

Setup Manual:

Automated Network Request Management – ServiceNow

1. Purpose

This setup manual provides a **step-by-step guide** to recreate the Automated Network Request Management solution in a **new ServiceNow Personal Developer Instance (PDI)**.

It covers catalog configuration, automation setup, security controls, and testing procedures.

2. Prerequisites

Before starting, ensure the following:

- Active **ServiceNow Personal Developer Instance**
- Admin access to the instance
- Basic understanding of:
 - Service Catalog
 - Flow Designer
 - Tables and ACLs

3. Order of Operations (Recommended)

1. Create Custom Tables
2. Create Service Catalog Item
3. Configure Variables
4. Build Flow Designer Workflow
5. Configure ACLs and Roles
6. Test End-to-End Submission

4. Custom Table Creation

4.1 Create u_network_database Table

Navigation:

System Definition → Tables → New

Table Details:

- Label: Network Request Database
- Name: u_network_database
- Extends Table: None

Key Fields to Add:

- Request Type (Choice)
- Justification (String)

- Portal Details (String)
- Urgency (Choice)
- Requested For (Reference → User)
- Approval State (Choice)
- Status (Choice)

The screenshot shows the ServiceNow configuration page for a table named 'Network Database' (u_network_database) under the 'Global' application. The 'Columns' tab is selected, showing a list of dictionary entries. The entries are as follows:

Column label	Type	Reference	Max length	Default value	Display
Assignment Group	Reference	Group	32		false
Date of Enquiry	Date	(empty)	40		false
Customer Address	String	(empty)	40		false
Assigned to	Reference	User	32		false

4.2 Create u_network_task Table

Navigation:

System Definition → Tables → New

Table Details:

- Label: Network Task
- Name: u_network_task

Key Fields:

- Parent Request (Reference → u_network_database)
- Assigned Group (Reference → Group)
- Task Status (Choice)
- Work Notes (String)

Universal Request	Reference	Task	32	false
Number	String	(empty)	40 javascript:getNextObj(NumberPadded);	true
Configuration Item	Reference	Configuration Item	32	false
Approval history	Journal	(empty)	4,000	false
Business duration	Duration	(empty)	40	false
Location	Reference	Location	32	false
User input	User Input	(empty)	4,000	false
Active	True/False	(empty)	40 true	false
State	Integer	(empty)	40 1	false
Work notes	Journal Input	(empty)	4,000	false
Closed by	Reference	User	32	false
Follow up	Date/Time	(empty)	40	false
Domain	Domain ID	(empty)	32 global	false
Additional comments	Journal Input	(empty)	4,000	false
Urgency	Integer	(empty)	40 3	false
Opened	Date/Time	(empty)	40 javascript:gs.nowDateTime()	false
Insert a new row...				

5. Service Catalog Item Creation

5.1 Create Catalog Item

Navigation:

Service Catalog → Catalog Definitions → Maintain Items → New

Details:

- Name: Network Request
- Catalog: Service Catalog
- Category: Network Services

6. Variable Configuration

6.1 Add Catalog Variables

Navigation:

Catalog Item → Variables → New

Variable Name	Type	Mandatory
Request Type	Choice	Yes
Justification	Multi-line Text	Yes
Portal Details	Single-line Text	Yes
Urgency	Choice	Yes

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 y...	310
Single Line Text	Is this is a relocation.Please provide y...	320
Container Start	Location & Devices Type	400
Single Line Text	Please provide address here	410
Select Box	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

6.2 Variable Properties

- Set **Mandatory** = **true**
- Add **Help Text** for clarity
- Configure **UI Policies** if conditional visibility is required

7. Flow Designer Workflow Setup

7.1 Create Flow

Navigation:

Flow Designer → New → Flow

Flow Name: Automated Network Request Flow

Trigger: Service Catalog → Catalog Item Requested

7.2 Configure Flow Actions

Flow Actions (in order):

1. Get Catalog Variables

The screenshot shows the 'Get Catalog Variables' configuration window for a 'Network Request' flow. It features two columns: 'Available' and 'Selected'. The 'Available' column lists variables: 'proof_of_document', 'is_this_a_new_network_connect', 'if_this_is_a_relocation_please_provide_device_details', 'is_this_a_relocation_please_provide_address_here', 'if_any_please_write_here', and 'phone_number'. The 'Selected' column lists: 'opened_on_behalf_of', 'email_id', 'user_name', 'please_provide_address_here', 'phone_number', and 'type_of_devices'. 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.' Buttons at the bottom include 'Delete', 'Cancel', and 'Done'.

2. Create Record → u_network_database

The screenshot shows the 'Create Record' configuration window for a 'Network Request' flow. It features a table with fields and their corresponding values. The fields are: 'Request Number', 'Requested For', 'Work Status', 'Assignment Group', 'Date of Enquiry', 'Device Details', and 'Customer Address'. The values are: 'Trigger - Service...', '1 - Get Catalog Va...', 'New', 'Network', 'Trigger - Service...', '1 - Get Catalog...', and '1 - G... please_provide_addr...'. Buttons at the bottom include 'Delete', 'Cancel', and 'Done'.

3. Ask for Approval

The screenshot shows an email composition interface. The 'CC' field contains '2 - Create Record' and 'Email'. The 'Subject' field is 'Request has been Created'. The 'Body' field contains the following text: 'Hello', 'We have been received your request with request number:', 'Sorry for the inconvenience and your request will resolved with in 2 Bussiness working days.', 'Thanks for contacting us.', and 'Network Team.'. The email is set to be sent from 'OpenSansSo' at '10pt'. At the bottom right, there are 'Delete', 'Cancel', and 'Done' buttons. The status bar at the bottom indicates 'Status: Published' and 'Application: Global'.

4. If (Approval State = Approved)

The screenshot shows a rule configuration interface. The 'Rules' section has a dropdown set to 'Approve'. The 'When' condition is 'Anyone approves'. The 'Due Date' is set to 'None'. The rule is configured to trigger when '2 - Create Rec...' is managed. At the bottom right, there are 'Delete', 'Cancel', and 'Done' buttons. The status bar at the bottom indicates 'Status: Draft' and 'Application: Global'.

5. Create Record → u_network_task

The screenshot shows the 'Create Network Task Record' action configuration in Workflow Studio. The 'Action' is set to 'Create Record'. The 'Action Inputs' section includes the following fields: 'Table' (Network Task [u_network_task]), 'State' (Open), 'Assignment group' (Network), 'Parent' (2 - Cr... Network Database ...), and 'Short description' (Provide network service). At the bottom, there is a '+ Add field value' button. The status bar at the bottom indicates 'Status: Draft' and 'Application: Global'.

6. Send Email Notification

The screenshot shows the 'Send Email' action configuration in Workflow Studio. The action is named 'Send Email' and is part of a workflow for 'Network Request'. The configuration includes the following fields:

- Action:** Send Email
- Action Inputs:**
 - Target Record:** 2 - Cr... Network Database ...
 - Table:** Network Database [u_network_d...]
 - Include Watermark:** ☒
 - * To:** 1 - Get Catalog Va... Em...
 - CC:** 2 - Create Record ... Email
 - BCC:** (empty)
- * Subject:** Network Request Approved
- Body:** Hello 2 - Create ... Requested ...
Your Network request has been approved successfully.
Thanks for contacting us.
Network Team.

Buttons at the bottom: Delete, Cancel, Done.

7. Update Record Status




The screenshot shows the 'Update Record' action configuration in Workflow Studio. The action is named 'Update Record' and is part of a workflow for 'Network Request'. The configuration includes the following fields:

- Action:** Update Record
- Action Inputs:**
 - * Record:** 7 - Creat... Network Task Re...
 - * Table:** Network Task [u_network_task]
 - * Fields:**
 - State:** Closed Complete
 - Work notes:** Network task completed successfully


Buttons at the bottom: Delete, Cancel, Done.




7.3 Approval Configuration

- Manager Approval → Standard requests
- Network Security Approval → High-sensitivity requests
- Group Approval → Department-specific requests


5  If  




Condition Label:

* Condition 1: 


10  If  

Condition Label:

* Condition 1: 

15  If  

Condition Label:

* Condition 1: 

8. ACL and Role Configuration:

8.1 Default ACL Usage

- Default ACLs created automatically with custom tables
- Admin role used for configuration

8.2 Access Control

Role	Access
Admin	Full access
Network Team	Read / Update
End User	Create / Read

9. Test Submission Data

9.1 Sample Test Data

Field	Sample Value
Request Type	VPN Access
Justification	Required for project work
Portal Details	HR Portal
Urgency	High

9.2 Testing Steps




1. Login to Service Portal (/sp)
2. Search for **Network Request**
3. Fill in test data
4. Submit request
5. Verify:
 - Request creation
 - Approval routing
 - Email notification
 - Task creation
 - Status updates

Network Request

Network Services Request

Requester information

Opened on behalf of

 Abel Tuter  

Phone Number

9876543210

Email Id

abel@example.com

Proof of Document

 Upload

User name

Abel

Is this a new network connection or a relocation

 New

Quantity: 

Delivery Time: 2 Days

 Add to Cart

 Save as Draft

Order Now



Employee Center is available to you
Join your peer organizations in creating a better

Learn More about Employee Center

Close modal

Order Confirmation

Request for 1

System Administrator

Delivery Information (Optional)

Special instructions (Optional)

Cancel

Checkout

Home > Service Catalog > Standard

Network Request

Network Services Request

Requester information

Opened on behalf of

Abel Tutor

Phone Number

9876543210

Email Id

abel@example.com

Proof of Document

Upload

User name

Abel

Is this a new network connection or a relocation

Quantity: 1

Delivery Time: 2 Days

Add to Cart

Save as Draft

Order Now

servicenow

KnowledgeCatalogRequestsSystem StatusCartToursSystem Administrator

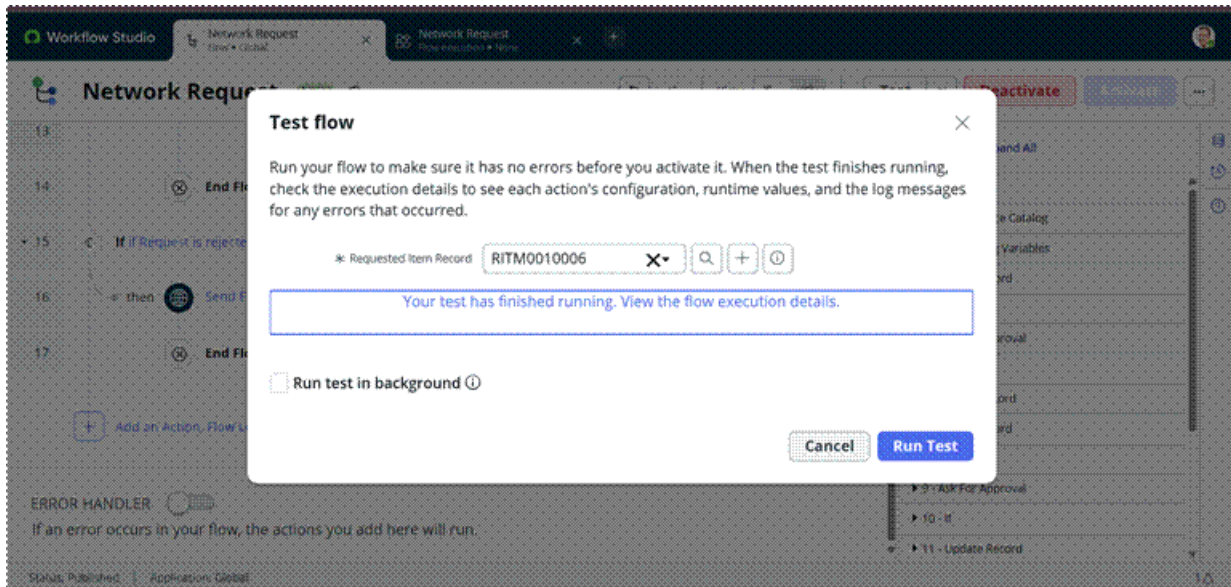
Home > Request Summary - REQ0010004

Search Catalog

Submitted : 2025-12-25 00:23:25
Request Number : REQ0010004
Estimated Delivery : 2025-12-27

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Network Request	2025-12-27	Assess or Scope Task	---	1	---

Total: \$0.00



servicenow All Favorites History Workspaces Approvals Search					
Approvals Created Search Actions on selected rows...					
All					
<input type="checkbox"/>	State	Approver	Comments	Approval for	Created
<input type="checkbox"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
<input type="checkbox"/>	Requested	Bow Ruggeri		(empty)	2025-12-25 00:31:21
<input type="checkbox"/>	Approved	Bow Ruggeri		(empty)	2025-12-22 03:15:46
<input type="checkbox"/>	Approved	Bow Ruggeri		(empty)	2025-12-22 03:13:37
<input type="checkbox"/>	Approved	Bow Ruggeri		(empty)	2025-12-22 02:56:23
<input type="checkbox"/>	Approved	Bow Ruggeri		(empty)	2025-12-22 02:50:30
<input type="checkbox"/>	Approved	Bow Ruggeri		(empty)	2025-12-22 02:30:23
<input type="checkbox"/>	Approved	Bow Ruggeri		(empty)	2025-12-22 02:24:08
<input type="checkbox"/>	Approved	Bow Ruggeri		(empty)	2025-12-22 02:21:41
<input type="checkbox"/>	Approved	Bow Ruggeri		(empty)	2025-12-22 02:04:54
<input type="checkbox"/>	Approved	Bow Ruggeri		(empty)	2025-12-22 01:58:41
<input type="checkbox"/>	Approved	Bow Ruggeri		(empty)	2025-12-22 01:57:26
<input type="checkbox"/>	Approved	Bow Ruggeri		(empty)	2025-12-22 01:45:07

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AllFavoritesHistory

Approval - Network Database: Creat...

Search

Approval

Network Database: Created 2025-12-25 00:31:21

UpdateApproveRejectDelete

ApproverBow Ruggeri

ApprovingNetwork Database: Created 2025-12-

StateApproved

Approval ReasonWaiting for approval

Comments

Comments

Post

Activities: 1

System Administrator

Field changes • 2025-12-25 00:31:21

ApproverBow Ruggeri

StateRequested

UpdateApproveRejectDelete

EXECUTION DETAILS

Network Request

Test Run - Completed

Open flow

Open context record

View Action Details

State

Start time

DW STATISTICS

Run as: System Administrator

Open flow logs

Completed

2025-12-25 00:31:20

6077ms

IGGER

Catalog Item Requested

TIONS

1

Get Catalog Variables from Network Request

Core Action

Completed

2025-12-25 00:31:20

98ms

2

Create Record

Core Action

Completed

2025-12-25 00:31:21

35ms

3

Send Email

Completed

2025-12-25 00:31:21

456ms

4

Ask For Approval

Core Action

Completed

2025-12-25 00:31:21

237ms

5

If If Request is approved

Flow Logic

Evaluated - True

2025-12-25 00:32:53

5247ms

6

Update Record

Core Action

Completed

2025-12-25 00:32:53

7ms

7

Create Record

Core Action

Completed

2025-12-25 00:32:53

54ms

8

Send Email

Completed

2025-12-25 00:32:53

5060ms

9

Ask For Approval

Core Action

Completed

2025-12-25 00:32:58

17ms

10

If If Status changes

Flow Logic

Evaluated - True

2025-12-25 00:32:58

109ms

11

Update Record

Core Action

Completed

2025-12-25 00:32:58

85ms

12

Send Email

Completed

2025-12-25 00:32:58

24ms

13




End

Flow Logic

Completed

2025-12-25 00:32:58

0ms

12	 Send Email		Completed	2025-12-25 00:32:58	24ms
13	 End	Flow Logic	Completed	2025-12-25 00:32:58	0ms
14	 End	Flow Logic	Not Run		
15	 If if Request is rejected	Flow Logic	Not Run		
16	 Send Email		Not Run		
17	 End	Flow Logic	Not Run		
ERROR HANDLER					

10. Validation Checklist

- ✓ Catalog item visible in portal
- ✓ Variables captured correctly
- ✓ Flow triggered successfully
- ✓ Approval received
- ✓ Records created in custom tables
- ✓ Notifications sent

11. Conclusion

This setup manual enables any administrator to recreate the Automated Network Request Management solution in a fresh ServiceNow PDI with minimal effort.

Following the defined order ensures consistency, automation accuracy, and compliance with ServiceNow best practices.