📄 Phase – 4: Data Migration, Testing & Security

Tables Handling

Description

The Tables Handling phase focuses on validating how data flows through the core ServiceNow Service Catalog tables after a Software Installation Request is submitted. This ensures that requests, requested items, and fulfillment tasks are created correctly and that catalog variables are properly stored and accessible at the backend level.

The verification was performed across the **sc_request**, **sc_req_item**, and **sc_task** tables to confirm data integrity and workflow execution.

Activity 1: sc_request Table (Service Catalog Request Table)

Objective

To verify that a Service Catalog Request record is generated successfully when an employee submits a Software Installation Request.

Steps Performed

1. Logged into the ServiceNow instance.

2. Clicked on **All**.

3. Navigated to **Service Catalog** → **Requests**.

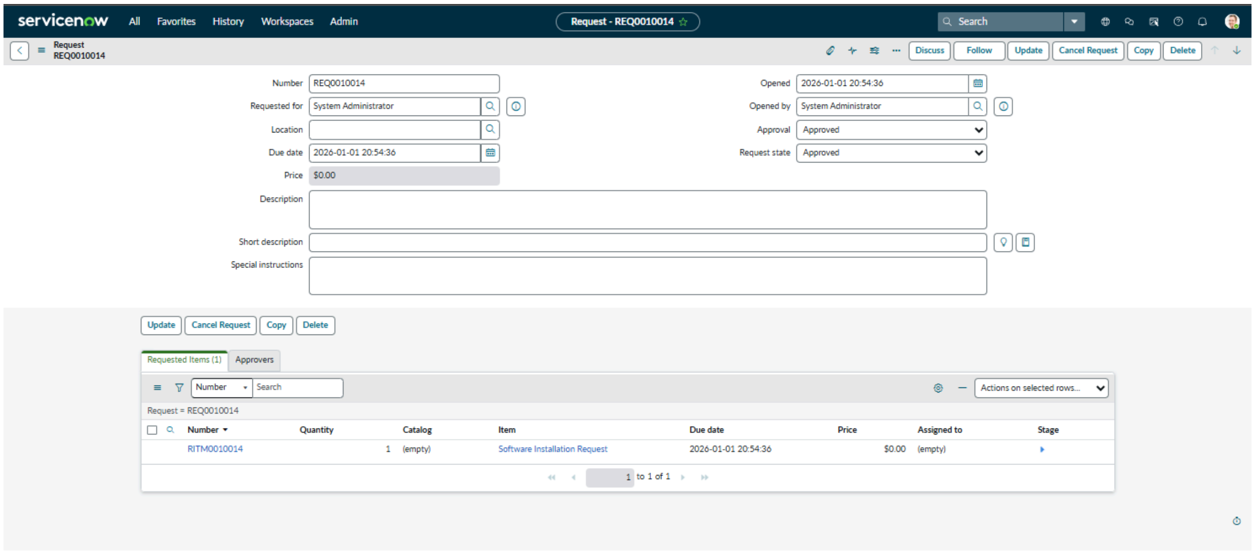
4. Opened the most recent **Request Number** generated after submission
 (e.g., `REQ0010014`).

Observations

- A unique Request Number was generated automatically.
- The **Requested For** user was populated correctly.
- The **Request State** was updated to **Approved**.
- The **Approval** field reflected the approval outcome.
- The related Requested Item (RITM) was linked to the request.

📸 Screenshot Evidence – sc_request Table

Insert screenshot showing the Request (REQ) record with request number, approval status, and related items.



Number	REQ0010014	Opened	2026-01-01 20:54:36
Requested for	System Administrator	Opened by	System Administrator
Location		Approval	Approved
Due date	2026-01-01 20:54:36	Request state	Approved
Price	$0.00		

Description

Short description

Special instructions

Request = REQ0010014

Number	Quantity	Catalog	Item	Due date	Price	Assigned to	Stage
RITM0010014	1	(empty)	Software Installation Request	2026-01-01 20:54:36	$0.00	(empty)	▸

Activity 2: sc_req_item Table (Requested Item Table)

Objective

To verify that the Requested Item record is created and catalog variables are stored correctly in the backend.

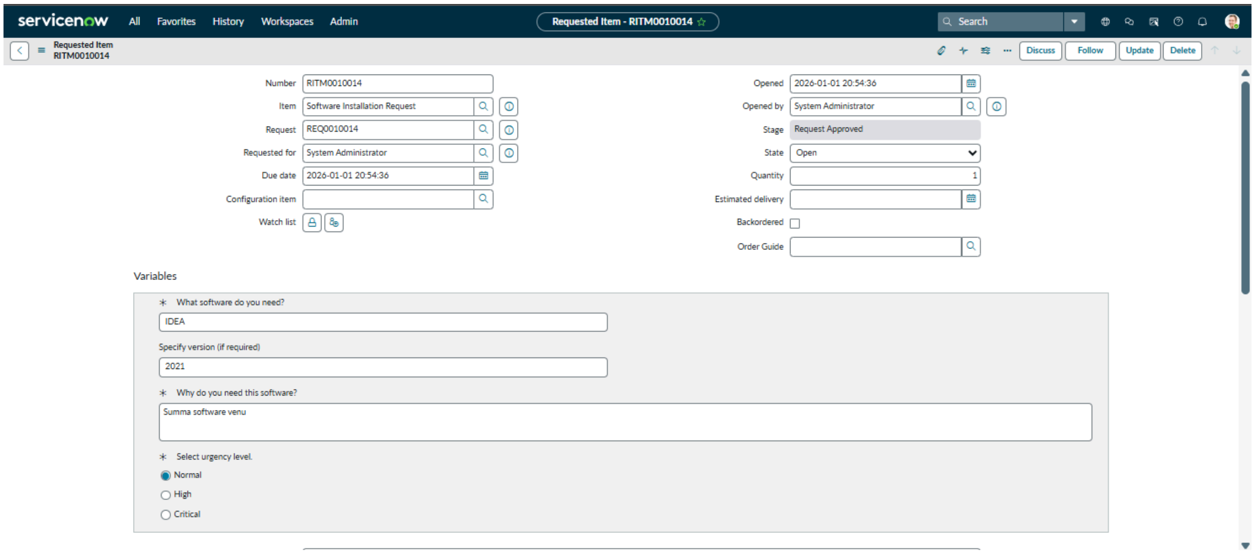
Steps Performed

1. From the **Request (REQ)** record, scrolled down to **Related Lists**.
2. Clicked on **Requested Items**.
3. Opened the generated **Requested Item Number** (e.g., `RITM0010014`).

Observations

- The Catalog Item was correctly set to **Software Installation Request**.
- The **Stage** was updated to **Request Approved**.
- The **State** remained **Open** for fulfillment.
- All catalog variables were auto-populated correctly:
  - Software Name
  - Version Required
  - License Justification
  - Urgency
- Backend variable names were visible and mapped accurately.

📸 **Screenshot Evidence – sc_req_item Table**
Insert screenshot showing the RITM record with populated catalog variables.



Number	RITM0010014	Opened	2026-01-01 20:54:36
Item	Software Installation Request	Opened by	System Administrator
Request	REQ0010014	Stage	Request Approved
Requested for	System Administrator	State	Open
Due date	2026-01-01 20:54:36	Quantity	1
Configuration item		Estimated delivery	
Watch list		Backordered	□
		Order Guide	

Variables

* What software do you need?

IDEA

Specify version (if required)

2021

* Why do you need this software?

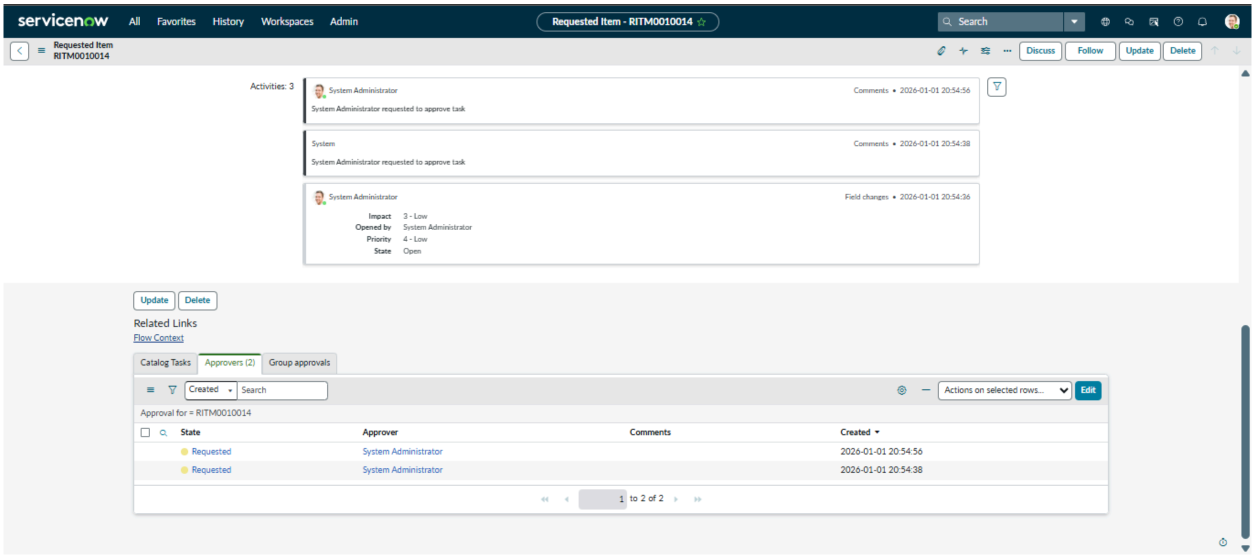
Summa software venu

* Select urgency level.

● Normal

○ High

○ Critical



Activities: 3

System Administrator — Comments • 2026-01-01 20:54:56

System Administrator requested to approve task

System — Comments • 2026-01-01 20:54:38

System Administrator requested to approve task

System Administrator — Field changes • 2026-01-01 20:54:36

Impact	3 - Low
Opened by	System Administrator
Priority	4 - Low
State	Open

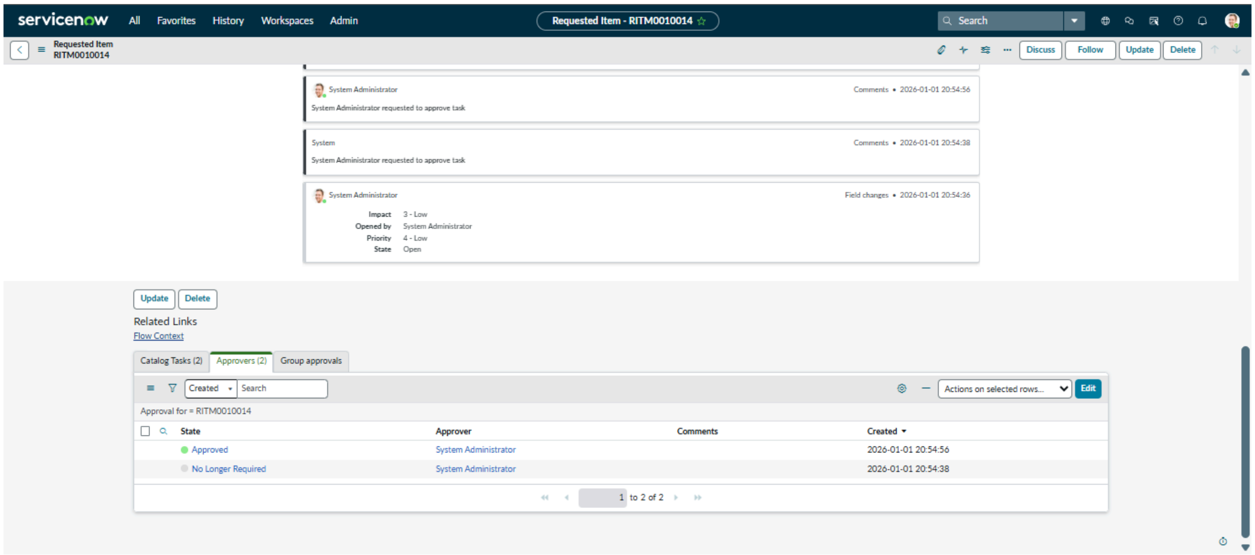
Related Links

Flow Context

Approval for = RITM0010014

State	Approver	Comments	Created
Requested	System Administrator		2026-01-01 20:54:56
Requested	System Administrator		2026-01-01 20:54:38

1 to 2 of 2



System Administrator — Comments • 2026-01-01 20:54:56

System Administrator requested to approve task

System — Comments • 2026-01-01 20:54:38

System Administrator requested to approve task

System Administrator — Field changes • 2026-01-01 20:54:36

Impact: 3 - Low
Opened by: System Administrator
Priority: 4 - Low
State: Open

Approval for = RITM0010014

State	Approver	Comments	Created
● Approved	System Administrator		2026-01-01 20:54:56
○ No Longer Required	System Administrator		2026-01-01 20:54:38

1 to 2 of 2

Activity 3: sc_task Table (Catalog Task Table)

Objective

To verify that fulfillment tasks are created automatically after request approval.

Steps Performed

1. From the **Requested Item (RITM)** record, scrolled down to **Related Lists**.
2. Clicked on **Catalog Tasks**.
3. Opened the generated **Catalog Task (SCTASK)** record.

Observations

- The Catalog Task was created automatically by the workflow.
- The task was assigned to the **Software Support Team**.

- The **Short Description** reflected the requested software (e.g., *Install Microsoft Office*).

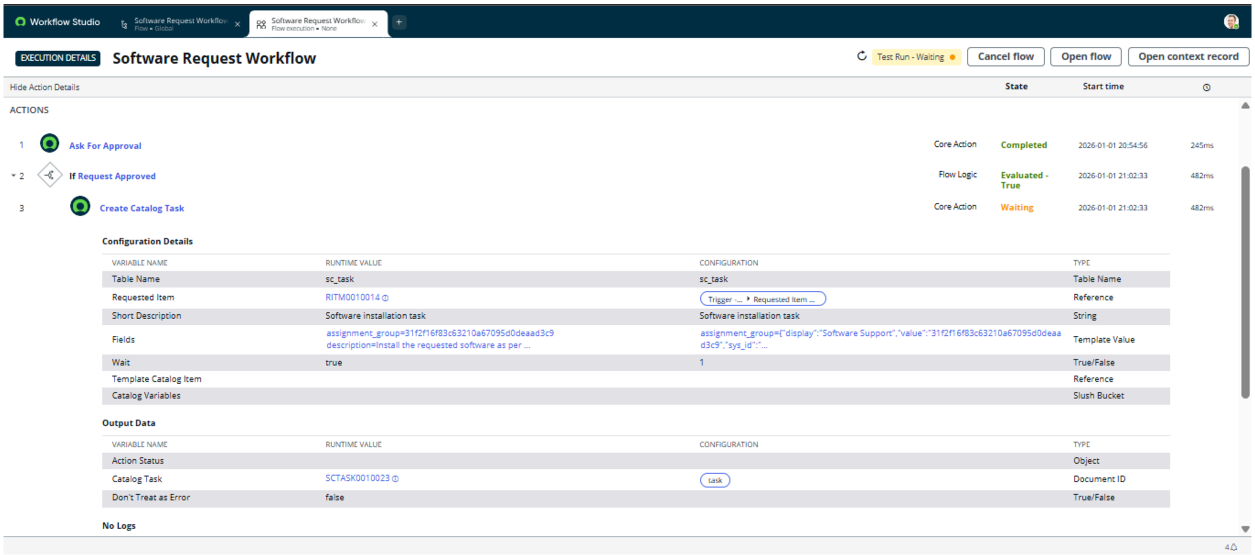
- The **Task State** followed the workflow lifecycle:

  - Open ⟶ Work in Progress ⟶ Completed.

- The task was correctly linked to the related RITM.

📸 Screenshot Evidence – sc_task Table

Insert screenshot showing the Catalog Task with assignment group, short description, and task state.



Software Request Workflow

ACTIONS

			State	Start time	
1	Ask For Approval	Core Action	Completed	2026-01-01 20:54:56	245ms
2	If Request Approved	Flow Logic	Evaluated - True	2026-01-01 21:02:33	482ms
3	Create Catalog Task	Core Action	Waiting	2026-01-01 21:02:33	482ms

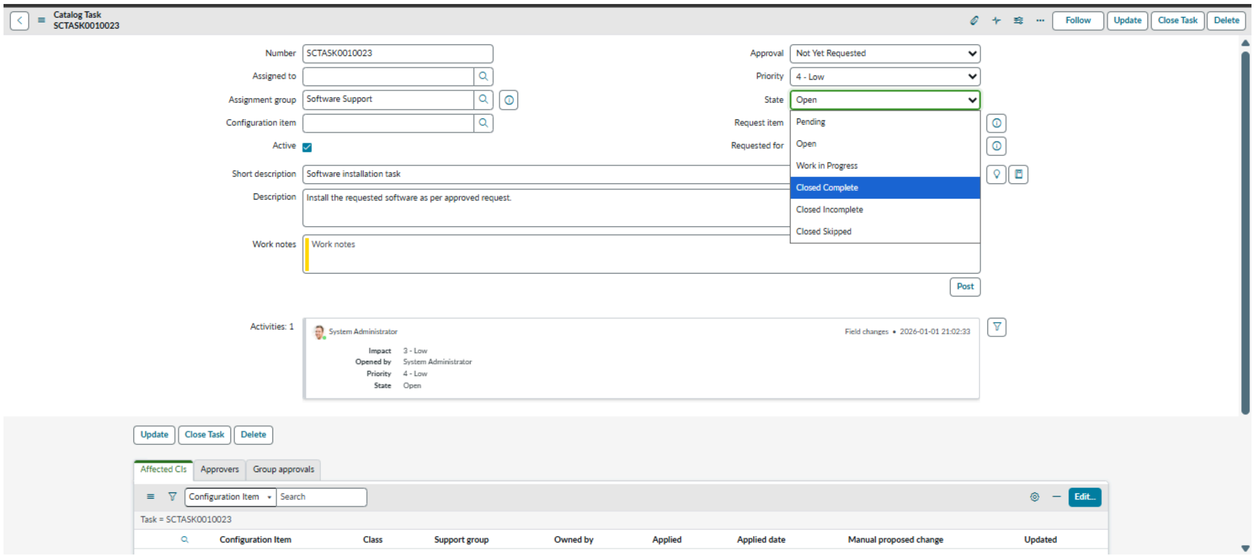
Configuration Details

VARIABLE NAME	RUNTIME VALUE	CONFIGURATION	TYPE
Table Name	sc_task	sc_task	Table Name
Requested Item	RITM0010014	Trigger -... ▸ Requested Item ...	Reference
Short Description	Software installation task	Software installation task	String
Fields	assignment_group=31f2f16f83c63210a67095d0deaad3c9 description=Install the requested software as per ...	assignment_group={"display":"Software Support","value":"31f2f16f83c63210a67095d0deaad3c9","sys_id":"...	Template Value
Wait	true	1	True/False
Template Catalog Item			Reference
Catalog Variables			Slush Bucket

Output Data

VARIABLE NAME	RUNTIME VALUE	CONFIGURATION	TYPE
Action Status			Object
Catalog Task	SCTASK0010023	task	Document ID
Don't Treat as Error	false		True/False

No Logs



Catalog Task
SCTASK0010023

Number	SCTASK0010023	Approval	Not Yet Requested
Assigned to		Priority	4 - Low
Assignment group	Software Support	State	Open
Configuration item		Request item	
Active	☑	Requested for	

State options: Pending, Open, Work in Progress, Closed Complete, Closed Incomplete, Closed Skipped

Short description: Software installation task

Description: Install the requested software as per approved request.

Work notes: Work notes

Activities: 1

System Administrator — Field changes • 2026-01-01 21:02:33

Impact	3 - Low
Opened by	System Administrator
Priority	4 - Low
State	Open

Task = SCTASK0010023

Configuration Item	Class	Support group	Owned by	Applied	Applied date	Manual proposed change	Updated

Outcome

The verification confirmed that all Service Catalog tables are functioning as expected. Requests, requested items, and catalog tasks are created seamlessly, and all user-entered variables are preserved throughout the workflow. This validates proper backend data handling and ensures reliable request tracking and fulfillment.