

Automated Network Request Management in ServiceNow

Data Handling

1. Introduction

Data handling in the Automated Network Request Management system ensures that user-submitted catalog variables are accurately captured, processed, and stored in a structured format. This phase focuses on mapping Service Catalog variables to a custom backend table using ServiceNow Process Automation and Flow Designer.

2. Variables to Custom Table Records

Objective

To store catalog request data in a structured custom table (**u_network_database**) for reporting, tracking, and auditing purposes.

3. Implementation Approach

- Process Automation is used to capture catalog variables.
- Catalog variables are mapped to corresponding fields in the custom table.
- Data is stored automatically upon request submission.

4. Variable Mapping Process

Steps Followed:

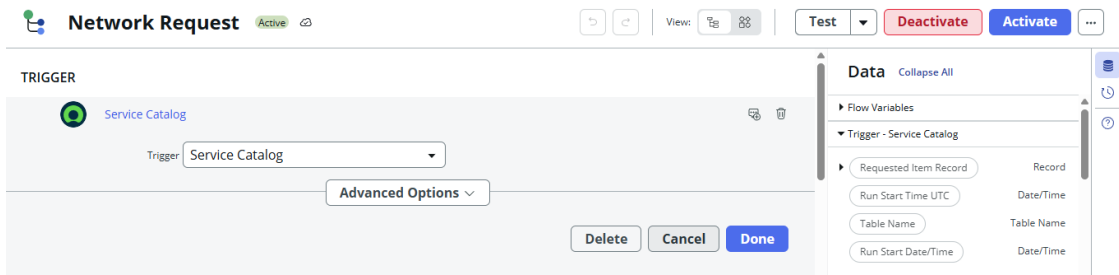


Figure: 4.1.1

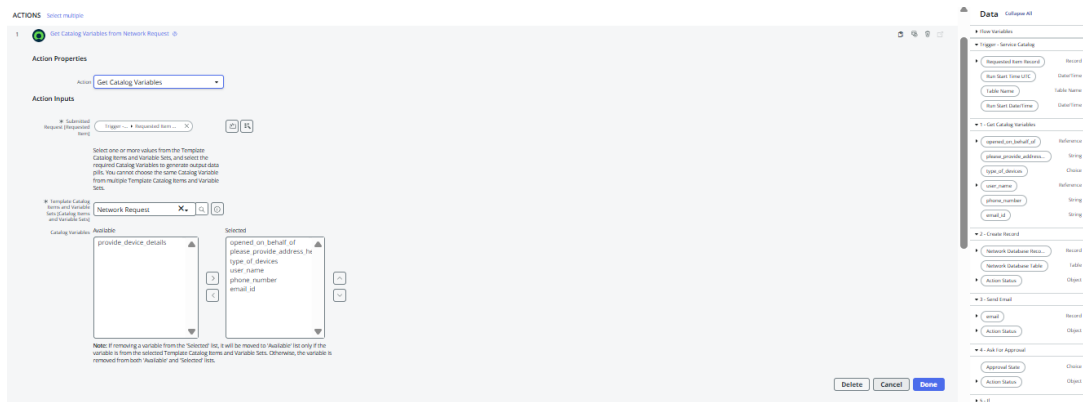


Figure: 4.1.2: Get Catalog Variables Action

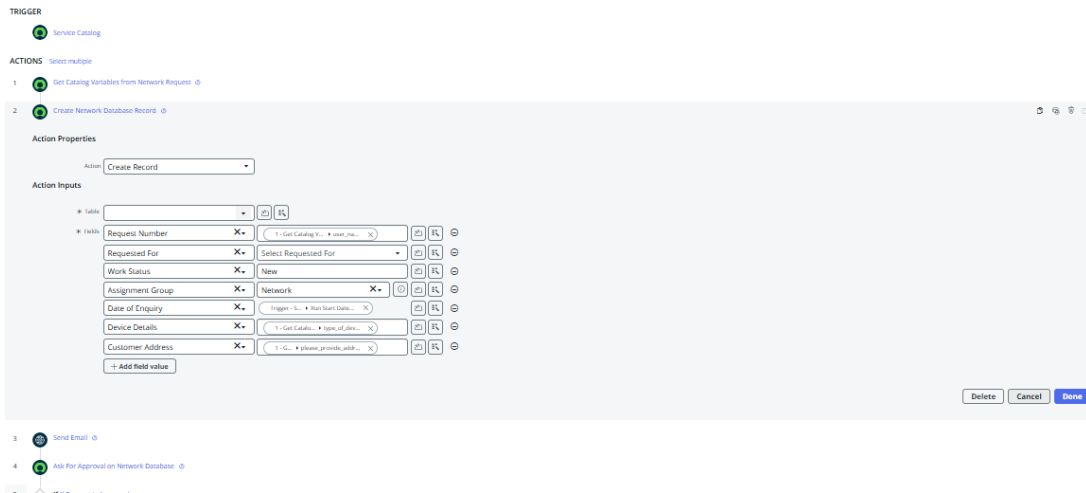


Figure: 4.2: Create Record Variables Action

- Create a flow in **Flow Designer**.
- Configure appropriate **Trigger** (Service Catalog – Requested Item).

- Add **Get Catalog Variables** action to retrieve user inputs.
- Add **Create Record** action.
- Select **Network Database (u_network_database)** table.
- Click **Add Fields (+)** and map catalog variables to table fields.
- Save and activate the flow.

5. Benefits of Structured Data Handling

- Centralized data storage
- Improved reporting and tracking
- Enhanced audit readiness
- Easy integration with workflows and approvals

6. Conclusion

The data handling mechanism ensures reliable migration of user inputs from the Service Catalog to a structured backend table. This approach enhances data consistency, traceability, and long-term maintainability.