

## Phase 4: Data Integrity

### Data Integrity

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#### Description

Data integrity controls were implemented to ensure accuracy, consistency, and reliability of data throughout the Automated Network Request Management lifecycle in ServiceNow.

The solution enforces validations at multiple levels and ensures that requests progress only when required conditions are met.

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#### Field Validation and Automation

##### Mandatory Fields

Mandatory fields were enforced at both the **Service Catalog** and **custom table** levels to prevent incomplete or invalid submissions.

This ensures that critical information such as requester details, device details, and address are always captured before request submission.

##### Auto-Populate Logic

Auto-population mechanisms were implemented to reduce manual data entry and improve accuracy. Default values such as requester name, email, and related user details are automatically populated based on user selection in the catalog form using:

- Catalog variables
- Built-in ServiceNow user reference behavior
- Flow Designer field mapping during record creation

##### Approval State Validation

Approval state validation was enforced using **Flow Designer logic** to ensure that a request does not progress unless the required approval is completed.

- Approval is requested using the **Ask for Approval** action
  - Workflow execution continues only when the approval state is **Approved**
  - Status updates are blocked if approval is pending or rejected
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### Data Integrity Control Matrix

Area	Actions Taken
Data Handling	Catalog variables mapped to structured custom table ( <a href="#">u_network_database</a> )
Access Control	Role-based approvals and dynamic flow logic using Flow Designer
QA Testing	Full lifecycle testing including request creation, approval, and notification logging
Data Integrity	Mandatory validations, auto-fill logic, and approval state enforcement

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### Outcome

The implemented data integrity controls successfully achieved:

- Accurate and consistent data capture
- Prevention of incomplete or invalid requests
- Controlled workflow progression based on approval state

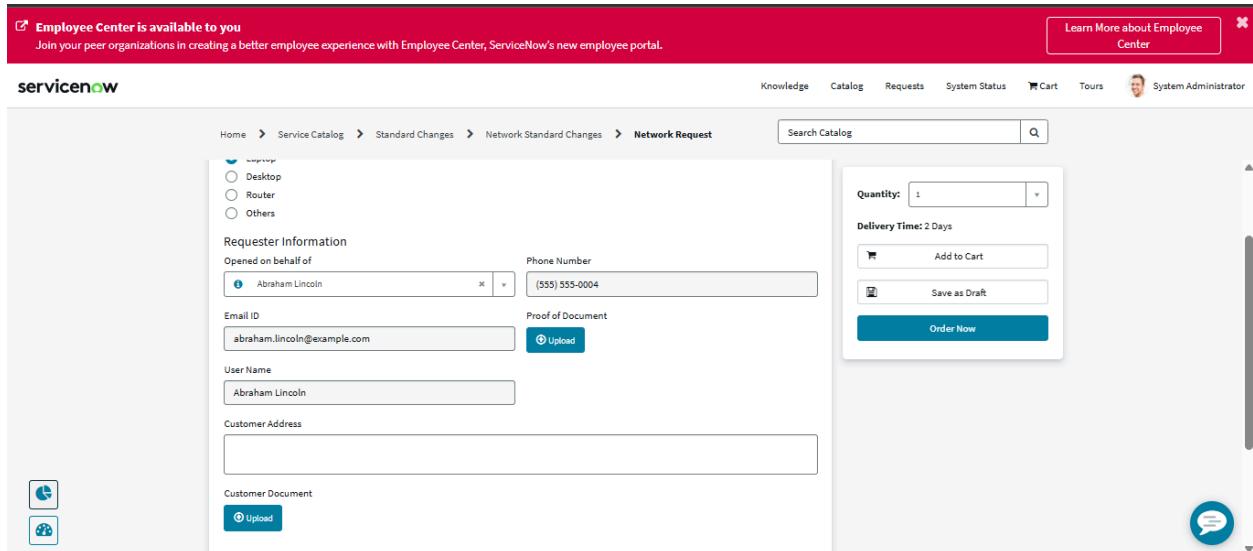
- Secure and auditable data handling
  - Improved compliance and reliability of request processing
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## Screenshot Section

### Suggested Screenshots

#### 1. Service Catalog Form

- Showing mandatory fields and auto-populated user details  
*(Proves field validation and auto-fill logic)*



The screenshot shows the ServiceNow Service Catalog interface. At the top, there is a red banner with the text "Employee Center is available to you" and "Join your peer organizations in creating a better employee experience with Employee Center, ServiceNow's new employee portal." Below the banner, the header includes links for Knowledge, Catalog, Requests, System Status, Cart, Tours, and System Administrator. The main content area shows a breadcrumb path: Home > Service Catalog > Standard Changes > Network Standard Changes > Network Request. A search bar is at the top right. On the left, there is a sidebar with a tree view showing categories like Desktop, Router, and Others. The main form area contains fields for Requester Information, including "Opened on behalf of" (set to Abraham Lincoln), "Phone Number" ((555) 555-0004), "Email ID" (abraham.lincoln@example.com), "User Name" (Abraham Lincoln), and "Customer Address". To the right, there is a sidebar with "Quantity: 1", "Delivery Time: 2 Days", and buttons for "Add to Cart", "Save as Draft", and a large blue "Order Now" button. Icons for document upload and a speech bubble are also present.

#### 2. Flow Designer – Approval Condition

- Showing “If Request is Approved” condition  
*(Proves approval state enforcement)*

