Phase 5: Deployment, Documentation & Final Presentation

Realism & Quality

Description

The **Automated Network Request Management in ServiceNow** solution was designed to closely replicate real-world enterprise IT service request handling. The workflow structure, approvals, validations, and data handling follow industry-standard ITSM practices commonly used in large organizations.

Enterprise Workflow Simulation

The implemented solution reflects realistic IT operational scenarios by incorporating:

- **Role-based approvals**

    - Requests are routed dynamically to appropriate approvers (manager or network group)

    - Approval logic ensures accountability and compliance

- **Structured data validations**

    - Mandatory fields prevent incomplete submissions

    - Auto-populated user details ensure accuracy and consistency

    - Conditional logic controls request progression

- **Controlled request lifecycle**

    - Requests move through defined states such as New, In Progress, and Approved

    - Workflow execution depends on approval outcomes

Realistic Testing Scenarios

The system was tested using practical, real-life use cases and sample data, including:

- Submitting network requests through the Service Portal

- Selecting different users using "Opened on behalf of"

- Validating auto-filled user details (email, phone number, user name)

- Executing approval flows as both requester and approver

- Verifying email notifications and record updates

These scenarios ensured the solution behaves exactly as expected in a production-like environment.

Quality Assurance Measures

- End-to-end flow execution verified without errors

- Accurate data storage in the custom table

- Approval and notification logic tested multiple times

- Consistent UI behavior across different request types

Outcome

- Solution meets real enterprise ITSM standards

- High-quality automation with minimal manual intervention

- Reliable, accurate, and production-ready design

- Suitable for real-world deployment and future scaling