Automation Logic

1. Introduction

Automation logic is the core component that enables seamless processing of network requests without manual intervention. This implementation leverages ServiceNow Flow Designer to automate record creation, approvals, notifications, and status updates based on catalog item submissions.

2. Flow Creation

Objective

To build an automated flow that handles end-to-end network request processing.

Procedure

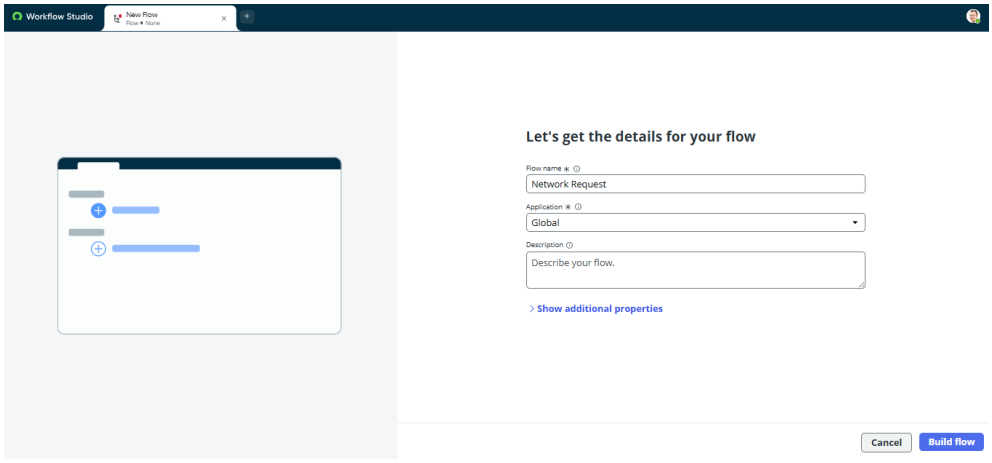

Figure 2.1: Creation of Network Request Flow in Flow Designer

- Navigate to **Flow Designer**.
- Click **New** → Create Flow.

- Provide:
    - **Flow Name:** Network Request
    - **Description:** Automates network request processing
- Click **Build Flow**.

3. Trigger Configuration

Trigger Type

- Trigger: **Service Catalog → Requested Item**
- Triggered when a user submits the Network Request catalog item.

4. Action Configuration

Get Catalog Variables

- Action: **Get Catalog Variables**
- Input: Requested Item
- Catalog Item: Network Request
- Select required variables and proceed.

Create Record

- Action: **Create Record**
- Table: Network Database
- Map catalog variables to table fields.
- Submit configuration.

Send Email

- Action: **Send Email**
- Target Record: Created Network Database record
- Configure:
    - To / CC
    - Subject and Body
- Save configuration.

Ask for Approval

- Action: **Ask for Approval**
- Target Record: Network Database
- Approval Reason: Waiting for approval
- Approval Rules:
    - Anyone approves

Flow Logic

- Action: **If Condition**
- Condition based on approval state:
    - Approved
    - Rejected

Update Record

- Action: **Update Record**
- Record: Network Database
- Update fields based on approval outcome.

5. Flow Chart Representation

A visual flow chart is used to represent the complete automation logic, illustrating triggers, actions, approvals, and conditional paths.

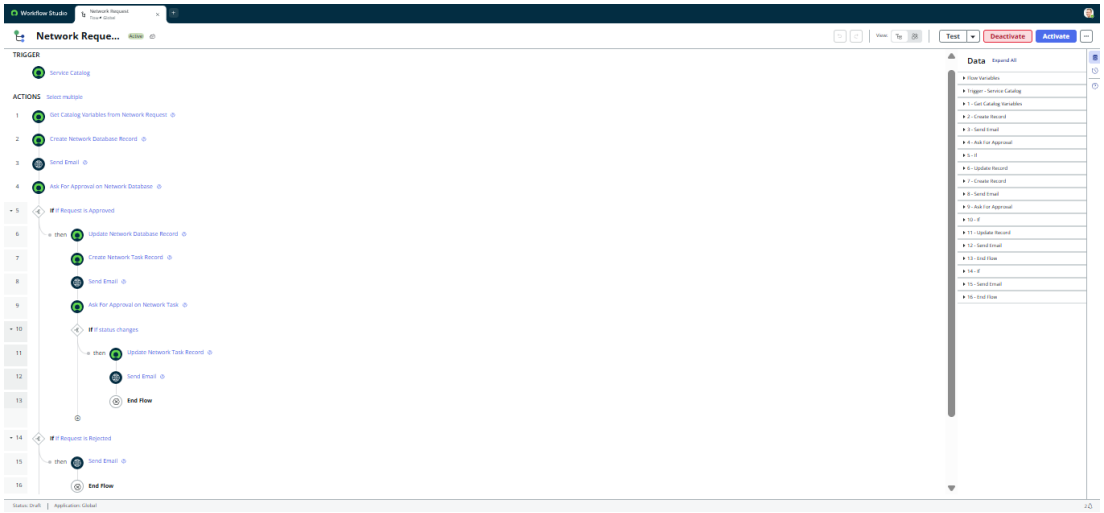

Figure 5.1: End-to-End Network Request Automation Flow

6. Conclusion

The implemented automation logic ensures consistent, efficient, and error-free processing of network requests. By utilizing Flow Designer capabilities, the system supports scalability, transparency, and rapid fulfillment.