

Network Request Automation – ServiceNow

Testing & Validation

Introduction

The testing phase validates that the Network Request Service Catalog, Flow Designer automation, approval process, task creation, and email notifications function correctly as per the defined business requirements. Testing was performed in a controlled ServiceNow environment using valid test data to ensure all core functional paths were verified end-to-end.

Test Environment

The validation was conducted using the following environment configurations:

- **Platform:** ServiceNow
- **Modules Tested:** Service Catalog, Flow Designer
- **User Roles Involved:**
 - **Requester:** Initiates the network request.
 - **Approver:** Validates and approves the request based on policy.
 - **Network Team:** Handles the fulfilment tasks.

Test Execution Details

Workflow Trigger: The Flow Designer logic was successfully triggered automatically immediately following the submission of a new Network Request

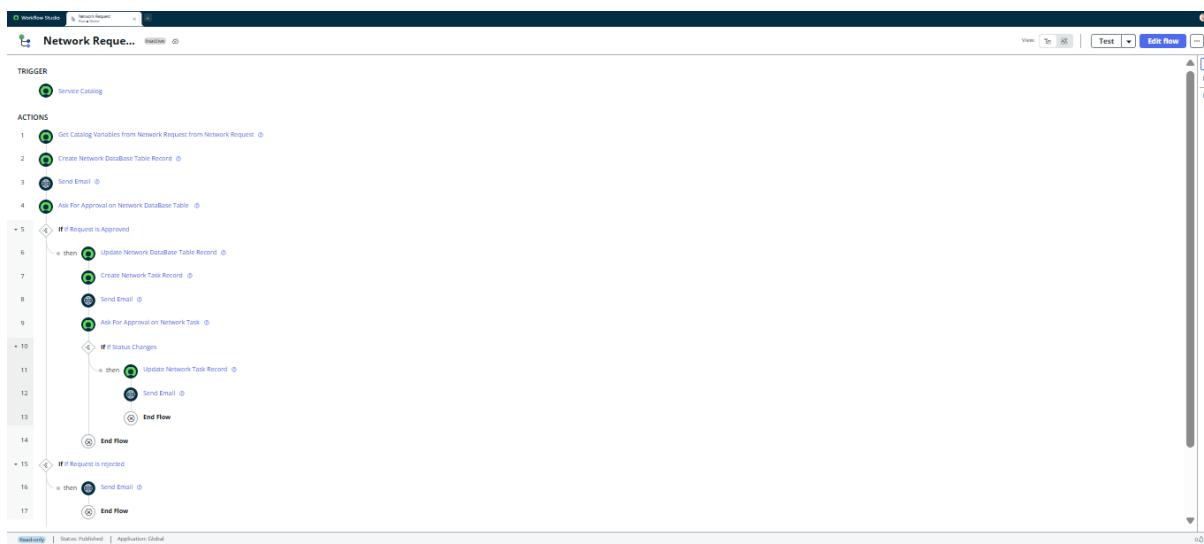


Figure 1: Flow Designer triggered automatically after Network Request submission

Approval Generation: Upon submission, the system correctly generated an approval request for the associated Network Database record, routing it to the appropriate approver.

The screenshot shows a ServiceNow approval interface for a Knowledge record. At the top, the title bar reads "Approval - Knowledge: KB0010001 v0.02". The main form fields include:

- Approver: Bernard Laboy
- State: Requested (highlighted in blue)
- Approval Reason: (empty field)
- Comments: (empty field)
- Activities: 1 (System Administrator, Approver: Bernard Laboy, State: Requested)
- Post button

Below the form, a summary of the item being approved (Knowledge) includes:

- Number: KB0010001
- Version: 0.02
- * Knowledge base: IT
- Article type: HTML
- Category: passwords
- Workflow: Review
- Ownership Group: (empty)
- Scheduled publish date: 2025-11-14 01:22:10
- Source task: (empty)
- Published: (empty)
- Latest AQI: (empty)
- Attachment link: (empty)
- Valid to: 2100-01-01
- Display attachments: (empty)
- * Short description: How to reset your email passwords
- Article body: If you forget your email password then give forgot password and provide your email id the reset link will be send
- Wiki: If you forget your passwords of your email then give forgot passwords under the passwords

Buttons at the bottom include: Update, Approve, Reject, Delete.

Figure 2: Approval request generated for Network Database record

The screenshot shows a ServiceNow network task record. The summary section includes:

- Summary of Item being approved: Network Task
- State: Closed Complete
- Assignment group: Network
- Short Description: Provide Network service
- Work notes: Network Task completed successfully
- Parent: 39bacfa5938a72d09a12f8eddd03d6e9
- * Approval: Approved

Figure 3: Network task created after approval

Emails Created Search

All > Created on Today

<input type="checkbox"/>	<input checked="" type="checkbox"/>	Created	Recipients	Subject	Type	Notification type	User ID
		Search	Search	Search	Search	Search	Search
		2025-12-26 10:27:02	admin@example.com	KB0010001 is approved.	send-ready	SMTP	(empty)
		2025-12-26 10:27:02	bernard.laboy@example.com	Reg: A new article KB0010001 has been published in IT Knowledge Base.	send-ready	SMTP	(empty)
		2025-12-26 10:01:22	admin@example.com	[ITSM Analytics] Daily Data Collection completed with warning	send-ready	SMTP	(empty)
		2025-12-26 06:00:22	fred.juddy@example.com	On-Call Schedule: Hardware	send-ready	SMTP	(empty)
		2025-12-26 06:00:12	chris.harris@example.com	On-Call Schedule: Nimsoft desk	send-ready	SMTP	(empty)
		2025-12-26 01:47:03	abraham.lincoln@example.com	Network Task Completed REQ0010007	send-ready	SMTP	(empty)
		2025-12-26 01:45:51	abraham.lincoln@example.com	Network Request 39baef5938a72d09a12f8eddd03d6e9 Approved	send-ready	SMTP	(empty)

Figure 4: Email notification for Task Completion

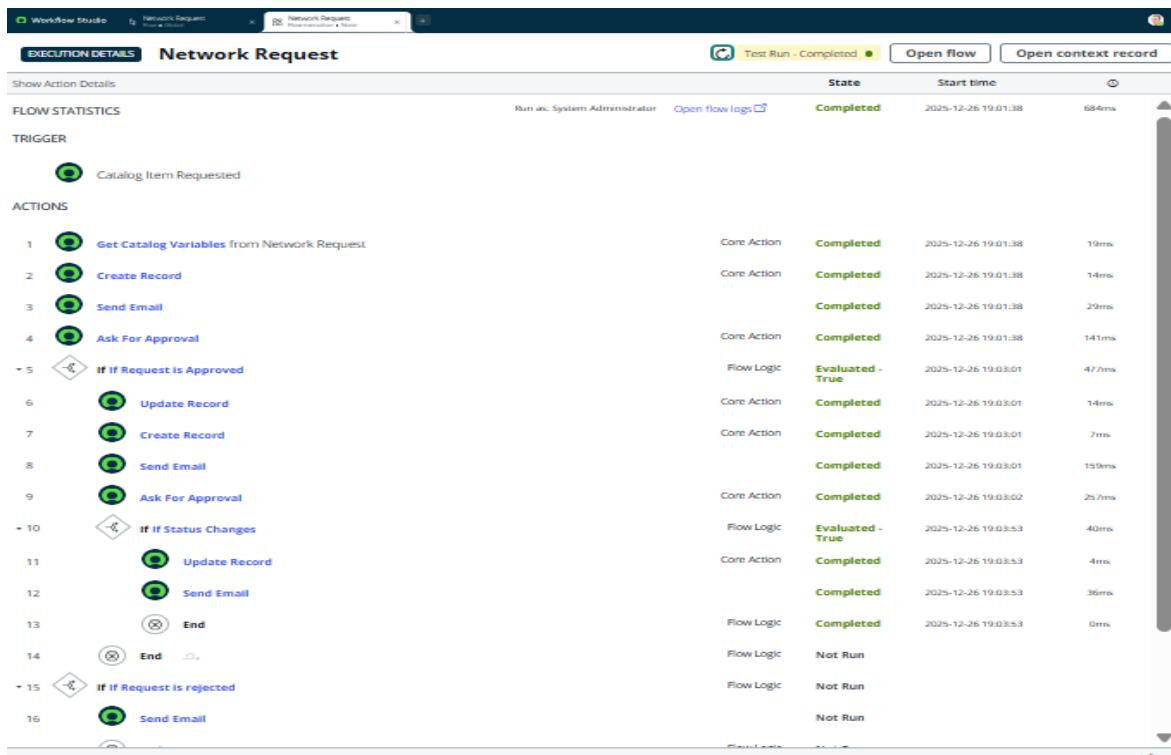


Figure 5: Flow execution completed successfully

Conclusion

The testing results confirm that the Network Request Automation system meets all functional requirements. The solution performs reliably across all critical stages request submission, approval routing, task creation, and notification delivery ensuring a stable and efficient production deployment.