | Not Run           | Not Run          |                     |          |
| Create Record                              | Not Run           | Not Run          |                     |          |
| Send Email                                 | Not Run           | Not Run          |                     |          |
| Ask For Approval                           | Not Run           | Not Run          |                     |          |
| If If Status Changes                       | Not Run           | Not Run          |                     |          |
| Update Record                              | Not Run           | Not Run          |                     |          |
| Send Email                                 | Not Run           | Not Run          |                     |          |
| End  | Not Run           | Not Run          |                     |          |
| End  | Not Run           | Not Run          |                     |          |
| If If Request is rejected                  | Not Run           | Not Run          |                     |          |
| Send Email                                 | Not Run           | Not Run          |                     |          |
| End  | Not Run           | Not Run          |                     |          |

**Figure 1:** Network request submitted through the Service Catalog, triggering the automation flow

Order Status

Thank you, your request has been submitted

Order Placed: 2025-12-27 06:14:22  
Request Number: REQ0010003 ★  
Estimated Delivery Date 2025-12-29  
of Complete Order:

| Description                | Delivery Date | Stage  | Price (ea.) | Quantity | Total   |
|----------------------------|---------------|--------|-------------|----------|---------|
| Network request Management | 2025-12-29    | ▶ ○○○○ |             | 1        | Total - |

Back to Catalog Continue Shopping Home

All Favorites History Workspaces Admin Approval - Network Database: Created 2025-12-27 06:15:09

Approved Network Database: Created 2025-12-27 06:15:09

Approver: Boz Ruggi State: Approved Approval Reason: Waiting for approval Comments: Comments Post

Activities: 1 System Administrator Approver: Boz Ruggi State: Requested Field changes • 2025-12-27 06:15:10

Update Approve Reject Delete

Summary of item being approved Network Database

|                            |                                      |
|----------------------------|--------------------------------------|
| Request Number: REQ0010002 | Date of Enquiry: 2025-12-22 22:41:08 |
| Customer Document          | Customer Address:                    |
| Assigned to:               | Work Status: New                     |
| Device Details:<br>manager | Requested for: Abel Tuter            |



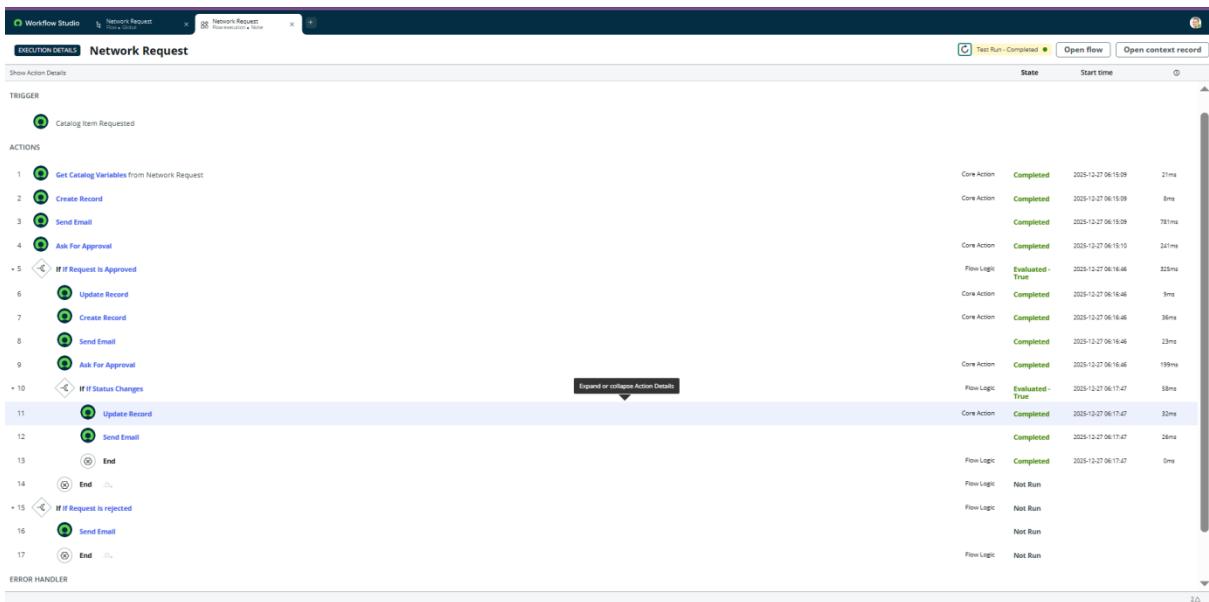
**Figure 2:** Approval request successfully sent for the network request record

| Date                | User              | Action               | Details                        | send-ready | SMTP | Content |
|---------------------|-------------------|----------------------|--------------------------------|------------|------|---------|
| 2025-12-25 06:31:18 | admin@example.com | Network Task Created | 9124051c30632109422f56090131d7 |            |      | (empty) |
| 2025-12-25 06:31:34 | admin@example.com | Approved             | Network Request Completed      |            |      | (empty) |
|                     |                   |                      | REQ0021006                     |            |      |         |

**Figure 3:** Network support task automatically created after approval



**Figure 4:** Email notification sent upon task progress and completion



**Figure 5:** Flow execution completed without errors

## Validation Outcome

- The Network Request Automation was thoroughly tested and validated across all major process stages. The solution consistently performed as expected during request submission, approval handling, task assignment, and notification delivery, confirming that it meets the defined functional requirements.