

Phase 4: Data Migration, Testing & Security

1. Phase & Task Reference

Modules Covered:

- **Module 1:** QA Testing
- **Module 2:** Data Integrity
- **Module 3:** Access Control
- **Module 4:** Data Handling

This phase focuses on verifying the functional accuracy, reliability, and data consistency of the Automated Network Request Management solution.

2. Objective

The objective of Phase 4 is to ensure that the implemented solution functions as expected across all stages of the request lifecycle. This includes validating request creation, approvals, notifications, data integrity, and auditability under real-world scenarios.

3. Business Requirement

Before deploying any automated solution into production, it is critical to validate:

- End-to-end functional correctness
- Accuracy of data captured and stored
- Enforcement of approval policies
- Reliability of notifications and system logs
- Compliance with IT and security standards

This phase ensures the solution is stable, secure, and ready for production use.

4. Configuration Details

4.1 Navigation

- **Service Portal:**
<https://dev*****.service-now.com/>/sp
- **Requested Items:**
Service Catalog > Requests > Requested Items
- **Approvals:**
Service Catalog > Approvals
- **Flow Context & Logs:**
Process Automation > Flow Designer > Flow Contexts
System Logs > All
- **Audit History:**
Record > History > Audit

4.2 Configuration Steps (High-Level)

Module 1: QA Testing – Request Lifecycle Verification

Real-world request scenarios were simulated to validate the complete lifecycle of a network request.

Testing Activities Performed:

- Submitted Network Request through Service Portal
- Verified request and RITM creation
- Confirmed backend record creation in Network Database
- Validated approval routing and approver notifications
- Approved and rejected requests to test flow paths
- Verified email notifications for each request stage
- Confirmed request closure and status updates

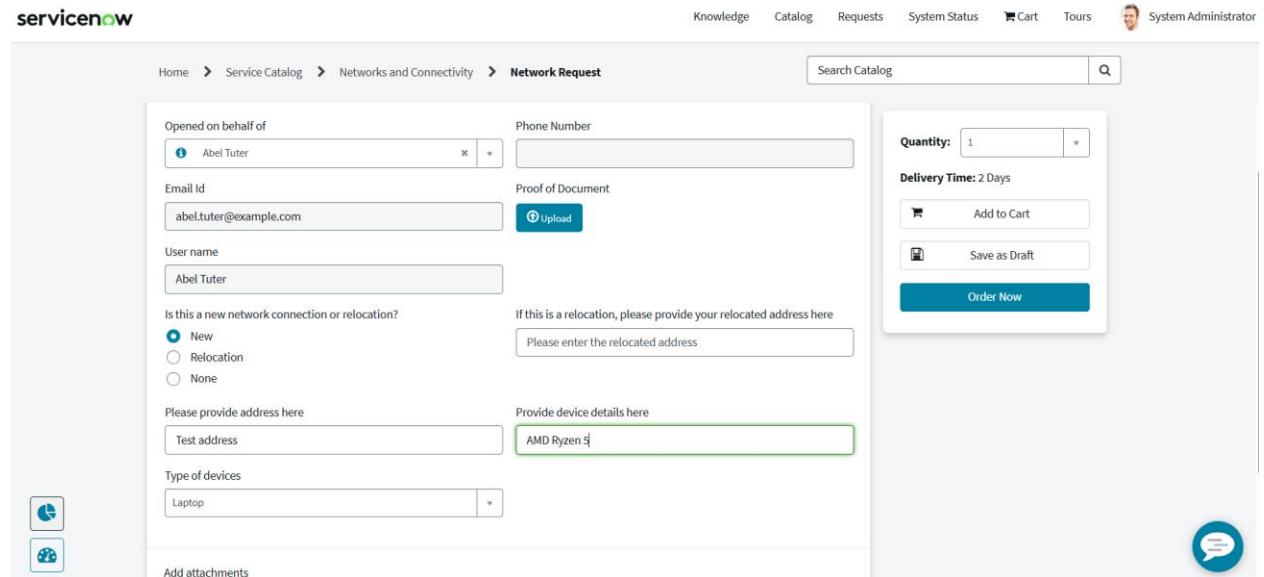
Validation Tools Used:

- Flow Context execution logs
- System Logs for error and event tracking

- Audit History for status and approval changes

Screenshots:

1. Network Request creation



Opened on behalf of: Abel Tuter

Phone Number: _____

Email Id: abel.tuter@example.com

Proof of Document:

User name: Abel Tuter

Is this a new network connection or relocation? New Relocation None

If this is a relocation, please provide your relocated address here: Please enter the relocated address

Please provide address here: Test address

Provide device details here: AMD Ryzen 5

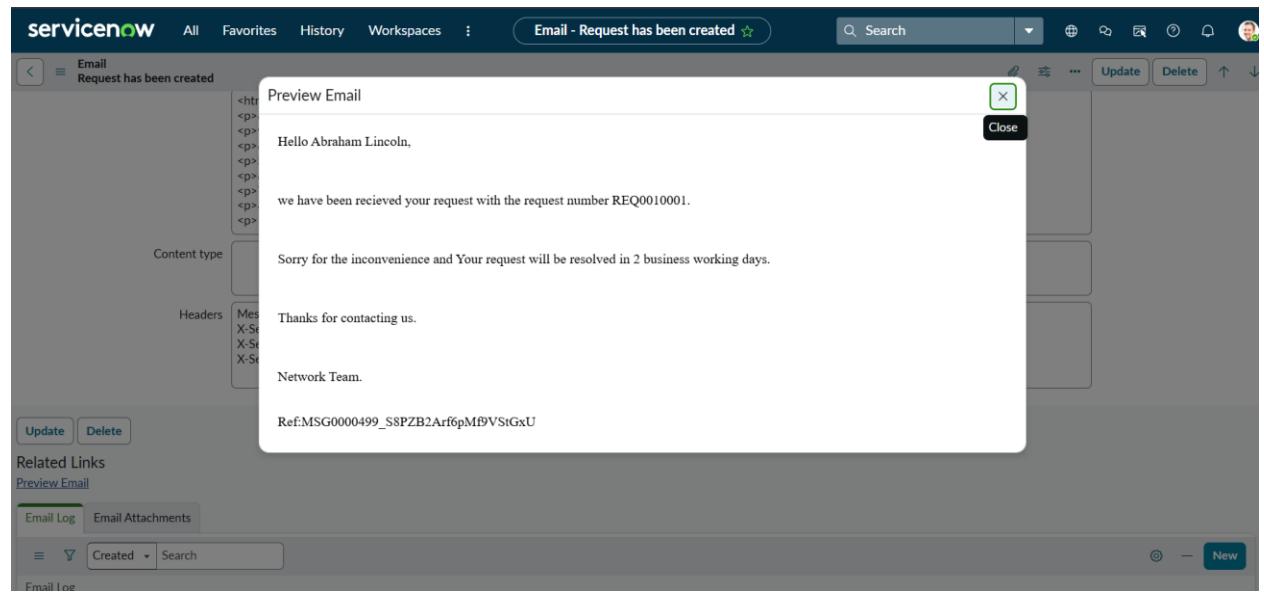
Type of devices: Laptop

Add attachments:  

Quantity: 1

Delivery Time: 2 Days

2. Email for Network Request Creation



Preview Email

Hello Abraham Lincoln,

we have been received your request with the request number REQ0010001.

Sorry for the inconvenience and Your request will be resolved in 2 business working days.

Thanks for contacting us.

Network Team.

Ref:MSG0000499_S8PZB2Arf6pMf9VStGxU

3. Auto updation in network database table

The screenshot shows a ServiceNow interface for the 'Network Databases' table. The table has columns: Assigned To, Assignment Group, Customer Address, Customer Document, Date of Enquiry, Device Details, Request Number, Requested For, and Work Status. There are three rows of data:

Assigned To	Assignment Group	Customer Address	Customer Document	Date of Enquiry	Device Details	Request Number	Requested For	Work Status
Abraham Lincoln	Network	Test address		2025-12-27	others	REQ0010002	Abraham Lincoln	Work in Progress
Abraham Lincoln	Network	Test address		2025-12-27	laptop	REQ0010003	Abel Tuter	Work in Progress
Abraham Lincoln	Network	Test street		2025-12-27	laptop	REQ0010001	Abraham Lincoln	Work in Progress

4. Request Approval

The screenshot shows an approval screen for a 'Network Database' record. The record was created on 2025-12-28 at 00:53:54. The approver is Bow Ruggeri, and the state is Approved. The approval reason is 'Waiting for approval'. A comment is present in the comments section. The activities log shows two entries:

- Approved was Requested by System Administrator on 2025-12-28 00:55:49.
- Requested by Bow Ruggeri on 2025-12-28 00:53:55.

Buttons for Update and Delete are visible at the bottom left.

5. Email for Request Approval

The screenshot shows an email record for a network request. The subject is 'Email - Network Request REQ0010001 Approved'. A preview window displays the following message:

Hello Abraham Lincoln,
Your network request has been approved successfully.
Our network team will contact you shortly to proceed.
With regards,
Network Team.

The message ends with a reference number: Ref:MSG0000500_nspUp9i1lqHTw6zWlvZ

The main email list view shows a single record with the status 'Created' and a note 'No records to display'.

Module 2: Data Integrity & Validation

Data integrity was validated to ensure accurate, consistent, and secure handling of information throughout the request lifecycle.

Field Validation and Automation Controls:

- **Mandatory Fields:**
Enforced at both client and server levels to prevent incomplete submissions.
- **Auto-Populate Logic:**
Implemented using catalog client scripts and UI policies to populate user-related fields such as name, email, and phone number.
- **Approval State Validation:**
Flow conditions ensure that requests do not progress unless required approvals are completed.

Data Integrity Control Matrix

Area	Actions Taken
Data Handling	Catalog variables mapped to structured custom tables
Access Control	Role-based approvals and dynamic flow logic using Flow Designer
QA Testing	Full lifecycle testing including request, approval, and notification verification
Data Integrity	Mandatory validation, auto-fills, and approval state enforcement

5. Outcome

Upon completion of Phase 4:

- End-to-end functionality was successfully validated
- Approval workflows operated correctly without manual intervention
- Email notifications were triggered at appropriate lifecycle stages
- Data integrity was maintained across all records
- System logs and audit trails confirmed reliable execution

This phase confirmed that the solution is robust, compliant, and production-ready.