

Network Request Automation – ServiceNow

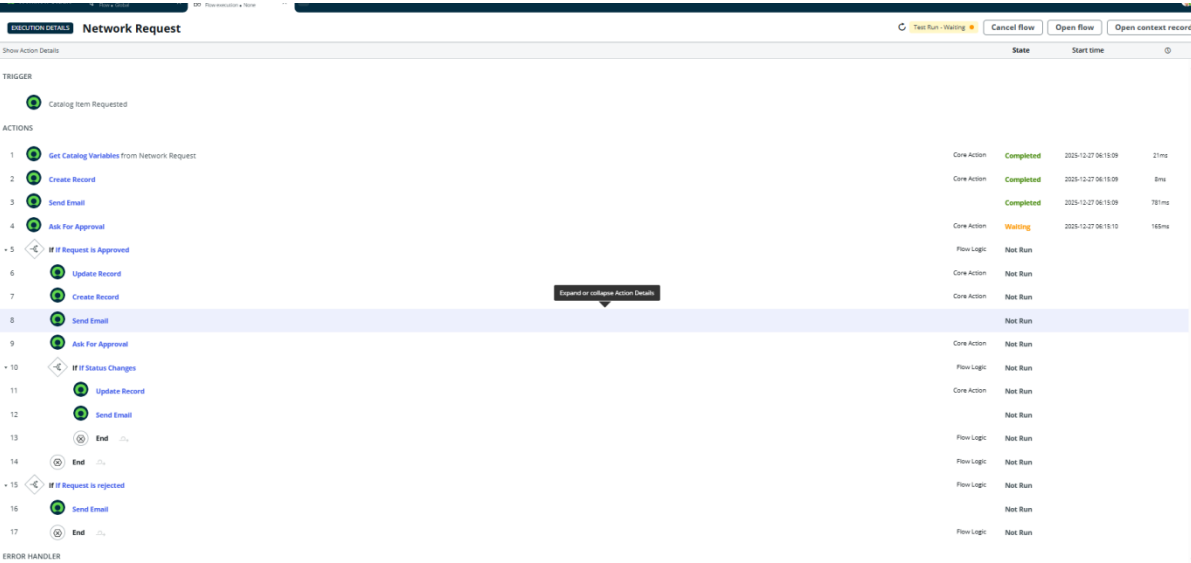
Testing & Validation

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



EXECUTION DETAILS		Network Request		Test Run - Waiting		Cancel flow	Open flow	Open context record
Show Action Details				State	Start time			
TRIGGER								
Catalog Item Requested								
ACTIONS								
1	Get Catalog Variables from Network Request	Core Action	Completed	2025-12-27 06:15:09	21ms			
2	Create Record	Core Action	Completed	2025-12-27 06:15:09	8ms			
3	Send Email		Completed	2025-12-27 06:15:09	781ms			
4	Ask For Approval	Core Action	Waiting	2025-12-27 06:15:10	168ms			
5	If 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 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 If Request is rejected	Flow Logic	Not Run					
16	Send Email		Not Run					
17	End	Flow Logic	Not Run					
ERROR HANDLER								

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 of Complete Order: 2025-12-29

Back to Catalog

Continue Shopping

Home

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Network request Management	2025-12-29	<div><div></div><div></div><div></div><div></div></div>		1	
Total					-

Back to Catalog

Continue Shopping

Home

All Favorites History Workspaces Admin

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

Search

Update Approve Reject Delete

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

Approver: Euse Ruggieri

State: Approved

Approval Reason: Waiting for approval

Comments:

Comments

Post

Activities: 1

System Administrator

Approver: Euse Ruggieri

State: Requested

Field changes: 2025-12-27 06:15:09

Update Approve Reject Delete

Summary of item being approved

Network Database

Request Number: REQ0010002

Customer Document:

Assigned to:

Device Details: manager

Date of Enquiry: 2025-12-22 12:41:38

Customer Address:

Work Status: New

Requested for: Abel Taker

Workflow Studio

Network Request

Network Request

Execution Details

Execution Details

Network Request

Test Run - Waiting

Cancel flow

Open flow

Open context record

TRIGGER

Catalog Item Requested

ACTIONS

1

Get Catalog Variables from Network Request

Core Action

Completed

2025-12-27 06:15:09

21ms

2

Create Record

Core Action

Completed

2025-12-27 06:15:09

8ms

3

Send Email

Core Action

Completed

2025-12-27 06:15:09

781ms

4

Ask For Approval

Core Action

Completed

2025-12-27 06:15:10

247ms

5

If Request is Approved

Flow Logic

Evaluated - True

2025-12-27 06:16:48

219ms

6

Update Record

Core Action

Completed

2025-12-27 06:16:48

9ms

7

Create Record

Core Action

Completed

2025-12-27 06:16:48

36ms

8

Send Email

Core Action

Completed

2025-12-27 06:16:48

23ms

9

Ask For Approval

Core Action

Waiting

2025-12-27 06:16:48

147ms

10

If Status Changes

Flow Logic

Not Run

11

Update Record

Core Action

Not Run

12

Send Email

Core Action

Not Run

13

End

Flow Logic

Not Run

14

End

Flow Logic

Not Run

15

If Request is rejected

Flow Logic

Not Run

16

Send Email

Flow Logic

Not Run

17

End

Flow Logic

Not Run

ERROR HANDLER

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

Approval - Network task: TASK0021129

Approval Network task: TASK0021129

ApproverBob Ruggeri

StateApproved

Approval ReasonWaiting for Approval

Comments

Activities: 1

ApprovingNetwork task: TASK0021129

Field changes • 2025-12-27 06:16:48

System Administrator

ApproverBob Ruggeri

StateRequested

Update

Approve

Reject

Delete

Summary of item being approved

Network task

NumberTASK0021129

Assigned to

Configuration item

Active

Short descriptionProvide network service

Description

Priority4 - Low

StateOpen

Parent

2025-12-25 06:31:08

admin@example.com

Network Task Created F1a2d681c306b210142279a095111dF

send-ready

SMTP

2025-12-25 06:31:34

admin@example.com

Network Request Completed REQ000006

send-ready

SMTP

Figure 3: Network support task automatically created after approval

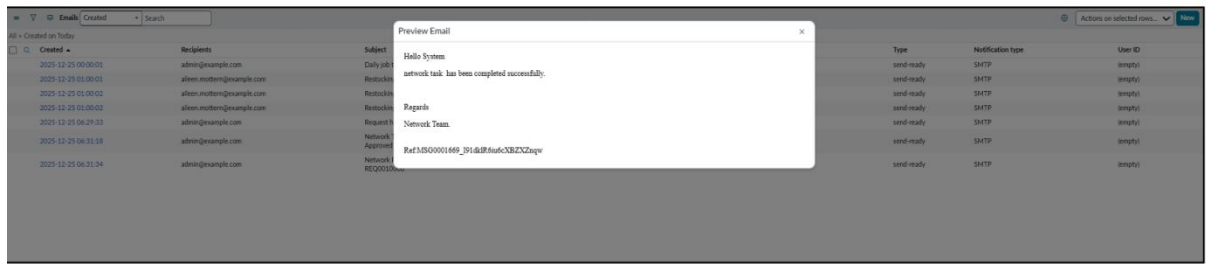


Figure 4: Email notification sent upon task progress and completion

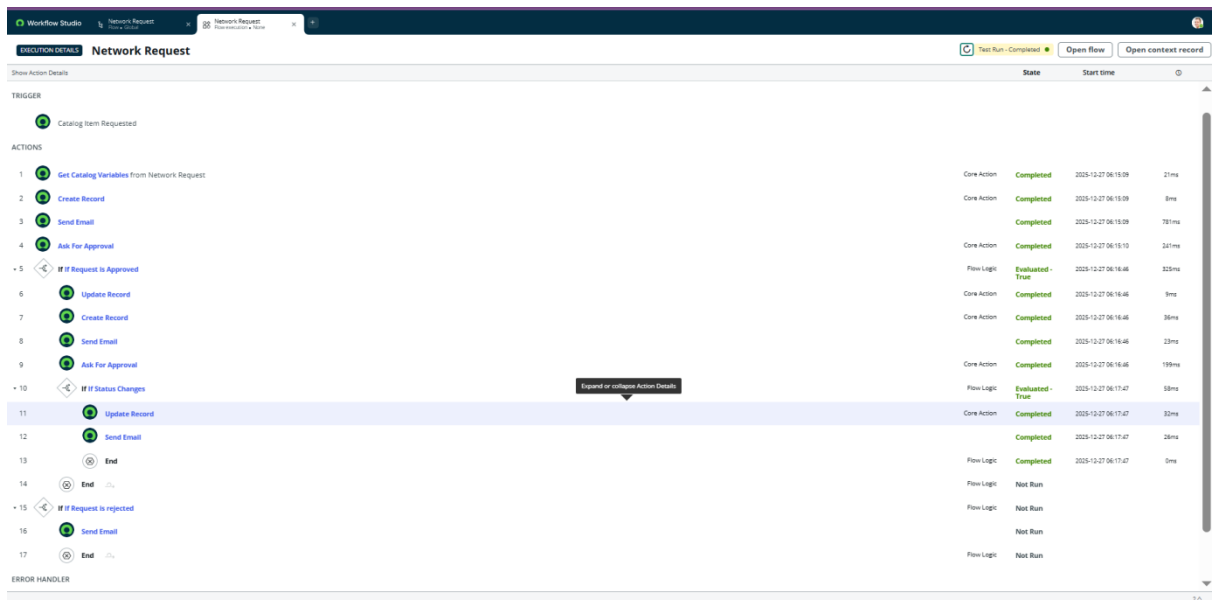


Figure 5: Flow execution completed without errors

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.