

Phase 4: Integration, Table Handling & Validation

Modules & Task Reference

- **Module 1:** Workflow / Flow Attachment
 - **Module 2:** Table Handling & Record Verification
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Module 1: Adding Flow to Catalog Item

1. Objective

The objective of this module is to:

- Attach the configured **Software Installation Request Flow** to the Service Catalog item
 - Ensure that the automation executes automatically when a user submits a request.
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2. Business Requirement

- The catalog item must trigger the correct automation
 - Manual intervention should be eliminated
 - Only one active process engine should control fulfillment logic
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3. Configuration Details

Catalog Item: **Software Installation Request**

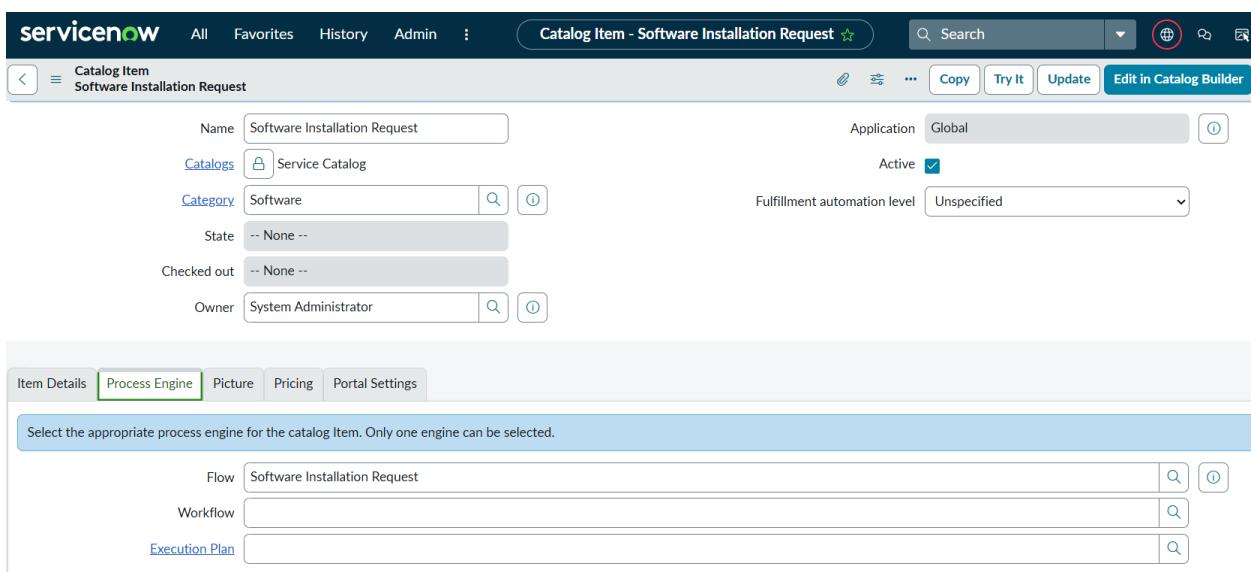
Process Engine: **Flow Designer**

Flow Name: **Software Installation Request**

4. Configuration Details

1. Login to ServiceNow
2. Navigate to:
Service Catalog → Catalog Definitions → Maintain Items
3. Open the Software Installation Request catalog item
4. Click on the Process Engine tab
5. In the Flow field:
6. Select Software Installation Request
7. Ensure:
8. Workflow field is empty (no legacy workflow conflict)
9. Click Save / Update

 **Screenshot:** Add Flow to Catalog Item



The screenshot shows the ServiceNow interface for managing catalog items. The top navigation bar includes links for All, Favorites, History, Admin, and a search bar. The main title is "Catalog Item - Software Installation Request". Below the title, there are several input fields: Name (Software Installation Request), Application (Global), Active (checked), Catalogs (Service Catalog), Category (Software), Fulfillment automation level (Unspecified), State (None), Checked out (None), and Owner (System Administrator). At the bottom of the form, there are tabs for Item Details, Process Engine, Picture, Pricing, and Portal Settings. The "Process Engine" tab is currently selected, displaying a section titled "Select the appropriate process engine for the catalog item. Only one engine can be selected." It contains three dropdown fields: Flow (Software Installation Request), Workflow (empty), and Execution Plan (empty).

5. Expected Result

- The flow is successfully linked to the catalog item
 - Flow executes automatically on request submission
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Module 2: Table Handling & Record Validation

1.Objective

To validate that ServiceNow backend tables are correctly populated during execution of the Software Installation Request process.

Activity 1: sc_request Table (Service Catalog Request)

Purpose

To verify that a Request (REQ) record is created when a catalog item is submitted.

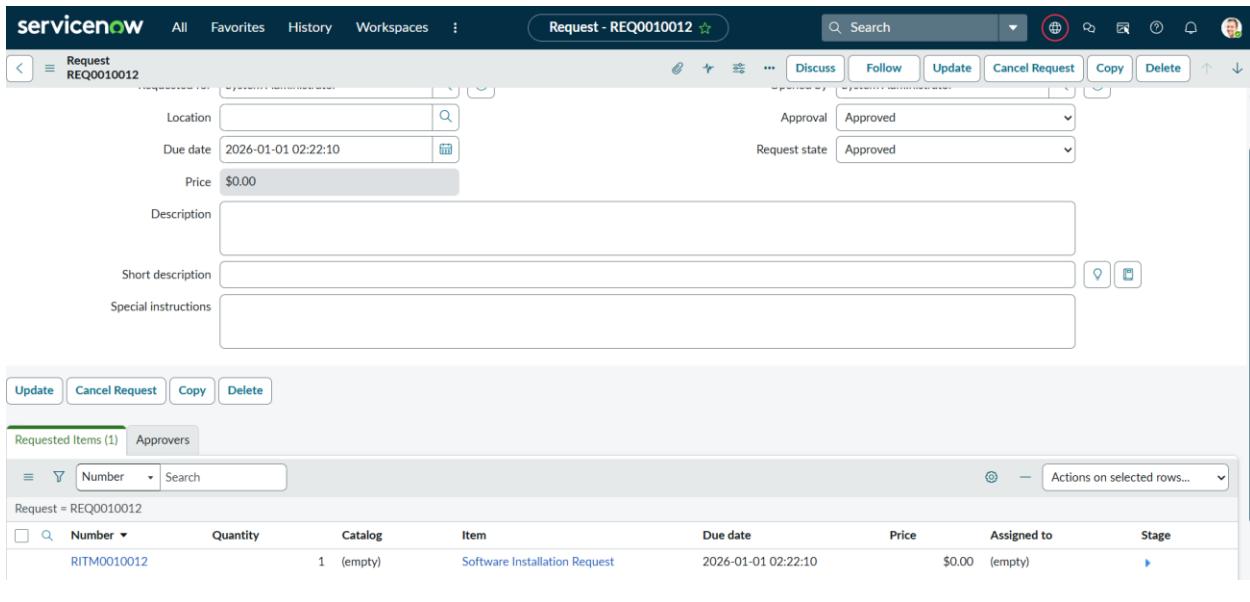
Steps

1. Login to ServiceNow
 2. Navigate to:
 - a. **Service Catalog → Requests**
 3. Open the newly created Request Number
 - a. **Example:** REQ0010006
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Expected Result

- Request record exists
- Request state reflects approval status
- Requested for and opened by users are correct

Screenshot: Request Table



The screenshot shows the ServiceNow Request table interface. At the top, there's a header bar with the ServiceNow logo, navigation links (All, Favorites, History, Workspaces), and a search bar. Below the header, the title is "Request - REQ0010012". The main area contains several input fields: Location, Due date (set to 2026-01-01 02:22:10), Price (\$0.00), Description, Short description, and Special instructions. There are also buttons for Update, Cancel Request, Copy, and Delete. Below these fields is a section titled "Requested Items (1)" which lists one item: RITM0010012. The table has columns: Number, Quantity, Catalog, Item, Due date, Price, Assigned to, and Stage. The item details are: Number RITM0010012, Quantity 1 (empty), Catalog Software Installation Request, Due date 2026-01-01 02:22:10, Price \$0.00, Assigned to (empty), and Stage (empty).

Activity 2: sc_req_item Table (Requested Item – RITM)

Purpose

To verify catalog item-specific details and variables.

Steps

1. From the Request (REQ) record:
 - o Click on **Requested Items**
 2. Open the **RITM number**
 - o Example: RITM0010008
 3. Scroll down to the **Variables** section
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Activity 3: sc_task Table (Catalog Task – SCTASK)

Purpose

To confirm that fulfillment tasks are created after approval.

Steps

1. From the Requested Item (RITM):
 - o Scroll to **Catalog Tasks**
 2. Open the generated **SCTASK record**
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Verification Checklist

1. Task assigned to **Software Support Team**
 2. Short description (e.g., *Install requested software*)
 3. Task state transitions correctly:
 - Open
 - Work in Progress
 - Completed
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Expected Result

- Task is automatically created by the flow
 - Assignment group is correct
 - Task lifecycle follows fulfillment process
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Outcome

After completing **Phase 4**:

- Flow is successfully attached to catalog item
- Requests trigger automation without manual steps
- REQ, RITM, and SCTASK records are created correctly
- Approval, fulfillment, and tracking are fully automated
- Backend data integrity is maintained across tables



Screenshot: Requested Item Table

servicenow All Favorites History Workspaces ⋮ Requested Item - RITM0010012 ⚡

Requested Item
RITM0010012

Request	REQ0010012	<input type="button" value="Search"/>	<input type="button" value="Help"/>
Requested for	System Administrator	<input type="button" value="Search"/>	<input type="button" value="Help"/>
Due date	2026-01-01 02:22:10	<input type="button" value="Calendar"/>	
Configuration item		<input type="button" value="Search"/>	
Watch list	<input type="button" value="Add"/>	<input type="button" value="Remove"/>	
Stage	Request Approved		
State	Open	<input type="button" value="Select"/>	
Quantity	1		
Estimated delivery		<input type="button" value="Calendar"/>	
Backordered	<input type="checkbox"/>		
Order Guide		<input type="button" value="Search"/>	

Variables

* What software do you need?
OBS

Specify version (if required)
v11

* Why do you need this software?
Recording

* Select urgency level
Normal