

DATA HANDLING

Description

In this phase, Service Catalog request data is automatically captured and stored in a custom database table to ensure structured tracking, reporting, and auditability.

For the **Network Request** catalog item, **Process Automation using Flow Designer** is implemented to extract catalog variables and persist them into a custom table named **u_network_database**.

This eliminates manual data entry and ensures consistent and reliable data storage.

Objective

Automatically map Service Catalog variables from the **Network Request** catalog item into corresponding fields in a custom table when a request is submitted.

Process Overview

Step 1: Flow Creation

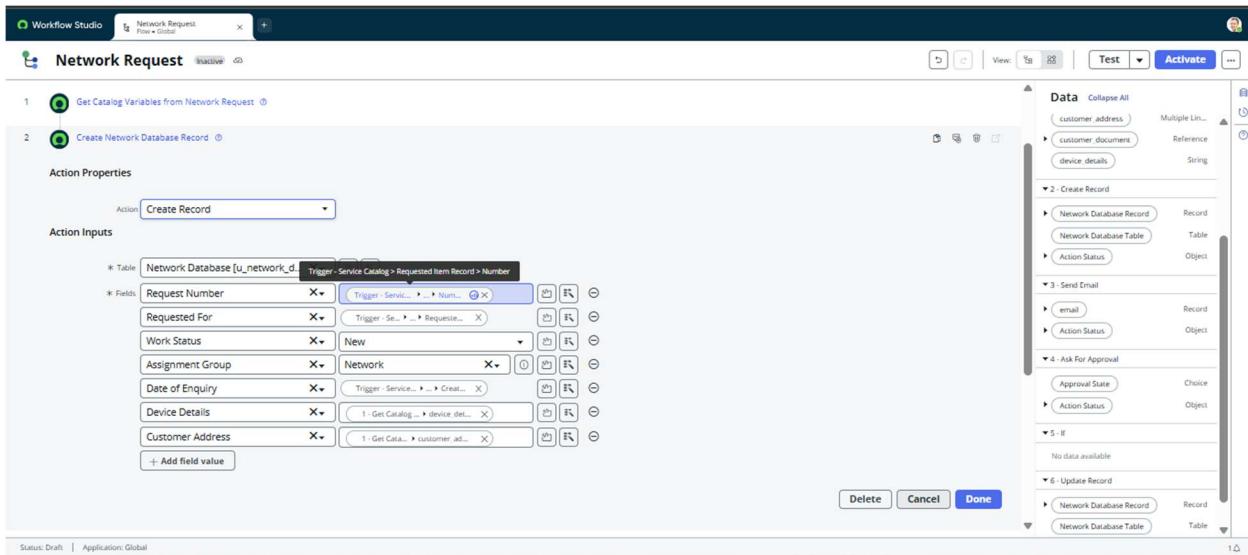
- Navigate to **Workflow Studio** → **Flow Designer**
- Create a new flow named **Network Request**
- Set the flow status to **Active**

Step 2: Trigger Configuration

- Trigger Type: **Service Catalog**
- Trigger Condition:
 - When a **Requested Item** is submitted
 - Catalog Item: **Network Request**

Step 3: Get Catalog Variables

- Add Action: **Get Catalog Variables**
- Input:
 - **Requested Item** → From Trigger



Step 4: Create Record in Custom Table

- Add Action: **Create Record**

- Table: **Network Database Table (u_network_database)**

This step creates a new record for every submitted request.

Step 5: Variable Mapping (Core Data Handling)

- Click **Add Fields (+)** in the Create Record action
- Map catalog variables to table fields

Example Mappings:

Catalog Variable	Custom Table Field
Request Number	u_request_number
Opened on behalf of → Name	u_requested_user
Email ID	u_email
Phone Number	u_phone
Device Type	u_device_type
Customer Address	u_address

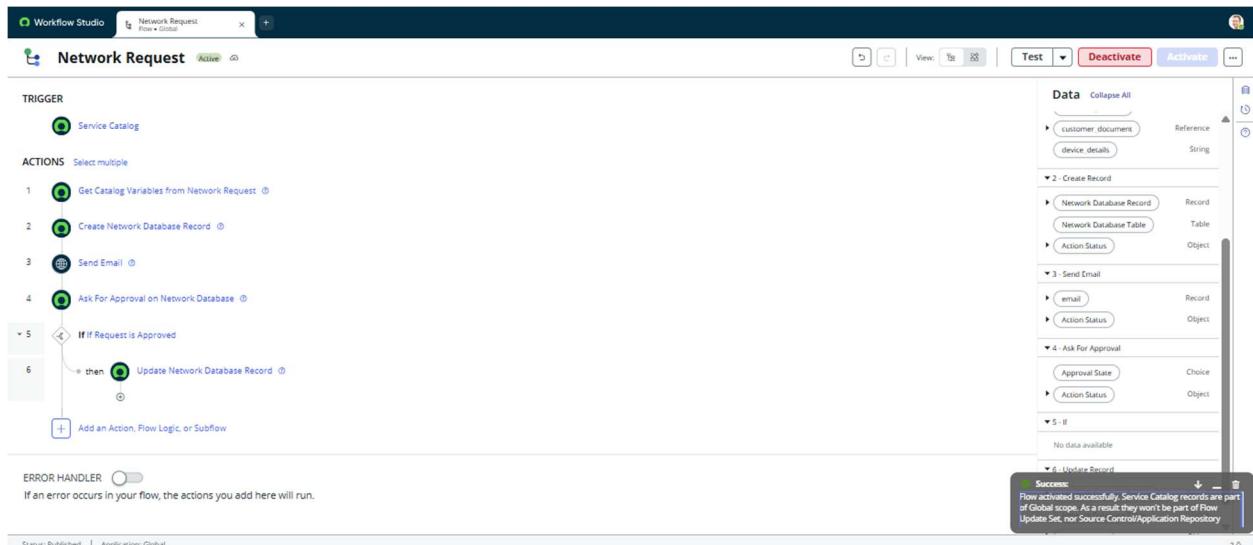
Assignment Group	Network
Work Status	New
Date of Enquiry	Trigger → Created Date

This ensures all request-related data is stored in a structured format.

Step 6: Save and Activate Flow

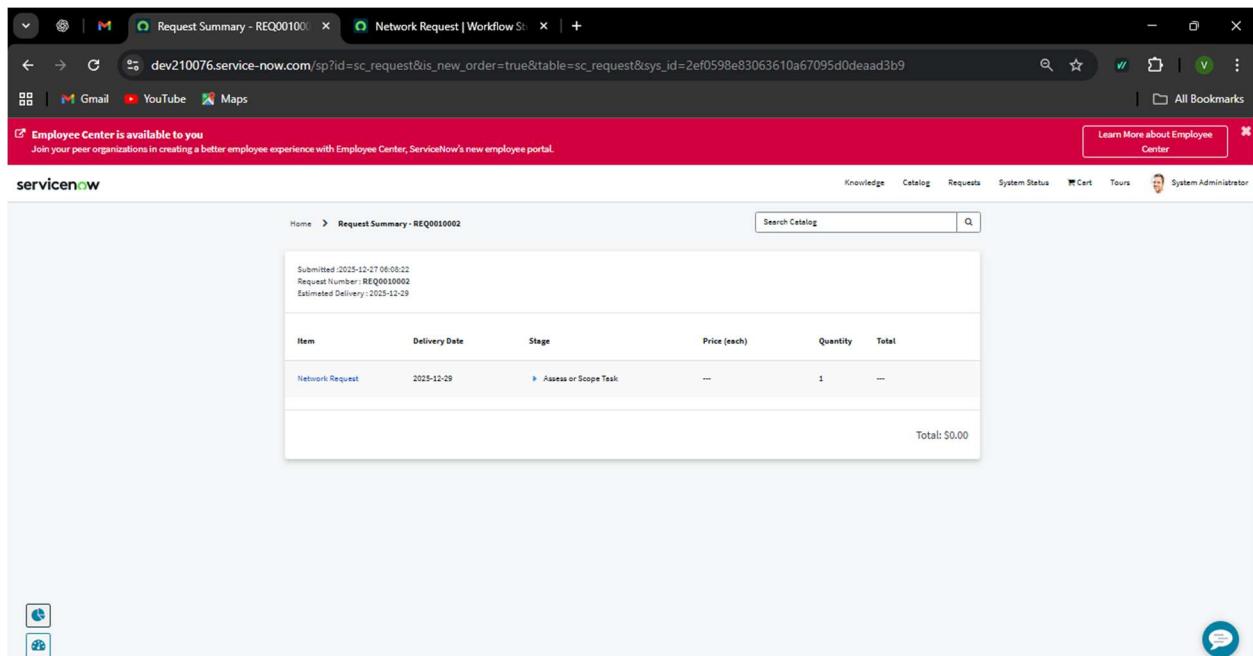
- Validate all mappings
- Save the flow
- Activate the flow

Once active, the flow automatically executes on every new Network Request submission.



Outcome

- All Network Request submissions are automatically stored in **u_network_database**
- Benefits achieved:
 - ✓ No manual data entry
 - ✓ Structured data storage
 - ✓ Improved traceability
 - ✓ Ready for reporting and dashboards
 - ✓ Audit and compliance friendly



The screenshot shows a ServiceNow browser interface with the following details:

- Title Bar:** Request Summary - REQ001002 | Network Request | Workflow St... | +
- Address Bar:** dev210076.service-now.com/sp?id=sc_request&is_new_order=true&table=sc_request&sys_id=2ef0598e83063610a67095d0deaad3b9
- Header:** Employee Center is available to you (with a link to learn more) and a System Administrator menu.
- Content Area:**
 - Request Summary - REQ001002:** A card showing submission details: Submitted: 2025-12-27 06:08:22, Request Number: REQ0010002, Estimated Delivery: 2025-12-29.
 - Table:** A table detailing the request items.

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Network Request	2025-12-29	Assess or Scope Task	---	1	---
 - Total:** \$0.00
- Bottom Navigation:** Icons for Home, Requests, Catalog, Knowledge, System Status, Cert, Tours, and System Administrator.