

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 interface for creating a new table. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Admin', and a search bar. Below the header, it says 'Table - Network Database'. The main area displays the table structure with the following details:

Label	Network Database	Application	Global
Name	u_network_database		

Below this, the 'Dictionary Entries' section lists four columns:

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 Number	String	Task (empty)	32 40 javascript:getNextObjNumberPadded()	false 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

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

The screenshot shows the ServiceNow interface for managing catalog items. The title bar reads "Catalog Item - Network Request". The main content area displays a table of variables for the "Network Request" catalog item. The columns are "Type", "Question", and "Order". The variables listed are:

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 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

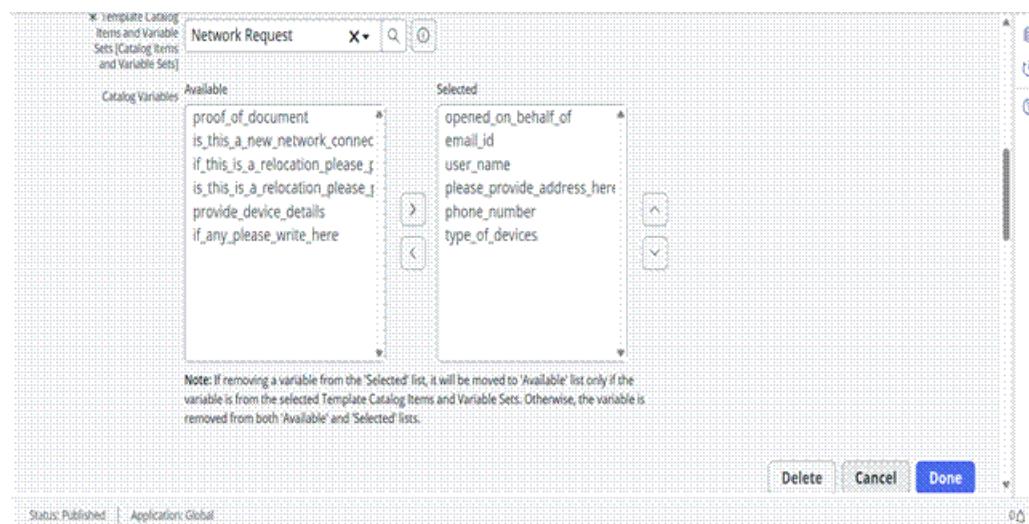
Flow Name: Automated Network Request Flow

Trigger: Service Catalog → Catalog Item Requested

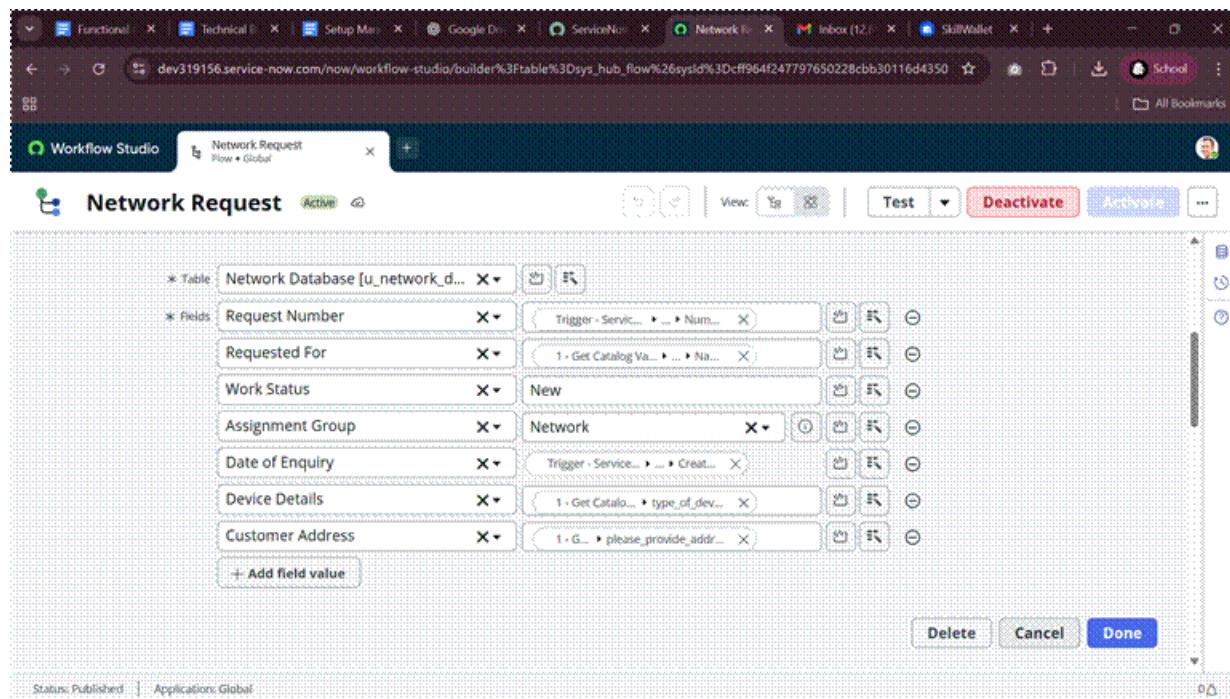
7.2 Configure Flow Actions

Flow Actions (in order):

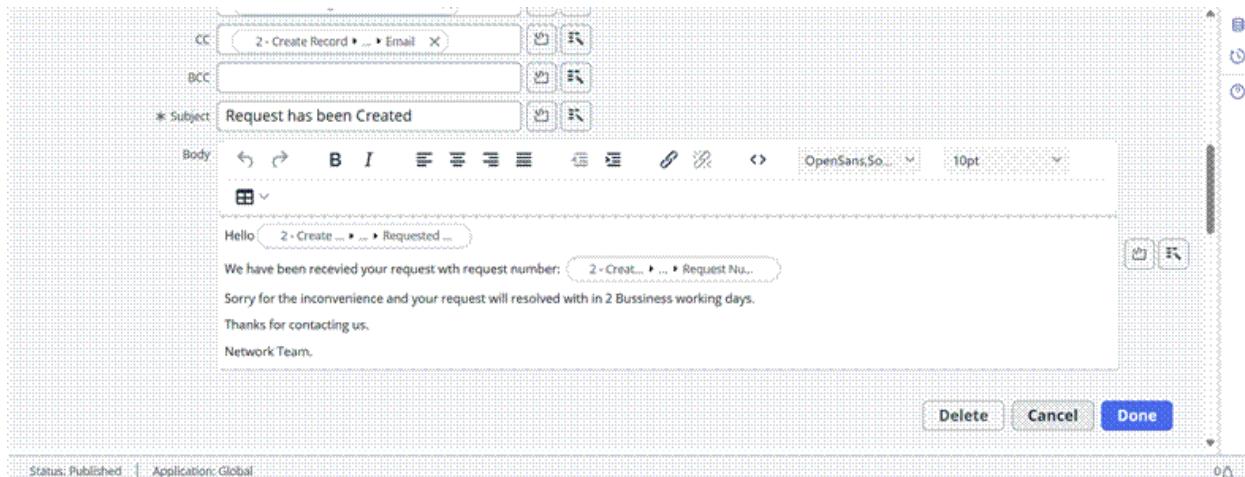
1. Get Catalog Variables



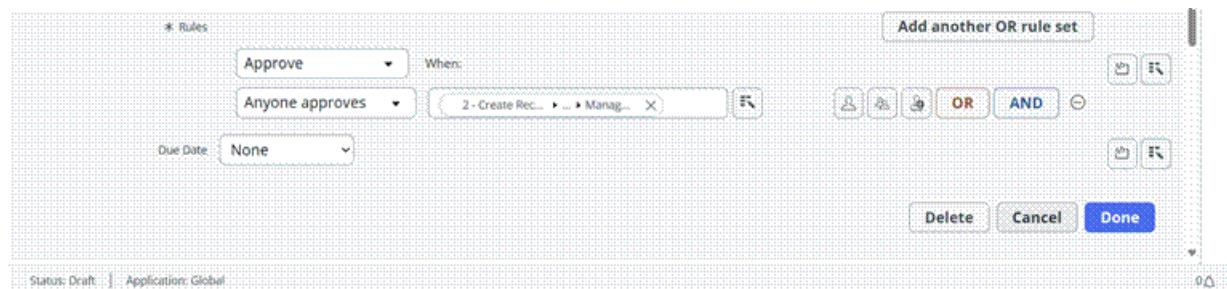
2. Create Record → u_network_database



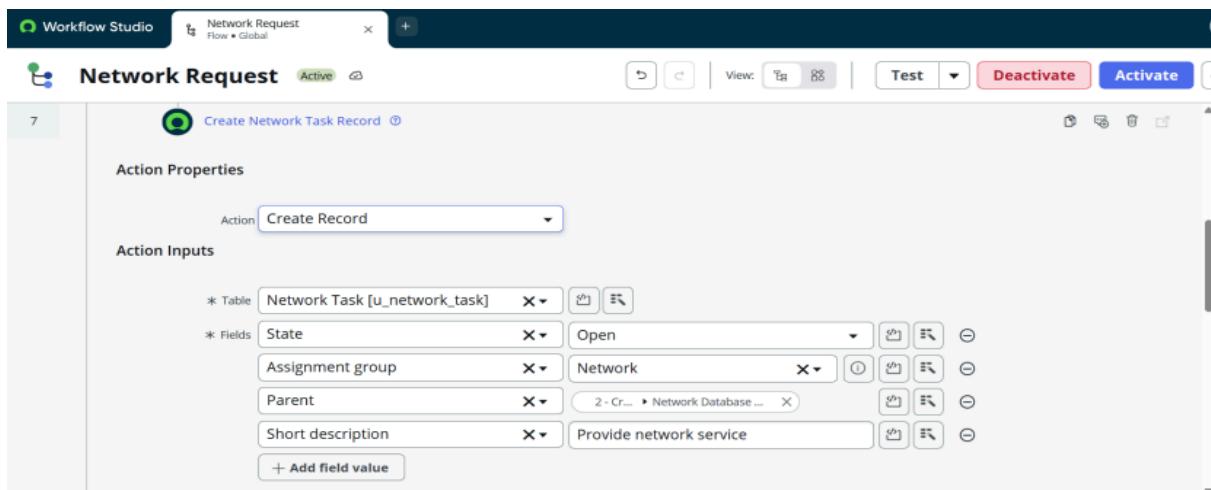
3. Ask for Approval



4. If (Approval State = Approved)



5. Create Record → u_network_task



6. Send Email Notification

The screenshot shows the 'Workflow Studio' interface for a 'Network Request' flow. The current step is labeled '8'. The action being configured is 'Send Email'. The 'Action Properties' section shows the 'Action' dropdown set to 'Send Email'. The 'Action Inputs' section includes fields for 'Target Record' (set to '2 - Create... > Network Database ...'), 'Table' (set to 'Network Database [u_network_d...]'), 'Include Watermark' (checked), 'To' (set to '1 - Get Catalog Va... > ... > Email ...'), 'CC' (set to '2 - Create Record > ... > Email ...'), and 'BCC'. The 'Body' section contains the subject 'Network Request' and the body text: 'Hello', 'Your Network request has been approved successfully.', 'Thanks for contacting us.', and 'Network Team.'.

7. Update Record Status

The screenshot shows the 'Workflow Studio' interface for a 'Network Request' flow. The current step is labeled '11'. The action being configured is 'Update Record'. The 'Action Properties' section shows the 'Action' dropdown set to 'Update Record'. The 'Action Inputs' section includes fields for '* Record' (set to '7 - Create... > Network Task Re...'), '* Table' (set to 'Network Task [u_network_task]'), '* Fields' (with 'State' set to 'Closed Complete' and 'Work notes' set to 'Network task completed successfully'), and a '+ Add field value' button.

7.3 Approval Configuration

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

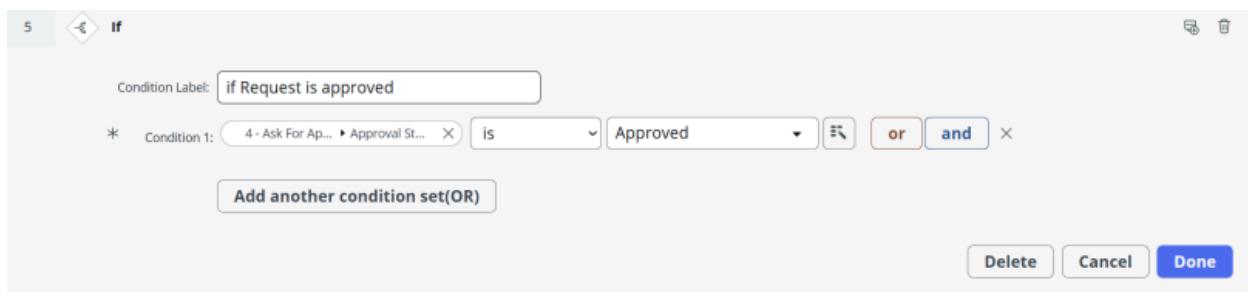
5 If

Condition Label: if Request is approved

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

Add another condition set(OR)

Delete Cancel Done



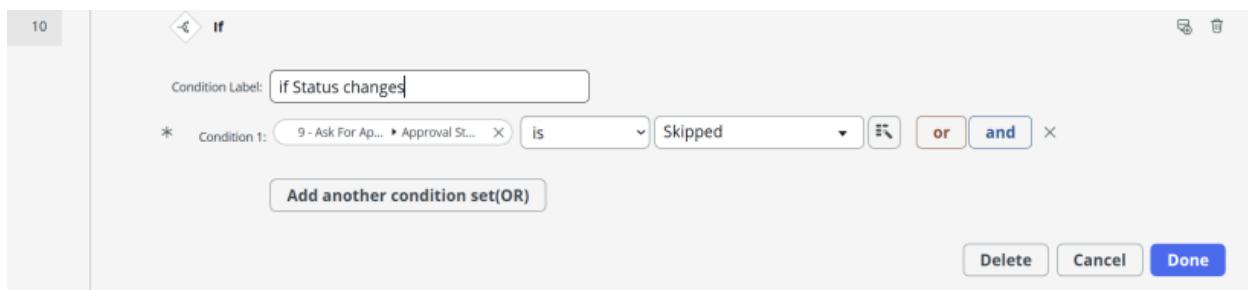
10 If

Condition Label: if Status changes

* Condition 1: 9 - Ask For Ap... ▶ Approval St... is Skipped or and ×

Add another condition set(OR)

Delete Cancel Done



15 If

Condition Label: if Request is rejected

* Condition 1: 4 - Ask For Ap... ▶ Approval St... is Rejected or and ×

Add another condition set(OR)

Delete Cancel Done



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



Home > Service Catalog > Standard Changes > Network Standard Changes > Network Request

Search Catalog



Network Request

Network Services Request

Requester information

Opened on behalf of

 AbelTutor X v

Phone Number

 9876543210

Email Id

 abel@example.com

Proof of Document

 Upload

User name

 Abel

Is this a new network connection or a relocation

 NewQuantity: 1 ▼

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 future.

servicenow

Home > Service Catalog > Standard

Network Request

Network Services Request

Requester information

Opened on behalf of: Abel Tuter

Phone Number: 9876543210

Email Id: abel@example.com

Proof of Document:

User name: Abel

Is this a new network connection or a relocation:

Order Confirmation

Request for: System Administrator

Delivery Information (Optional)

Special instructions (Optional)

Quantity: 1

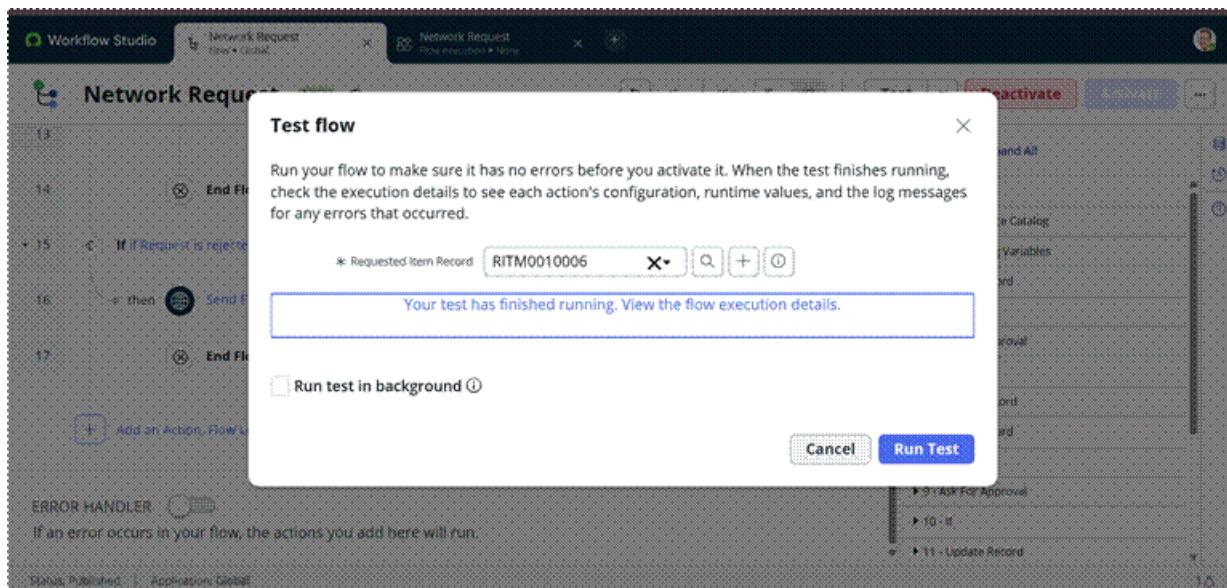
Delivery Time: 2 Days

servicenow

Home > Request Summary - REQ0010004

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



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

servicenow All Favorites History Approval - Network Database: Creat...

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

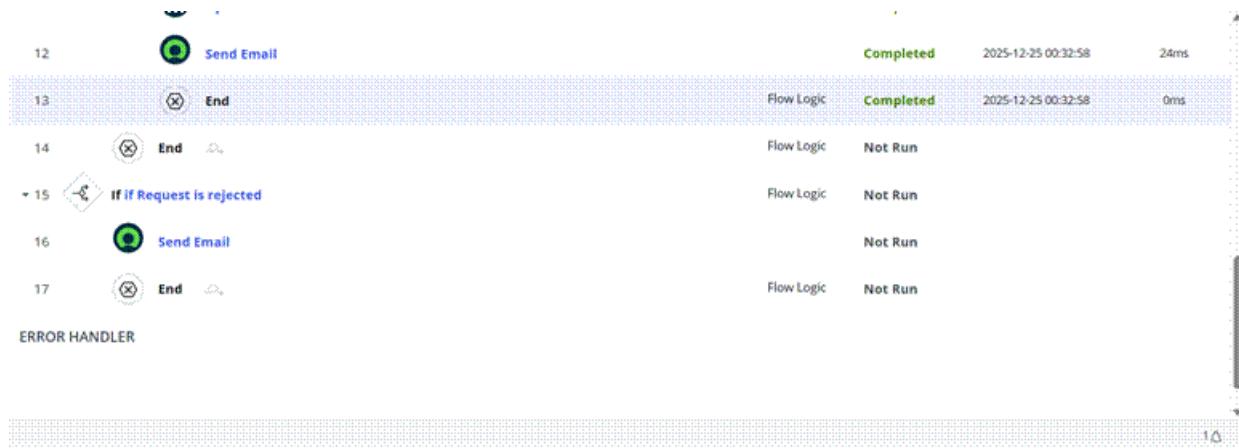
Approver	Bow Ruggert	Approving	Network Database: Created 2025-12-
State	Approved		
Approval Reason	Waiting for approval		
Comments	Comments		Post
Activities: 1		System Administrator	Field changes • 2025-12-25 00:31:21
		Approver Bow Ruggert State Requested	

Actions: Update Approve Reject Delete

EXECUTION DETAILS **Network Request**

Run as: System Administrator **Test Run - Completed** Open flow Open context record

Action Details	State	Start time	Duration
DW STATISTICS	Completed	2025-12-25 00:31:20	6077ms
IGGER			
Catalog Item Requested			
TIONS			
Get Catalog Variables from Network Request	Core Action Completed	2025-12-25 00:31:20	98ms
Create Record	Core Action Completed	2025-12-25 00:31:21	35ms
Send Email	Completed	2025-12-25 00:31:21	456ms
Ask For Approval	Completed	2025-12-25 00:31:21	237ms
Flow Logic	Evaluates - True	2025-12-25 00:32:53	5247ms
Update Record	Core Action Completed	2025-12-25 00:32:53	7ms
Create Record	Core Action Completed	2025-12-25 00:32:53	54ms
Send Email	Completed	2025-12-25 00:32:53	5060ms
Ask For Approval	Completed	2025-12-25 00:32:58	17ms
Flow Logic	Evaluates - True	2025-12-25 00:32:58	109ms
Update Record	Core Action Completed	2025-12-25 00:32:58	85ms
Send Email	Completed	2025-12-25 00:32:58	24ms
End	Flow Logic Completed	2025-12-25 00:32:58	0ms



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.