

Network Request Automation – ServiceNow

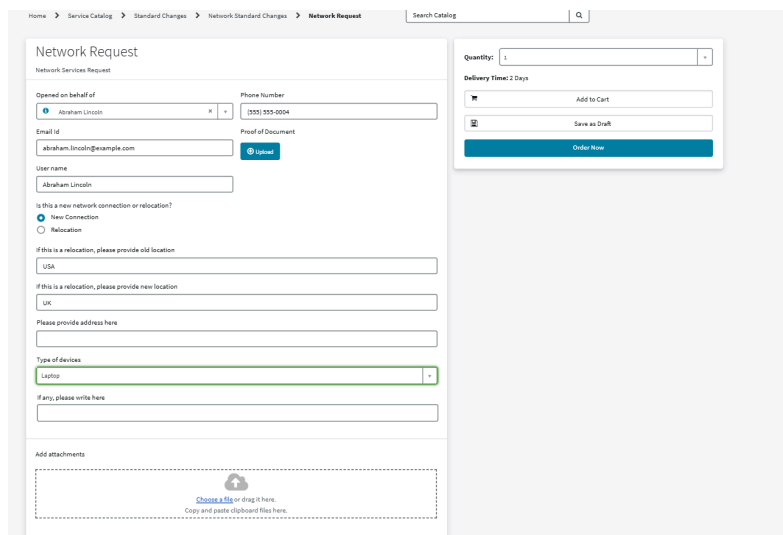
Testing and Validation

The testing and validation phase ensures that the Automated Network Request Management system functions correctly and meets all business requirements. Testing was conducted in a controlled ServiceNow environment using valid test scenarios to verify end-to-end functionality.

Test Environment

- Platform: ServiceNow
- Modules: Service Catalog, Flow Designer
- User Roles:
 - Requester
 - Approver
 - Network Fulfillment Team

Testing Execution



The screenshot displays the 'Network Request' form within the ServiceNow interface. The breadcrumb trail at the top reads: Home > Service Catalog > Standard Changes > Network Standard Changes > Network Request. A search bar is located to the right of the breadcrumbs. The form is titled 'Network Request' and 'Network Services Request'. It includes several input fields: 'Opened on behalf of' (set to 'Abraham Lincoln'), 'Phone Number' (set to '(555) 555-0004'), 'Email id' (set to 'abraham.lincoln@example.com'), and 'User name' (set to 'Abraham Lincoln'). There is a 'Proof of Document' section with an 'Upload' button. A radio button question asks 'Is this a new network connection or relocation?', with 'New Connection' selected. Below this, there are fields for 'old location' (set to 'USA') and 'new location' (set to 'UK'). A text field for 'Please provide address here' is also present. A dropdown menu for 'Type of devices' is set to 'Laptop'. A text field for 'If any, please write here' is empty. At the bottom, there is an 'Add attachments' section with a dashed box and a link to 'Choose a file or drag it here. Copy and paste clipboard files here.' On the right side of the form, there is a 'Quantity' dropdown set to '1', a 'Delivery Time: 2 Days' label, and three buttons: 'Add to Cart', 'Save as Draft', and 'Order Now'.

Figure 1: Request submitted through Service Catalog form

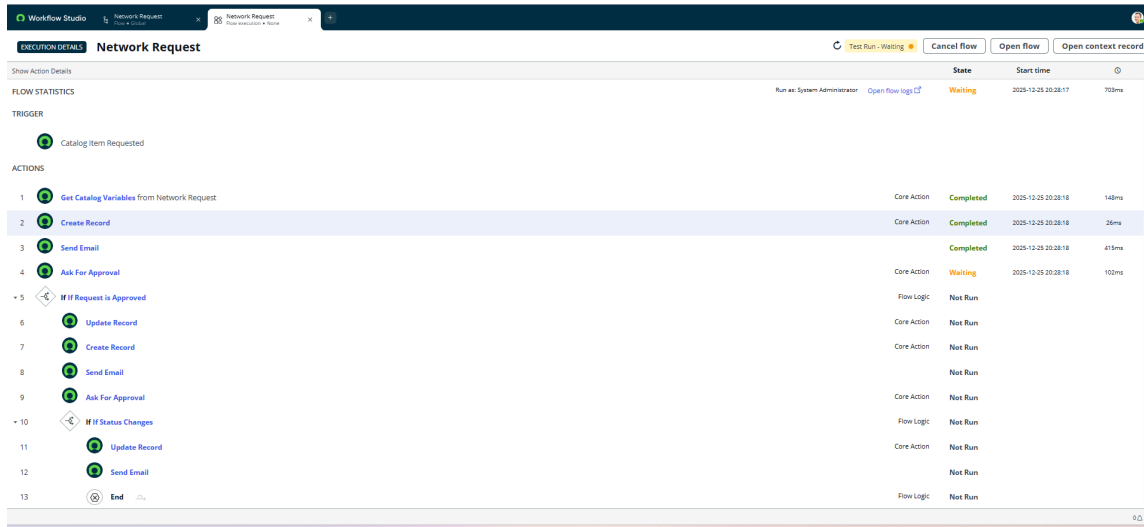


Figure 2: Flow Designer triggered automatically after Network Request submission

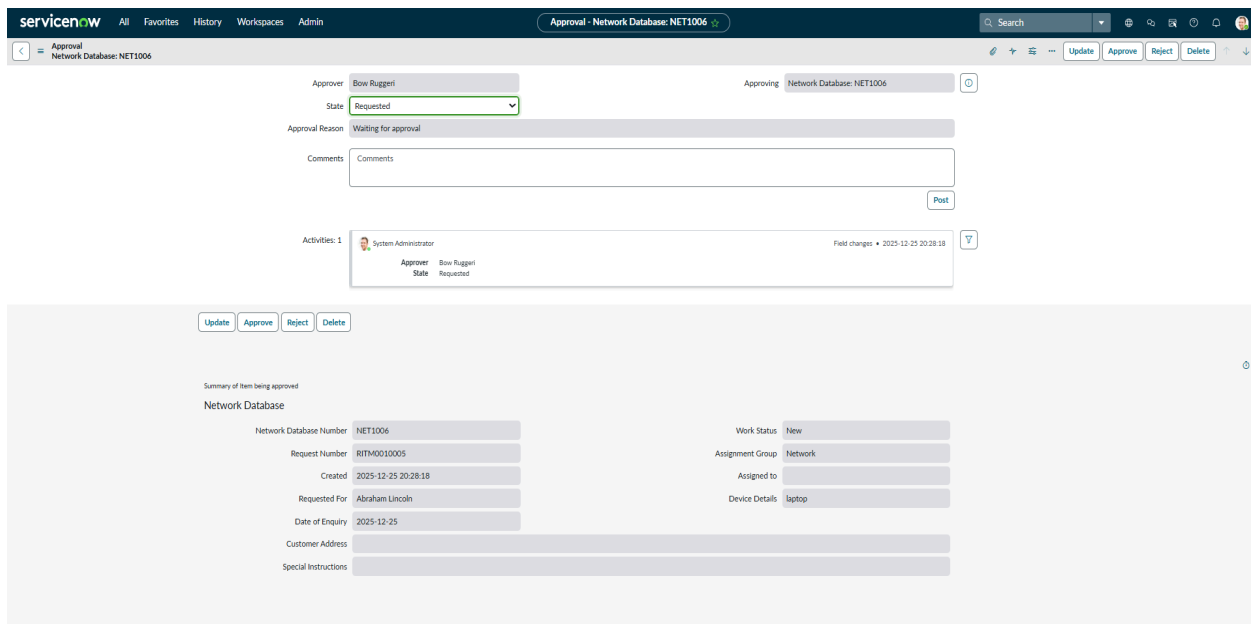


Figure 3: Approve the Network Request

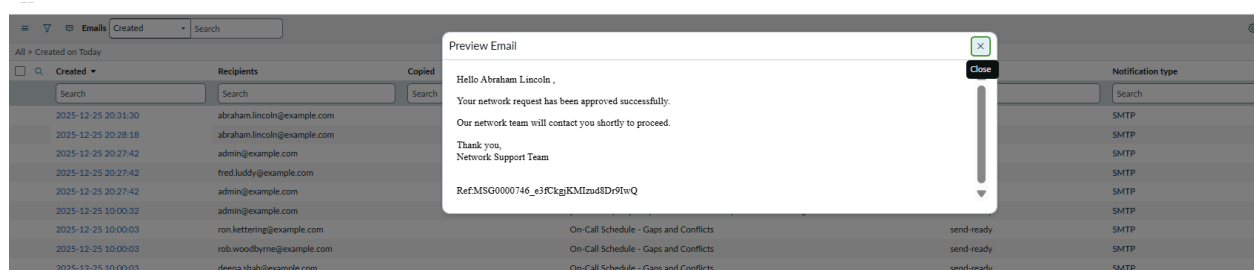


Figure 4: Network task created after approval

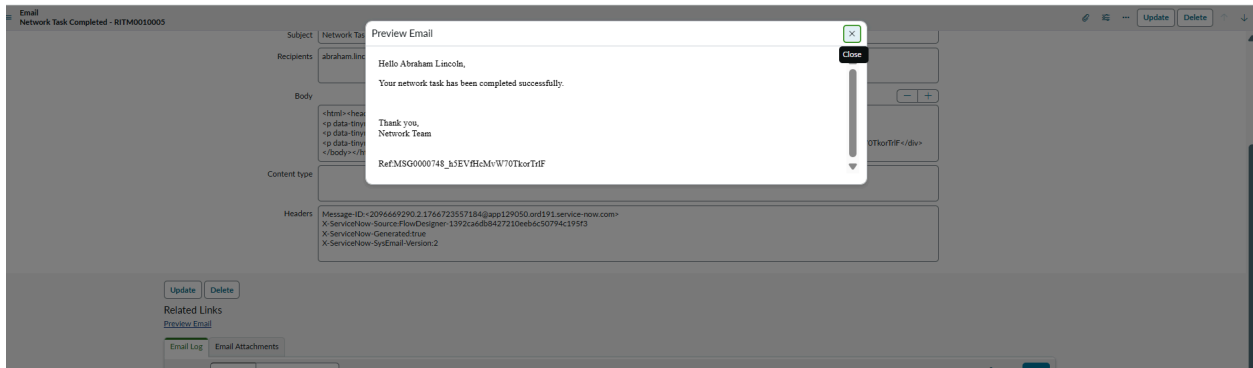


Figure 5: Email notification for Task Completion

Step	Action	State	Start time	Duration
4	Ask For Approval	Completed	2025-12-26 07:08:33	76ms
5	If if Request is Approved	Evaluated - True	2025-12-26 07:09:50	204ms
6	Update Record	Completed	2025-12-26 07:09:50	2ms
7	Create Record	Completed	2025-12-26 07:09:50	23ms
8	Send Email	Completed	2025-12-26 07:09:50	33ms
9	Ask For Approval	Completed	2025-12-26 07:09:50	97ms
10	If if Status Changes	Evaluated - True	2025-12-26 07:10:53	49ms
11	Update Record	Completed	2025-12-26 07:10:53	22ms
12	Send Email	Completed	2025-12-26 07:10:53	27ms
13	End	Completed	2025-12-26 07:10:53	0ms
14	End	Not Run		
15	If if Request is rejected	Not Run		
16	Send Email	Not Run		
17	End	Not Run		

Figure 6: Flow execution completed successfully

Conclusion

The testing and validation process confirms that the Automated Network Request Management system meets all functional requirements. The solution performs consistently across all stages of the request lifecycle and is ready for deployment in a production environment.