

Phase 4: QA Testing

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.



Screenshot Required

- Service Portal – Network Request submission page
- Request Summary page showing Request Number

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

Screenshot Required (CRITICAL)

- u_network_database list showing the newly created record
- Individual record form showing populated field values

servicenow									
All Favorites History Workspaces Admin									
Network Databases									
Requested For Search									
Actions on selected rows... New									
Assigned To	Assignment Group	Customer Address	Customer Document	Date of Enquiry	Device Details	Request Number	Requested For	Work Status	
(empty)	Network	kali@petti		2025-12-27		RITM0010004	System Administrator	New	
(empty)	Network	kali@petti		2025-12-27		RITM0010004	System Administrator	In Progress	
(empty)	Network	(empty)		2025-12-27		RITM0010005	Abraham Lincoln	New	
(empty)	(empty)	(empty)					(empty)		

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.

Screenshot Required

- Approvals list showing the request in **Requested** state
- Approval record opened (before approval)

Workflow Studio					
EXECUTION DETAILS Network Request					
Show Action Details					
FLOW STATISTICS					
Run as: System Administrator					
TRIGGER					
Catalog Item Requested					
ACTIONS					
1 Get Catalog Variables from Network Request					
2 Create Record					
3 Send Email					
4 Ask For Approval					
5 If If Request is Approved					
6 Update Record					
ERROR HANDLER					
20					

servicenow				
<div> All Favorites History Workspaces Admin </div> <div> Approvals </div> <div> Search </div>				
<div> Approvals Created Search </div> <div> Actions on selected rows... </div>				
All				
	State	Approver	Comments	Approval for
	Requested	ITIL User		(empty)
	Requested	Bow Ruggeri		(empty)
	Requested	Fred Luddy		(empty)
	Requested	David Loo		(empty)
	Requested	David Dan		(empty)
	Approved	David Dan		(empty)
	No Longer Required	Fred Luddy		(empty)
	No Longer Required	David Loo		(empty)
	No Longer Required	ITIL User		(empty)
	No Longer Required	Bow Ruggeri		(empty)
	Approved	Fred Luddy		(empty)
	No Longer Required	David Loo		(empty)
	No Longer Required	ITIL User		(empty)
	No Longer Required	Bow Ruggeri		(empty)
	No Longer Required	David Dan		(empty)
	Approved	Fred Luddy		(empty)
	Requested	David Loo		(empty)
	Requested	ITIL User		(empty)
	Requested	Bow Ruggeri		(empty)
	Requested	David Dan		(empty)

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.

Screenshot Required

- Approval record after approval (State = Approved)
- Flow Execution Details showing:
 - “If Request is Approved” → Evaluated = True

</

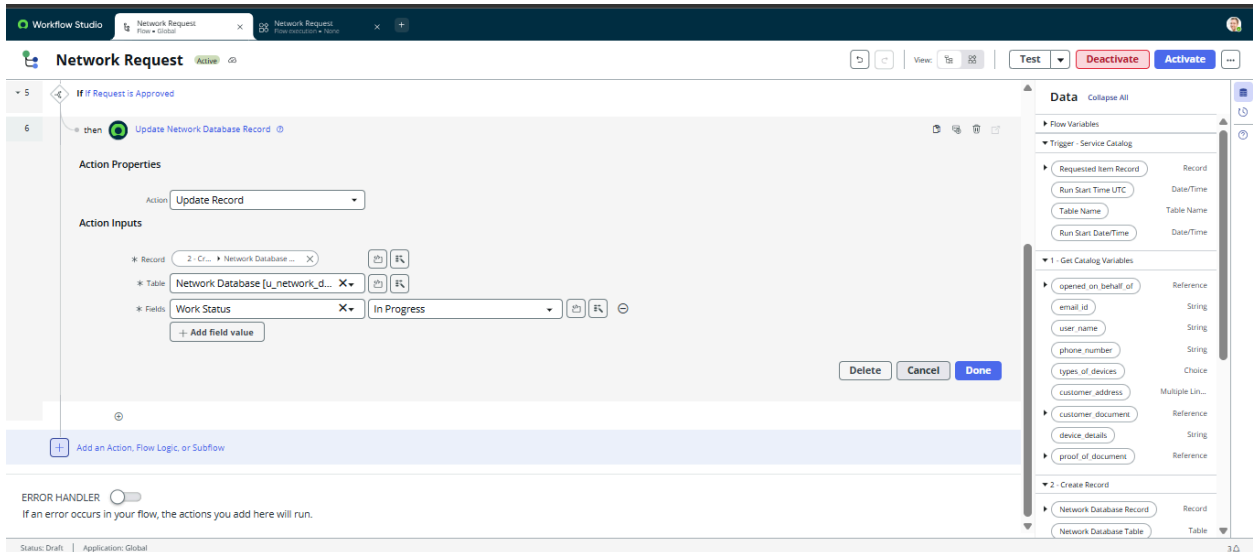
Workflow Studio				
<div> Network Request Network Request </div>				
<div> EXECUTION DETAILS Network Request </div>				
<div> Show Action Details </div>				
<div> FLOW STATISTICS Run as: System Administrator Open flow logs </div>				
<div> TRIGGER Catalog Item Requested </div>				
<div> ACTIONS </div>				
<div> 1 Get Catalog Variables from Network Request Core Action Completed 2025-12-27 09:57:52 15ms </div>				
<div> 2 Create Record Core Action Completed 2025-12-27 09:57:52 6ms </div>				
<div> 3 Send Email Completed 2025-12-27 09:57:52 30ms </div>				
<div> 4 Ask For Approval Core Action Completed 2025-12-27 09:57:52 358ms </div>				
<div> 5 If If Request is Approved Flow Logic Evaluated - True 2025-12-27 10:00:00 8ms </div>				
<div> 6 Update Record Core Action Completed 2025-12-27 10:00:00 7ms </div>				
<div> ERROR HANDLER </div>				

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.

Screenshot Required

- Updated u_network_database record
- Activity / Audit section showing system-driven updates



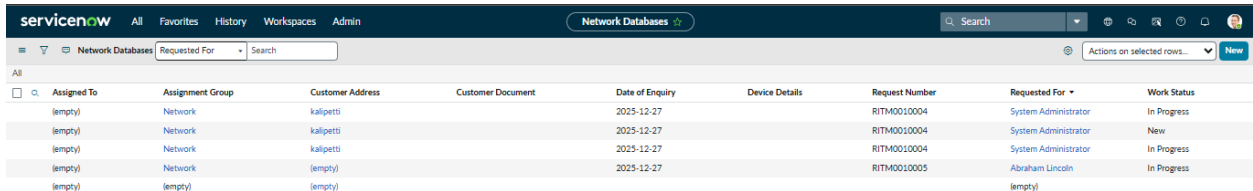
The screenshot shows the ServiceNow Workflow Studio interface for a workflow named "Network Request". The workflow is currently in the "Draft" state. The main configuration area shows the "Update Network Database Record" action, which is set to "Update Record". The action inputs are configured as follows:

- Record: 2 - Cr... Network Database...
- Table: Network Database [u_network_d...]
- Fields: Work Status (In Progress)

The right-hand pane shows the "Data" section, which includes a list of variables and their types. The variables are:

- Requested Item Record (Record)
- Run Start Time UTC (DateTime)
- Table Name (Table Name)
- Run Start DateTime (DateTime)
- 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)
- proof of documents (Reference)
- Network Database Record (Record)
- Network Database Table (Table)

The bottom of the screen shows the "ERROR HANDLER" section, which is currently disabled. The status bar at the bottom indicates "Status: Draft" and "Application: Global".



The screenshot shows the ServiceNow "Network Databases" table. The table has the following columns: Assigned To, Assignment Group, Customer Address, Customer Document, Date of Enquiry, Device Details, Request Number, Requested For, and Work Status. The table contains 5 rows of data, with the first row being a header row. The data rows are:

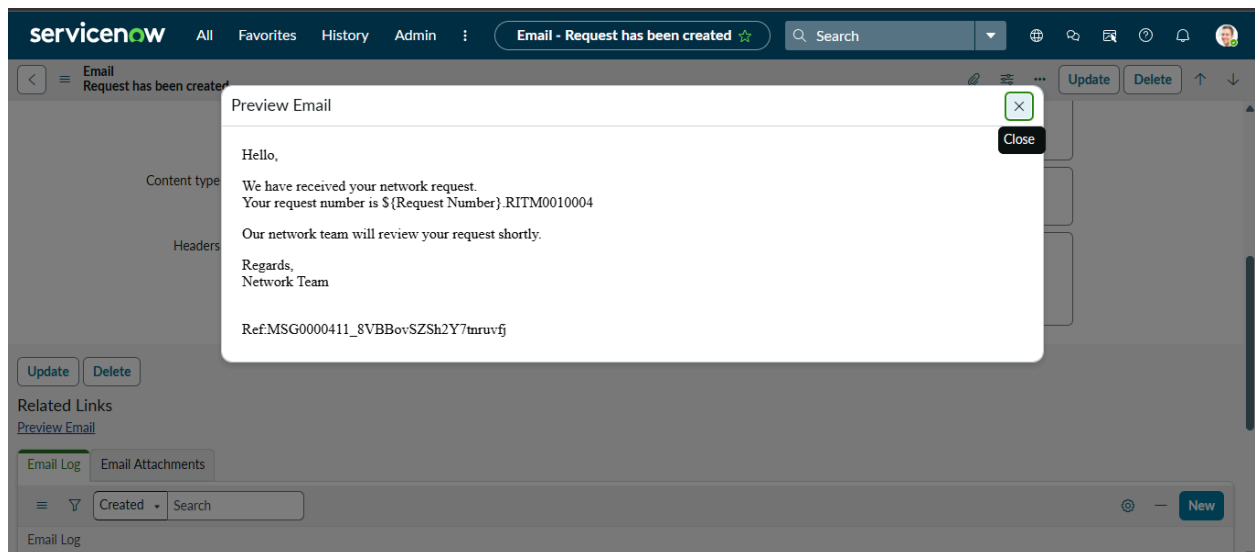
Assigned To	Assignment Group	Customer Address	Customer Document	Date of Enquiry	Device Details	Request Number	Requested For	Work Status
(empty)	Network	kalipetti		2025-12-27		RITM0010004	System Administrator	In Progress
(empty)	Network	kalipetti		2025-12-27		RITM0010004	System Administrator	New
(empty)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

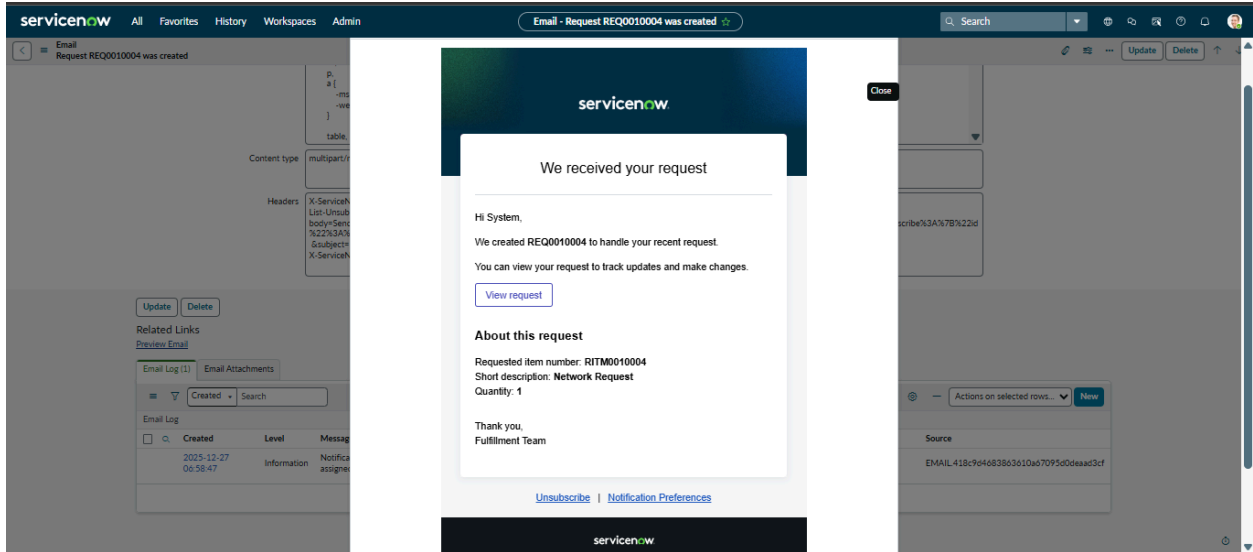
6. Email Notification Validation

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

Screenshot Required

- Email preview (notification content)
- System Logs → Emails list showing sent email entries





Validation & Audit Checks

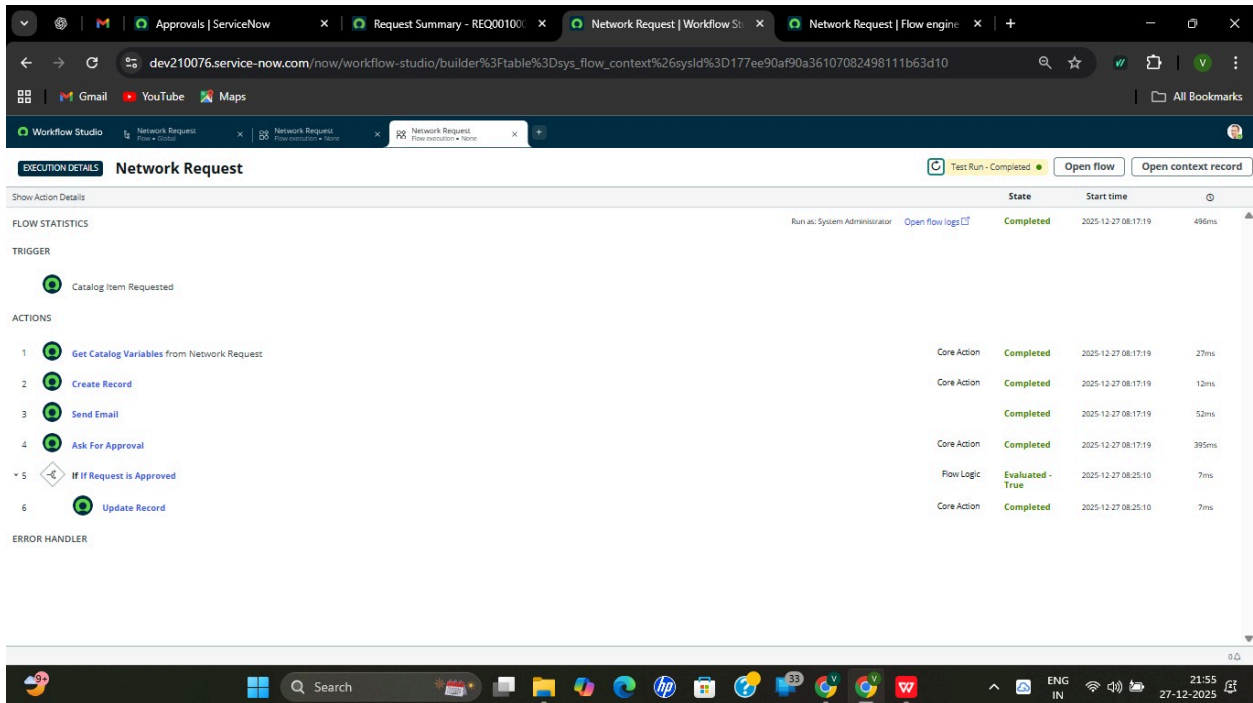
The following system-level validations were performed:

- **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



The screenshot displays the ServiceNow Workflow Studio interface for a workflow named 'Network Request'. The workflow is in a 'Completed' state, as indicated by the 'Test Run - Completed' button and the 'Completed' status in the execution details table.

Flow Structure (Left Sidebar):

- TRIGGER:** Catalog Item Requested
- ACTIONS:**
 1. Get Catalog Variables from Network Request
 2. Create Record
 3. Send Email
 4. Ask For Approval
 5. If Request is Approved (Flow Logic)
 6. Update Record
- ERROR HANDLER:** (Empty)

Execution Details Table (Right Pane):

Step	Action	State	Start time	Duration
1	Get Catalog Variables from Network Request	Completed	2025-12-27 08:17:19	27ms
2	Create Record	Completed	2025-12-27 08:17:19	12ms
3	Send Email	Completed	2025-12-27 08:17:19	52ms
4	Ask For Approval	Completed	2025-12-27 08:17:19	395ms
5	If Request is Approved	Evaluated - True	2025-12-27 08:25:10	7ms
6	Update Record	Completed	2025-12-27 08:25:10	7ms

servicenow All Favorites History Workspaces Admin						
Emails						
Created Search						
All > Created on Today						
	Created	Recipients	Subject	Type	Notification type	User ID
	2025-12-27 06:00:06	cameron.richard@example.com	On-Call Schedule: ITSM App-Dev	send-ready	SMTP	(empty)
	2025-12-27 03:49:26	fred.luddy@example.com	Catalog Task SCTASK0010002 has been assigned to group Software	send-ready	SMTP	(empty)
	2025-12-27 09:56:36	fred.luddy@example.com	Catalog Task SCTASK0010010 has been assigned to group Software	send-ready	SMTP	(empty)
	2025-12-27 06:58:47	admin@example.com	Request REQ0010004 was created	send-ready	SMTP	(empty)
	2025-12-27 06:00:16	andrew.och@example.com	On-Call Schedule: Application Development	send-ready	SMTP	(empty)
	2025-12-27 08:17:19	admin@example.com	Request has been created	send-ready	SMTP	(empty)
	2025-12-27 06:08:26	admin@example.com	Request REQ0010002 was approved	send-ready	SMTP	(empty)
	2025-12-27 06:00:06	fred.luddy@example.com	On-Call Schedule: Network	send-ready	SMTP	(empty)
	2025-12-27 06:08:26	fred.luddy@example.com	Catalog Task SCTASK0010004 has been assigned to group Software	send-ready	SMTP	(empty)
	2025-12-27 06:00:07	tash.dubrovskai@example.com	On-Call Schedule: ITSM App-Dev	send-ready	SMTP	(empty)
	2025-12-27 00:00:06	admin@example.com	Daily job to fetch Email Indicator Data and Email Notifications created completed with error	send-ready	SMTP	(empty)
	2025-12-27 01:00:06	alileen.mottem@example.com	Restocking Request For APC 42U 3100 SP2 NetShelter Rack	send-ready	SMTP	(empty)
	2025-12-27 01:00:06	alileen.mottem@example.com	Restocking Request For Fujitsu 1TB Hybrid Solid State Drive	send-ready	SMTP	(empty)
	2025-12-27 06:58:47	fred.luddy@example.com	Catalog Task SCTASK0010008 has been assigned to group Software	send-ready	SMTP	(empty)
	2025-12-27 21:44:38	admin@example.com	Request has been created	send-ready	SMTP	(empty)
	2025-12-27 09:42:02	admin@example.com	Request has been created	send-ready	SMTP	(empty)
	2025-12-27 10:00:16	admin@example.com	[ITSM Analytics] Daily Data Collection completed with warning	send-ready	SMTP	(empty)
	2025-12-27 09:56:36	abraham.lincoln@example.com,admin@exampl...	Request REQ0010005 was created	send-ready	SMTP	(empty)
	2025-12-27 03:49:37	admin@example.com	Request REQ0010001 was approved	send-ready	SMTP	(empty)
	2025-12-27 01:00:06	alileen.mottem@example.com	Restocking Request For Dell Inc. PowerEdge M710HD Blade Server	send-ready	SMTP	(empty)

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.