

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 shows a ServiceNow Service Catalog page for a 'Network Request'. The top navigation bar includes 'Home', 'Service Catalog', 'Standard Changes', 'Network Standard Changes', and 'Network Request'. A search bar is at the top right. The main form is titled 'Network Request' and contains the following fields:

- Opened on behalf of:** Abraham Lincoln (dropdown menu)
- Phone Number:** (330) 555-0004
- Email Id:** abraham.lincoln@example.com
- User name:** Abraham Lincoln
- Is this a new network connection or relocation?** (radio buttons) New Connection (selected), Relocation
- If this is a relocation, please provide old location:** USA
- If this is a relocation, please provide new location:** UK
- Please provide address here:** (text area)
- Type of devices:** Laptop (dropdown menu)
- If any, please write here:** (text area)
- Add attachments:** (file upload area with placeholder 'Choose a file or drag it here. Copy and paste clipboard files here.')

To the right of the form, there is a sidebar with the following options:

- Quantity:** 1
- Delivery Time:** 2 Days
- Action Buttons:** Add to Cart, Save as Draft, Order Now

Figure 1: Request submitted through Service Catalog form

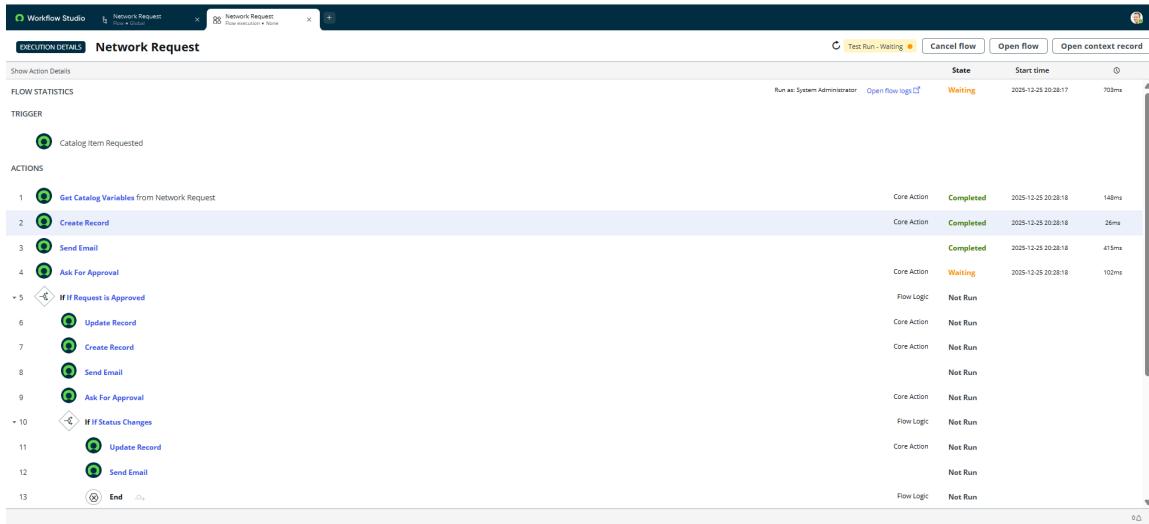


Figure 2: Flow Designer triggered automatically after Network Request submission

Figure 3: Approve the Network Request

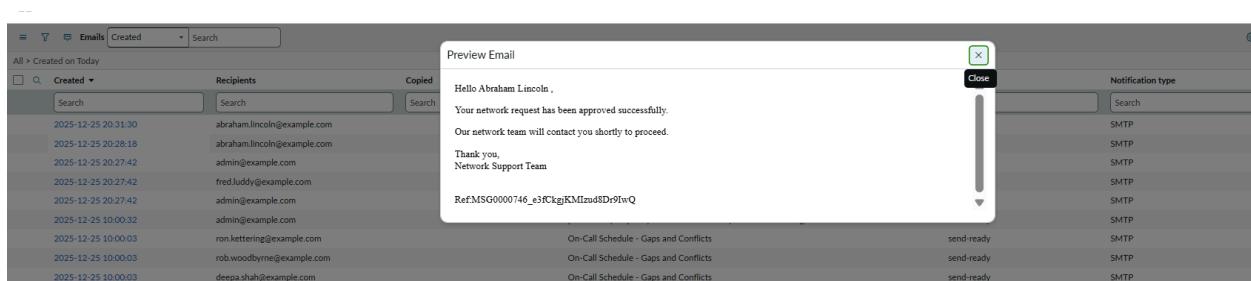


Figure 4: Network task created after approval

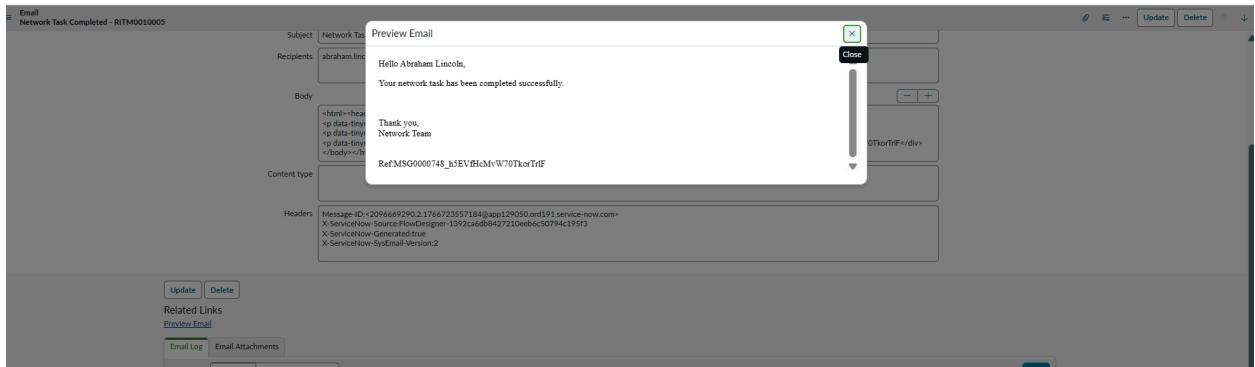


Figure 5: Email notification for Task Completion

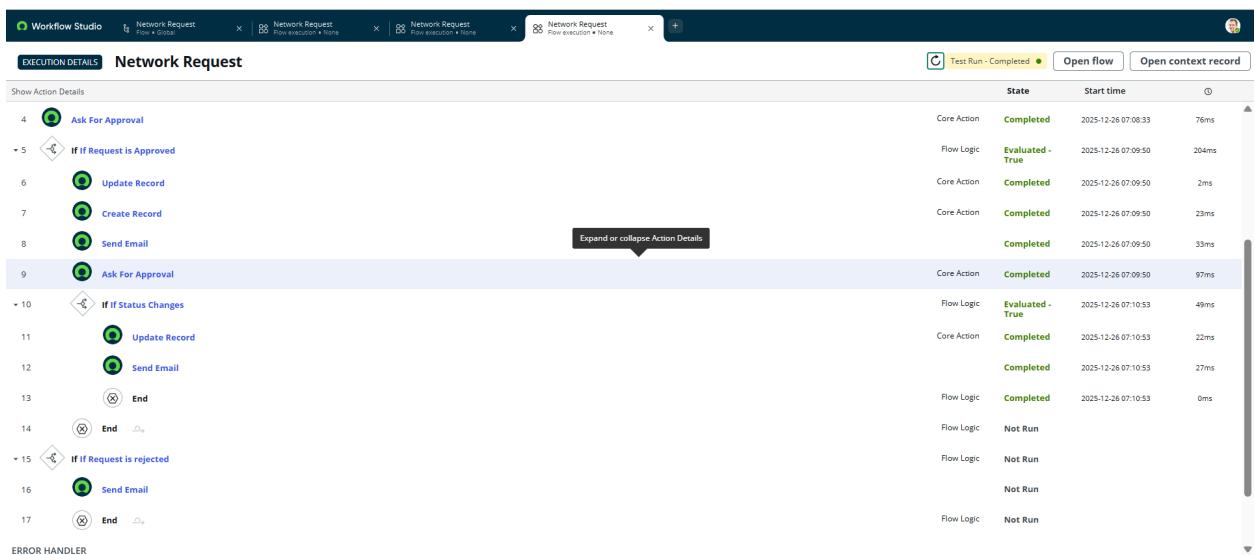


Figure 6: Flow execution completed successfully

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.