

## 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 ( <b>u_network_database</b> )
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

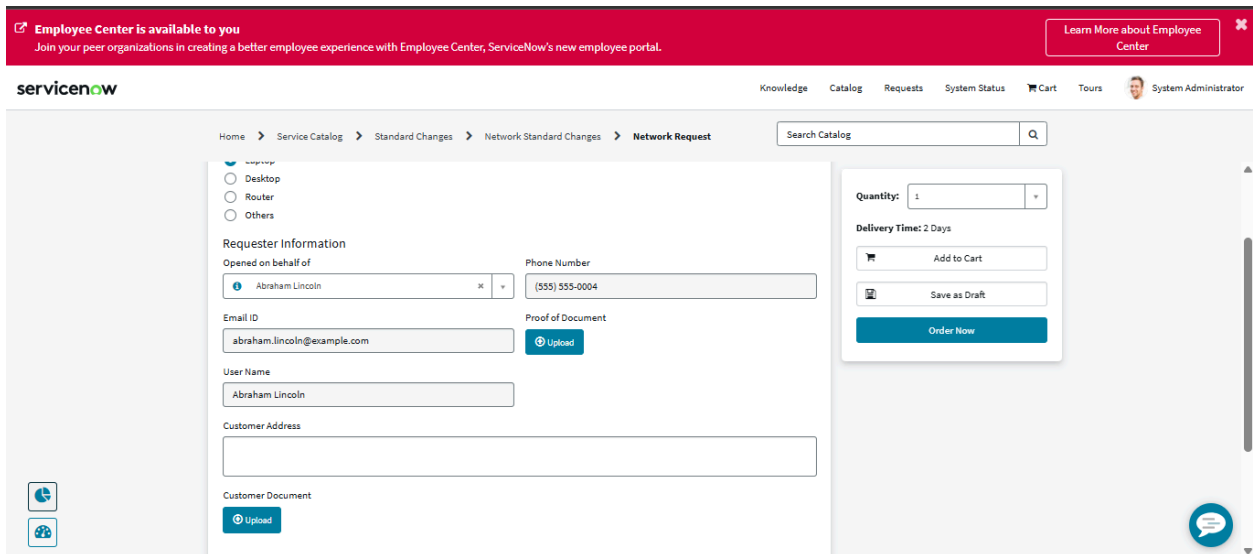
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## Screenshot Section

### Suggested Screenshots

#### 1. Service Catalog Form

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



The screenshot displays the ServiceNow interface for a 'Network Request' form. At the top, a red banner promotes the 'Employee Center'. The breadcrumb trail shows the path: Home > Service Catalog > Standard Changes > Network Standard Changes > Network Request. The form is divided into several sections: 'Requester Information' with fields for 'Opened on behalf of' (populated with 'Abraham Lincoln'), 'Phone Number' (populated with '(555) 555-0004'), 'Email ID' (populated with 'abraham.lincoln@example.com'), 'User Name' (populated with 'Abraham Lincoln'), and 'Customer Address'. There are 'Upload' buttons for 'Proof of Document' and 'Customer Document'. On the right, a sidebar shows 'Quantity: 1', 'Delivery Time: 2 Days', and buttons for 'Add to Cart', 'Save as Draft', and 'Order Now'. The top navigation bar includes links for Knowledge, Catalog, Requests, System Status, Cart, Tours, and a user profile for 'System Administrator'.

#### 2. Flow Designer – Approval Condition

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

Workflow Studio

Network Request

Flow • Global

Network Request

Active

View: TS SS

Test

Deactivate

Activate

3 Send Email

4 Ask For Approval on Network Database

5 If

6 then Update Network Database Record

+ Add an Action, Flow Logic, or Subflow

Condition Label: If Request is Approved

\* Condition 1: 4 - Ask For Ap... Approval St... X

is Approved

or and

Add another condition set(OR)

Delete Cancel Done

Data

Collapse All

Flow Variables

Trigger - Service Catalog

Requested Item Record Record

Run Start Time UTC Date/Time

Table Name Table Name

Run Start Date/Time Date/Time

1 - Get Catalog Variables

opened\_on\_behalf\_of Reference

email\_id String

user\_name String

phone\_number String

types\_of\_devices Choice

customer\_address Multiple Lin...

customer\_document Reference

device\_details String

Status: Published

Application: Global

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