Automation Logic – Flow Designer

Purpose

This document describes the backend automation implemented using **ServiceNow Flow Designer** for the Automated Network Request Management System.

The automation ensures **end-to-end processing** of network requests including:

- Record creation

- Approvals

- Task assignment

- Status updates

- Email notifications

Overview of Automated Flow

Attribute	Value
Flow Name	Network Request Autoomation
Application Scope	Global
Flow Status	Active
Tigger Type	Service Catalog Submission
Objective	Automated the complete request lifecycle

Flow Architecture

The flow consists of the following stages:

1. Service Catalog submission

2. Capture catalog variables

3. Create record in Network Database

4. Send acknowledgment email

5. Manager approval

6. Conditional branching (Approved / Rejected)

7. Task creation and assignment

8. Status updates and notifications
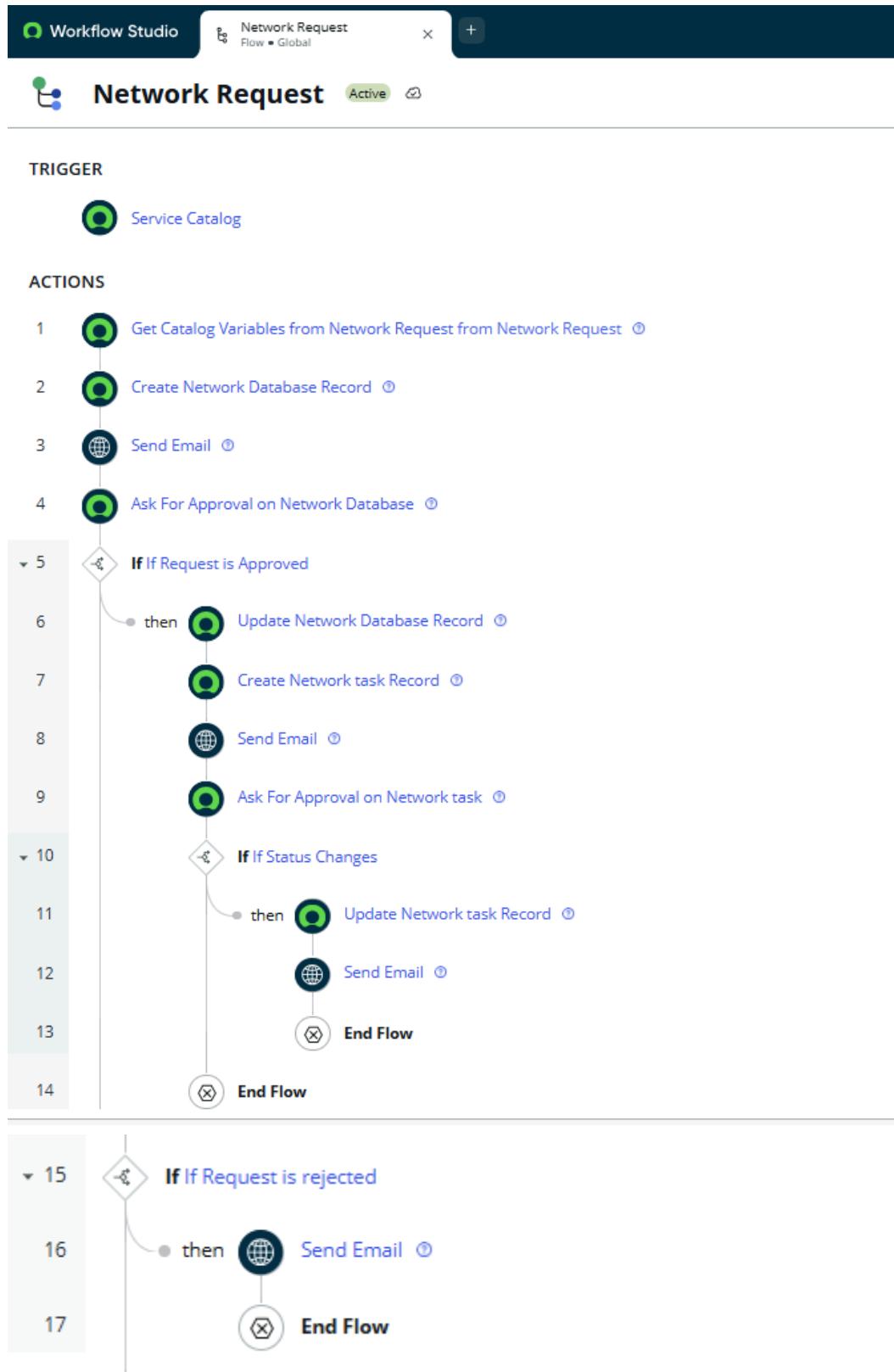
9. Flow termination

Figure 1: Flow Designer automation for Network Request

Trigger Configuration

Trigger Type: Service Catalog

- Activated when a *Network Request* catalog item is submitted

- Ensures immediate automation without manual intervention

Approval Logic Summary

Level	Approval Type	Condition
Level 1	Manager Approval	Manadatory
Level 2	Task Approval	Conditional
Rejection Path	Immediate Termination	Yes

Benefits of Automation

- Eliminates manual handling

- Faster approvals and fulfillment

- Improved transparency

- Reduced human errors

- Complete audit trail

Conclusion

Flow Designer automation enables a **robust, scalable, and efficient backend system** aligned with ITSM standards, ensuring consistent request processing from submission to completion.