

# QA TESTING

## Description

Quality Assurance (QA) testing was conducted to validate the end-to-end functionality of the **Automated Network Request Management** solution in ServiceNow.

The objective of this phase was to ensure that the system behaves as expected under real-world conditions and that all workflow stages execute correctly without manual intervention.

## Request Lifecycle Verification

To validate the complete request lifecycle, multiple test scenarios were simulated using the Service Portal and administrative interfaces.

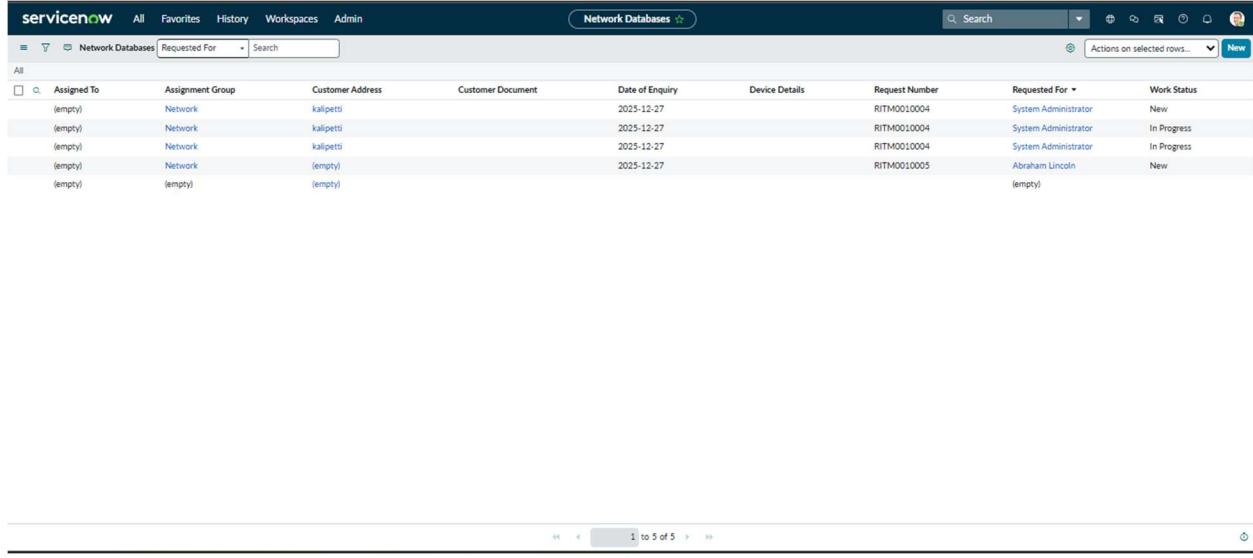
The following stages were verified:

### 1. Request Creation

- A **Network Request** was submitted from the Service Portal.
- All catalog variables (requester details, device details, address, etc.) were captured successfully.
- A unique **Request Number (REQ)** was generated automatically.

### 2. Data Persistence Validation

- Upon submission, a new record was automatically created in the custom table **u\_network\_database**.
- Verified that all mapped fields were populated correctly:



The screenshot shows a ServiceNow interface for the 'Network Databases' table. The grid displays five rows of data with the following columns and values:

All	Assigned To	Assignment Group	Customer Address	Customer Document	Date of Enquiry	Device Details	Request Number	Requested For	Work Status
	(empty)	Network	kalipetti		2025-12-27		RITM0010004	System Administrator	New
	(empty)	Network	kalipetti		2025-12-27		RITM0010004	System Administrator	In Progress
	(empty)	Network	kalipetti		2025-12-27		RITM0010004	System Administrator	In Progress
	(empty)	Network	(empty)		2025-12-27		RITM0010005	Abraham Lincoln	New
	(empty)	(empty)	(empty)					(empty)	

At the bottom of the grid, there is a navigation bar with the text "1 to 5 of 5".

### 3. Approval Routing Verification

- The approval request was automatically generated using Flow Designer.
- Approval was routed dynamically based on configured logic.
- Approval state was tracked successfully.

State	Approver	Comments	Approval for	Created
Requested	ITIL User	(empty)	2025-12-27 09:57:52	
Requested	Bow Ruggeri	(empty)	2025-12-27 09:57:52	
Requested	Fred Luddy	(empty)	2025-12-27 09:57:52	
Requested	David Loo	(empty)	2025-12-27 09:57:52	
Requested	David Dan	(empty)	2025-12-27 09:57:52	
Approved	David Dan	(empty)	2025-12-27 09:42:03	
No Longer Required	Fred Luddy	(empty)	2025-12-27 09:42:03	
No Longer Required	David Loo	(empty)	2025-12-27 09:42:03	
No Longer Required	ITIL User	(empty)	2025-12-27 09:42:03	
No Longer Required	Bow Ruggeri	(empty)	2025-12-27 09:42:03	
No Longer Required	David Dan	(empty)	2025-12-27 09:42:03	
Approved	Fred Luddy	(empty)	2025-12-27 09:42:03	
No Longer Required	David Loo	(empty)	2025-12-27 09:42:03	
No Longer Required	ITIL User	(empty)	2025-12-27 09:42:03	
No Longer Required	Bow Ruggeri	(empty)	2025-12-27 09:42:03	
No Longer Required	David Dan	(empty)	2025-12-27 09:42:03	
Approved	Fred Luddy	(empty)	2025-12-27 09:42:03	
Requested	David Loo	(empty)	2025-12-27 09:42:03	
Requested	ITIL User	(empty)	2025-12-27 09:42:03	
Requested	Bow Ruggeri	(empty)	2025-12-27 09:42:03	
Requested	David Dan	(empty)	2025-12-27 09:42:03	

## 4. Approval Action & Workflow Continuation

- The approval was manually approved by the approver.
- Flow logic evaluated the approval state correctly.
- The workflow proceeded only after approval.

## 5. Post-Approval Record Update

- After approval, the corresponding record in **u\_network\_database** was updated automatically.
- Work Status and related fields reflected the approved state.
- Audit history captured all field changes.

## 6. Email Notification Validation

- Email notifications were triggered during request creation and approval stages.
- Email content contained correct requester name and request number.
- Email logs confirmed successful dispatch.

## Validation & Audit Checks

The following system-level validations were performed:

- **Flow Execution Details**
  - Verified that all actions completed successfully.
  - No blocking errors observed in the flow execution.
- **System Logs**
  - Checked system email logs for successful notification delivery.
  - Reviewed flow execution logs for warnings and errors.
- **Audit History**
  - Confirmed that all field updates were recorded correctly.
  - Verified approval actions were logged properly.

### Screenshot Optional (Good to Have)

- Flow Execution Details screen (Completed state)
- System Logs showing execution entries

## QA Testing Outcome

The QA testing phase successfully validated the entire automated workflow.

## Results Achieved:

- End-to-end request lifecycle validated
- Data captured and stored accurately
- Approval workflow executed correctly
- Notifications triggered successfully
- Audit trail maintained
- No manual intervention required

## Final Conclusion

The QA testing confirms that the **Automated Network Request Management** solution functions reliably and meets business requirements.

The system is stable, auditable, and ready for production-level usage with full traceability across request creation, approval, and completion stages.