

Phase 4: Data Migration, Testing & Security

Data Handling

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.

Objective

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


Implementation Approach

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

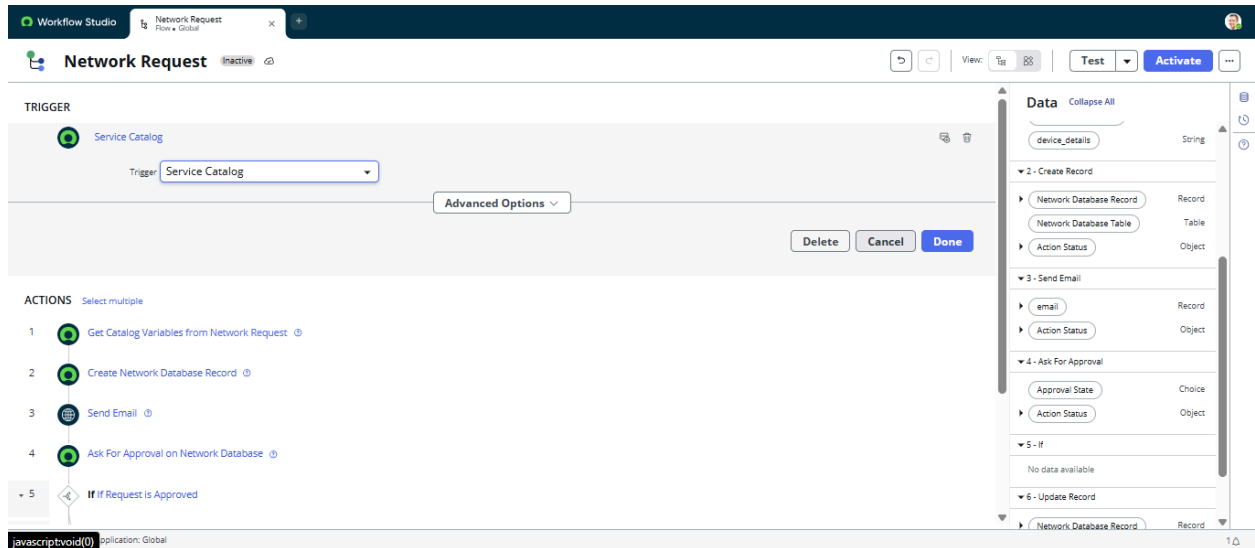
Process Overview

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)**



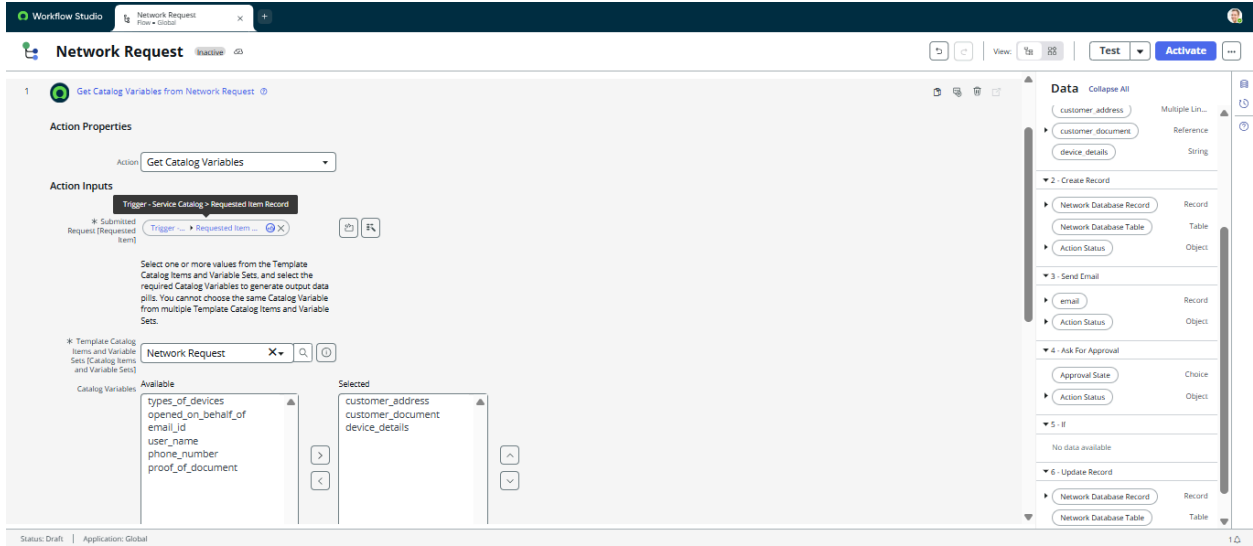
Step 2: Trigger Configuration

- 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

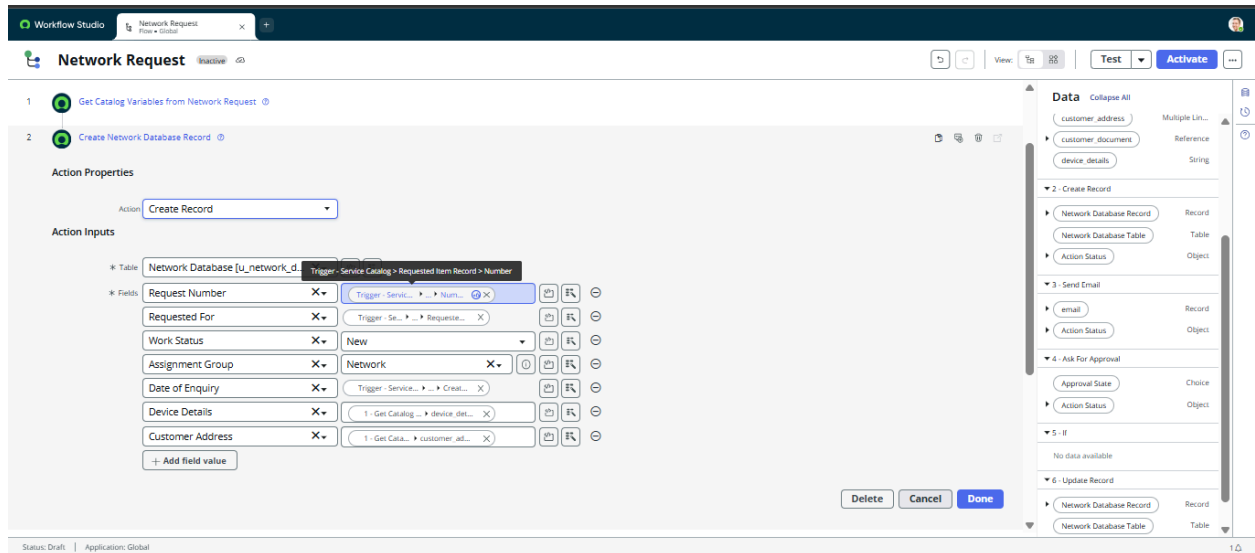
- Add Action: **Get Catalog Variables**
- Input:
 - **Requested Item** → From Trigger

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**



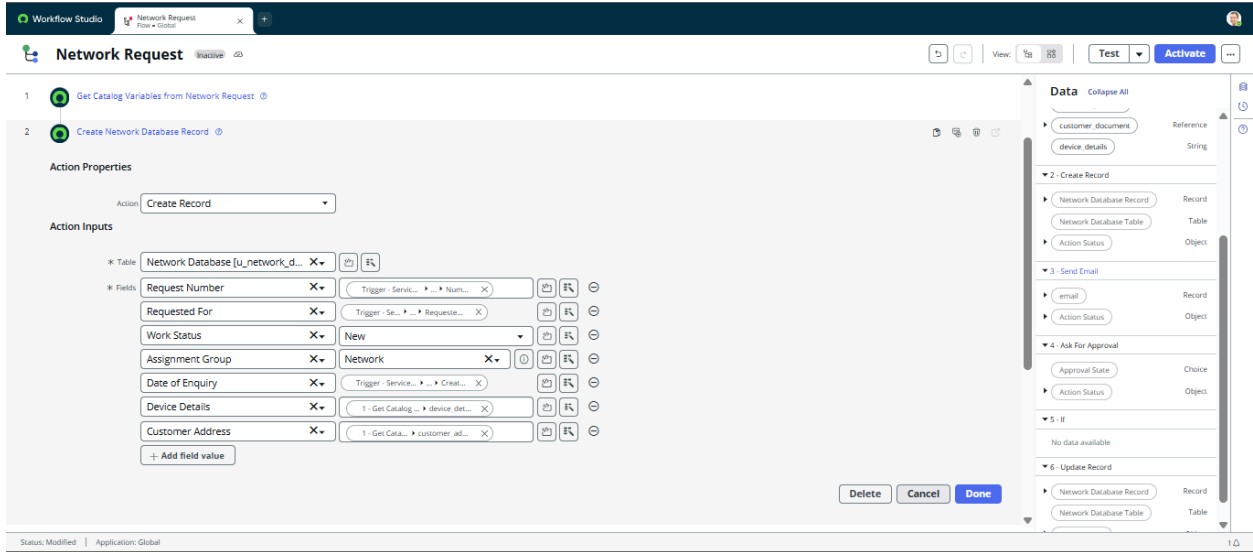
Step 4: Create Record in Custom Table

- 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:

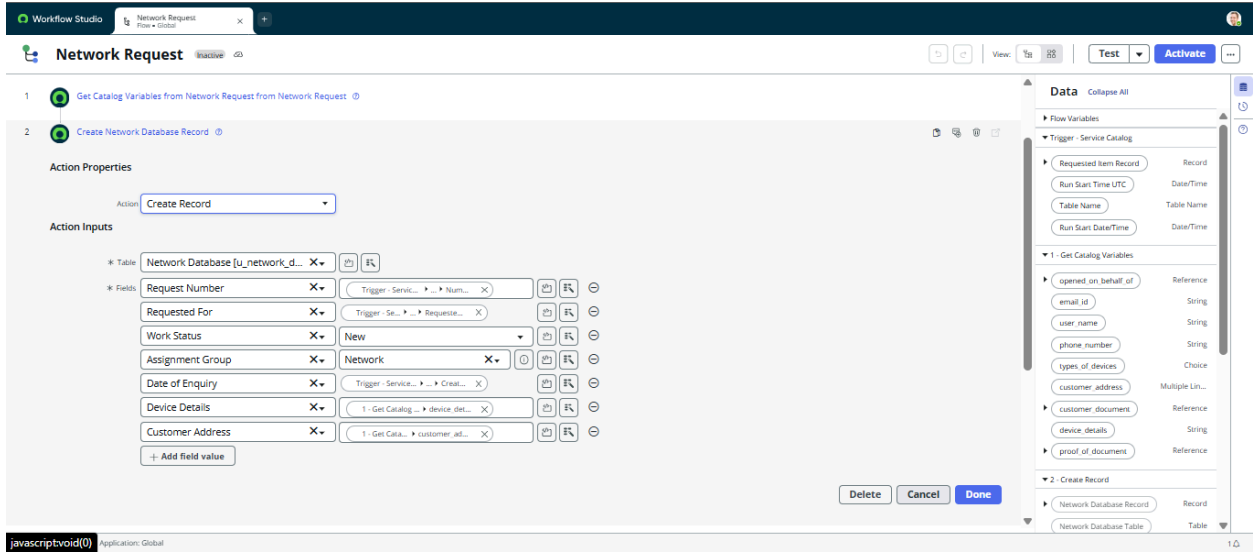
Catalog Variable	Custom Table Field
Request Number	u_request_number
Opened on behalf of → Name	u_requested_user
Email ID	u_email
Phone Number	u_phone

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

Workflow Studio | Network Request | Flow + Global

Network Request *Draft*

TRIGGER

- Service Catalog

ACTIONS Select multiple

- Get Catalog Variables from Network Request
- Create Network Database Record
- Send Email
- Ask For Approval on Network Database
- If Request is Approved
- Update Network Database Record

ERROR HANDLER ☐ If an error occurs in your flow, the actions you add here will run.

Status: Draft | Application: Global

Data Collapse All

- customer_document Reference
- device_details String
- Create Record
 - Network Database Record Record
 - Network Database Table Table
 - Action Status Object
- Send Email
 - email Record
 - Action Status Object
- Ask For Approval
 - Approval State Choice
 - Action Status Object
- If
 - No data available
- Update Record
 - Network Database Record Record
 - Network Database Table Table

Workflow Studio | Network Request | Flow + Global

Network Request *Active*

TRIGGER

- Service Catalog

ACTIONS Select multiple

- Get Catalog Variables from Network Request
- Create Network Database Record
- Send Email
- Ask For Approval on Network Database
- If Request is Approved
- Update Network Database Record

ERROR HANDLER ☐ If an error occurs in your flow, the actions you add here will run.

Status: Published | Application: Global





Data Collapse All

- customer_document Reference
- device_details String
- Create Record
 - Network Database Record Record
 - Network Database Table Table
 - Action Status Object
- Send Email
 - email Record
 - Action Status Object
- Ask For Approval
 - Approval State Choice
 - Action Status Object
- If
 - No data available
- Update Record
 - Network Database Record Record
 - Network Database Table Table

Success:
Flow activated successfully. Service Catalog records are part of Global scope. As a result they won't be part of Flow Update Set, nor Source Control/Application Repository

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
-

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 PortNetwork Request | Workflow St

dev210076.service-now.com/sp?id=sc_cat_item&sys_id=badb10b983ce7210a67095d0deadd39a

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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

Upload

User Name

John Adams

Customer Address

Customer Document

Upload

Quantity: 1

Delivery Time: 2 Days

Add to Cart

Save as Draft

Order Now

Request Summary - REQ001000Network Request | Workflow St

dev210076.service-now.com/sp?id=sc_request&is_new_order=true&table=sc_request&sys_id=2ef0598e83063610a67095d0deadd3b9

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Home > Request Summary - REQ0010002

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

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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**