

# **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.

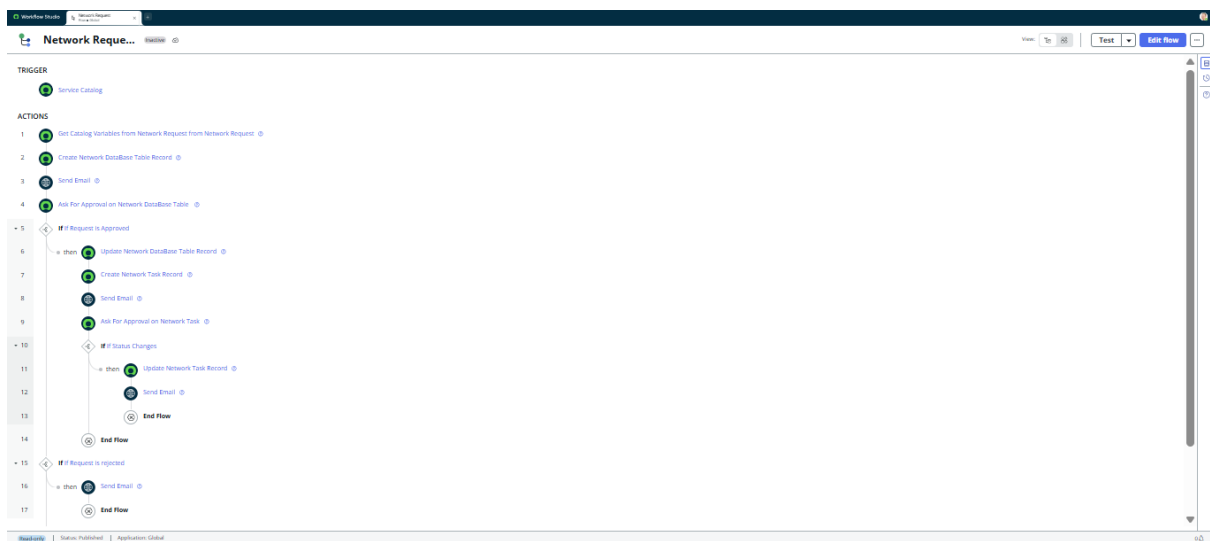
### **Test Environment**

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 the ServiceNow interface for an approval request. At the top, the header indicates the request is for 'Knowledge: KB0010001 v0.02'. The 'Approver' is set to 'Bernard Laboy', and the 'State' is 'Requested'. The 'Approval Reason' and 'Comments' fields are empty. Below these, the 'Activities' section shows a single activity by 'System Administrator' with the role 'Approver' and state 'Requested'. The 'Summary of item being approved' section displays the following details:

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

Below the article body, there is a 'Wiki' link and a note: 'If you forget your passwords of your email then give forget passwords under the passwords'.

**Figure 2: Approval request generated for Network Database record**

The screenshot shows the ServiceNow interface for a 'Network Task' record. The 'Summary of item being approved' section displays the following details:

Network Task	
State	Closed Complete
Parent	39bacfa5938a72d09a12f8eddd03d6e9
Assignment group	Network
* Approval	Approved
Short Description	Provide Network service
Work notes	Network Task completed successfully

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

Emails

Created

Search

Actions on selected rows...

New

All > Created on Today

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.baby@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 39bacfa5938a72d09a12f8eddd03d6e9 Approved	send-ready	SMTP	(empty)

**Figure 4:** Email notification for Task Completion

Workflow Studio						
EXECUTION DETAILS Network Request						
Show Action Details			Test Run - Completed Open flow Open context record			
FLOW STATISTICS		Run as: System Administrator	Open flow logs	State	Start time	
TRIGGER				Completed	2025-12-26 19:01:38	684ms
Catalog Item Requested						
ACTIONS						
1	Get Catalog Variables from Network Request	Core Action	Completed	2025-12-26 19:01:38	19ms	
2	Create Record	Core Action	Completed	2025-12-26 19:01:38	14ms	
3	Send Email		Completed	2025-12-26 19:01:38	29ms	
4	Ask For Approval	Core Action	Completed	2025-12-26 19:01:38	141ms	
5	If Request is Approved	Flow Logic	Evaluated - True	2025-12-26 19:03:01	477ms	
6	Update Record	Core Action	Completed	2025-12-26 19:03:01	14ms	
7	Create Record	Core Action	Completed	2025-12-26 19:03:01	7ms	
8	Send Email		Completed	2025-12-26 19:03:01	159ms	
9	Ask For Approval	Core Action	Completed	2025-12-26 19:03:02	257ms	
10	If Status Changes	Flow Logic	Evaluated - True	2025-12-26 19:03:53	40ms	
11	Update Record	Core Action	Completed	2025-12-26 19:03:53	4ms	
12	Send Email		Completed	2025-12-26 19:03:53	36ms	
13	End	Flow Logic	Completed	2025-12-26 19:03:53	0ms	
14	End	Flow Logic	Not Run			
15	If Request is rejected	Flow Logic	Not Run			
16	Send Email		Not Run			

**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.