Phase 5: Deployment, Documentation & Final Presentation

Adherence to Timelines

Overview

This section outlines how the **Automated Network Request Management in ServiceNow** project was executed in accordance with a clearly defined five-phase implementation roadmap. Each phase was completed sequentially, ensuring controlled progress, timely validation, and minimal rework.

Project Execution Roadmap

The project followed a structured five-phase approach:

1. Catalog Creation

- Service Catalog items and categories were created as planned

- Network Request catalog item established as the primary user entry point

- Foundation for all subsequent configurations completed on time

---

2. Form Setup

- Dynamic catalog variables and variable sets configured

- Conditional visibility implemented using UI Policies

- Auto-populate logic enabled for user-related fields

- Form usability validated through Service Portal testing

---

3. Approval Integration

- Approval workflows implemented using Flow Designer

- Dynamic approval routing configured

- Approval state validation enforced using flow conditions

- End-to-end approval testing completed successfully

---

4. Testing & Security

- End-to-end lifecycle testing performed

- Email notifications verified

- Data handling and storage validated in custom table

- Default Access Control Rules (ACLs) reviewed and confirmed

- Audit and compliance readiness ensured

---

5. Deployment

- Flow activated after successful validation

- Service Catalog made available to users

- Post-deployment monitoring performed using logs and execution details

- System confirmed stable and production-ready

Outcome

- All milestones were achieved within the planned timeline

- Phased execution reduced configuration errors and rework

- Smooth transition from development to deployment

- Clear traceability and documentation maintained throughout the project lifecycle