

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:

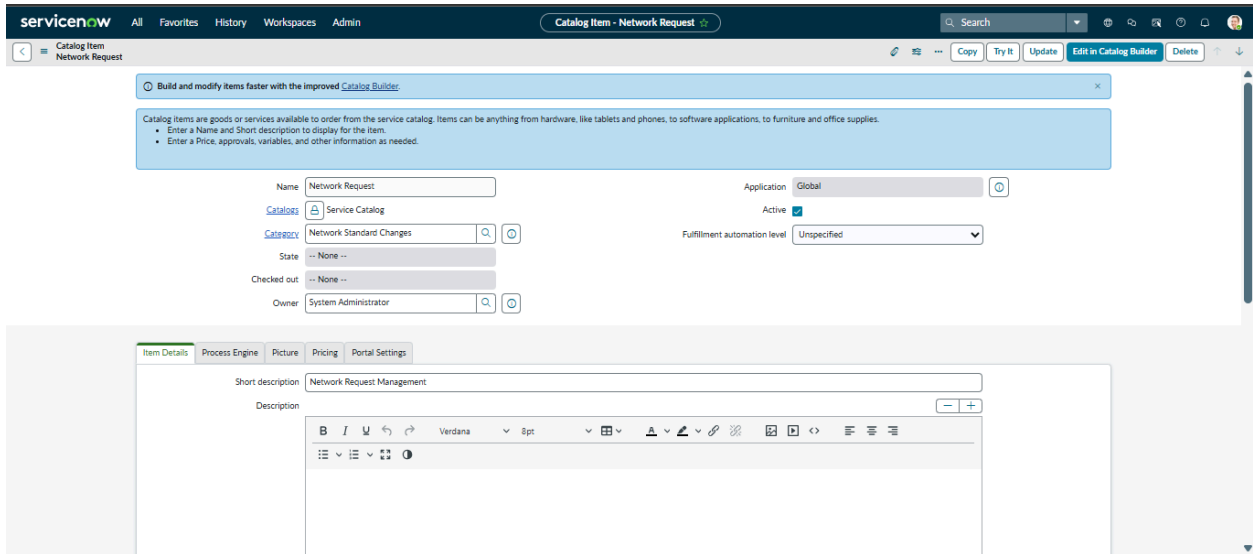
- Active ServiceNow Personal Developer Instance (PDI)
 - Admin role access
 - Basic familiarity with ServiceNow navigation
-

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



Build and modify items faster with the improved [Catalog Builder](#).

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: Network Request

Application: Global

Active: ☒

Fulfillment automation level: Unspecified

State: -- None --

Checked out: -- None --

Owner: System Administrator

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description: Network Request Management


Description: Network Request Management

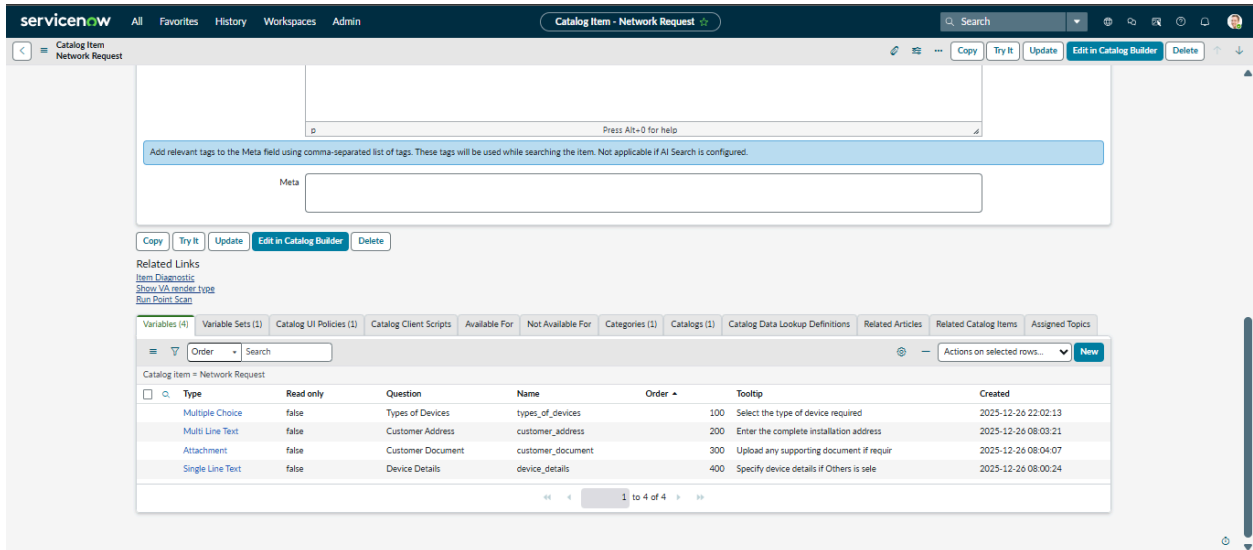
Step 2: Variable Configuration

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*




The screenshot shows the ServiceNow Catalog Builder interface for a 'Network Request' item. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main content area has a search bar and a 'Meta' field for adding tags. Below the 'Meta' field, there are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. The 'Related Links' section shows a table of links with columns for 'Type', 'Read only', 'Question', 'Name', 'Order', 'Tooltip', and 'Created'.

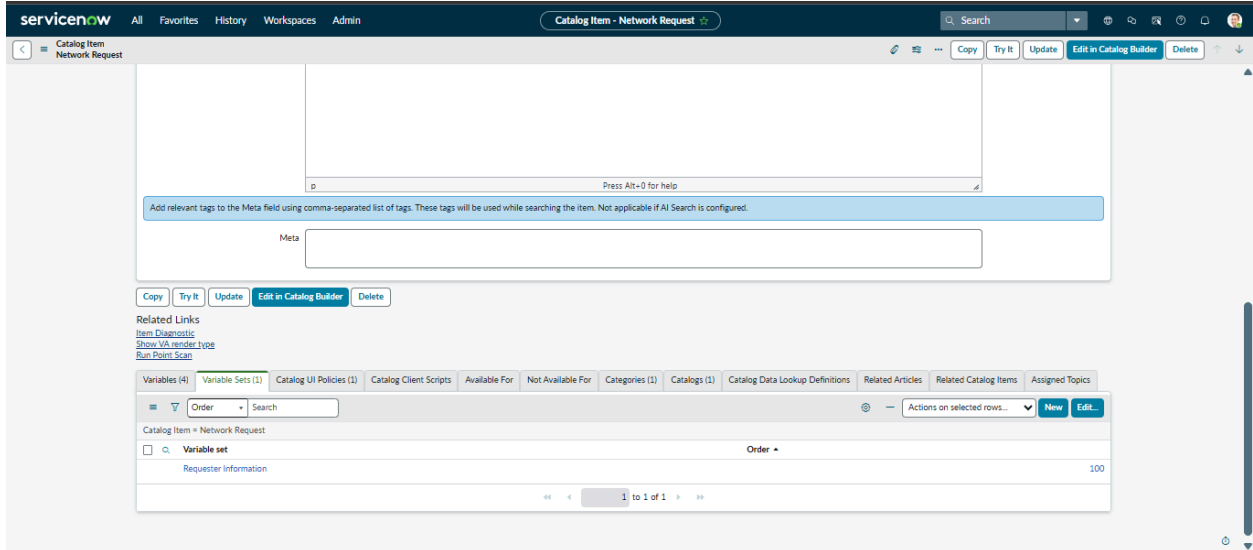
Type	Read only	Question	Name	Order	Tooltip	Created
Multiple Choice	false	Types of Devices	types_of_devices	100	Select the type of device required	2025-12-26 22:02:13
Multi Line Text	false	Customer Address	customer_address	200	Enter the complete installation address	2025-12-26 08:03:21
Attachment	false	Customer Document	customer_document	300	Upload any supporting document if required	2025-12-26 08:04:07
Single Line Text	false	Device Details	device_details	400	Specify device details if Others is selected	2025-12-26 08:00:24

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*



servicenow All Favorites History Workspaces Admin Catalog Item - Network Request

Search

Copy Try It Update Edit in Catalog Builder Delete

Press Alt+0 for help

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

Copy Try It Update Edit in Catalog Builder Delete

Related Links

[Item Diagnostic](#)

[Show VA render type](#)

[Run Point Scan](#)

Variables (4) Variable Sets (1) Catalog UI Policies (1) Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items Assigned Topics

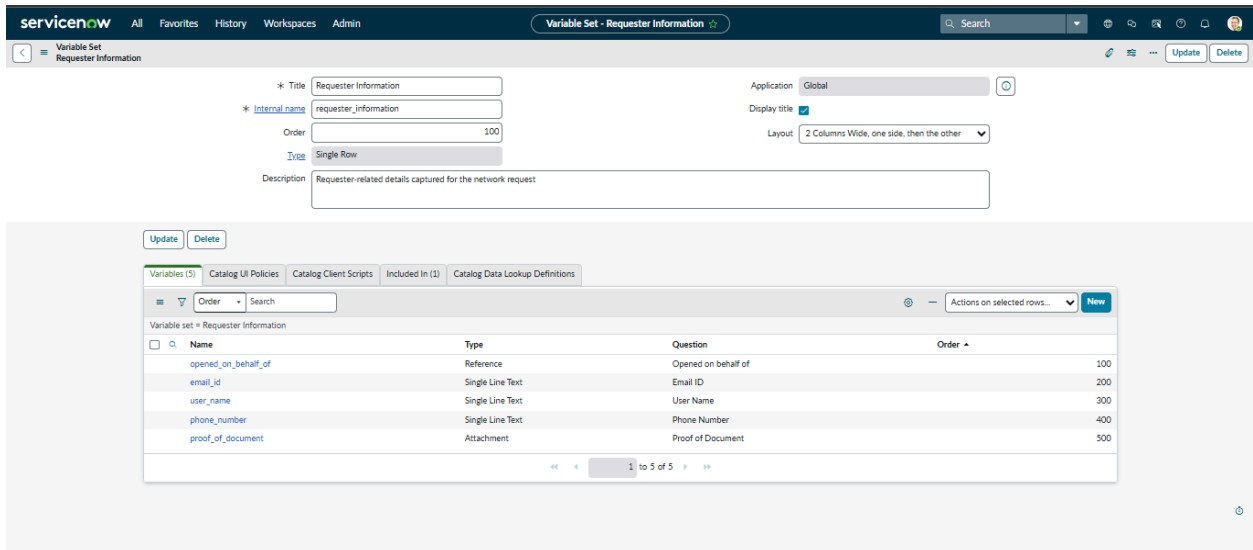
Order Search

Actions on selected rows... New Edit

Catalog Item - Network Request

Variable set	Order
Requester Information	100

1 to 1 of 1



servicenow All Favorites History Workspaces Admin Variable Set - Requester Information

Search

Update Delete

* Title Requester Information

* Internal name requester_information

Order 100

Type Single Row

Description Requester-related details captured for the network request

Update Delete

Variables (5) Catalog UI Policies Catalog Client Scripts Included In (1) Catalog Data Lookup Definitions

Order Search

Actions on selected rows... New

Variable set - Requester Information

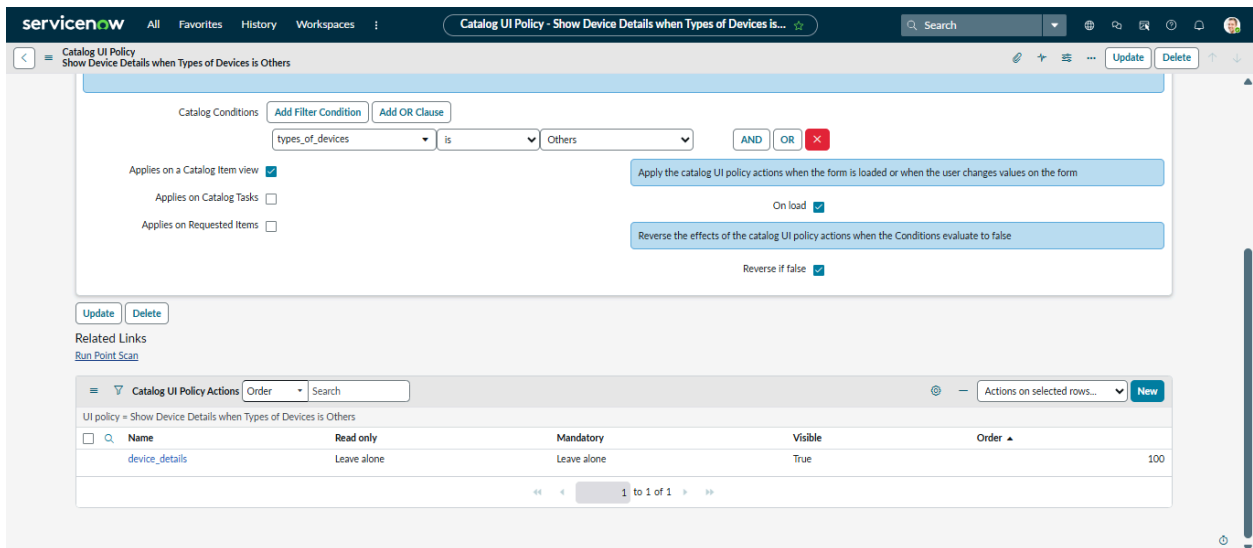
Name	Type	Question	Order
opened_on_behalf_of	Reference	Opened on behalf of	100
email_id	Single Line Text	Email ID	200
user_name	Single Line Text	User Name	300
phone_number	Single Line Text	Phone Number	400
proof_of_document	Attachment	Proof of Document	500

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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*



The screenshot displays the ServiceNow interface for configuring a Catalog UI Policy. The title bar reads "Catalog UI Policy - Show Device Details when Types of Devices is...". The main configuration area includes a "Catalog Conditions" section with a dropdown menu set to "types_of_devices", a comparison operator "is", and a value dropdown set to "Others". Below this, there are checkboxes for "Applies on a Catalog Item view" (checked), "Applies on Catalog Tasks" (unchecked), and "Applies on Requested Items" (unchecked). To the right, there are two blue action boxes: "Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form" and "Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false". The "On load" checkbox is checked, and the "Reverse if false" checkbox is also checked. At the bottom, there is a table titled "Catalog UI Policy Actions" with columns for Name, Read only, Mandatory, Visible, and Order. The table contains one row with the name "device_details", Read only set to "Leave alone", Mandatory set to "Leave alone", Visible set to "True", and Order set to "100".

Name	Read only	Mandatory	Visible	Order
device_details	Leave alone	Leave alone	True	100

servicenow All Favorites History Workspaces Admin Catalog UI Policy - Show Device Details when Types of Devices is Others

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. [View info](#)

Applies to: A Catalog Item Application: Global

× Catalog item: Network Request Active

× Short description: Show Device Details when Types of Devices is Others

When to Apply Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is Active
2. The items in the Conditions field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item.

Catalog Conditions: Add Filter Condition Add OR Clause

types_of_devices is Others AND OR

Applies on a Catalog Item view: ☒ Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

Applies on Catalog Tasks: ☐ On load

Applies on Requested Items: ☐ Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false: ☒

Update Delete

Related Links [Run Policy Run](#)

Catalog UI Policy Actions Order Search Actions on selected rows. New

<input type="checkbox"/>	Name	Read only	Mandatory	Visible	Order
<input type="checkbox"/>	device_details	Leave alone	Leave alone	True	100

1 to 1 of 1

servicenow All Favorites History Workspaces Admin Catalog UI Policy Action - device_details

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More info](#)

Catalog Item: Network Request Application: Global

Variable name: device_details Mandatory: Leave alone

Order: 100 Visible: True

Read only: Leave alone

Value action: Leave alone

Field message type: None


Update Delete

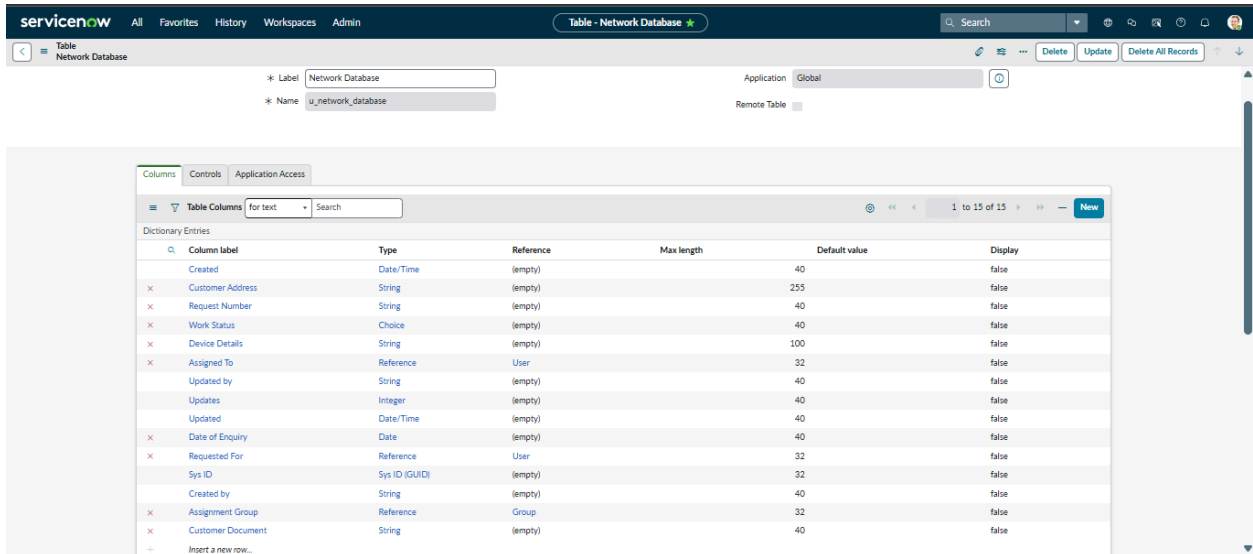
Step 5: Custom Table Setup

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*



The screenshot shows the ServiceNow interface for the 'Table - Network Database'. The 'Table Columns' tab is active, displaying a list of 15 columns. The columns are: Created, Customer Address, Request Number, Work Status, Device Details, Assigned To, Updated by, Updates, Updated, Date of Enquiry, Requested For, Sys ID (GUID), Created by, Assignment Group, and Customer Document. Each column has a specific data type, reference, max length, default value, and display setting.

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Customer Address	String	(empty)	255		false
Request Number	String	(empty)	40		false
Work Status	Choice	(empty)	40		false
Device Details	String	(empty)	100		false
Assigned To	Reference	User	32		false
Updated by	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Date of Enquiry	Date	(empty)	40		false
Requested For	Reference	User	32		false
Sys ID (GUID)	Sys ID (GUID)	(empty)	32		false
Created by	String	(empty)	40		false
Assignment Group	Reference	Group	32		false
Customer Document	String	(empty)	40		false

Step 6: Flow Designer Workflow Setup


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

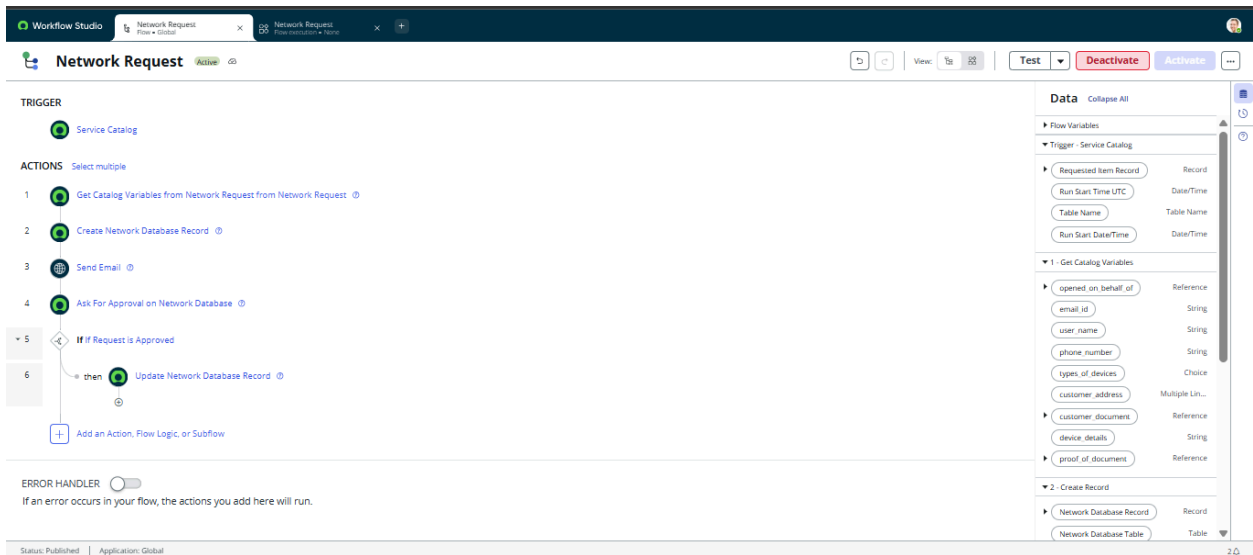
3. Configure:

- 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*



The screenshot displays the Salesforce Flow Designer interface for a workflow named "Network Request". The workflow is currently in the "Test" state, with "Deactivate" and "Activate" buttons visible in the top right. The workflow is structured as follows:

- TRIGGER:** Service Catalog
- ACTIONS:**
 - 1. Get Catalog Variables from Network Request from Network Request
 - 2. Create Network Database Record
 - 3. Send Email
 - 4. Ask For Approval on Network Database
 - 5. If Request is Approved (Decision)
 - 6. Update Network Database Record (then branch)
- ERROR HANDLER:** A section for handling errors, with a note: "If an error occurs in your flow, the actions you add here will run."


The right-hand pane shows the "Data" section, which lists the variables and their types for each step:

- Trigger - Service Catalog:**
 - Requested Item Record (Record)
 - Run Start Time UTC (DateTime)
 - Table Name (Table Name)
 - Run Start DateTime (DateTime)
- 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)**
- proof_of_documents (Reference)**
- 2 - Create Record:**
 - Network Database Record (Record)
 - Network Database Table (Table)

The status bar at the bottom indicates "Status: Published" and "Application: Global".

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*

Network Database | Table | Ser...Network Request - Service Port...Network Request | Workflow St...+dev210076.service-now.com/sp?id=sc_cat_item&sys_id=badb10b983ce7210a67095d0deaad39aGmailYouTubeMapsAll BookmarksEmployee Center is available to youJoin your peer organizations in creating a better employee experience with Employee Center, ServiceNow's new employee portal.Learn More about Employee Center

servicenowKnowledgeCatalogRequestsSystem StatusCartToursSystem Administrator

Home > Service Catalog > Standard Changes > Network Standard Changes > Network RequestSearch Catalog

Network RequestNetwork Request Management

Types of Devices

☒ Laptop☐ Desktop☐ Router☐ Others

Requester Information

Opened on behalf ofAbraham Lincoln

Phone Number(555) 555-0004

Email IDabraham.lincoln@example.com

Proof of Documentupload

User NameAbraham Lincoln

Customer Address

Customer Documentupload

Quantity: 1

Delivery Time: 2 Days

Add to Cart

Save as Draft

Order Now

Employee Center is available to youJoin your peer organizations in creating a better employee experience with Employee Center, ServiceNow's new employee portal.Learn More about Employee Center

servicenowKnowledgeCatalogRequestsSystem StatusCartToursSystem Administrator

Home > Request Summary - REQ0010006Search Catalog

Submitted: 2025-12-28 00:10:18
Request Number: REQ0010006
Estimated Delivery: 2025-12-30

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Network Request	2025-12-30	Request Approval	---	1	---
					Total: \$0.00

servicenow									
<div> All Favorites History Workspaces Admin Network Databases </div> <div> Requested For <input type="text"/> </div> <div> Search </div> <div> Actions on selected rows... New </div>									
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	New	
(empty)	Network	kalipetti		2025-12-27		RITM0010004	System Administrator	In Progress	
(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	New	
(empty)	Network	(empty)		2025-12-27		RITM0010005	Abraham Lincoln	In Progress	
(empty)	(empty)	(empty)					(empty)		

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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.