Phase 5: Deployment, Documentation & Final Presentation

Document Setup Manual

Automated Network Request Management in ServiceNow

Overview

This setup manual provides a clear, step-by-step guide to recreate the **Automated Network Request Management** solution in a fresh **ServiceNow Personal Developer Instance (PDI)**.
It is designed for administrators or developers to deploy the solution efficiently, ensuring consistency, correctness, and ease of maintenance.

Duration

5 Minutes

Assigned To

Vivek S
(Documentation ownership)

Purpose

The objective of this setup manual is to:

- Enable easy replication of the solution in a new PDI
- Provide a structured order of configuration

- Reduce setup errors and rework
- Support smooth onboarding for future developers or admins

Prerequisites

Before starting the setup:

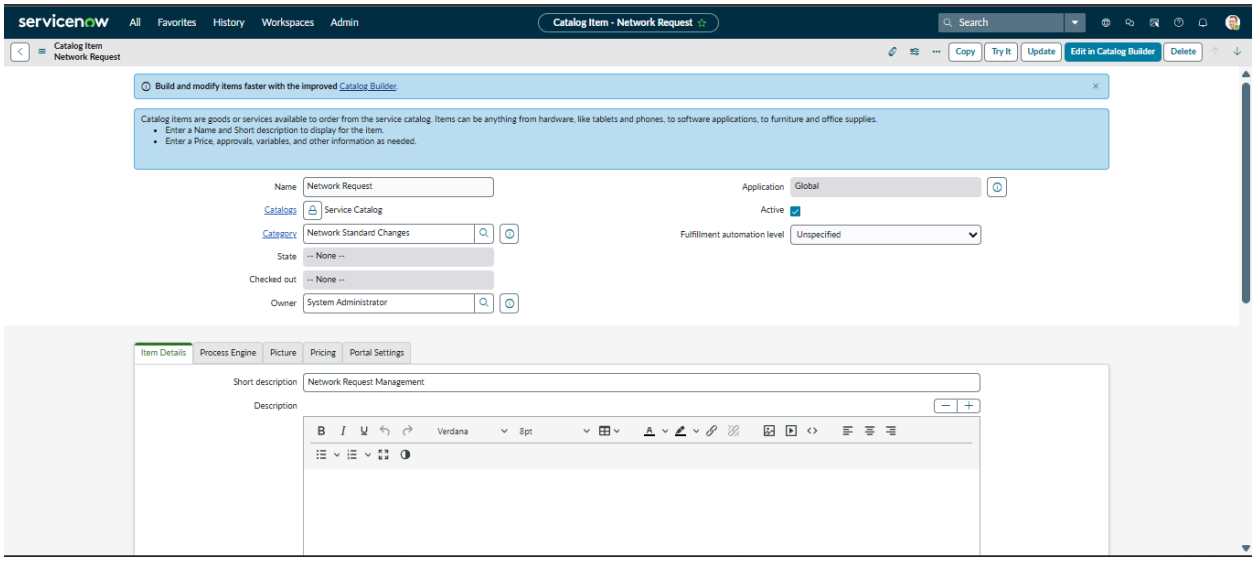
- Active ServiceNow Personal Developer Instance (PDI)
- Admin role access
- Basic familiarity with ServiceNow navigation

Step-by-Step Setup Guide

Step 1: Service Catalog Item Creation

1. Navigate to **Service Catalog → Maintain Items**
2. Click **New**
3. Configure the catalog item:
    - **Name:** Network Request
    - **Catalog:** Service Catalog
    - **Category:** Network / Network Standard Changes
    - **Short Description:** Network Request Management
4. Click **Save**

📸 *Screenshot Included: Catalog Item Creation*



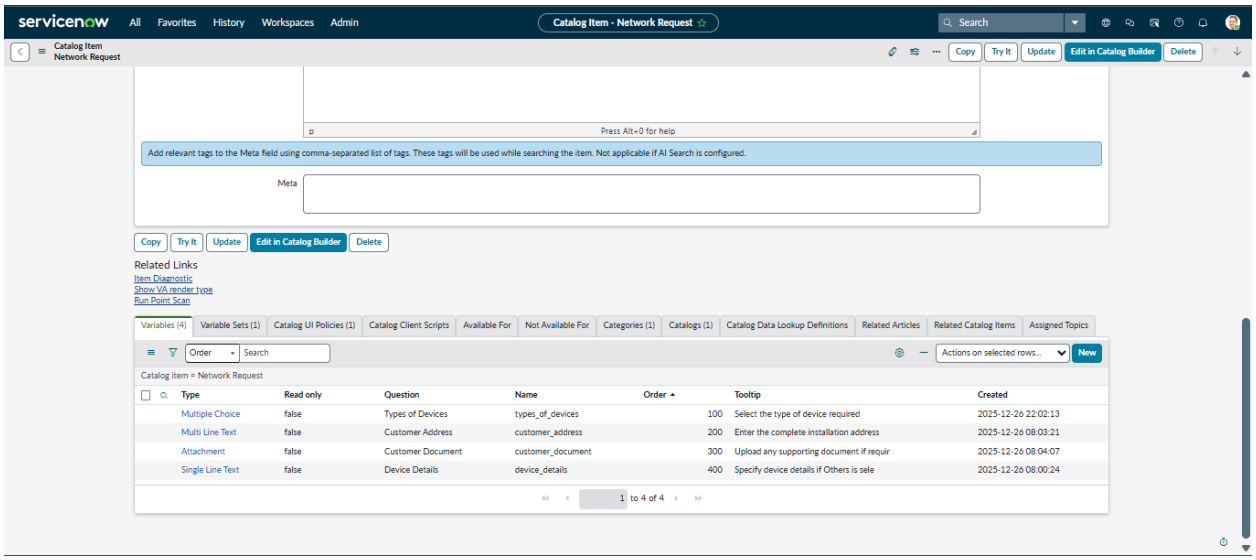
Step 2: Variable Configuration

1. Open the **Network Request** catalog item
2. Scroll to the **Variables** related list
3. Create variables based on requirement:
    - Choice variables (New / Relocation, Device Type)
    - String variables (Address, Device Details)
    - Reference variables (Opened on behalf of)
4. Configure:
    - Question
    - Name
    - Order (100, 200, 300…)
    - Tooltip & Example text

- Mandatory / Read-only as required

5. Save each variable

📸 *Screenshot Included: Variable Configuration*



Step 3: Variable Set Configuration

1. Navigate to **Variable Sets**

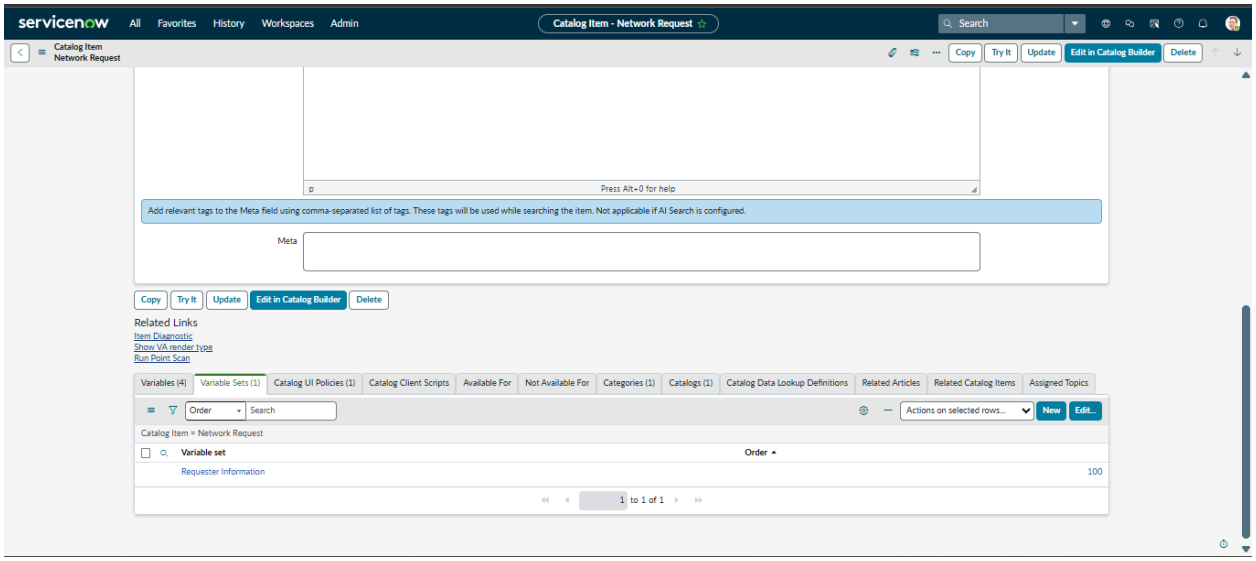
2. Create a variable set (e.g., *Requester Information*)

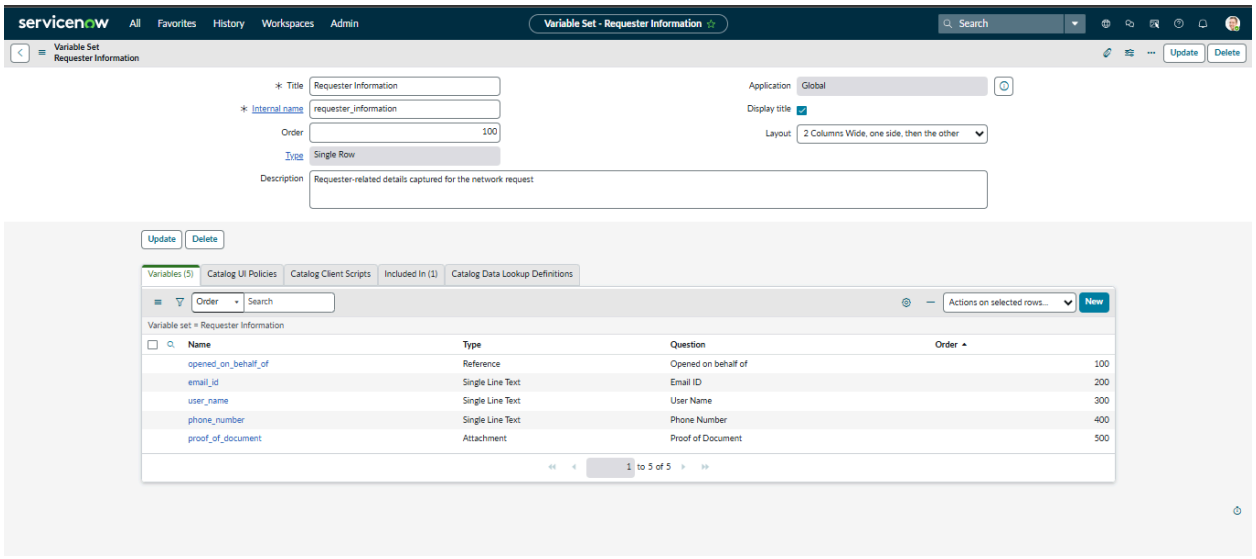
3. Add variables:

   - Opened on behalf of (Reference → User)
   - Email ID (Auto-populate)
   - User Name (Auto-populate)
   - Phone Number (Auto-populate)
   - Proof of Document (Attachment)

4. Apply the variable set to **Network Request** catalog item

📸 *Screenshot Included: Variable Set Applied to Catalog Item*

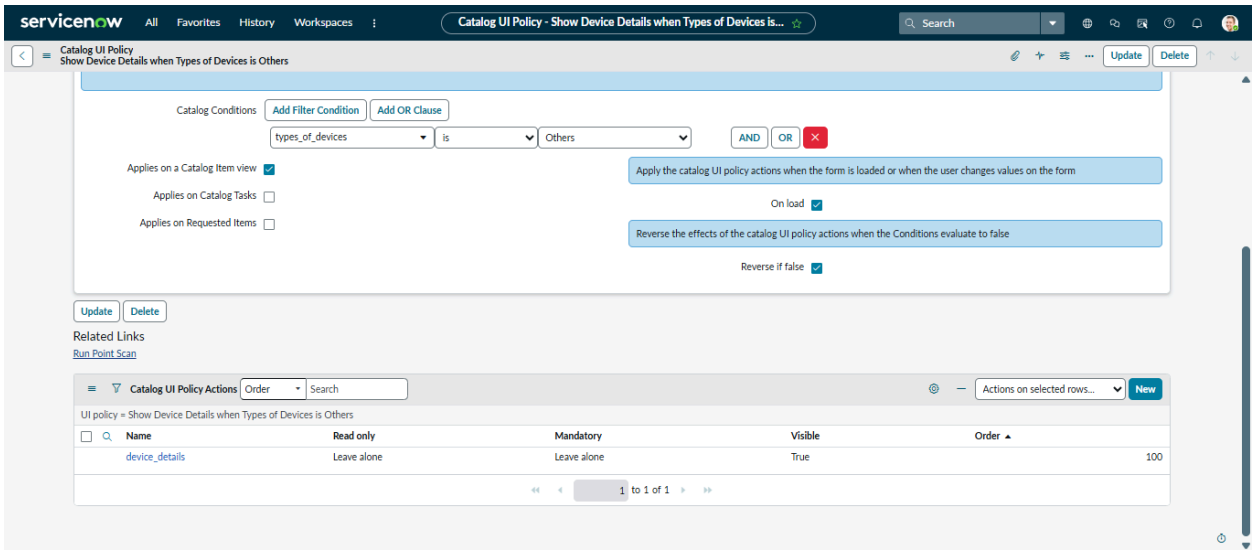


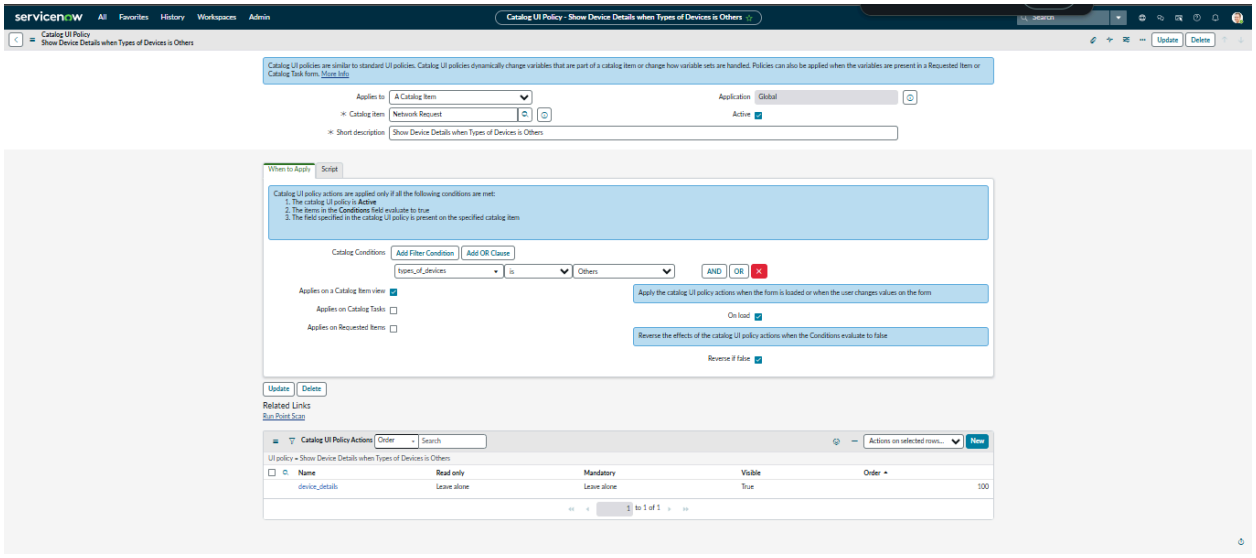


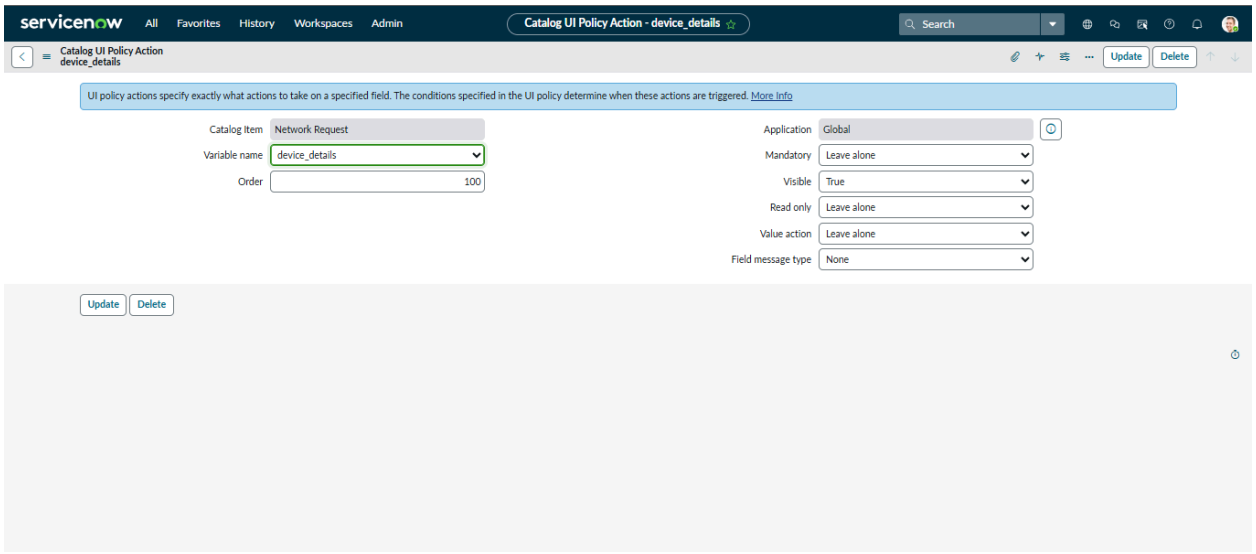
Step 4: UI Policy Configuration

1. Open **Network Request** catalog item
2. Navigate to **Catalog UI Policies**
3. Create UI Policy:
    - Condition: Types of Devices = Others
4. Add **UI Policy Action**:
    - Variable: Device Details
    - Visible = True
5. Save and test in Service Portal

📸 *Screenshot Included: UI Policy & Action*





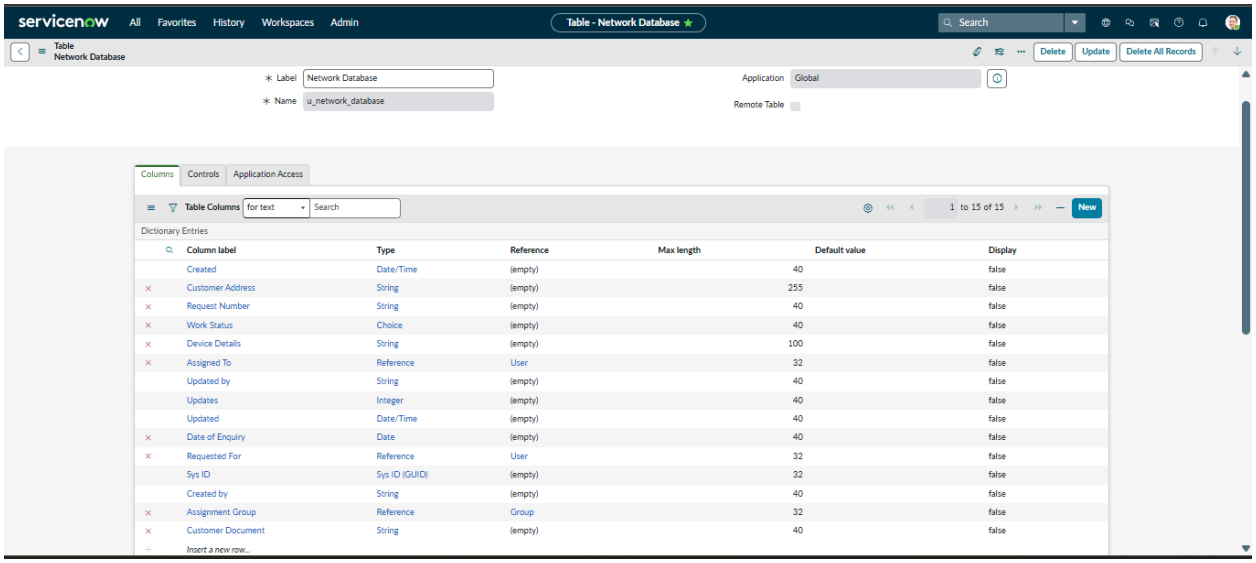


Step 5: Custom Table Setup

1. Navigate to **System Definition** → **Tables**
2. Create table:
    - **Name:** Network Database
    - **Table Name:** u_network_database

3. Add required fields:
    - Request Number
    - Requested For
    - Device Details
    - Customer Address
    - Assignment Group
    - Work Status
    - Date of Enquiry

📸 *Screenshot Included: Custom Table Schema*

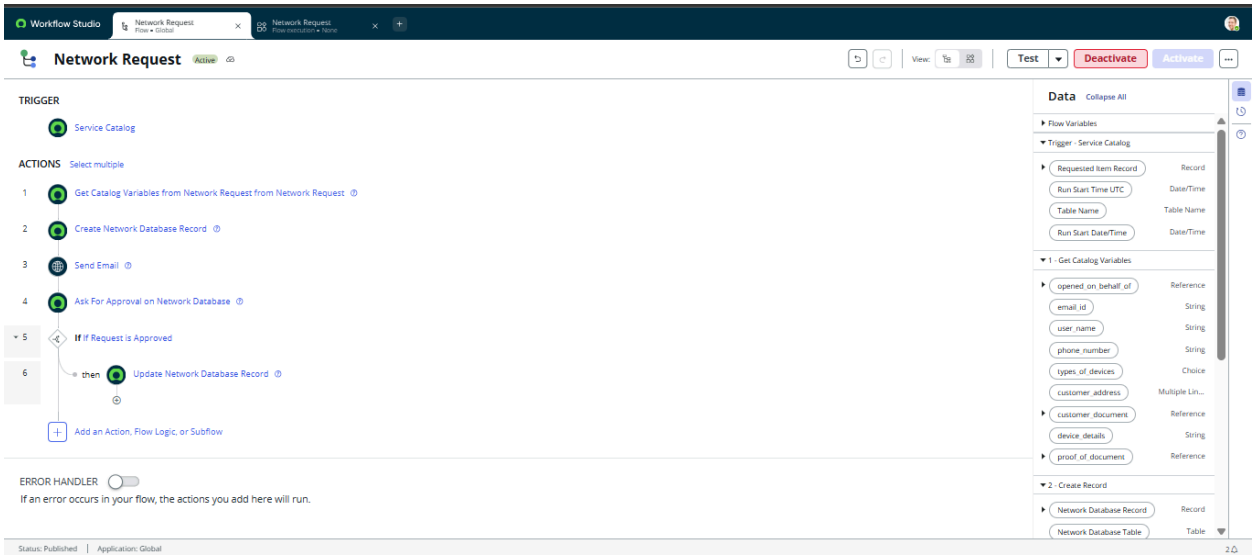


Step 6: Flow Designer Workflow Setup

1. Navigate to **Flow Designer**
2. Create flow **Network Request**

3. Configure:
    - Trigger: Service Catalog → Requested Item Submitted
    - Get Catalog Variables
    - Create Record (u_network_database)
    - Ask for Approval
    - If condition (Approved / Rejected)
    - Update Record
4. Map catalog variables to table fields
5. Save and **Activate** the flow

📸 *Screenshot Included: Flow Designer Workflow*



Step 7: ACL & Role Configuration

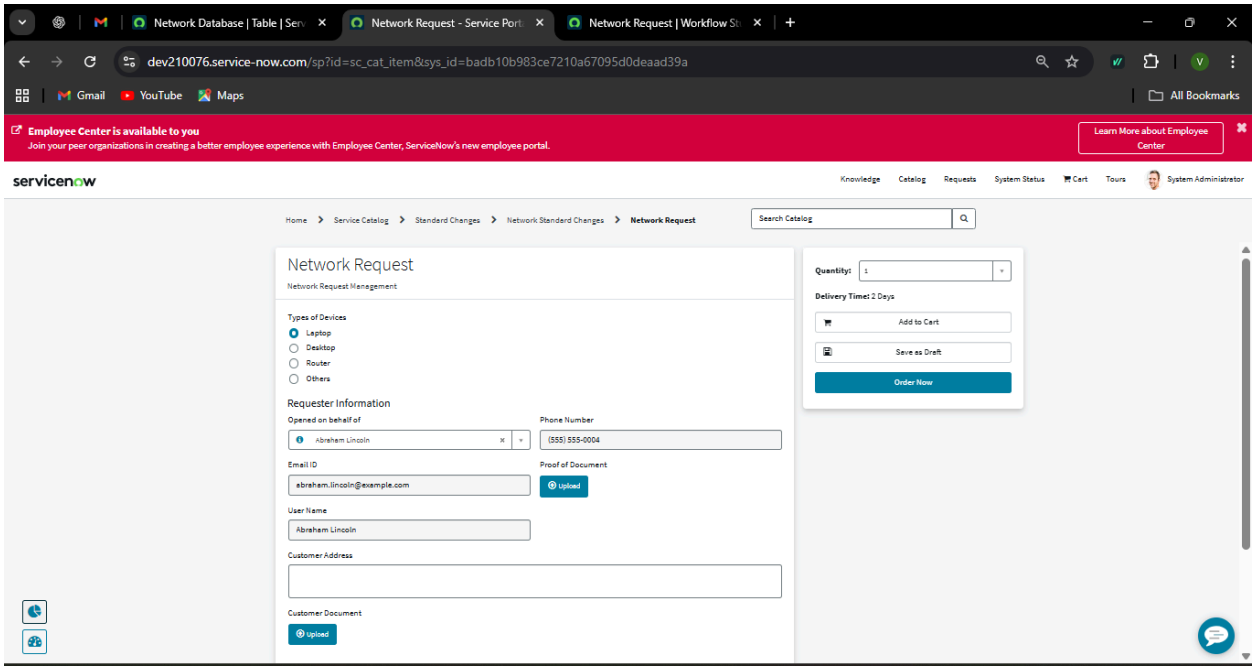
- Default ACLs created with the custom table are used
- No additional ACL customization required
- Role-based access enforced automatically

📌 *No screenshots required*

Step 8: Test Submission Data

1. Open **Service Portal** (`/sp`)
2. Search **Network Request**
3. Submit a test request with sample data
4. Approve the request
5. Verify record creation in **u_network_database**

📸 *Screenshot Included: Test Submission & Stored Record*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Network Request - Service Port
Network Request | Workflow St
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Gmail
YouTube
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Employee Center is available to you
Join your peer organizations in creating a better employee experience with Employee Center, ServiceNow's new employee portal.
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Knowledge
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Requests
System Status
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System Administrator
Home
Service Catalog
Standard Changes
Network Standard Changes
Network Request
Search Catalog
Network Request
Network Request Management
Types of Devices
Laptop
Desktop
Router
Others
Requester Information
Opened on behalf of
Abraham Lincoln
Phone Number
(555) 555-0004
Email ID
abraham.lincoln@example.com
Proof of Document
Upload
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Customer Address
Customer Document
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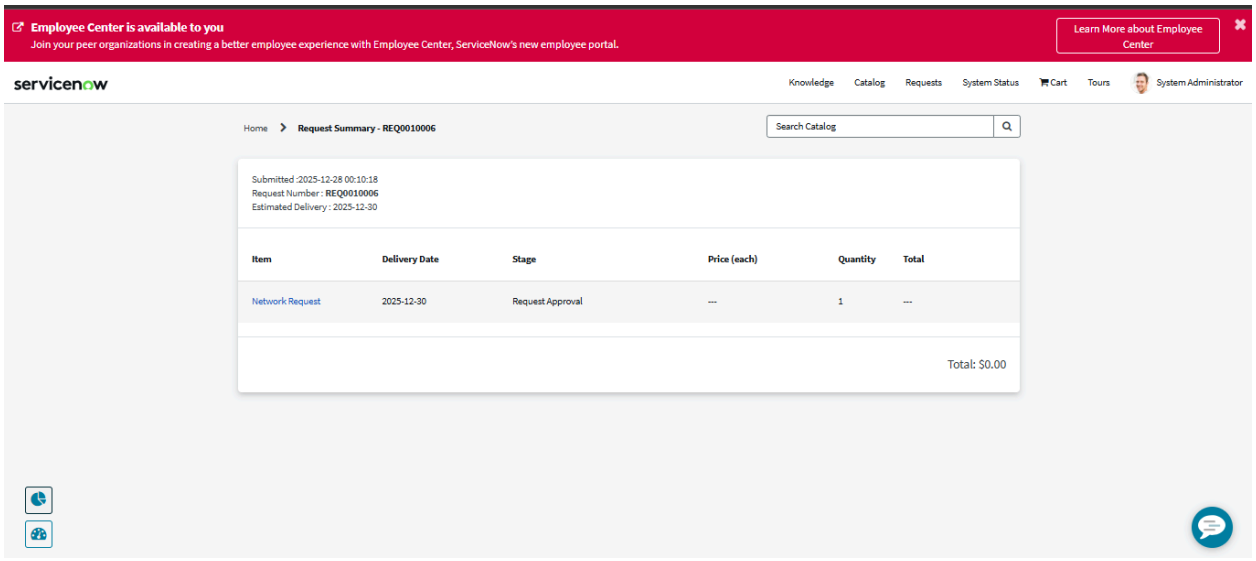
1
Delivery Time: 2 Days
Add to Cart
Save as Draft
Order Now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Knowledge
Catalog
Requests
System Status
Cart
Tours
System Administrator
Home
Request Summary - REQ0010006
Search Catalog
Submitted :2025-12-28 00:10:18
Request Number : REQ0010006
Estimated Delivery : 2025-12-30
Item
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2025-12-30
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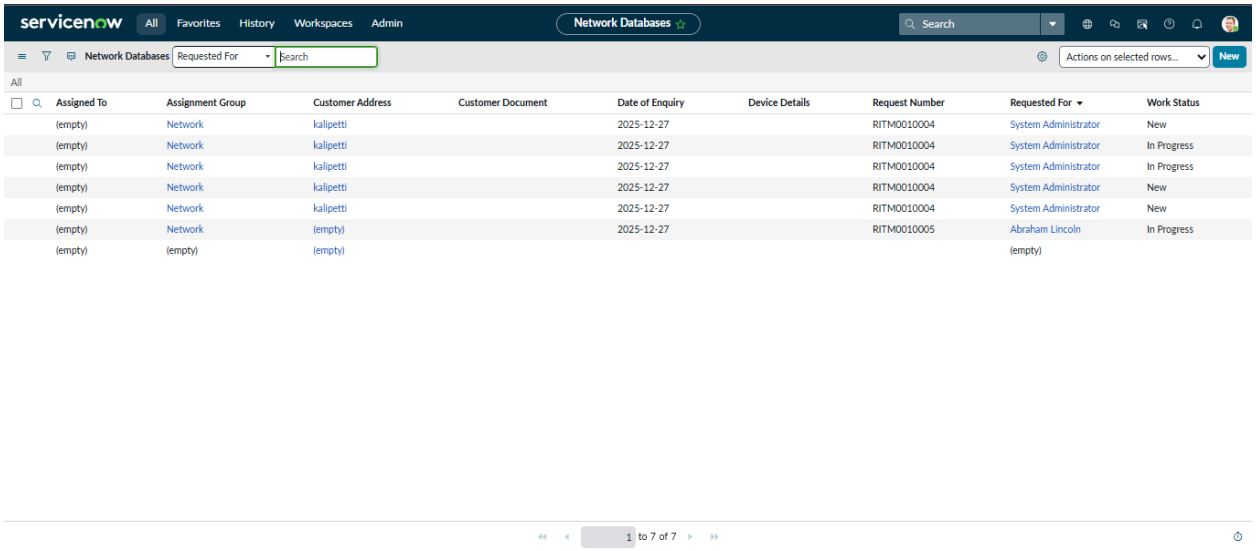
1

Total: $0.00



Validation Checklist

✔ Catalog item visible in Service Portal
✔ Variables and variable sets displayed correctly
✔ UI policies function as expected
✔ Flow executes without errors
✔ Data stored in custom table
✔ Approval and notifications triggered

Outcome

- Solution can be recreated reliably in any new PDI
- Clear setup sequence reduces deployment errors
- Documentation supports future scalability and maintenance
- Admin-friendly and audit-ready implementation

Conclusion

This setup manual ensures that the **Automated Network Request Management** solution can be deployed, tested, and maintained with confidence.
By following the ordered steps and reference screenshots, administrators can achieve a consistent and fully functional implementation without ambiguity.