

## **Phase 5: Deployment, Documentation & Final Presentation**

### **Document Setup Manual**

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#### **Automated Network Request Management in ServiceNow**

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#### **Overview**

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

It is designed for administrators or developers to deploy the solution efficiently, ensuring consistency, correctness, and ease of maintenance.

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#### **Duration**

5 Minutes

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#### **Assigned To**

Vivek S  
*(Documentation ownership)*

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#### **Purpose**

The objective of this setup manual is to:

- Enable easy replication of the solution in a new PDI
- Provide a structured order of configuration

- Reduce setup errors and rework
  - Support smooth onboarding for future developers or admins
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## Prerequisites

Before starting the setup:

- Active ServiceNow Personal Developer Instance (PDI)
  - Admin role access
  - Basic familiarity with ServiceNow navigation
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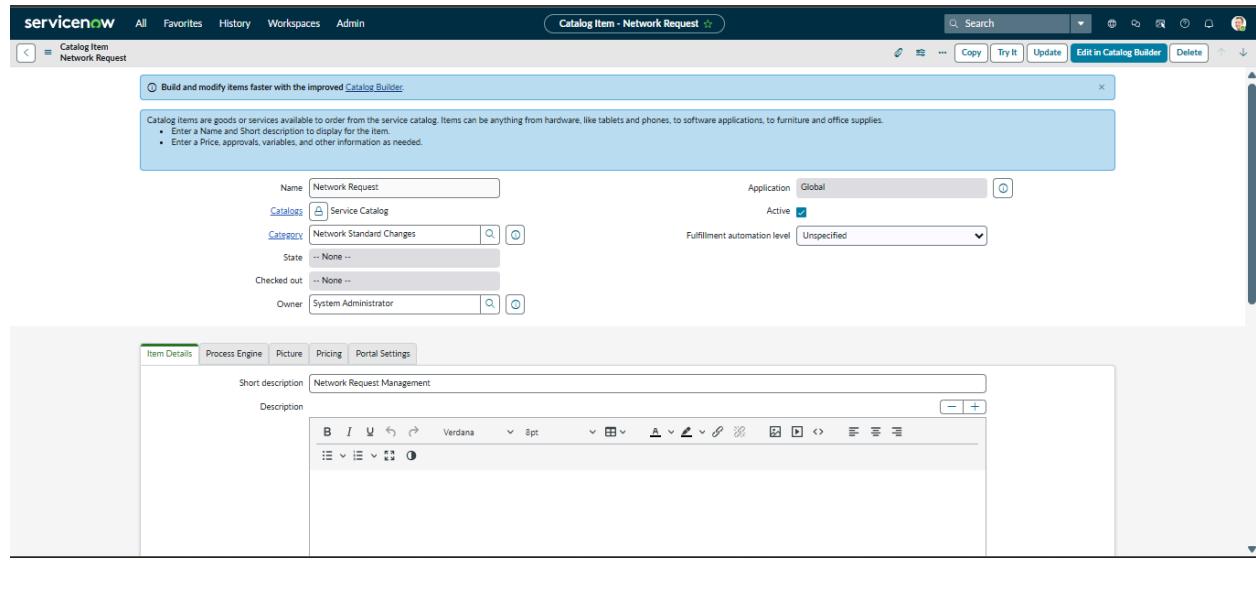
## Step-by-Step Setup Guide

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### Step 1: Service Catalog Item Creation

1. Navigate to **Service Catalog** → **Maintain Items**
2. Click **New**
3. Configure the catalog item:
  - **Name:** Network Request
  - **Catalog:** Service Catalog
  - **Category:** Network / Network Standard Changes
  - **Short Description:** Network Request Management
4. Click **Save**

 **Screenshot Included: Catalog Item Creation**



## Step 2: Variable Configuration

1. Open the **Network Request** catalog item
2. Scroll to the **Variables** related list
3. Create variables based on requirement:
  - Choice variables (New / Relocation, Device Type)
  - String variables (Address, Device Details)
  - Reference variables (Opened on behalf of)
4. Configure:
  - Question
  - Name
  - Order (100, 200, 300...)
  - Tooltip & Example text

- Mandatory / Read-only as required
5. Save each variable

 *Screenshot Included: Variable Configuration*

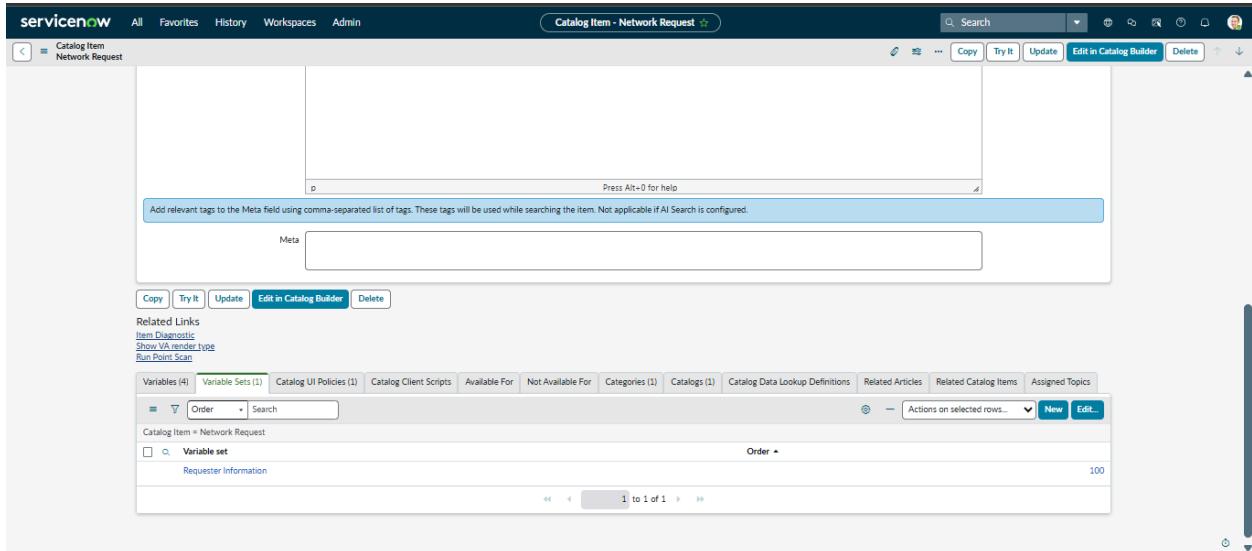
Type	Read only	Question	Name	Order	Tooltip	Created
Multiple Choice	false	Types of Devices	types_of_devices	100	Select the type of device required	2025-12-26 22:02:13
Multi Line Text	false	Customer Address	customer_address	200	Enter the complete installation address	2025-12-26 08:03:21
Attachment	false	Customer Document	customer_document	300	Upload any supporting document if required	2025-12-26 08:04:07
Single Line Text	false	Device Details	device_details	400	Specify device details if Others is selected	2025-12-26 08:00:24

### Step 3: Variable Set Configuration

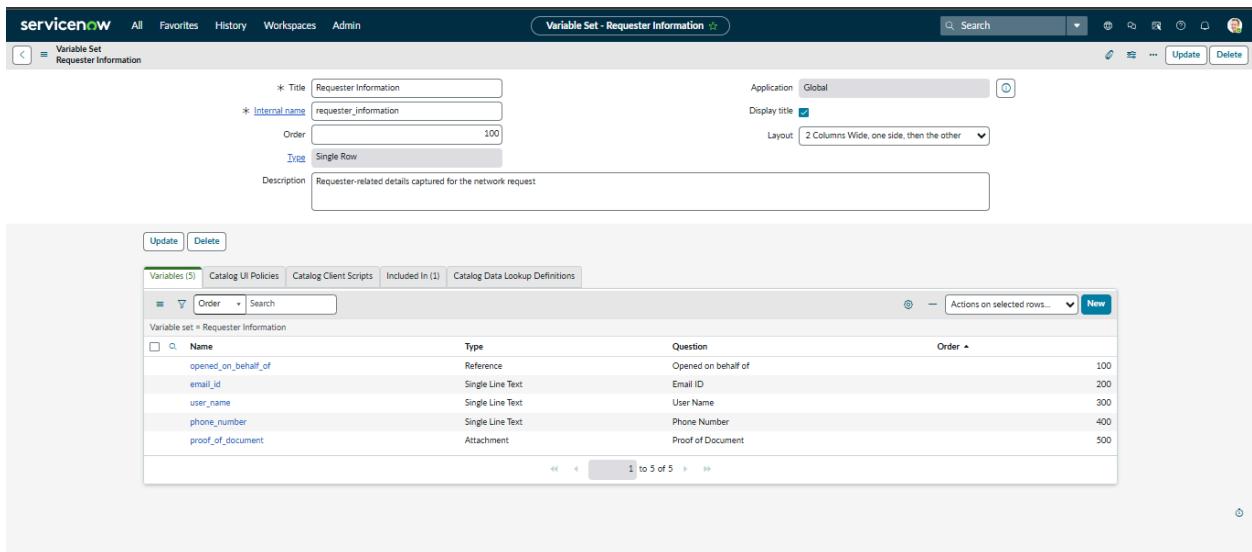
1. Navigate to **Variable Sets**
2. Create a variable set (e.g., *Requester Information*)
3. Add variables:
  - Opened on behalf of (Reference → User)
  - Email ID (Auto-populate)
  - User Name (Auto-populate)
  - Phone Number (Auto-populate)
  - Proof of Document (Attachment)

#### 4. Apply the variable set to Network Request catalog item

 **Screenshot Included: Variable Set Applied to Catalog Item**



The screenshot shows the ServiceNow Catalog Item - Network Request screen. At the top, there are buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete. Below these are tabs for Catalog Item, Variables, Variable Sets, Catalog UI Policies, Catalog Client Scripts, Available For, Not Available For, Categories, Catalogs, Catalog Data Lookup Definitions, Related Articles, Related Catalog Items, and Assigned Topics. The Variable Sets tab is selected. A sub-section titled 'Requester Information' is visible, showing a single row with an Order value of 100. The 'Edit in Catalog Builder' button is located at the bottom of this section.



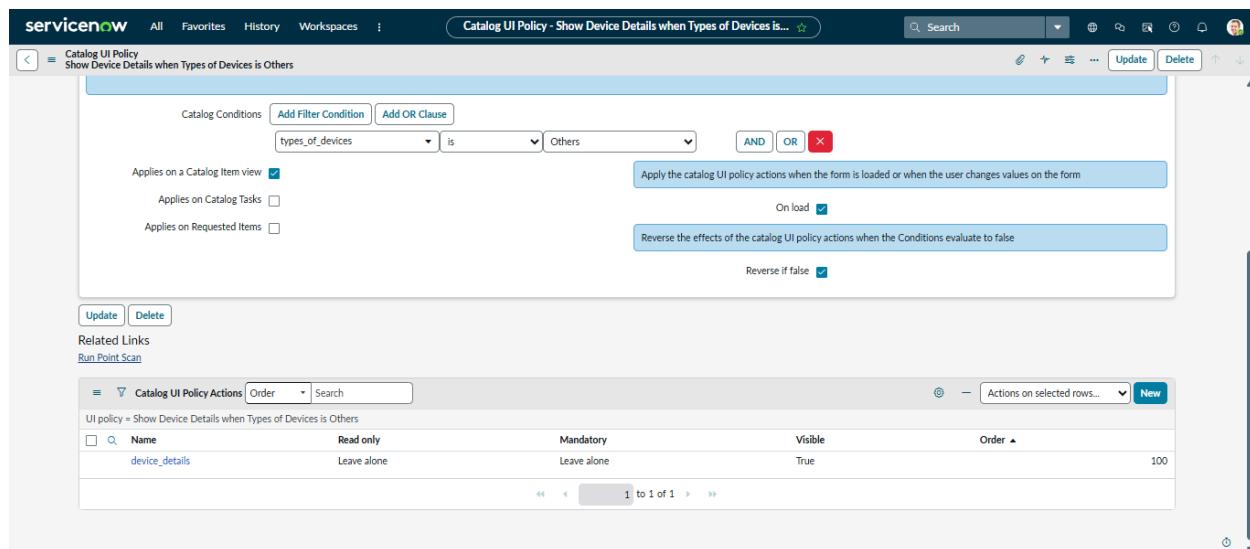
The screenshot shows the ServiceNow Variable Set - Requester Information screen. At the top, there are buttons for Update and Delete. Below these are tabs for Variables, Catalog UI Policies, Catalog Client Scripts, Included In, Catalog Data Lookup Definitions. The Variables tab is selected. A sub-section titled 'Requester Information' is visible, showing a single row with an Order value of 100. The 'Edit in Catalog Builder' button is located at the bottom of this section.

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## Step 4: UI Policy Configuration

1. Open **Network Request** catalog item
2. Navigate to **Catalog UI Policies**
3. Create UI Policy:
  - Condition: Types of Devices = Others
4. Add **UI Policy Action**:
  - Variable: Device Details
  - Visible = True
5. Save and test in Service Portal

 *Screenshot Included: UI Policy & Action*



The screenshot shows the ServiceNow Catalog UI Policy configuration page. The title bar says "Catalog UI Policy - Show Device Details when Types of Devices is...". The main area has a condition "types\_of\_devices is Others" and an action named "device\_details" which is set to "Leave alone", "Mandatory", and "Visible".

Name	Read only	Mandatory	Visible	Order
device_details	Leave alone	Leave alone	True	100

servicenow All Favorites History Workspaces Admin Catalog UI Policy - Show Device Details when Types of Devices is Others

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. [More Info](#)

Applies to	A Catalog Item	Application	Global
< Catalog Item	Network Request	Active	<input checked="" type="checkbox"/>
< Short description Show Device Details when Types of Devices is Others			

When to Apply Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The field is visible.
2. The items in the Conditions field evaluate to true.
3. The field specified in the catalog UI policy is present on the specified catalog item.

Catalog Conditions [Add Filter Condition](#) [Add OR Clause](#)

Applies on a Catalog Item view  AND  [X](#)

Applies on Catalog Tasks

Applies on Requested Items

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse it false

Update Delete

Related Links Run Point Scan

Catalog UI Policy Actions Order Search Actions on selected rows... New

Name	Read only	Mandatory	Visible	Order
device_details	Leave alone	Leave alone	True	100

1 to 1 of 1

servicenow All Favorites History Workspaces Admin Catalog UI Policy Action - device\_details

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

Catalog Item	Network Request	Application	Global
Variable name	device_details	Mandatory	Leave alone
Order	100	Visible	True
		Read only	Leave alone
		Value action	Leave alone
		Field message type	None

Update Delete

## Step 5: Custom Table Setup

1. Navigate to **System Definition → Tables**

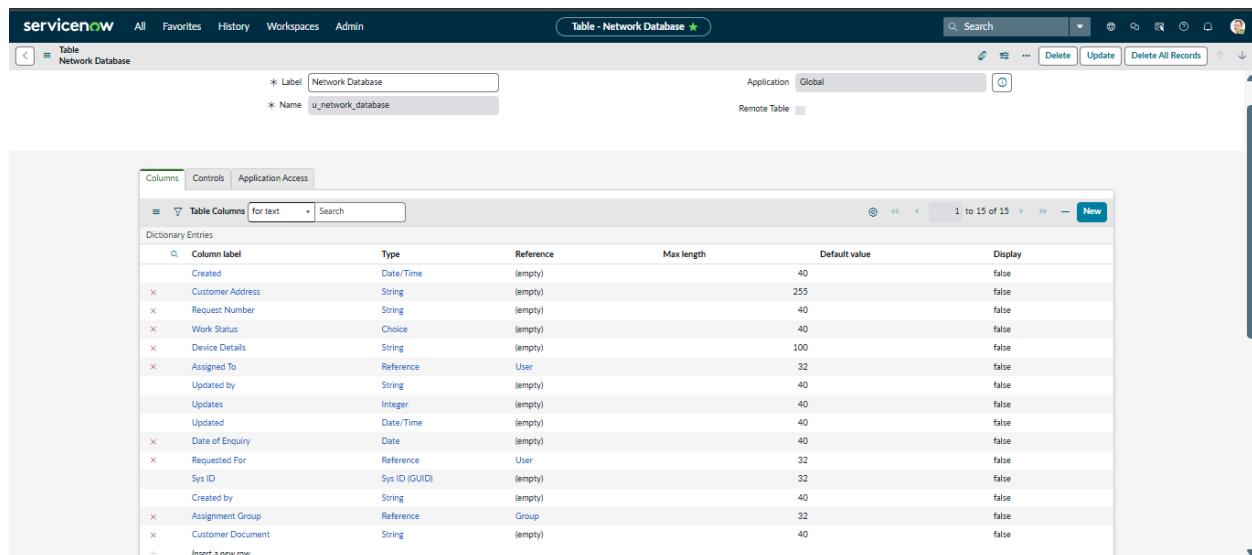
2. Create table:

- **Name:** Network Database
- **Table Name:** u\_network\_database

3. Add required fields:

- Request Number
- Requested For
- Device Details
- Customer Address
- Assignment Group
- Work Status
- Date of Enquiry

 *Screenshot Included: Custom Table Schema*



The screenshot shows the ServiceNow Table - Network Database schema editor. At the top, there are fields for Label (Network Database) and Name (u\_network\_database), both marked with asterisks indicating they are required. The Application is set to Global. Below the header, there's a toolbar with standard CRUD operations: Delete, Update, and Delete All Records.

The main area displays a table of Dictionary Entries. The columns are: Column label, Type, Reference, Max length, Default value, and Display. The table lists various fields such as Created, Customer Address, Request Number, Work Status, Device Details, Assigned To, Updated by, Updates, Updated, Date of Enquiry, Requested For, Sys ID, Created by, Assignment Group, and Customer Document. Most fields have a max length of 40 or 255, and the display setting is false for all.

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Customer Address	String	(empty)	255		false
Request Number	String	(empty)	40		false
Work Status	Choice	(empty)	40		false
Device Details	String	(empty)	100		false
Assigned To	Reference	User	32		false
Updated by	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Date of Enquiry	Date	(empty)	40		false
Requested For	Reference	User	32		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created by	String	(empty)	40		false
Assignment Group	Reference	Group	32		false
Customer Document	String	(empty)	40		false

## Step 6: Flow Designer Workflow Setup

1. Navigate to **Flow Designer**
2. Create flow **Network Request**

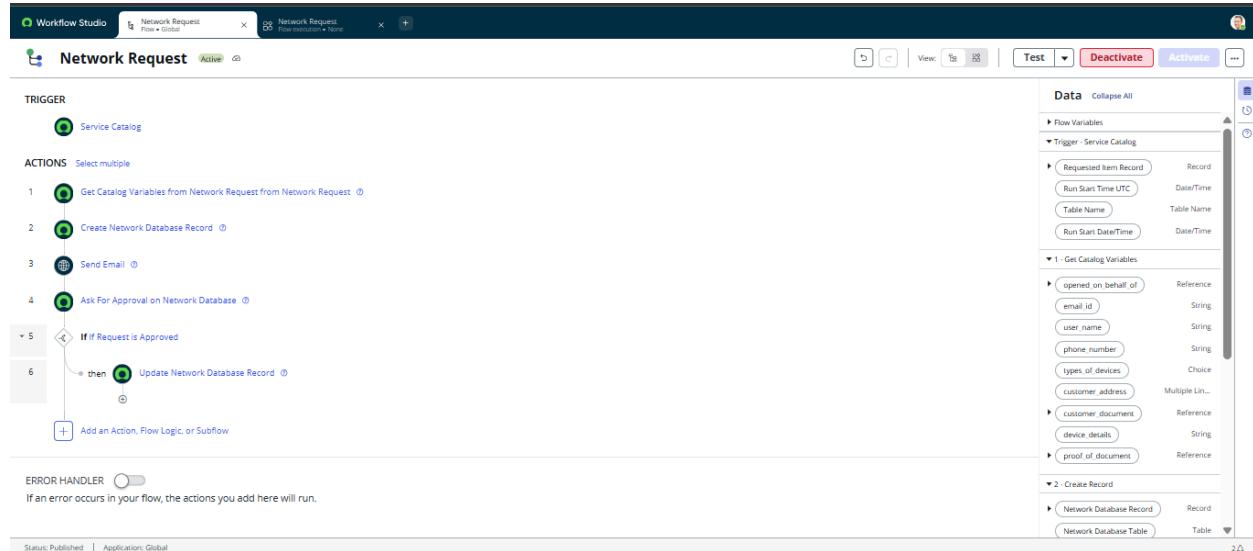
### 3. Configure:

- Trigger: Service Catalog → Requested Item Submitted
- Get Catalog Variables
- Create Record (u\_network\_database)
- Ask for Approval
- If condition (Approved / Rejected)
- Update Record

### 4. Map catalog variables to table fields

### 5. Save and **Activate** the flow

 *Screenshot Included: Flow Designer Workflow*



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## **Step 7: ACL & Role Configuration**

- Default ACLs created with the custom table are used
- No additional ACL customization required
- Role-based access enforced automatically

 *No screenshots required*

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## **Step 8: Test Submission Data**

1. Open **Service Portal** ([/sp](#))
2. Search **Network Request**
3. Submit a test request with sample data
4. Approve the request
5. Verify record creation in **u\_network\_database**

 *Screenshot Included: Test Submission & Stored Record*

Employee Center is available to you  
Join your peer organizations in creating a better employee experience with Employee Center, ServiceNow's new employee portal.

Learn More about Employee Center

servicenow

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

Search Catalog

### Network Request

Network Request Management

Types of Devices

- Laptop
- Desktop
- Router
- Others

Requester Information

Opened on behalf of: Abraham Lincoln

Phone Number: (555) 555-0004

Email ID: abraham.lincoln@example.com

Proof of Document:

User Name: Abraham Lincoln

Customer Address:

Customer Document:

Quantity: 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 employee experience with Employee Center, ServiceNow's new employee portal.

Learn More about Employee Center

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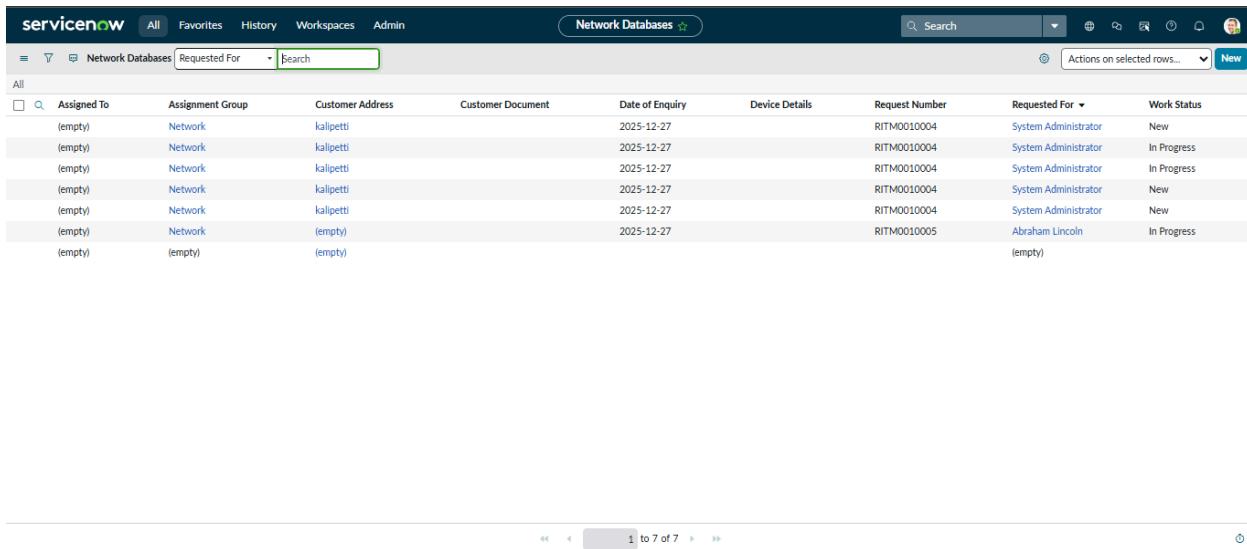
Home > Request Summary - REQ0010006

Search Catalog

Submitted: 2025-12-28 00:10:18
Request Number: REQ0010006
Estimated Delivery: 2025-12-30

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Network Request	2025-12-30	Request Approval	---	1	---

Total: \$0.00



The screenshot shows a ServiceNow interface for managing network databases. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Network Databases' with a star icon. A search bar with placeholder 'Search' is at the top right. Below the header is a toolbar with icons for search, refresh, and actions like 'Actions on selected rows...' and 'New'. The main area is a grid table with the following columns: Assigned To, Assignment Group, Customer Address, Customer Document, Date of Enquiry, Device Details, Request Number, Requested For, and Work Status. The data consists of 7 rows, each with a 'Request Number' starting from RITM0010004 and ending at RITM0010005. The 'Requested For' column contains either 'System Administrator' or 'Abraham Lincoln', and the 'Work Status' column shows 'New' or 'In Progress'.

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	kalipetti		2025-12-27		RITM0010004	System Administrator	New
	(empty)	Network	(empty)		2025-12-27		RITM0010004	System Administrator	New
	(empty)	(empty)	(empty)				RITM0010005	Abraham Lincoln	In Progress

## Validation Checklist

- ✓ Catalog item visible in Service Portal
- ✓ Variables and variable sets displayed correctly
- ✓ UI policies function as expected
- ✓ Flow executes without errors
- ✓ Data stored in custom table
- ✓ Approval and notifications triggered

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## Outcome

- Solution can be recreated reliably in any new PDI
- Clear setup sequence reduces deployment errors
- Documentation supports future scalability and maintenance
- Admin-friendly and audit-ready implementation

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## Conclusion

This setup manual ensures that the **Automated Network Request Management** solution can be deployed, tested, and maintained with confidence.

By following the ordered steps and reference screenshots, administrators can achieve a consistent and fully functional implementation without ambiguity.