

## Phase 4: Data Migration, Testing & Security

### Data Handling

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#### Description

In this phase, Service Catalog request data is automatically captured and stored in a custom database table to ensure structured tracking, reporting, and auditability.

For the **Network Request** catalog item, **Process Automation using Flow Designer** is implemented to extract catalog variables and persist them into a custom table named **u\_network\_database**. This eliminates manual data entry and ensures consistent and reliable data storage.

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#### Objective

Automatically map Service Catalog variables from the **Network Request** catalog item into corresponding fields in a custom table when a request is submitted.

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#### Implementation Approach

The data handling logic is implemented using **Flow Designer**, triggered on Service Catalog submission.

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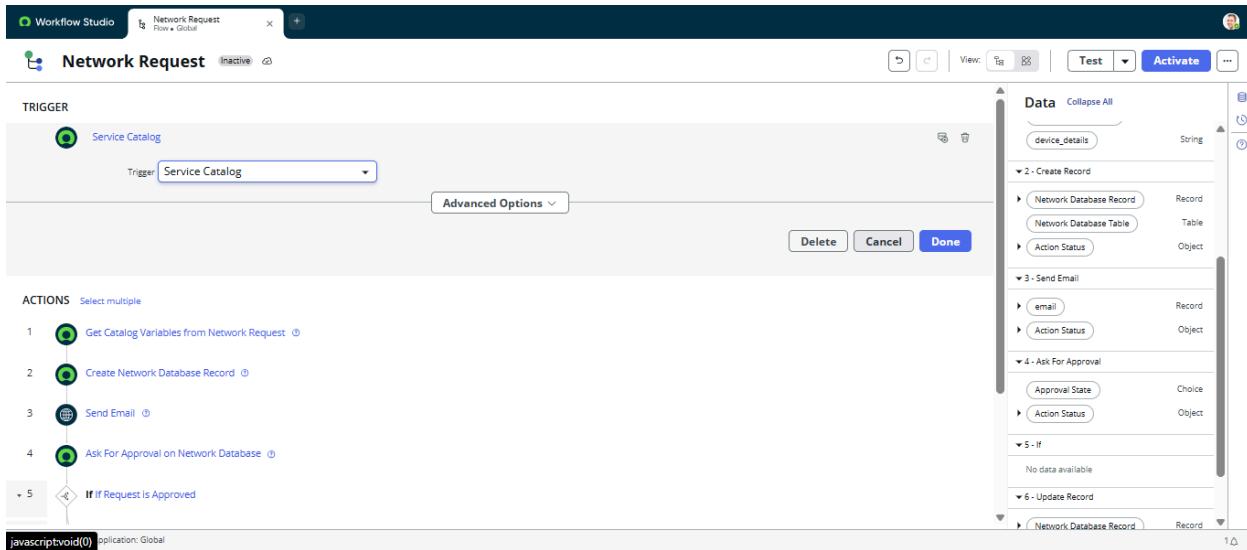
#### Process Overview

##### Step 1: Flow Creation

- Navigate to **Workflow Studio** → **Flow Designer**
- Create a new flow named **Network Request**
- Set the flow status to **Active**

 **Screenshot:**

- Flow Designer showing **Network Request (Active)**



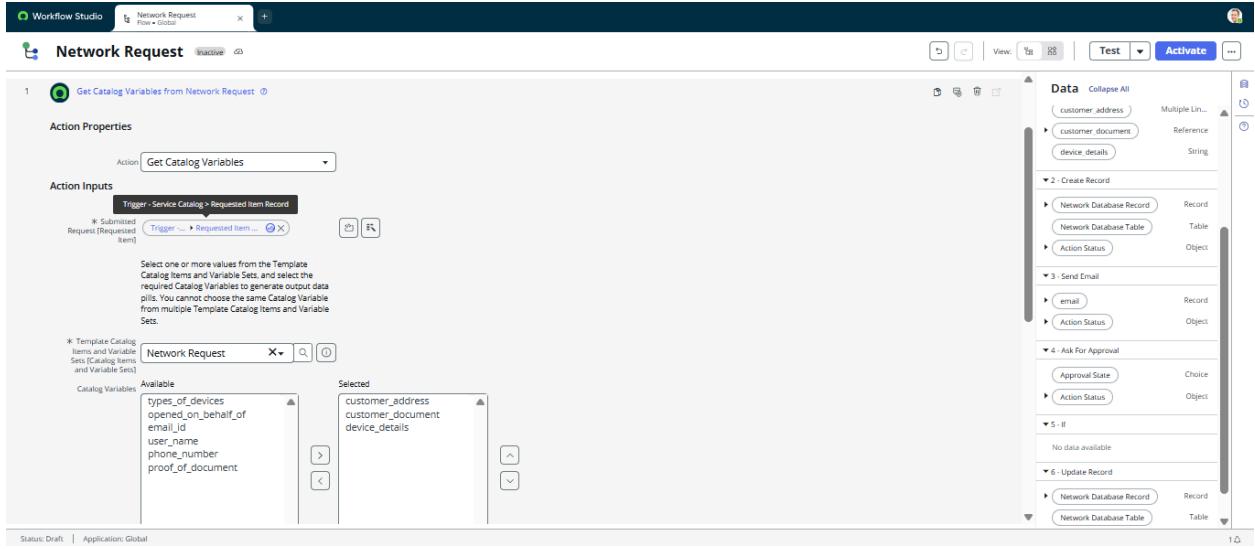
## Step 2: Trigger Configuration

- Trigger Type: **Service Catalog**
- Trigger Condition:
  - When a **Requested Item** is submitted
  - Catalog Item: **Network Request**

This ensures the flow executes automatically whenever a Network Request is ordered from the Service Portal.

 **Screenshot:**

- Trigger section showing **Service Catalog** trigger



### Step 3: Get Catalog Variables

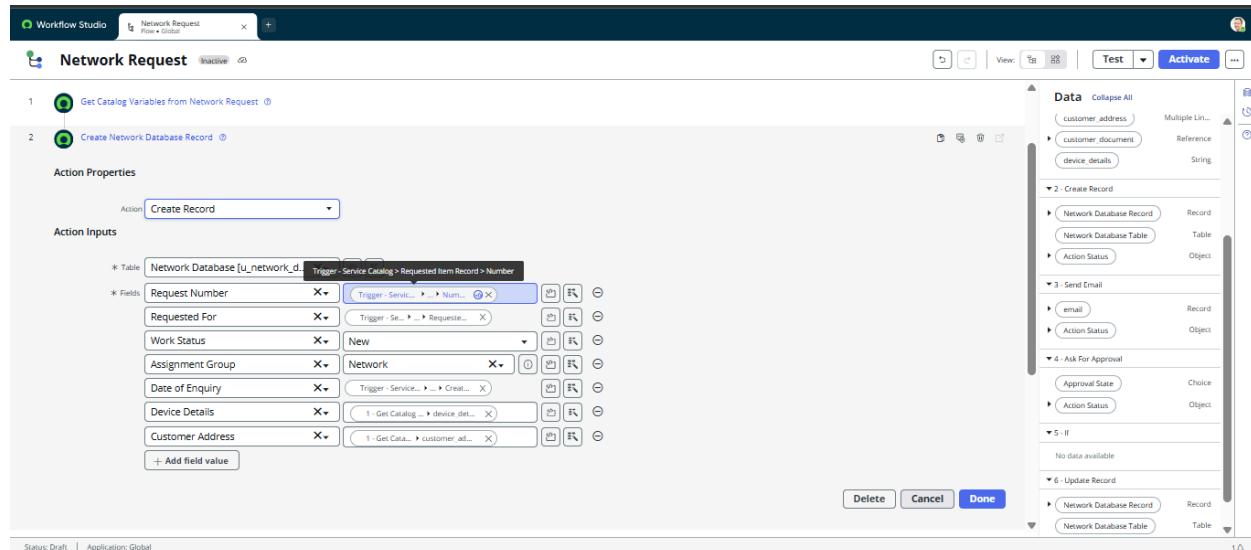
- Add Action: **Get Catalog Variables**
- Input:
  - **Requested Item** → From Trigger

This action retrieves all variables submitted in the catalog item, such as:

- Opened on behalf of
- Email ID
- Phone Number
- User Name
- Device Type
- Address

 **Screenshot:**

- Action: **Get Catalog Variables from Network Request**



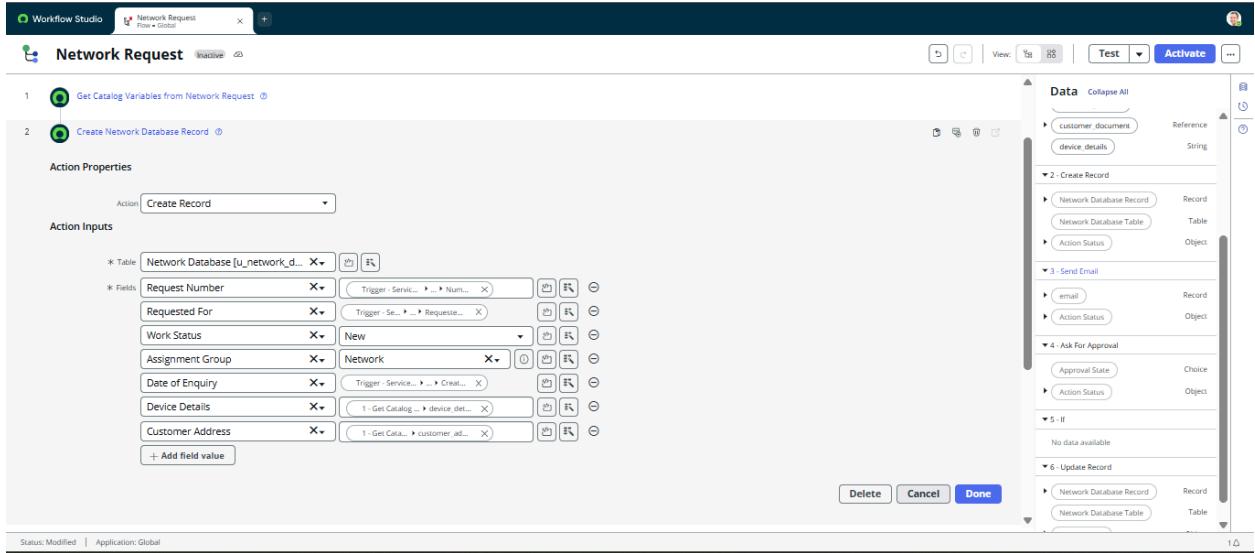
#### Step 4: Create Record in Custom Table

- Add Action: **Create Record**
- Table: **Network Database Table (u\_network\_database)**

This step creates a new record for every submitted request.

 **Screenshot:**

- Action selected: **Create Record**
- Table: **u\_network\_database**



## Step 5: Variable Mapping (Core Data Handling)

- Click **Add Fields (+)** in the Create Record action
- Map catalog variables to table fields

### Example Mappings:

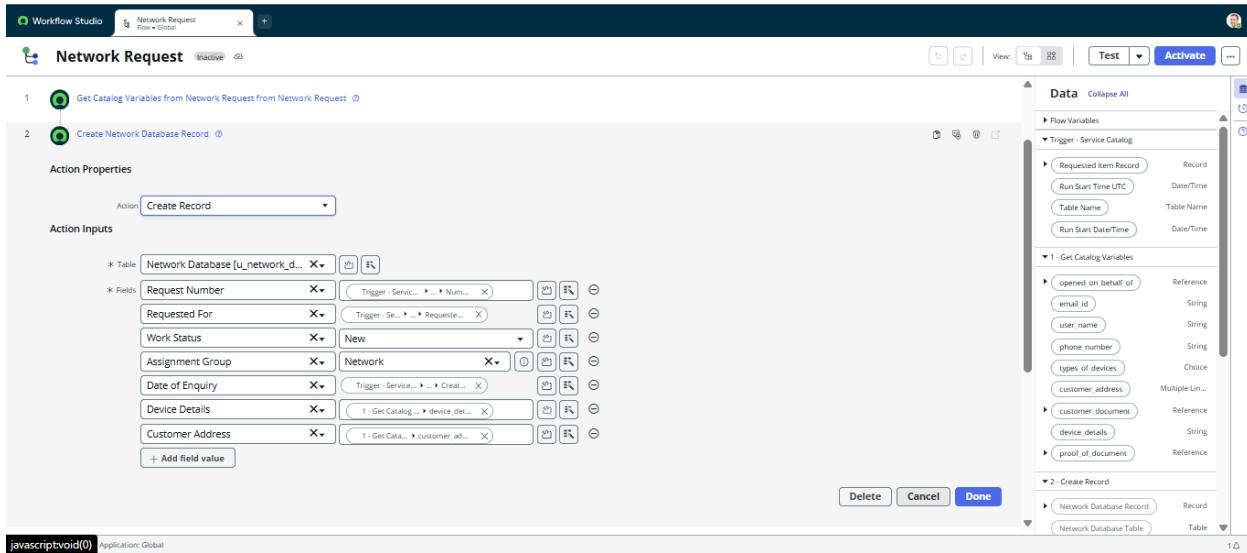
Catalog Variable	Custom Table Field
Request Number	u_request_number
Opened on behalf of → Name	u_requested_user
Email ID	u_email
Phone Number	u_phone

Device Type	u_device_type
Customer Address	u_address
Assignment Group	Network
Work Status	New
Date of Enquiry	Trigger → Created Date

This ensures all request-related data is stored in a structured format.

 *Screenshot:*

- Field mapping section showing:
  - Request Number mapping
  - Requested User mapping
  - Assignment Group = Network



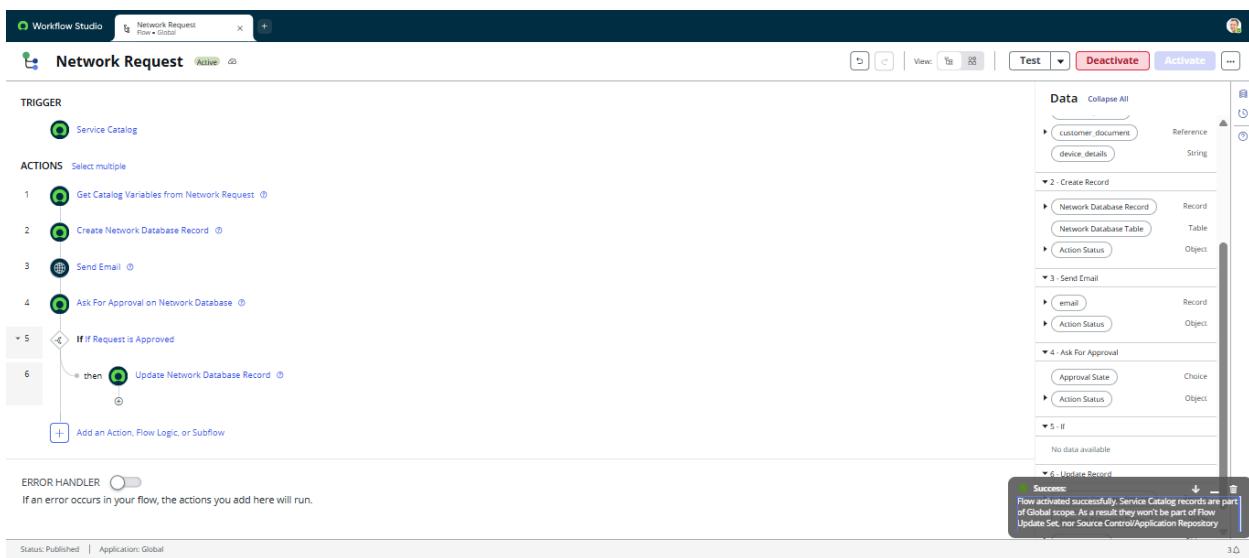
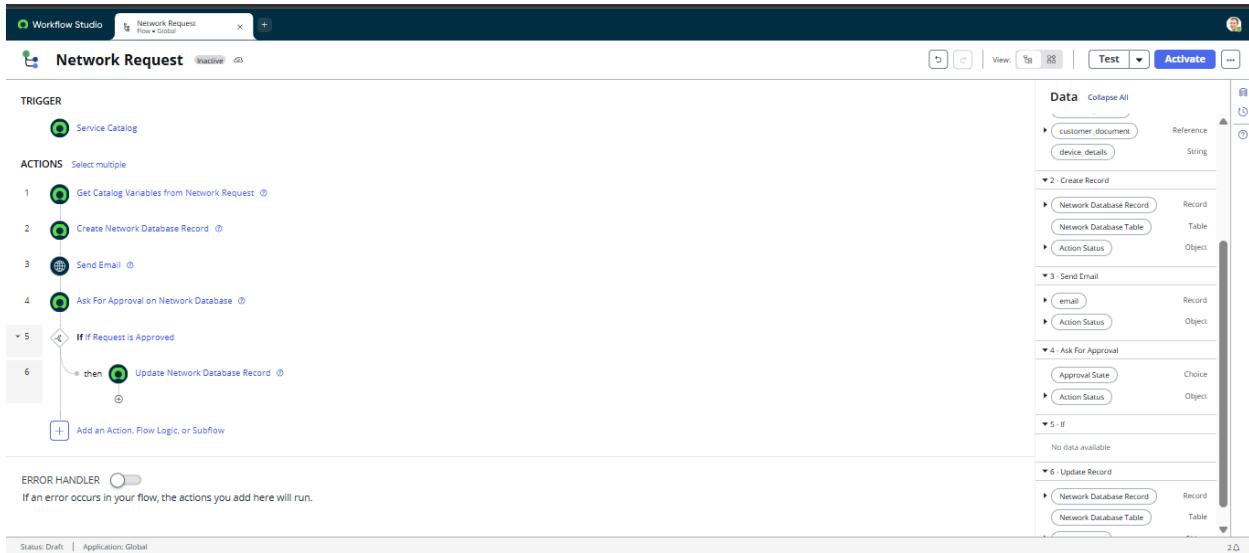
## Step 6: Save and Activate Flow

- Validate all mappings
- Save the flow
- Activate the flow

Once active, the flow automatically executes on every new Network Request submission.

### Screenshot:

- Flow showing **Active** status



## Outcome

- All Network Request submissions are automatically stored in **u\_network\_database**
- Benefits achieved:
  - No manual data entry

- Structured data storage
  - Improved traceability
  - Ready for reporting and dashboards
  - Audit and compliance friendly
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### **Validation Performed**

- Submitted Network Request from Service Portal
- Verified new record creation in **u\_network\_database**
- Confirmed:
  - Correct user details
  - Correct device type
  - Correct request number
  - Assignment group populated

#### *Screenshot:*

- Custom table record showing stored request data

Network Request - Service Portal | Network Request | Workflow Status

dev210076.service-now.com/sp?id=sc\_cat\_item&sys\_id=badb10b983ce7210a67095d0deaad39a

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servicenow

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: John Adams

Phone Number: (555) 555-0002

Email ID: john.adams@example.com

Proof of Document:

User Name: John Adams

Customer Address:

Customer Document:

Quantity: 1

Delivery Time: 2 Days

Add to Cart

Save as Draft

Order Now

Request Summary - REQ001000 | Network Request | Workflow Status

dev210076.service-now.com/sp?id=sc\_request&is\_new\_order=true&table=sc\_request&sys\_id=2ef0598e83063610a67095d0deaad3b9

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Home > Request Summary - REQ001000

Search Catalog

Submitted: 2025-12-27 08:08:22  
Request Number: REQ0010002  
Estimated Delivery: 2025-12-29

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Network Request	2025-12-29	▶ Assess or Scope Task	---	1	---

Total: \$0.00

All	Assigned To	Assignment Group	Customer Address	Customer Document	Date of Enquiry	Device Details	Request Number	Requested For	Work Status
	(empty)	Network	kalpetti		2025-12-27		RITM0010004	System Administrator	New
	(empty)	Network	kalpetti		2025-12-27		RITM0010004	System Administrator	In Progress
	(empty)	(empty)	(empty)					(empty)	

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### Final Notes (Important for Skillwallet)

- Process Automation is implemented using **Flow Designer**
- Catalog variables are accessed using **Get Catalog Variables**
- Data persistence achieved using **Create Record**
- Design follows **best practices for scalability and security**