

## **Automated Network Request Management in ServiceNow**

### **Project Description:**

This project aims to design and implement a streamlined, automated solution for managing network-related service requests within ServiceNow. It enables end users to submit requests for network services through a user-friendly self-service portal.

The system leverages ServiceNow's workflow engine, catalog items, and approval processes to ensure requests are properly captured, validated, and routed for fulfillment. Upon submission, requests trigger automated notifications, task assignments, and—where applicable—integration with network automation tools or scripts to fulfill standard requests without manual intervention.

### **Key Features:**

- Custom service catalog for common network requests
- Dynamic forms to capture relevant request details
- Automated approval workflows based on request type and sensitivity
- Integration with infrastructure management or orchestration tools (optional)
- Real-time status updates and notifications to requesters and technicians

# Service Catalog Creation

## a. Creation of Service Catalog

Network Request | Catalog Item

dev290049.service-now.com

Application scope: Global  
Update set: Default (Global)

Catalog Item -Tab- Network Request

Catalog Item Network Request

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: Network Request

Application: Global

Category: Service Catalog

Active: ☒

Category: Networks and Connectivity

Fulfilment automation level: Unspecified

State: -- None --

Checked out: -- None --

Owner: System Administrator

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description: Network Request Management

Description

Rich text editor toolbar: Bold, Italic, Underline, Link, Unlink, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Source code, Full screen, Help.

dev290049.service-now.com

Application scope: Global  
Update set: Default (Global)

Catalog Item -Tab- Network Request

Catalog Item Network Request

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description: Network Request Management

Description

Rich text editor toolbar: Bold, Italic, Underline, Link, Unlink, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Source code, Full screen, Help.

Meta: network, Network, request, Request, req

Copy Try It Update Edit in Catalog Builder Delete

Related Links

b. Variables Configuration

Network Request | Catalog Item

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New Tab

dev290049.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3D9822506ac31322105602bb2ed40131a2%26sysparm\_record\_target%3Dsc\_cat\_it...

AllFavoritesHistoryWorkspacesAdmin

Catalog Item - Tab- Network Request

Application scope: Global  
Update set: Default (Global)

Catalog Item  
Network Request

CopyTry ItUpdateEdit in Catalog BuilderDelete

Related Links  
Item Diagnostic  
Show VA render type  
Run Point Scan  
(SN Utils) Versions (38)

Variables (10)Variable Sets (1)Catalog UI Policies (2)Catalog Client ScriptsAvailable ForNot Available ForCategories (1)Catalogs (1)Catalog Data Lookup DefinitionsRelated ArticlesRelated Catalog ItemsAssigned Topics

OrderSearch

Actions on selected rows...New

Catalog Item = Network Request

Type	Question	Order
Container Start	Service Details	200
Multiple Choice	Is this a new network connection or a re...	300
Single Line Text	If this is a relocation, Please provide ...	310
Single Line Text	If this is a relocation, Please provide ...	320
Container Start	Location & Devices Type	400
Single Line Text	Please provide address here	410
Multiple Choice	Type of devices	420
Single Line Text	Provide device details	430
Container Start	Additional Information	500
Single Line Text	If any, Please write here	510

1 to 10 of 10

c. Variables Types

Is this a new network connecti...

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New Tab

dev290049.service-now.com/now/nav/ui/classic/params/target/item\_option\_new.do%3Fsys\_id%3Dcd15286ac31322105602bb2ed4013127%26sysparm\_record\_target%3Dite...

AllFavoritesHistoryWorkspacesAdmin

Variable - Tab- Is this a new network connection or a relocation

Application scope: Global  
Update set: Default (Global)

Variable  
Is this a new network connection or a relocation

CopyUpdateDelete

QuestionAnnotationType SpecificationsDefault ValueAuto-populatePermissionAvailability

Specify the Question that explains the options available to the end user when ordering the item

\* QuestionIs this a new network connection or a relocation

\* NameIs this a new network connection or a relocation

Conversational label

Tooltip

CopyUpdateDelete

Related Links  
Run Point Scan  
(SN Utils) Versions (4)

Question ChoicesOrderSearch

Actions on selected rows...New

Question = Is this a new network connection or a relocation

Text	Value	Order	Inactive
New	new	100	false
Relocation	relocation	200	false
None	none	300	false
Insert a new row...			

1 to 3 of 3

Variable - Tab- Type of devices

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the Item

\* Question

\* Name

Conversational label

Tooltip

[Copy](#) [Update](#) [Delete](#)

Related Links

[Run Point Scan](#)

[SN Utils](#) | [Versions](#) (3)

Question Choices Order Search

Question = Type of devices

<input type="checkbox"/>	Text	Value	Order	Inactive
<input type="checkbox"/>	Laptop	laptop	100	false
<input type="checkbox"/>	Mobiles	mobiles	200	false
<input type="checkbox"/>	Others	O	300	false
+ Insert a new row...				

1 to 3 of 3

## d. Variable Set Configuration

Catalog Item - Tab- Network Request

Copy Try It Update Edit in Catalog Builder Delete

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

[Copy](#) [Try It](#) [Update](#) [Edit in Catalog Builder](#) [Delete](#)

Related Links

[Item Diagnostic](#)

[Show VA render type](#)

[Run Point Scan](#)

[SN Utils](#) | [Versions](#) (38)

Variables (10) Variable Sets (1) Catalog UI Policies (2) Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items Assigned Topics

Order Search

Catalog Item = Network Request

<input type="checkbox"/>	Variable set	Order
<input type="checkbox"/>	Requester information	100

1 to 1 of 1

Requester information | Variable Set

dev290049.service-now.com/now/nav/ui/classic/params/target/item\_option\_new\_set.do%3Fsys\_id%3D94338a6ac35b22105602bb2ed4013176

Variable Set -Tab- Requester information

Application scope: Global  
Update set: Default (Global)

Variable Set: Requester information

\* Title: Requester information

\* Internal name: requester\_information

Order: 100

Type: Single Row

Description:

Application: Global

Display title: ☒

Layout: 2 Columns Wide, one side, then the other

Update Delete

[SN Utils] Versions (10)

Variables (5) Catalog UI Policies Catalog Client Scripts Included In (1) Catalog Data Lookup Definitions

Variable set = Requester information

Name	Type	Question	Order
opened_on_behalf_of	Reference	Opened on behalf of	100
email_id	Single Line Text	Email Id	200
user_name	Single Line Text	User name	300
phone_number	Single Line Text	Phone Number	400
proof_of_document	Attachment	Proof of Document	500

1 to 5 of 5

## e. Catalog UI Policy Configuration

Network Request | Catalog Item

dev290049.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3D9822506ac31322105602bb2ed40131a2%26sysparm\_record\_list%3Dtype%2521...

Catalog Item -Tab- Network Request

Application scope: Global  
Update set: Default (Global)

Catalog Item: Network Request

Copy Try It Update Edit in Catalog Builder Delete

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the Item. Not applicable if AI Search is configured.

Meta: network, Network, request, Request, req

Copy Try It Update Edit in Catalog Builder Delete

Related Links

- Item Diagnostic
- Show VA render type
- Run Point Scan
- [SN Utils] Versions (38)

Variables (10) Variable Sets (1) Catalog UI Policies (2) Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items Assigned Topics

Order Search

Catalog Item = Network Request

Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
Relocation fields hiding	(empty)		true	true	false	14/08/2025 20:01:05	100
Types of devices is others	(empty)		true	true	false	14/08/2025 19:53:06	100

1 to 2 of 2

Network Request | Catalog Item

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New Tab

dev290049.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3D9822506ac31322105602bb2ed40131a2%26sysparm\_record\_list%3Dtype%2521...

All Favorites History Workspaces Admin

Catalog Item -Tab- Network Request

Application scope: Global  
Update set: Default (Global)

Catalog UI Policy  
Relocation fields hiding

Applies toA Catalog Item

ApplicationGlobal

\* Catalog ItemNetwork Request

Active

\* Short descriptionRelocation fields hiding

When to ApplyScript

Catalog ConditionsAdd Filter ConditionAdd OR Clause

Applies on a Catalog Item view

Applies on Catalog Tasks

Applies on Requested Items

Applies on the Target Record

On load

Reverse if false

UpdateDelete

Related Links

Run Point Scan

Catalog UI Policy Actions

for textSearch

Actions on selected rows...New

UI policy = Relocation fields hiding

Name	Read only	Mandatory	Visible	Order
if_this_is_a_relocation_please_provide_y...	Leave alone	Leave alone	True	100
if_this_is_a_relocation_please_provide_y...	Leave alone	Leave alone	True	200

Network Request | Catalog Item

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New Tab

dev290049.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3D9822506ac31322105602bb2ed40131a2%26sysparm\_record\_list%3Dtype%2521...

All Favorites History Workspaces Admin

Catalog Item -Tab- Network Request

Application scope: Global  
Update set: Default (Global)

Catalog UI Policy  
Types of devices is others

Applies toA Catalog Item

ApplicationGlobal

\* Catalog ItemNetwork Request

Active

\* Short descriptionTypes of devices is others

When to ApplyScript

Catalog ConditionsAdd Filter ConditionAdd OR Clause

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Applies on Requested Items

Applies on the Target Record

On load

Reverse if false

UpdateDelete

Related Links

Run Point Scan

Catalog UI Policy Actions

for textSearch

Actions on selected rows...New

UI policy = Types of devices is others

Name	Read only	Mandatory	Visible	Order
provide_device_details	Leave alone	Leave alone	True	100

# Creation of Table

## a. Creation of Table

Network Database Table | Table

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New Tab

dev290049.service-now.com/now/nav/ui/classic/params/target/sys\_db\_object.do%3Fsys\_id%3D8431deac39b22105602bb2ed40131bc%26sysparm\_record\_target%3Dsys\_d...

All Favorites History Workspaces Admin

Table -Tab- Network Database Table

Application scope: Global  
Update set: Default (Global)

Table Network Database Table

u\_network\_database\_table

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

Network Database Table

Global

Remote Table

Columns Controls Application Access

Table Columns for text Search

1 to 15 of 15

New

Column label	Type	Reference	Max length	Default value	Display
Assignment Group	Reference	Group	32	false	
Device Details	String	(empty)	40	false	
Updated	Date/Time	(empty)	40	false	
Request Number	String	(empty)	40	false	
Date of Enquiry	Date	(empty)	40	false	
Customer Document	String	(empty)	40	false	
Created by	String	(empty)	40	false	
Created	Date/Time	(empty)	40	false	
Work Status	String	(empty)	40	false	
Sys ID	Sys ID (GUID)	(empty)	32	false	
Requested For	String	(empty)	40	false	
Assigned to	Reference	User	32	false	

## b. Creation of fields

Network Database Table | Table

Student - Skill Wallet

New Tab

dev290049.service-now.com/now/nav/ui/classic/params/target/sys\_db\_object.do%3Fsys\_id%3D8431deac39b22105602bb2ed40131bc%26sysparm\_record\_target%3Dsys\_d...

All Favorites History Workspaces Admin

Table -Tab- Network Database Table

Application scope: Global  
Update set: Default (Global)

Table Network Database Table

u\_network\_database\_table

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

Network Database Table

Global

Remote Table

Columns Controls Application Access

Table Columns for text Search

1 to 15 of 15

New

Column label	Type	Reference	Max length	Default value	Display
Assignment Group	Reference	Group	32	false	
Device Details	String	(empty)	40	false	
Updated	Date/Time	(empty)	40	false	
Request Number	String	(empty)	40	false	
Date of Enquiry	Date	(empty)	40	false	
Customer Document	String	(empty)	40	false	
Created by	String	(empty)	40	false	
Created	Date/Time	(empty)	40	false	
Work Status	String	(empty)	40	false	
Sys ID	Sys ID (GUID)	(empty)	32	false	
Requested For	String	(empty)	40	false	
Assigned to	Reference	User	32	false	
Updated by	String	(empty)	40	false	
Updates	Integer	(empty)	40	false	
Customer Address	String	(empty)	40	false	
Insert a new row...					

Delete Update Delete All Records

## Request Approvals Creation(Related List)

### a. Creation of Related List

The screenshot shows the 'Request Approvals' configuration page in ServiceNow. The page title is 'Relationship -Tab- Request Approvals'. The 'Name' field is 'Request Approvals'. The 'Application' is 'Global'. The 'Applies to table' is 'Network Database Table [u\_network\_datab...'. The 'Queries from table' is 'Approval [sysapproval\_approver]'. A blue banner states: 'This script refines the query in current that will populate the related list. For more information about it, its parameters and control variables, see [the documentation](#). See also the article about the [recommended form of the script](#).' Below this is a code editor with the following script:

```
1 (function refineQuery(current, parent) {  
2  
3     // Add your code here, such as current.addQuery(field, value);  
4     current.addQuery('source_table', parent.getTablename());  
5     current.addQuery('document_id', parent.sys_id);  
6  
7 })(current, parent);
```

At the bottom, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with links to 'Run Point Scan' and 'SNL (https) Versions (1)'.

### b. Adding Related List to the Table

The screenshot shows the 'Create Created' form in ServiceNow. The form has several fields: 'Assignment Group', 'Customer Document', 'Device Details', 'Date of Enquiry', 'Request Number', 'Work Status', 'Requested For', 'Assigned to', and 'Customer Address'. A context menu is open over the form, showing options: 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys\_id', 'Reload form', 'Form Builder', 'Form Design', 'Form Layout', 'Related Lists', 'All', 'Table', 'Security Rules', 'Business Rules', 'Client Scripts', 'UI Policies', 'Data Policies', 'UI Actions', 'Notifications', and 'Dictionary'. The 'Related Lists' option is highlighted. A 'Submit' button is visible at the bottom left.



ServiceNow-Tab

dev290049.service-now.com/now/nav/ui/classic/params/target/plushbucket.do%3Fsysparm\_referring\_url%3Du\_network\_database\_table.do%253Fsys\_id%253D-1%254099%2...

Application scope: Global  
Update set: Default (Global)

Configuring related lists on Network Database Table form

Available: Attachments

Selected: Request Approvals

View name: Default view

Cancel Save

Related Links  
[Show versions](#)

Created 15/08/2025 11:57:00

dev290049.service-now.com/now/nav/ui/classic/params/target/u\_network\_database\_table.do%3Fsys\_id%3D75522d3ac3d322105602bb2ed40131e3%26sysparm\_record\_targ...

Application scope: Global  
Update set: Default (Global)

Network Database Table -Tab- Created 15/08/2025 11:57:00

Update Delete

Assignment Group: Network

Work Status: Work in Progress

Customer Document:

Requested For: Alejandra Prenatt

Device Details: laptop

Assigned to: Abel Tuter

Date of Enquiry: 15/08/2025

Customer Address:

Request Number: RITM0010011

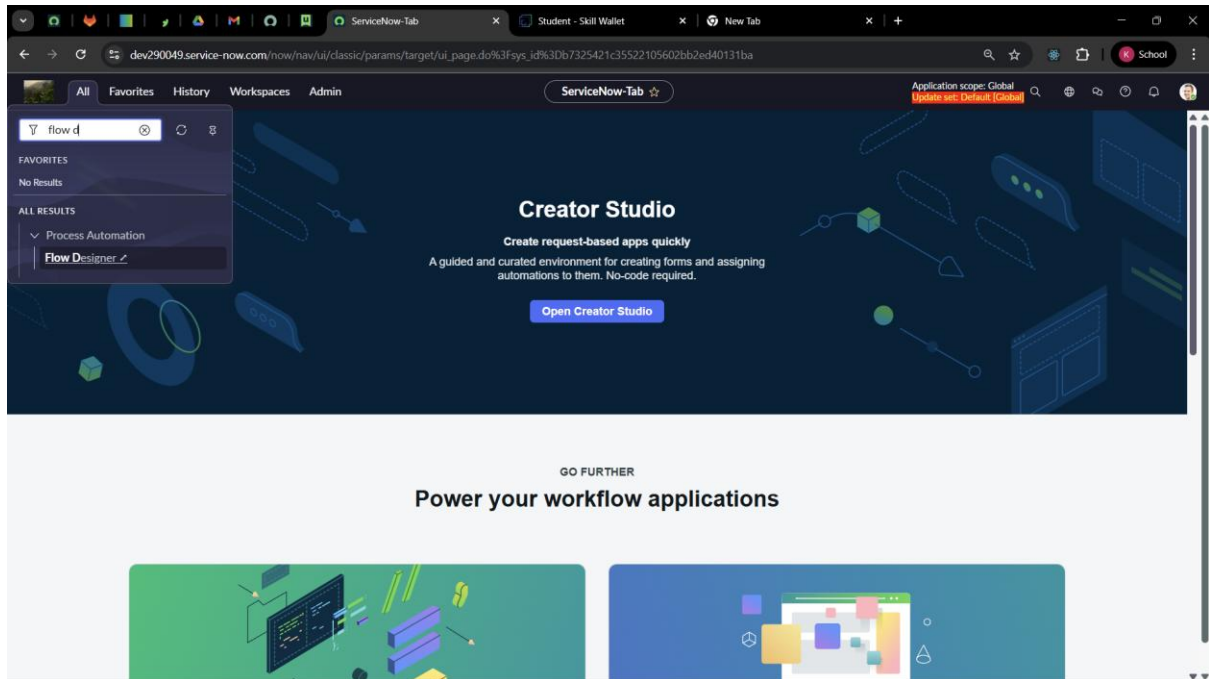
Update Delete

Request Approvals State Search

State	Approver	Comments	Approval for	Created
No records to display				

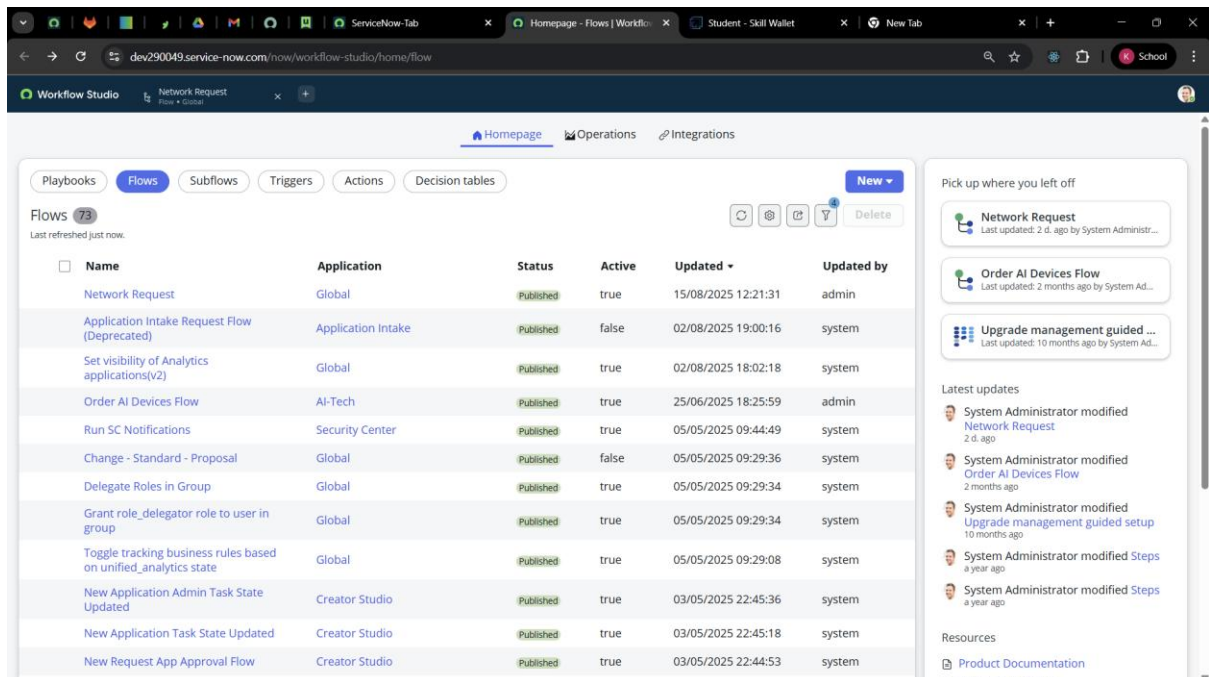
## Overview of flows, Actions in Flow Designer

### a. Navigating to Flow Designer



## Creation & Implementation of flows, Actions in Flow Designer

### a. Creation of Flow



## b. Configuring Trigger

The screenshot shows the ServiceNow Workflow Studio interface for a workflow named 'Network Request'. The 'TRIGGER' section is active, showing a 'Service Catalog' trigger. The 'Advanced Options' dropdown is expanded, revealing a list of variables: 'Requested Item Record', 'Run Start Time UTC', 'Table Name', 'Run Start Date/Time', 'opened\_on\_behalf\_of' (with sub-variables 'email\_id', 'user\_name', 'phone\_number'), 'proof\_of\_document' (with sub-variables 'is\_this\_a\_new\_network\_connection\_or\_a...', 'if\_this\_is\_a\_relocation\_please\_provide\_y...', 'if\_this\_is\_a\_relocation\_please\_provide\_y...', 'please\_provide\_address\_here', 'type\_of\_devices', 'provide\_device\_details'). The 'ACTIONS' section shows a sequence of steps: 1. Get Catalog Variables from Network Request, 2. Create Network Database Table Record, 3. Send Email, 4. Ask For Approval, 5. If Request is Approved, and 6. Update Network Database Table Record. The 'Data' panel on the right shows the variables defined in the trigger.

## c. Configuring Actions

The screenshot shows the 'Get Catalog Variables' action configuration in the ServiceNow Workflow Studio. The 'Action Properties' section shows the action name 'Get Catalog Variables'. The 'Action Inputs' section shows a dropdown menu for 'Submitted Request (Requested Item)' and a search bar for 'Template Catalog Items and Variable Sets'. The 'Available' list shows 'No available values'. The 'Selected' list shows 'opened\_on\_behalf\_of', 'email\_id', 'user\_name', 'phone\_number', 'proof\_of\_document', 'is\_this\_a\_new\_network\_conn...', 'if\_this\_is\_a\_relocation\_please', and 'if\_this\_is\_a\_relocation\_please'. The 'Data' panel on the right shows the variables defined in the trigger.

Workflow Studio interface for the "Network Request" workflow. The main canvas shows a "Trigger - Requested Item" action followed by a "Get Catalog Variables" action. The "Get Catalog Variables" action is configured with the "Network Request" template catalog item. The "Available" list is empty, and the "Selected" list contains the following variables: opened\_on\_behalf\_of, email\_id, user\_name, phone\_number, proof\_of\_document, is\_this\_a\_new\_network\_connection, if\_this\_is\_a\_relocation\_request, if\_this\_is\_a\_relocation\_request, please\_provide\_address\_here, type\_of\_devices, and provide\_device\_details. A note at the bottom states: "Note: If removing a variable from the 'Selected' list, it will be moved to 'Available' list only if the variable is from the selected Template Catalog Items and Variable Sets. Otherwise, the variable is removed from both 'Available' and 'Selected' lists." The right sidebar shows the "Data" panel with a list of variables: Run Start Time UTC, Table Name, Run Start Date/Time, opened\_on\_behalf\_of, email\_id, user\_name, phone\_number, proof\_of\_document, is\_this\_a\_new\_network\_connection\_or\_a..., if\_this\_is\_a\_relocation\_request\_provide\_y..., if\_this\_is\_a\_relocation\_request\_provide\_y..., please\_provide\_address\_here, type\_of\_devices, and provide\_device\_details. The status bar at the bottom indicates "Status: Published" and "Application: Global".

Workflow Studio interface for the "Network Request" workflow, showing the "Create Network Database Table Record" action. The action is configured with the "Create Record" action type. The "Table" is set to "Network Database Table [u\_net...". The "Fields" section lists the following fields and their values: Request Number (Trigger - Service...), Requested For (1 - Get Catalog Va...), Work Status (New), Assignment Group (Network), Date of Enquiry (Trigger - S...), Device Details (1 - Get Catalo...), and Customer Address (1 - G...). The right sidebar shows the "Data" panel with a list of variables: Run Start Time UTC, Table Name, Run Start Date/Time, opened\_on\_behalf\_of, email\_id, user\_name, phone\_number, proof\_of\_document, is\_this\_a\_new\_network\_connection\_or\_a..., if\_this\_is\_a\_relocation\_request\_provide\_y..., if\_this\_is\_a\_relocation\_request\_provide\_y..., please\_provide\_address\_here, type\_of\_devices, and provide\_device\_details. The status bar at the bottom indicates "Status: Published" and "Application: Global".

Workflow Studio | Network Request | Workflow | Student - Skill Wallet | New Tab

dev290049.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys\_hub\_flow%26sysld%3Db35f9e6ac3db22105602bb2ed4013107

### Network Request

2 Create Network Database Table Record

3 Send Email

Action Properties

Action: Send Email

Action Inputs

Target Record: 2 - ... Network Database Table

Table: Network Database Table [u\_net...]

Include Watermark: ☒

\* To: 1 - Get Catalog Vari... email...

CC:

BCC:

\* Subject: Request has been Created

Body

Hello: 1 - Get Catalog V... user\_na...

We have been received your request with request number: 2 - Creat... Request Nu...

Sorry for the inconvenience and Your request will resolved with in 7 Business working days.

Status: Published | Application: Global

Data

- Flow Variables
- Trigger - Service Catalog
  - Requested Item Record
    - Run Start Time UTC
    - Table Name
    - Run Start Date/Time
- 1 - Get Catalog Variables
  - opened\_on\_behalf\_of
    - email\_id
    - user\_name
    - phone\_number
  - proof\_of\_document
    - is\_this\_a\_new\_network\_connection\_or\_a...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - please\_provide\_address\_here
    - type\_of\_devices
    - provide\_device\_details

Workflow Studio | Network Request | Workflow | Student - Skill Wallet | New Tab

dev290049.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys\_hub\_flow%26sysld%3Db35f9e6ac3db22105602bb2ed4013107

### Network Request

Action: Send Email

Action Inputs

Target Record: 2 - ... Network

Table: Network Database Table [u\_net...]

Include Watermark: ☒

\* To: 1 - Get Catalog Vari... email...

CC:

BCC:

\* Subject: Request has been Created

Body

Hello: 1 - Get Catalog V... user\_na...

We have been received your request with request number: 2 - Creat... Request Nu...

Sorry for the inconvenience and Your request will resolved with in 2 Business working days.

Thanks for contacting us.  
Network Team.

Delete Cancel Done

Status: Published | Application: Global

Data

- Flow Variables
- Trigger - Service Catalog
  - Requested Item Record
    - Run Start Time UTC
    - Table Name
    - Run Start Date/Time
- 1 - Get Catalog Variables
  - opened\_on\_behalf\_of
    - email\_id
    - user\_name
    - phone\_number
  - proof\_of\_document
    - is\_this\_a\_new\_network\_connection\_or\_a...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - please\_provide\_address\_here
    - type\_of\_devices
    - provide\_device\_details

Workflow Studio interface for "Network Request" workflow. The workflow is currently "Active".

**Action Properties:**

- Action: Ask For Approval
- Record: Trigger ... Requested Item ...
- Table: Requested Item [sc\_req\_item]
- Approval Reason: Waiting for Approval
- Approval Field: Approval
- Journal Field: Approval history
- Rules: Approve or Re... When: Anyone approves or rejects groupGVP
- Due Date: None

**Data Panel (Right):**

- Flow Variables
- Trigger - Service Catalog
  - Requested Item Record
    - Run Start Time UTC
    - Table Name
    - Run Start Date/Time
- 1 - Get Catalog Variables
  - opened\_on\_behalf\_of
    - email\_id
    - user\_name
    - phone\_number
  - proof\_of\_document
    - is\_this\_a\_new\_network\_connection\_or\_a...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - please\_provide\_address\_here
    - type\_of\_devices
    - provide\_device\_details

Status: Published | Application: Global

Workflow Studio interface for "Network Request" workflow. The workflow is currently "Active".

**Workflow Steps:**

- Get Catalog Variables from Network Request
- Create Network Database Table Record
- Send Email
- Ask For Approval
- If
- then Update Network Database Table Record
- Send Email
- End Flow

**Condition 1:** 4 - Ask For Ap... Approval St... is Approved or and

**Data Panel (Right):**

- Flow Variables
- Trigger - Service Catalog
  - Requested Item Record
    - Run Start Time UTC
    - Table Name
    - Run Start Date/Time
- 1 - Get Catalog Variables
  - opened\_on\_behalf\_of
    - email\_id
    - user\_name
    - phone\_number
  - proof\_of\_document
    - is\_this\_a\_new\_network\_connection\_or\_a...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - please\_provide\_address\_here
    - type\_of\_devices
    - provide\_device\_details

Status: Published | Application: Global



Workflow Studio interface for "Network Request" workflow. The workflow is currently active.

**Step 4:** Ask For Approval

**Step 5:** If Request is Approved

**Step 6:** Update Network Database Table Record

**Action Properties:**

- Action: Update Record

**Action Inputs:**

- Record: 2 - ... Network Database Tab...
- Table: Network Database Table [u\_net...
- Fields:
  - Assigned to: Abel Tuter
  - Work Status: Work in Progress

**Data Panel (Right):**

- Flow Variables
- Trigger - Service Catalog
- Requested Item Record
  - Run Start Time UTC
  - Table Name
  - Run Start Date/Time
- 1 - Get Catalog Variables
  - opened\_on\_behalf\_of
    - email\_id
    - user\_name
    - phone\_number
  - proof\_of\_document
    - is\_this\_a\_new\_network\_connection\_or\_a...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - please\_provide\_address\_here
    - type\_of\_devices
    - provide\_device\_details

Buttons: Delete, Cancel, Done

Workflow Studio interface for "Network Request" workflow. The workflow is currently active.

**Step 7:** Send Email

**Action Properties:**

- Action: Send Email

**Action Inputs:**

- Target Record: 2 - ... Network Database Tab...
- Table: Network Database Table [u\_net...
- Include Watermark: ☒
- To: 1 - Get Catalog Vari... email...
- CC:
- BCC:
- Subject: work status updated
- Body:

hello 1 - Get Catalog V... user\_na...

work status updated to: 2 - Create R... Work Sta...

will update the further details soon.

**Data Panel (Right):**

- Flow Variables
- Trigger - Service Catalog
- Requested Item Record
  - Run Start Time UTC
  - Table Name
  - Run Start Date/Time
- 1 - Get Catalog Variables
  - opened\_on\_behalf\_of
    - email\_id
    - user\_name
    - phone\_number
  - proof\_of\_document
    - is\_this\_a\_new\_network\_connection\_or\_a...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - please\_provide\_address\_here
    - type\_of\_devices
    - provide\_device\_details

Buttons: Delete, Cancel, Done

Workflow Studio interface for "Network Request" workflow. The workflow is currently active and published globally.

**Workflow Steps:**

- 5. If Request is Approved
- 6. then Update Network Database Table Record
- 7. Send Email
- 8. End Flow
- 9. If (Condition Label: If Request is Rejected)
  - Condition 1: 4 - Ask For Ap... Approval St... is Rejected or and
- 10. then Update Network Database Table Record
- 11. Send Email

**Data Panel (Right):**

- Flow Variables
- Trigger - Service Catalog
  - Requested Item Record
    - Run Start Time UTC
    - Table Name
    - Run Start Date/Time
- 1 - Get Catalog Variables
  - opened\_on\_behalf\_of
    - email\_id
    - user\_name
    - phone\_number
  - proof\_of\_document
    - is\_this\_a\_new\_network\_connection\_or\_a...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - please\_provide\_address\_here
    - type\_of\_devices
    - provide\_device\_details

Workflow Studio interface for "Network Request" workflow, showing the configuration for the "Update Record" action.

**Workflow Steps:**

- 9. If Request is Rejected
  - Action: Update Record
- 10. then Update Network Database Table Record
- 11. Send Email

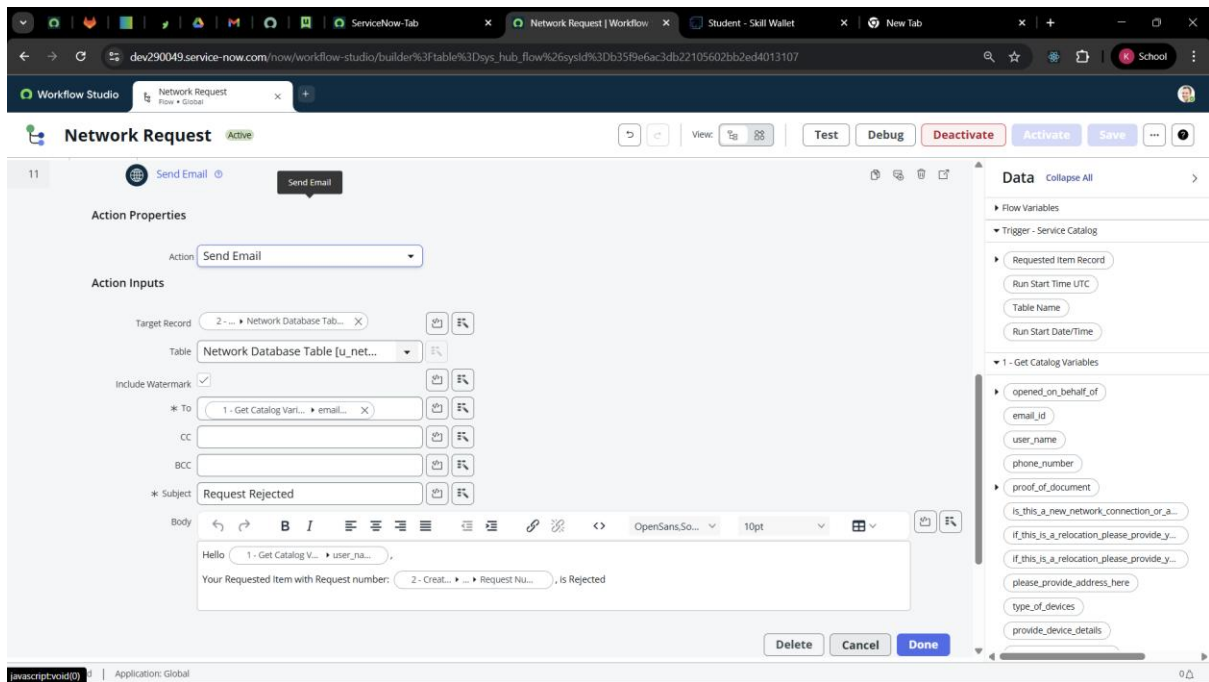
**Action Properties (Update Record):**

- Action: Update Record
- Action Inputs:
  - Record: 2 - ... Network Database Tab...
  - Table: Network Database Table [u\_net...
  - Fields: Work Status, Request Rejected

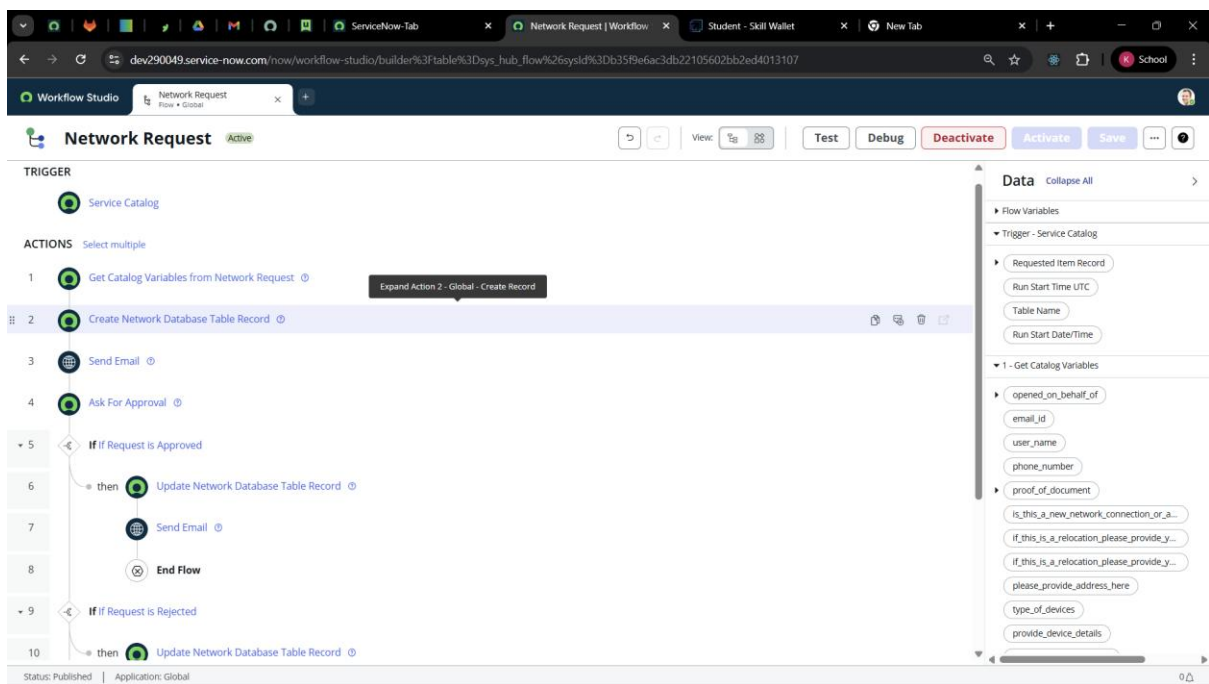
**Data Panel (Right):**

- Flow Variables
- Trigger - Service Catalog
  - Requested Item Record
    - Run Start Time UTC
    - Table Name
    - Run Start Date/Time
- 1 - Get Catalog Variables
  - opened\_on\_behalf\_of
    - email\_id
    - user\_name
    - phone\_number
  - proof\_of\_document
    - is\_this\_a\_new\_network\_connection\_or\_a...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - please\_provide\_address\_here
    - type\_of\_devices
    - provide\_device\_details





## d. Flow Chart



Workflow Studio interface for a "Network Request" workflow.

**Workflow Steps:**

3. Send Email
4. Ask For Approval
5. If if Request is Approved
  - 6. then Update Network Database Table Record (Expanded Action 6 - Global - Update Record)
  - 7. Send Email
  - 8. End Flow
9. If if Request is Rejected
  - 10. then Update Network Database Table Record
  - 11. Send Email
  - 12. End Flow

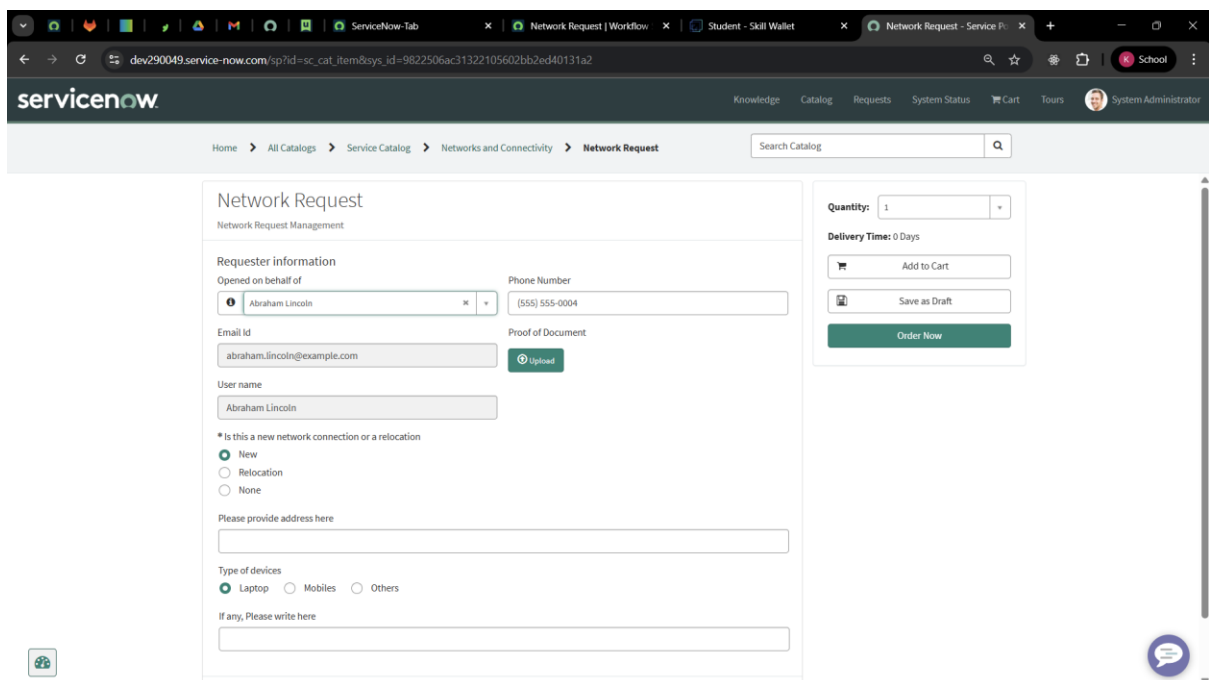
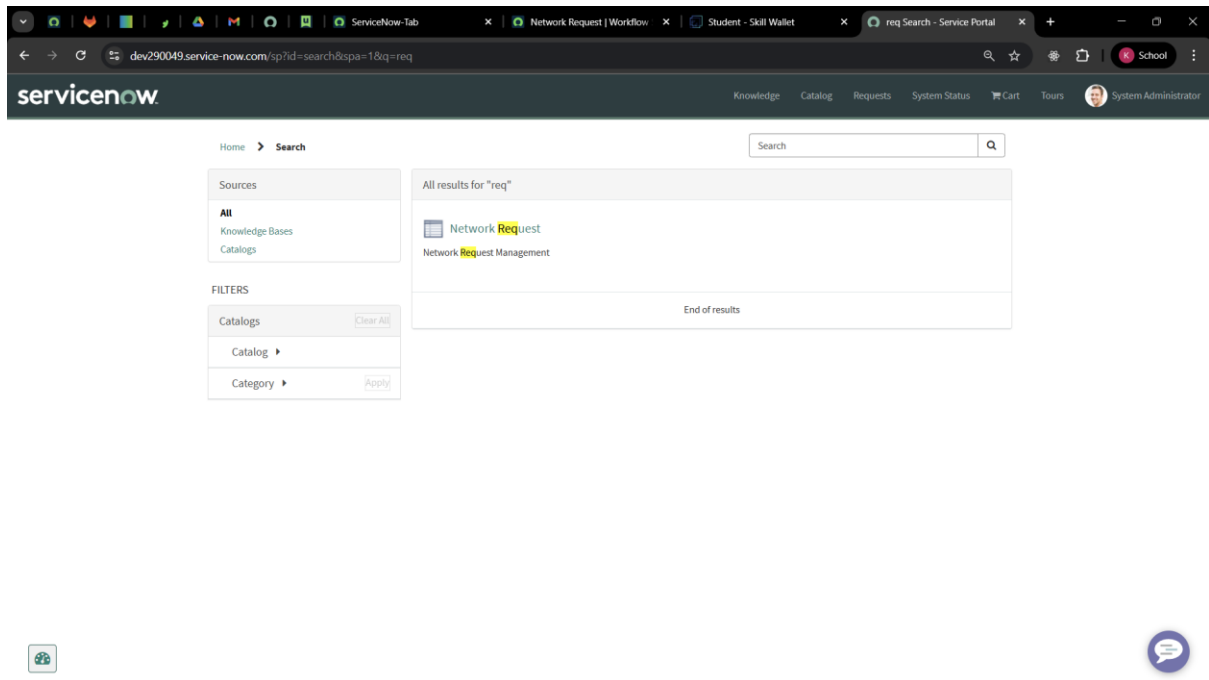
**Data Panel (Right Side):**

- Flow Variables
- Trigger - Service Catalog
  - Requested Item Record
    - Run Start Time UTC
    - Table Name
    - Run Start Date/Time
- 1 - Get Catalog Variables
  - opened\_on\_behalf\_of
    - email\_id
    - user\_name
    - phone\_number
  - proof\_of\_document
    - is\_this\_a\_new\_network\_connection\_or\_a...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - if\_this\_is\_a\_relocation\_please\_provide\_y...
    - please\_provide\_address\_here
    - type\_of\_devices
    - provide\_device\_details

JavaScript:void(0) | Application: Global

## Final Testing in End User portal & Instance

### a. service portal



b. Flow when request approved

Created 17/08/2025 15:30:07

Request Rejected | Email | School

Request has been Created | Student - Skill Wallet

dev290049.service-now.com/now/nav/ui/classic/params/target/u\_network\_database\_table.do%3Fsys\_id%3D4b4620e3c35322105602bb2ed4013124%26sysparm\_record\_target...

Application scope: Global

Update set: Default (Global)

Network Database Table -Tab- Created 17/08/2025 15:30:07

Update Delete

Assignment GroupNetwork

Work StatusNew

Customer Document

Requested ForAlejandra Prenatt

Device Detailslaptop

Assigned to

Date of Enquiry17/08/2025

Customer Address

Request NumberRITM0010011

UpdateDelete

Request ApprovalsStateSearch

New

State	Approver	Comments	Approval for	Created
No records to display				

Request has been Created | Network Request | Workflow | Student - Skill Wallet | Network Request - Service P...

dev290049.service-now.com/now/nav/ui/classic/params/target/sys\_email.do%3Fsys\_id%3D7d522d3ac3d322105602bb2ed40131e3%26sysparm\_record\_target%3Dsys\_email...

Application scope: Global

Update set: Default (Global)

Email -Tab- Request has been Created

UpdateDelete

Content type

Headers

Message-ID

X-ServiceNe

X-ServiceNe

X-ServiceNe

Preview Email

HelloAlejandra Prenatt

We have been received your request with request number: RITM0010011

Sorry for the Inconvenience and Your request will resolved with in 2 Business working days.

Thanks for contacting us.

Network Team.

Ref:MSG0002727\_TJLx7CuGumqZ7UkgyG6N

UpdateDelete

Related Links

Preview Email

SNURInfoVersions/01

Email LogEmail Attachments

CreatedSearch

Email Log

Created	Level	Message	Source
No records to display			

Request has been Cr...RITM0010011 | Req...Network Request | V...Student - Skill Wallet...Network Request - ...

dev290049.service-now.com/now/nav/ui/classic/params/target/sc\_req\_item.do%3Fsys\_id%3D060522d3ac3d322105602bb2ed4013169%26sysparm\_view%3Dtext\_search

AllFavoritesHistoryWorkspacesAdminRequested Item -Tab- RITM0010011

Search

DiscussFollowUpdateDelete

Requested Item  
RITM0010011

Activities: 1System AdministratorField changes • 15/08/2025 11:56:56

Impact: 3 - Low  
Opened by: System Administrator  
Priority: 4 - Low  
State: Open

UpdateDelete

Related Links  
Flow Context

Catalog TasksApprovers (6)Group approvals (2)

StateSearch

Approval for = RITM0010011

State	Approver	Comments	Created
Approved	user4 gyp		15/08/2025 11:57:38
No Longer Required	user3 gyp		15/08/2025 11:57:38
No Longer Required	user4 gyp		15/08/2025 11:57:00
No Longer Required	user2 gyp		15/08/2025 11:57:38
No Longer Required	user2 gyp		15/08/2025 11:57:00
No Longer Required	user3 gyp		15/08/2025 11:57:00

1 to 6 of 6

Created 15/08/2025...RITM0010011 | Req...Network Request | V...Student - Skill Wallet...Network Request - ...

dev290049.service-now.com/now/nav/ui/classic/params/target/u\_network\_database\_table.do%3Fsys\_id%3D075522d3ac3d322105602bb2ed40131e3%26sysparm\_record\_target...

AllFavoritesHistoryWorkspacesAdminNetwork Database Table -Tab- Created 15/08/2025 11:57:00

Application scope: Global  
Update set: Default (Global)

UpdateDelete

Network Database Table  
Created 15/08/2025 11:57:00

Assignment GroupNetworkWork StatusWork in Progress

Customer DocumentRequested ForAlejandra Prenatt

Device DetailslaptopAssigned toAbel Tuter

Date of Enquiry15/08/2025Customer Address

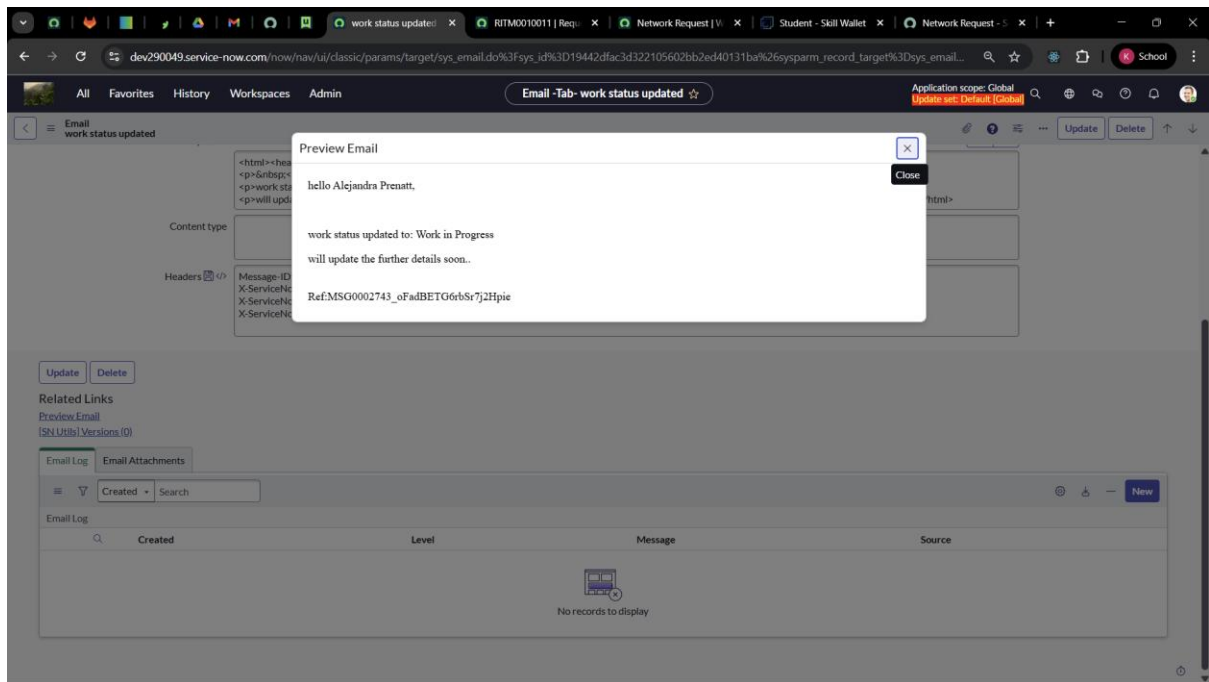
Request NumberRITM0010011

UpdateDelete

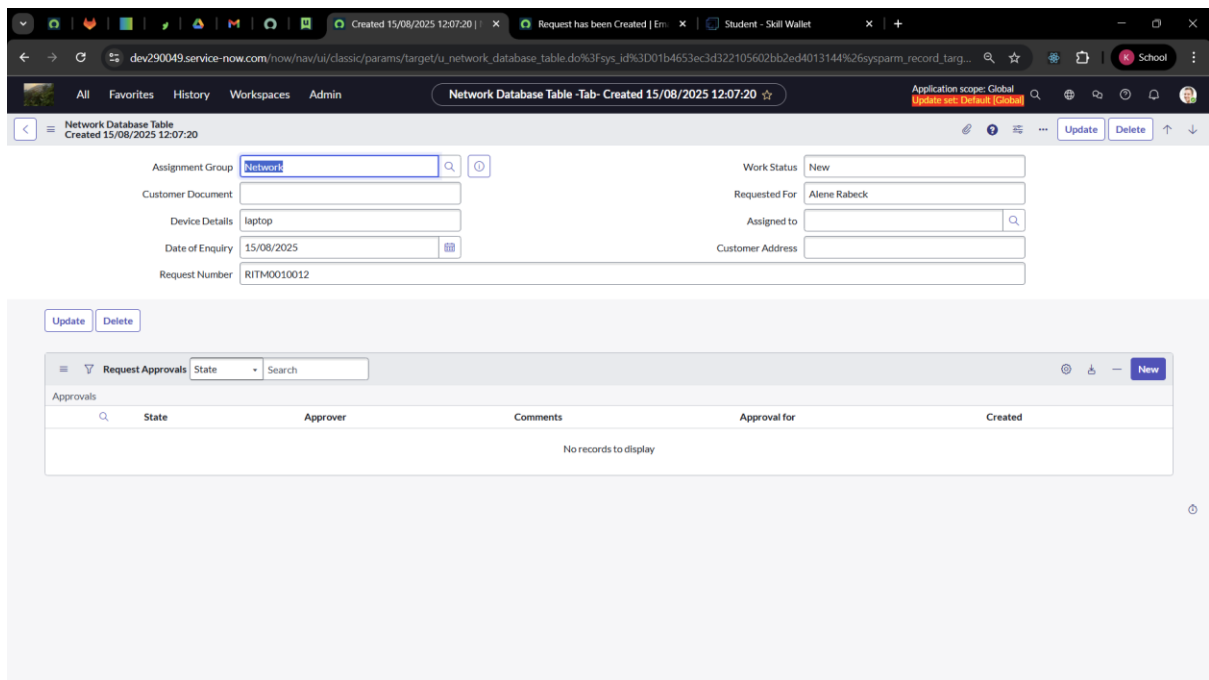
Request ApprovalsStateSearch

Approvals

State	Approver	Comments	Approval for	Created
No records to display				



### c. Flow when request rejected



dev290049.service-now.com/now/nav/ui/classic/params/target/sys\_email.do%3Fsys\_id%3Df8c52d7ec3d322105602bb2ed4013131%26sysparm\_record\_target%3Dsys\_email%...

Email - Tab- Request has been Created

Preview Email

Close

HelloAlene Rabeck

We have been received your request with request number: RITM0010012

Sorry for the Inconvenience and Your request will resolved with in 2 Business working days.

Thanks for contacting us.  
Network Team.

Ref:MSG0002754\_CARvKUe8Hae38HeCXZfd

Update

Delete

Related Links

[Preview Email](#)

[\[SN Urls\] Versions \[0\]](#)

Target: Network Database

User: alene.rabeck

Notification type: SMTP

Subject: Request has been created

Recipients: alene.rabeck

Body: <html><head></head><body><p><p data-tnymcrootblock="">HelloAlene Rabeck</p><p>We have been received your request with request number: RITM0010012</p><p>Sorry for the Inconvenience and Your request will resolved with in 2 Business working days.<br></p><p>Thanks for contacting us.<br>Network Team.<br></p></div><div style="display:inline">Ref:MSG0002754\_CARvKUe8Hae38HeCXZfd</div></body></html>

Content type:

Headers: Message-ID: <1901282705.20.1755240117903@app130024.aus191.service-now.com>  
X-ServiceNow-Source: FlowDesigner-74c5e97e66d32210bb70e8c1644734ff  
X-ServiceNow-Generated: true  
X-ServiceNow-SysEmail-Version: 2

Created 15/08/2025 12:21:48

RITM0010012 | Requested Item

Request has been Created |

Student - Skill Wallet

dev290049.service-now.com/now/nav/ui/classic/params/target/sc\_req\_item.do%3Fsys\_id%3Dac3d322105602bb2ed40131d0%26sysparm\_view%3Dtext\_search

Requested Item - Tab- RITM0010012

Open by: System Administrator  
Priority: 4 - Low  
State: Open

Update

Delete

Related Links

[Flow Context](#)

Catalog Tasks

Approvers (9)

Group approvals (3)

State

Search

Actions on selected rows...

Edit

Approval for RITM0010012

State	Approver	Comments	Created
Rejected	user4 gvp		15/08/2025 12:07:20
No Longer Required	user2 gvp		15/08/2025 12:11:58
No Longer Required	user2 gvp		15/08/2025 12:07:20
No Longer Required	user3 gvp		15/08/2025 12:07:20
No Longer Required	user3 gvp		15/08/2025 12:11:58
Rejected	user4 gvp		15/08/2025 12:21:49
No Longer Required	user2 gvp		15/08/2025 12:21:49
No Longer Required	user4 gvp		15/08/2025 12:11:57
No Longer Required	user3 gvp		15/08/2025 12:21:49

1 to 9 of 9

Created 15/08/2025 12:21:48

RITM0010012 | Requested It

Request has been Created |

Student - Skill Wallet

dev290049.service-now.com/now/nav/ui/classic/params/target/lu\_network\_database\_table.do%3Fsys\_id%3Dc9082172c31722105602bb2ed40131e9%26sysparm\_record\_target...

All Favorites History Workspaces Admin

Network Database Table -Tab- Created 15/08/2025 12:21:48

Application scope: Global  
Update set: Default (Global)

Update Delete

Network Database Table  
Created 15/08/2025 12:21:48

Assignment Group

Network

Customer Document

Device Details

laptop

Date of Enquiry

15/08/2025

Request Number

RITM0010012

Work Status

Request Rejected

Requested For

Alene Rabeck

Assigned to

Customer Address

Update Delete

Request Approvals

State

Search

New

Approvals

State

Approver

Comments

Approval for

Created

No records to display

Created 15/08/2025 12:21:48

Request Rejected | Email | Ser

Request has been Created |

Student - Skill Wallet

dev290049.service-now.com/now/nav/ui/classic/params/target/sys\_email.do%3Fsys\_id%3D564629bec3d322105602bb2ed4013179%26sysparm\_record\_target%3Dsys\_email...

All Favorites History Workspaces Admin

Email -Tab- Request Rejected

Search

Email Request Rejected

Update Delete

Subject

Request Rejected

Recipients

alenerabeck

Body

<html><head><p>Your Requested Item with Request number: RITM0010012, is Rejected

Content type

Ref:MSG0002762\_QQAD0I3VYy63kU20veg

Headers

Message-ID: <741518464.221755240254617@app130024.aus191.service-now.com>  
X-ServiceNow-Source: FlowDesigner-74b4653e86d3221012cf66ea7034e0e3  
X-ServiceNow-Generated: true  
X-ServiceNow-SysEmail-Version: 2

Update Delete

Related Links

Preview Email

SN.Utils.Versions.0

Email Log

Email Attachments

Created

Search

New

Email Log

Created

Level

Message

Source