

Phase 5: Deployment, Documentation & Final Presentation

Visual Demonstration

Description

Visual demonstrations were captured across the implementation to clearly illustrate the behavior, automation, and lifecycle of the **Automated Network Request Management in ServiceNow** solution. These visuals provide concrete proof of system functionality and help reviewers easily understand how the solution operates in real time.

Visual Evidence Captured

1. Form UI Behavior

- Captured dynamic Service Catalog form behavior including:
 - Conditional field visibility (e.g., Device Details shown only when “Others” is selected)
 - Mandatory field enforcement
 - Auto-populated user information fields
- Demonstrates improved usability and guided user input

2. Approval Records in Timeline

- Screenshots of approval records displayed in the request activity timeline
- Shows:
 - Approval request generation
 - Approval status updates
 - Timestamped approval actions

- Confirms dynamic approval routing and auditability

3. Email Notification Evidence

- Visuals of email notifications triggered during:
 - Request creation
 - Approval completion
- Highlights:
 - Correct requester name
 - Accurate request number
 - Notification purpose and timing

4. Flow Designer Execution Logs

- Captured Flow Designer execution logs showing:
 - Trigger execution
 - Approval actions
 - Record creation and updates
- Demonstrates:
 - End-to-end automation flow
 - Successful execution paths
 - No blocking errors or failures

Annotation & Clarity Enhancements

- All captured visuals were annotated using:
 - Labels
 - Highlights
 - Callouts
 - Each annotation explains:
 - What is being displayed
 - Why the action occurred
 - How it fits into the request lifecycle
 - Ensures clarity for both technical and non-technical reviewers
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Outcome

- Provides strong visual proof of system behavior
- Enhances understanding of automation logic and UI behavior
- Improves traceability and audit confidence
- Strengthens final project presentation quality