Automation Network Request Management

Flow Designer

Purpose

In today's digital-driven organizations, network infrastructure is critical for enabling business operations and data security. Traditionally, organizations handled network service requests such as VPN access or IP configuration through emails or spreadsheets, which often resulted in delays, lack of transparency, and increased human error.

To overcome these challenges, this project leverages ServiceNow to provide a centralized and standardized platform for managing network service requests. Automating network request management in ServiceNow enhances operational efficiency by streamlining workflows, reducing manual interventions, and ensuring real-time updates. By utilizing ServiceNow's Service Catalog and workflow automation, the system ensures that requests are processed efficiently from submission to fulfilment.

Overview of Automated Flow

- **Flow Name:** Copy of Network Request

- **Application Scope:** Global

- **Flow Status:** Active /Published

- **Trigger Type:** Service Catalog

- **Flow Objective:** To automate the complete lifecycle of a network request from submission to fulfilment.

Flow Architecture

The flow consists of the following logical stages:

1. Catalog request submission

2. Capture catalog variables

3. Create network database record

4. Send acknowledgment email

5. Request approval

6. Conditional branching (Approved / Rejected)

7. Task creation and assignment

8. Status update and notifications

9. Flow termination

Trigger Configuration

The flow is triggered when a Network Request catalog item is submitted by a user. This ensures automation starts immediately after the user submits the request.

- **Trigger Event: Catalog Item → Network Request**

Approval Logic

The system implements a structured approval hierarchy to ensure governance and compliance.

Level	Approval Type	Condition
Level 1	Manager Approval	Mandatory
Level 2	Task Approval	Conditional
Rejection Path	Immediate Flow Termination	Yes

Benefits of Automation

- Eliminates manual processing

- Ensures faster approvals

- Improves transparency

- Reduces errors

- Provides an audit trail

Conclusion

The Flow Designer automation enables an end-to-end automated network request lifecycle. By combining catalog triggers, approvals, conditional logic, task creation, and notifications, the system delivers a robust, scalable, and efficient backend solution aligned with ITSM best practices.