

Automated Network Request Management in ServiceNow

INTRODUCTION:

This project provides an automated solution in ServiceNow to manage network-related service requests. Through a self-service portal, users can easily submit requests, which are then validated, approved, and routed for fulfillment. Automated workflows handle approvals, notifications, and task assignments, while optional integrations with network tools reduce manual effort. The system also offers real-time updates and reporting to improve efficiency, transparency, and SLA tracking.

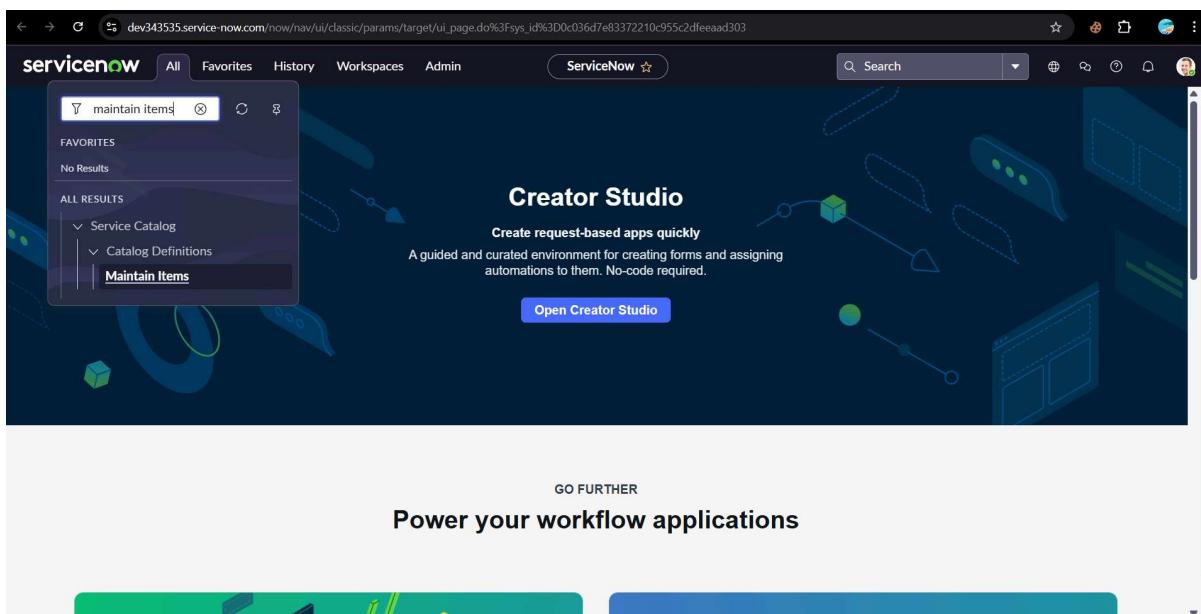
Process 1: Creation of Service Catalog – "Network Request"

Step 1: Navigate to Service Catalog

1. Open the Application Navigator in ServiceNow.

2. Go to:

All → Service Catalog → Maintain Items



Step 2: Create New Catalog Item

1. Click on New.
2. Fill the following details:
 - o Name: Network Request
 - o Catalog: Service Catalog
 - o Category: Network and connectivity
 - o Short Description: Network Request Management
3. Click on Save.

The screenshot shows the ServiceNow interface for creating a new catalog item. The title bar says "Catalog Item - Network Request". The main form has the following fields filled:

- Name: Network Request
- Catalogs: Service Catalog
- Category: Network and Connectivity
- State: -- None --
- Checked out: -- None --
- Owner: System Administrator
- Application: Global
- Active: checked
- Fulfillment automation level: Unspecified

Below the form, there are tabs for "Item Details", "Process Engine", "Picture", "Pricing", and "Portal Settings". The "Item Details" tab is active. Under "Item Details", there is a "Short description" field containing "Network request Management" and a rich text editor for "Description".

Step 3: Configure Variables

1. Open the newly created Network Request catalog item.
2. Scroll down to the Variables related list → Click New for each variable.
3. Fill out the following for each variable:
 - o Type: Single line text, Choice, Reference, etc.
 - o Order: e.g., 100, 200, 300 (controls display order)
 - o Question: Label shown on the form
 - o Name: Technical name (used in scripts)
 - o Tooltip: Info shown on mouse hover

- Example Text: Placeholder help text
- Mandatory / Read-Only: As required
- Auto-populate: Use dot-walking for dependent values

The screenshot shows the ServiceNow Catalog Item - Network Request configuration page. The 'Question' tab is active, displaying the following details:

- Question:** If this is a relocation, please provide
- Name:** if_this_is_a_relocation.Please_Provide
- Conversational label:** (empty)
- Tooltip:** (empty)
- Example Text:** (empty)

Other tabs visible include Annotation, Type Specifications, Default Value, Auto-populate, Permission, and Availability.

Step 4: Variable Types Configuration

Type	Question	Order ▲
Container Start	Service details	200
Multiple Choice	Is this a new network connection or a re...	300
Single Line Text	If this is a relocation, please provide	310
Single Line Text	Is this relocation, please provide	320
Container Start	Location & Devices Type	400
Single Line Text	Please provide address here	410
Select Box	Type of Devices	420
Single Line Text	Provide device details	430
Container Start	Additional Information	500
Single Line Text	If any, please write here	510

The screenshot shows the ServiceNow Catalog Item - Network Request page. At the top, there are navigation links: All, Favorites, History, Workspaces, and a search bar labeled 'Catalog Item - Network Request'. Below the search bar are buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete. A breadcrumb trail indicates the current location: Catalog Item > Network Request. The main content area displays a table of variables:

Type	Question	Order	Created	Created by	Category	Choice table
Container Start	Service details	200	2025-09-17 18:03:24	admin	(empty)	
Multiple Choice	Is this a new network connection or a re...	300	2025-09-17 18:11:47	admin	(empty)	
Single Line Text	If this is a relocation, please provide	310	2025-09-17 18:38:15	admin	(empty)	
Single Line Text	Is this relocation, please provide	320	2025-09-17 18:43:47	admin	(empty)	
Container Start	Location & Devices Type	400	2025-09-17 18:46:43	admin	(empty)	
Single Line Text	Please provide address here	410	2025-09-17 17:47:35	admin	(empty)	
Select Box	Type of Devices	420	2025-09-17 18:52:10	admin	(empty)	
Single Line Text	Provide device details	430	2025-09-17 20:50:19	admin	(empty)	
Container Start	Additional Information	500	2025-09-17 20:51:43	admin	(empty)	
Single Line Text	If any, please write here	510	2025-09-17 20:52:45	admin	(empty)	

Step 5: Configure Variable Set – Requester Information

5.1 Create Variable Set

1. Navigate to Variable Sets under Service Catalog.

The screenshot shows the ServiceNow Variable Sets page. At the top, there are navigation links: Variables (10), Variable Sets (1), Catalog UI Policies (1), Catalog Client Scripts, Available For, Not Available For, Categories (1), Catalogs (1), Catalog Data Lookup Definitions, Related Articles, and Related Catalog Items. Below the navigation links is a search bar and a 'New' button. The main content area displays a table of variable sets:

Variable Set	Description	Created	Created by
requester_information	Requester information	2025-09-17 18:03:24	admin

2. Click on New.

3. Fill the following details:

- Title: Requester information
- Internal Name: requester_information (auto-filled)
- Order: 100
- Type: Single Row
- Layout: 2 Columns Wide, one side, then the other
- Check the box: Display title

4. Click Submit or Update

Variable Set - Requester Information

Variables (5)

Name	Type	Question	Order
opened_on_behalf_of	Reference	Opened on behalf of	100
email_id	Single Line Text	Email Id	200
user_name	Single Line Text	User name	300
phone_number	Single Line Text	Phone Number	400
proof_of_document	Attachment	Proof of Document	500

Step 5.2: Add Variables to the Variable Set "Requester Information"

After creating the variable set, now it's time to add the variables one by one.

1. Opened on behalf of

- Type: Reference
- Reference to: User [sys_user]
- Name: opened_on_behalf_of
- Order: 100
- This allows the requester to select a user they are raising the request for.

Variable
Opened on behalf of

Properties

- Application: Global
- Type: Reference
- Order: 100
- Variable set: Requester Information
- Active:
- Mandatory:
- Read only:
- Hidden:
- Unique:
- Disable automatic slot fill based on user context:

Question

Question	Annotation	Type Specifications	Default Value	Auto-populate	Permission	Availability
* Question: Opened on behalf of						
* Name: opened_on_behalf_of						
Conversational label:						
Tooltip:						

2. Email ID

- Type: Single Line Text
- Name: email_id
- Order: 200
- This will be auto-filled based on the user selected in "Opened on behalf of".
- You can use a script or dot-walking to populate the email field.

3. User Name

- Type: Single Line Text
- Name: user_name
- Order: 300
- This will also be auto-populated based on the user selected.
- Fetch the full name from the User table.

4. Phone Number

- Type: Single Line Text
- Name: phone_number
- Order: 400
- Same as above, it can be fetched using dot-walking or client script.

5. Proof of Document

- Type: Attachment
- Name: proof_of_document
- Order: 500
- This allows users to upload a file (such as proof or ID documents).

The screenshot shows the Oracle Service Cloud interface for managing variable sets. The top navigation bar includes 'Variable Set' and 'Requester Information'. The main area displays the 'Requester Information' variable set details, including its type ('Single Row') and description (''). Below this, a table lists five variables:

Name	Type	Question	Order
opened_on_behalf_of	Reference	Opened on behalf of	100
email_id	Single Line Text	Email Id	200
user_name	Single Line Text	User name	300
phone_number	Single Line Text	Phone Number	400
proof_of_document	Attachment	Proof of Document	500

At the bottom, there are navigation links for 'Variables (5)', 'Catalog UI Policies', 'Catalog Client Scripts', 'Included In (1)', and 'Catalog Data Lookup Definitions'. A footer bar includes 'Actions on selected rows...' and a 'New' button.

When a user is selected in the Opened on behalf of field, we want to automatically populate:

- Email ID
- User Name
- Phone Number

Steps to Auto-populate Fields

1. Open the Variable Set

- Navigate to: Service Catalog > Catalog Variable Sets
- Open your variable set: Requester Information

2. Create a Catalog Client Script

- Navigate to: Service Catalog > Catalog Client Scripts
- Click New
- Fill in details:
 - Name: Auto Populate User Info
 - Applies to: Catalog Item
 - Variable Set: Select Requester Information
 - UI Type: All
 - Type: onChange

The screenshot shows the 'Variable Email Id' configuration page. At the top, there are buttons for Copy, Update, Delete, and navigation arrows. Below this, the variable details are listed:

Application	Global	Active <input checked="" type="checkbox"/>
Type	Single Line Text	Mandatory <input type="checkbox"/>
Order	200	Read only <input type="checkbox"/>
Variable set	Requester Information	Hidden <input type="checkbox"/>

Below the variable details, there is a checkbox for "Disable automatic slot fill based on user context".

At the bottom, there are tabs for Question, Annotation, Type Specifications, Default Value, Auto-populate (which is selected), Permission, and Availability. Under the Auto-populate tab, the following settings are shown:

Dependent question	Opened on behalf of
Reference	User [sys_user]
Dot walk path	Email

At the very bottom, there are buttons for Copy, Update, and Delete.

Step 6: Catalog UI Policy Configuration

Goal: Show " Provide device details here " field when Types of Devices = Others.

1. Navigate to the Network Request catalog item.
2. In the related list, go to Catalog UI Policies → Click New.

3. Fill in:

- Applies to: Catalog Item
- Catalog Item: Network Request
- Condition: Types of devices is Others

4. Click Save.

5. In the related list, click New under UI Policy Actions.

6. Set:

- Catalog Item: Network Request
- Variable name: Provide device details here
- Visible: True

7. Click Update to save policy.

8. Test the form to ensure the field appears based on selection.

The screenshot shows a list of Catalog UI Policies. One policy is listed, titled "Catalog item = Network Request". The policy details are as follows:

Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
Types of Devices is others	(empty)		true	true	false	2025-09-18 21:15:00	100

At the top of the page, there are buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete. Below the table, there are tabs for Variables (10), Variable Sets (1), Catalog UI Policies (1), Catalog Client Scripts, Available For, Not Available For, Categories (1), Catalogs (1), Catalog Data Lookup Definitions, Related Articles, and Related Catalog Items. There is also a search bar and a "New" button.

The screenshot shows the configuration dialog for a Catalog UI Policy named "Types of Devices is others".

General Settings:

- Applies to: A Catalog Item
- * Catalog item: Network Request
- * Short description: Types of Devices is others
- Application: Global
- Active: checked

When to Apply:

- When on Catalog Item view: checked
- When on Catalog Tasks: unchecked
- When on Requested Items: unchecked

Script:

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is Active
2. The items in the Conditions field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Conditions:

Catalog Conditions: type_of_devices is Others

Actions:
Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form
On load: checked
Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Name	Read only	Mandatory	Visible	Order
provide_device_details	Leave alone	Leave alone	True	100

Catalog Item	Network Request	Application	Global
Variable name	provide_device_details	Mandatory	Leave alone
Order	100	Visible	True
		Read only	Leave alone
		Value action	Leave alone
		Field message type	None

Process 2: Creation of Table and Fields in ServiceNow

Network Database Table

Step 1: Create a New Table

1. Navigate to the Application Navigator.
2. Type: Tables under the System Definition module.
3. Click on Tables.
4. On the top-right corner, click on New to create a new table.
5. Fill in the table details:
 - o Label: Network Database Table
 - o Name: Automatically generated (or customize if needed).
 - o Keep Auto-generate schema checked.
6. Click Submit to create the table.

Step 2: Add custom fields

These fields are custom fields that you will manually add in the Table Columns section of your custom table.

1. Name: u_request_number

- Label: Request Number
- Type: String
- Reference: —
- Explanation: A unique identifier for the request. Can be filled manually or auto-generated using a Business Rule.

2. Name: u_assignment_group

- Label: Assignment Group
- Type: Reference
- Reference: Group (Group table)
- Explanation: Defines the team or group responsible for fulfilling the request.

3. Name: u_customer_document

- Label: Customer Document
- Type: String
- Reference: —
- Explanation: Stores a document reference or identifier related to the customer, such as an ID proof or contract reference

4. Name: u_assigned_to

- Label: Assigned To
- Type: Reference
- Reference: User(User table)
- Explanation: The specific user assigned to handle the request.

5. Name: u_device_details

- Label: Device Details
- Type: String
- Reference: —
- Explanation: Captures technical details or specifications of the device involved in the request.

6. Name: u_date_of_enquiry

- Label: Date of Enquiry
- Type: Date
- Reference: —
- Explanation: The date when the enquiry was received from the customer.

7. Name: u_customer_address

- Label: Customer Address
- Type: String
- Reference: —
- Explanation: The physical or mailing address of the customer.

8. Name: u_approval_state

- Label: Work Status
- Type: String
- Reference: —
- Explanation: Indicates the current approval or work status of the request.

9. Name: u_requested_for

- Label: Requested For
- Type: String (Normally this should be a Reference to sys_user, but in your screenshot it's String)
- Reference: — (unless you change it to a Reference type)
- Explanation: Specifies the end-user for whom the request is being made.

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Customer Document	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Requested For	Reference	User	40		false
Device Details	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Customer Address	String	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
Updated by	String	(empty)	40		false
Assigned to	Reference	User	32		false
Updated	Date/Time	(empty)	40		false
Date of Enquiry	Date	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Assignment Group	Reference	Group	32		false
Created by	String	(empty)	40		false
Request Number	String	(empty)	40		false
Work Status	Choice	(empty)	40		false
Insert a new row...					

To Autopopulate Database Number

Using Number Maintenance

ServiceNow has a built-in feature called Number Maintenance to manage auto-number sequences for any table.

1. Navigate to:

System Definition > Number Maintenance.

2. Click New.

3. Fill in details:

- Table → select your Network Database Table.
- Prefix → NET.
- Current Value → 1003 (or any starting number you want).
- Number of Digits → 7.

4. Save.

The screenshot shows the 'Table' screen in ServiceNow. At the top, there are fields for 'Label' (Network Database Table) and 'Name' (u_network_database_table). The 'Application' dropdown is set to 'Global'. Below the table header, there are tabs for 'Columns', 'Controls', and 'Application Access'. Under 'Controls', the 'Extensible' checkbox is checked. A note says 'Use auto-numbering to define a sequential identifying code made up of a prefix, a base number and a padding value to ensure a consistent format.' Below this, there are fields for 'Prefix' (NET), 'Number' (1,003), and 'Number of digits' (7). A note at the bottom states: 'Security Rules (ACLs) are required if anyone other than an administrator needs to work with this table. Creating default security rules will grant full access to this table to anyone with the user role you specify.'

Network Task Table

Step 1: Create the Child Table (Network Task Table)

1. Navigate to: System Definition > Tables

2. Click New.

3. Fill in details:

- o Label → Network Task Table
 - o Name → auto-generated (u_network_task_table)
 - o Extends Table → select Network Database Table (u_network_database_table)
- This is the important part → by choosing Extends Table, your Network Task Table will automatically inherit all fields from the parent.

4. Save the record.

The screenshot shows the 'Table' screen in ServiceNow for the 'Network Task Table'. At the top, there are fields for 'Label' (Network Task Table) and 'Name' (u_network_task_table). The 'Application' dropdown is set to 'Global'. Below the table header, there are tabs for 'Columns', 'Controls', and 'Application Access'. Under 'Controls', the 'Extensible' checkbox is unchecked. A note says 'Use auto-numbering to define a sequential identifying code made up of a prefix, a base number and a padding value to ensure a consistent format.' Below this, there are fields for 'Prefix' (NTT), 'Number' (1,001), and 'Number of digits' (7). A note at the bottom states: 'Security Rules (ACLs) are required if anyone other than an administrator needs to work with this table. Creating default security rules will grant full access to this table to anyone with the user role you specify.' There is also a 'Create access controls' checkbox checked.

Step 2: Verify Inherited Fields

- Open the new table (Network Task Table).
- Go to Columns tab.
- You'll see:
 - Fields from parent (Database Number, Request Number, Request For, etc.)
 - Plus any new fields you add specifically for tasks (Task Number, Work Status, Assigned to, etc.).

The screenshot shows the ServiceNow Table - Network Task Table configuration screen. The table has the following columns and properties:

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Customer Document	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Requested For	Reference	User	40		false
Device Details	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Customer Address	String	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
Updated by	String	(empty)	40		false
Assigned to	Reference	User	32		false
Updated	Date/Time	(empty)	40		false
Date of Enquiry	Date	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Assignment Group	Reference	Group	32		false
Created by	String	(empty)	40		false
Request Number	String	(empty)	40		false
Work Status	Choice	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Task Number	String	(empty)	40		false
+ Insert a new row...					

Step 3: Configure Auto Numbering for Task Table

If you want separate auto numbering for Network Tasks (like NTT0001001):

1. Navigate to System Definition > Number Maintenance.

2. Click New.

3. Fill details:

- Table → Network Task Table
- Prefix → NTT o Current Value → 1001
- Number of Digits → 7

4. Save.

Now each task will have a unique Task Number (NTT0001001, NTT0001002 ...).

Step 4: Adjust the Form Layout

1. Open a record in Network Task Table.
2. Right-click the header → Configure > Form Layout.
3. Add inherited fields (Database Number, Request Number, etc.) and new fields (Task Number, Work Notes, etc.).
4. Arrange as you like.

The screenshot shows the 'Table' configuration screen for 'Network Task Table'. At the top, there are buttons for Delete, Update, and Delete All Records. Below that, the table's properties are listed: Label ('Network Task Table'), Application ('Global'), Name ('u_network_task_table'), and Extends table ('Network Database Table'). The 'Controls' tab is selected, showing options for Extensible (unchecked) and Live feed (unchecked). A section for auto-numbering defines a prefix 'NTT', a number '1.001', and a 'Number of digits' of '7'. A note at the bottom states that security rules (ACLs) are required if other users need access. A 'Create access controls' button is at the bottom left.

Process 3: Request Approvals Creation

The goal is to display approval records directly on the Network Database table form. By creating a relationship between Network Database Table and Approval (sysapproval_approver):

- We can see which approvals are associated with each record.
- We avoid searching in a separate table.
- The refineQuery ensures only relevant approvals (based on source table and document ID) are shown.

Steps to Create the Related List with Script

1. Navigate to Relationships

- Go to System Definition → Relationships.
- Click New.

2. Fill in the Relationship Details

- Name → Request Approvals
- Applies to table → Network Database Table [u_user_network_database]

- Queries from table → Approval [sysapproval_approver]
- Active → Checked.

3. Add the refineQuery Script

The script filters the approvals to only show records related to the current Network Database record.

```
(function refineQuery(current, parent){
    current.addQuery('source_table', parent.getTableName());
    current.addQuery('document_id', parent.sys_id);
})(current, parent);
```

Script Explanation:

- source_table → Ensures only approvals linked to this specific table are fetched.
- document_id → Matches the approval record to the exact parent record.
- state filter (commented out) → Can exclude approvals not required.

4. Save and Verify

- Click Update.
- Open a Network Database Table record.
- You should see the Request Approvals related list populated with the matching approval entries.

Steps to Add the Related List to the Form

1. Open any record from the Network Database Table.
2. Click the context menu (three dots in the top right of the form).
3. Navigate to Configure > Related Lists.
4. In the list of available related lists, select Approval Request.
5. Save the form configuration.
6. Refresh the record – you should now see the Request Approvals related list at the bottom of the form, displaying:

- State
- Approver
- Comments
- Approval for
- Created

This script refines the query in current that will populate the related list. For more information about it, its parameters and control variables, see [the documentation](#). See also the article about the [recommended form of the script](#).

Query with: Turn on ECMAScript 2021 (ES12) mode

Name: Request Approvals

Application: Global

Advanced:

Applies to table: Network Database Table [u_network_dat...]

Queries from table: Approval [sysapproval_approver]

Buttons: Update, Delete

Creation & Implementation of Flows, Actions in Flow Designer

Flow Designer in ServiceNow to automate the Network Request process. The flow manages the entire lifecycle of a request – from capturing catalog variables, creating a record in the Network Database, sending notifications, requesting approvals, handling logic conditions, and updating records – all without manual intervention.

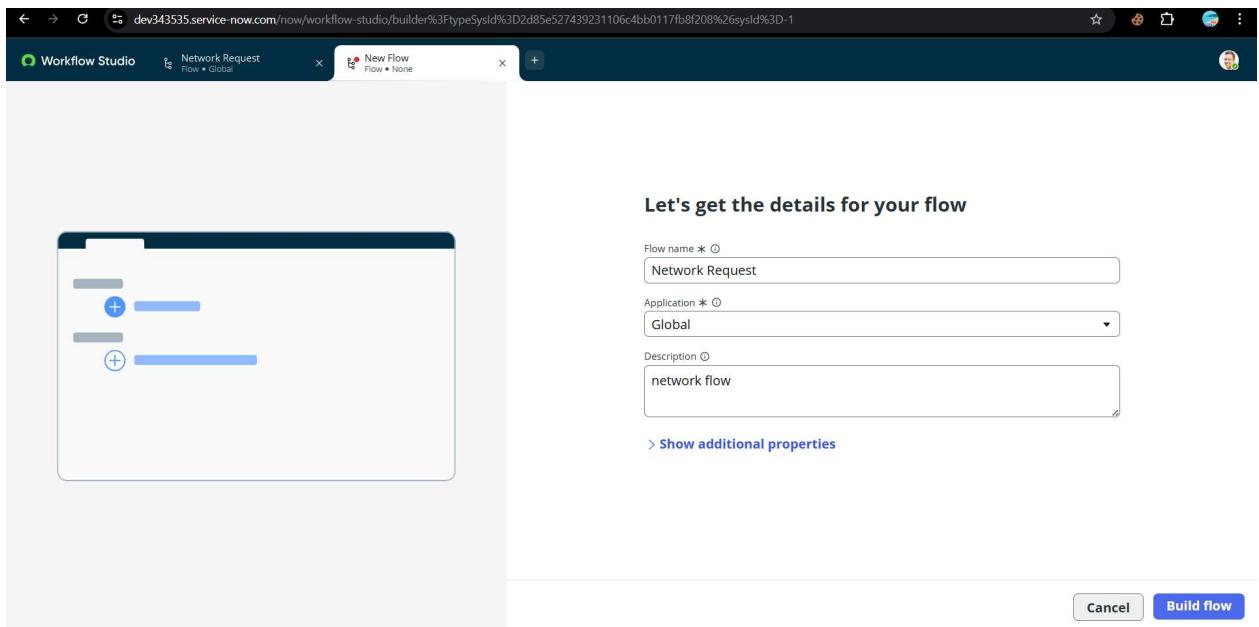
This ensures:

- Consistency in processing requests
- Faster execution
- Fewer manual errors
- Clear traceability of actions

Steps to Create the Flow

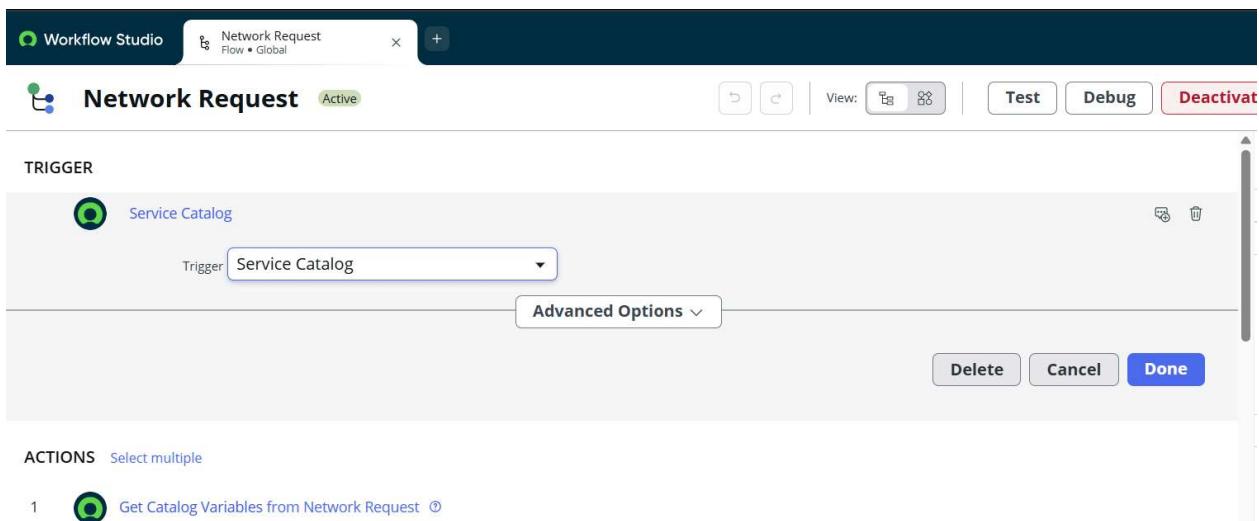
1. Creating the Flow

- Navigate to Flow Designer home page.
- Click New to create a new flow.
- Enter:
 - Flow Name: Network Request
 - Description: (e.g., Automates network request creation, approvals, and updates.)
- Click Build Flow.



2. Configuring the Trigger

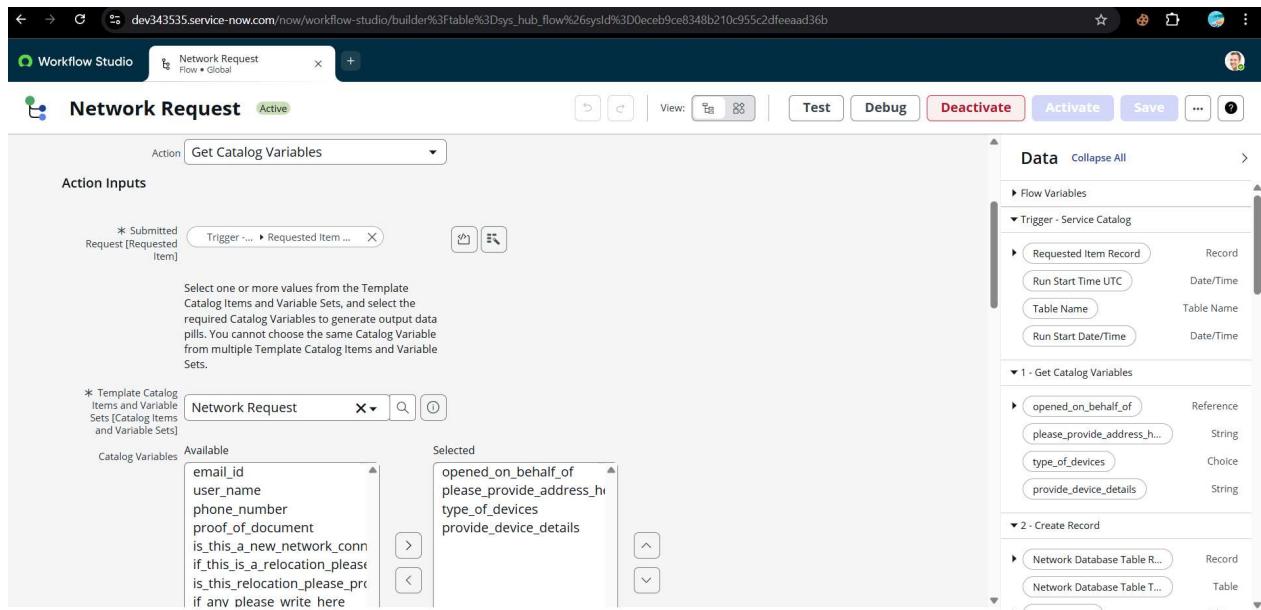
- Click the (+) icon to add a trigger.
- Select:
Trigger Type: Application → Service Catalog
- Click Done.



3. Adding Actions

A. Get Catalog Variables

1. Click Actions.
2. Search for Get Catalog Variables.
3. Select Get Catalog Variables.
4. Configure Action Inputs:
Trigger → Service Catalog → Requested Item
5. In Template catalog items:
 - Select Table: Network Request
 - Move required variables to the Selected area.
6. Click Done.



B. Create Record

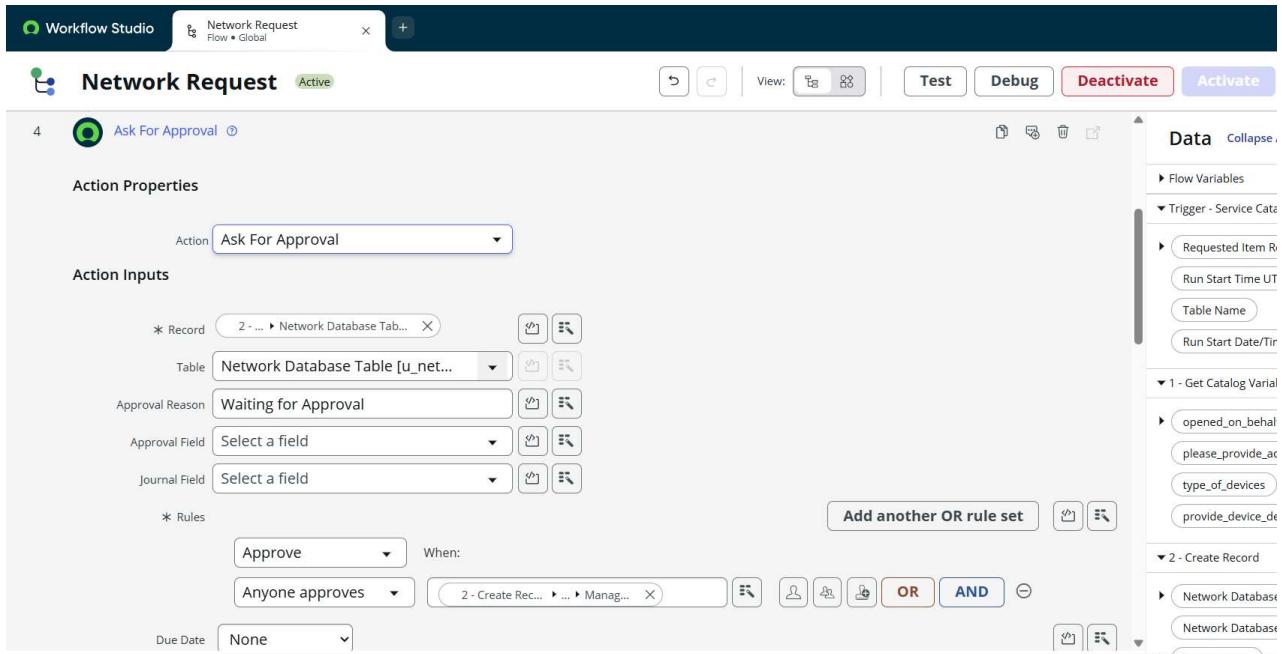
1. Add a new action → Create Record.
2. Select Table: Network Database.
3. Click Add Fields and configure:
Map catalog variables to the respective table fields as per your requirements .
4. Click Done.

C. Send Email

1. Add a new action → Send Email.
2. Target Record: Select → Create Record → Network Database Table (auto-selected).
3. Configure:
 - To / CC / BCC: Static or dynamic recipients.
 - Subject & Body: Use variables and static text as shown in the design screenshot.
4. Click Done

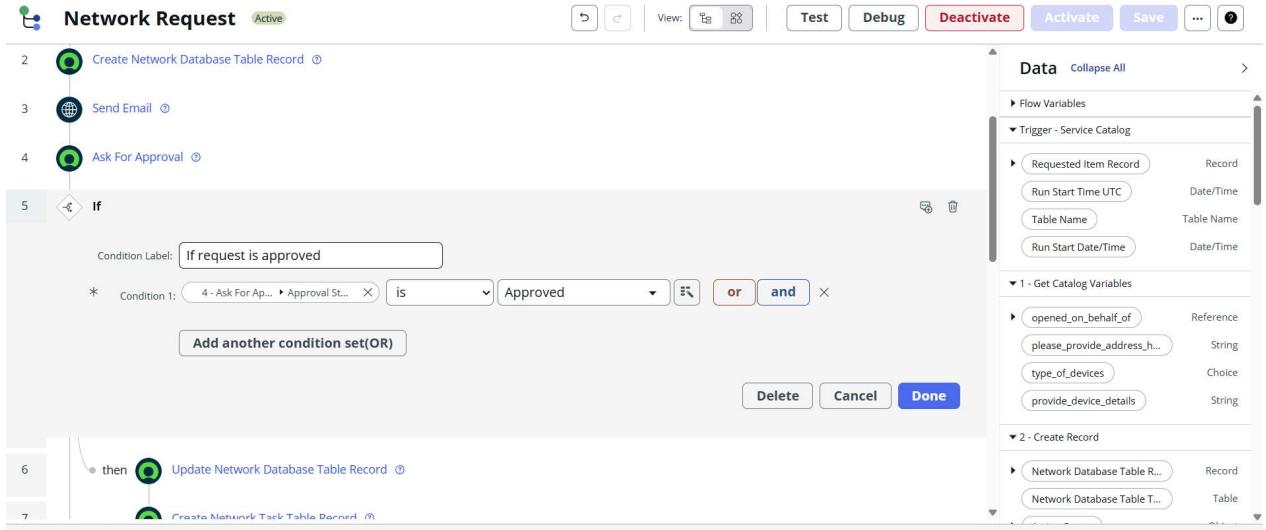
D. Ask for Approvals

1. Add a new action → Ask for Approval.
2. Target Record: Create Record → Network Database Table.
3. Configure:
 - Approval Reason: "Waiting for Approval".
 - Approval Rules: Approve, Reject, Approve/Reject.
 - Approval Type: Anyone approves, Everyone approves, etc. (static/dynamic assignment).
 - Here we chose Abel Tuter
4. Click Done



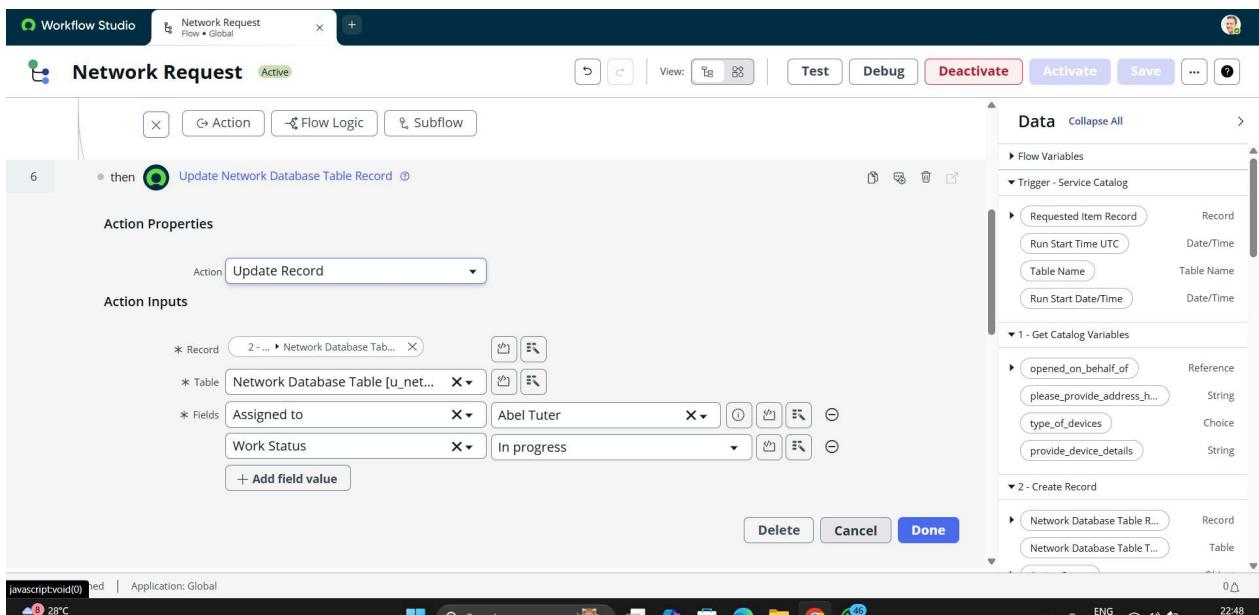
E. Flow Logic (If Condition)

1. Add a new action → Flow Logic → If Condition.
2. Configure:
 - Condition: "Ask for approvals" state is Approved .
3. Click Done.



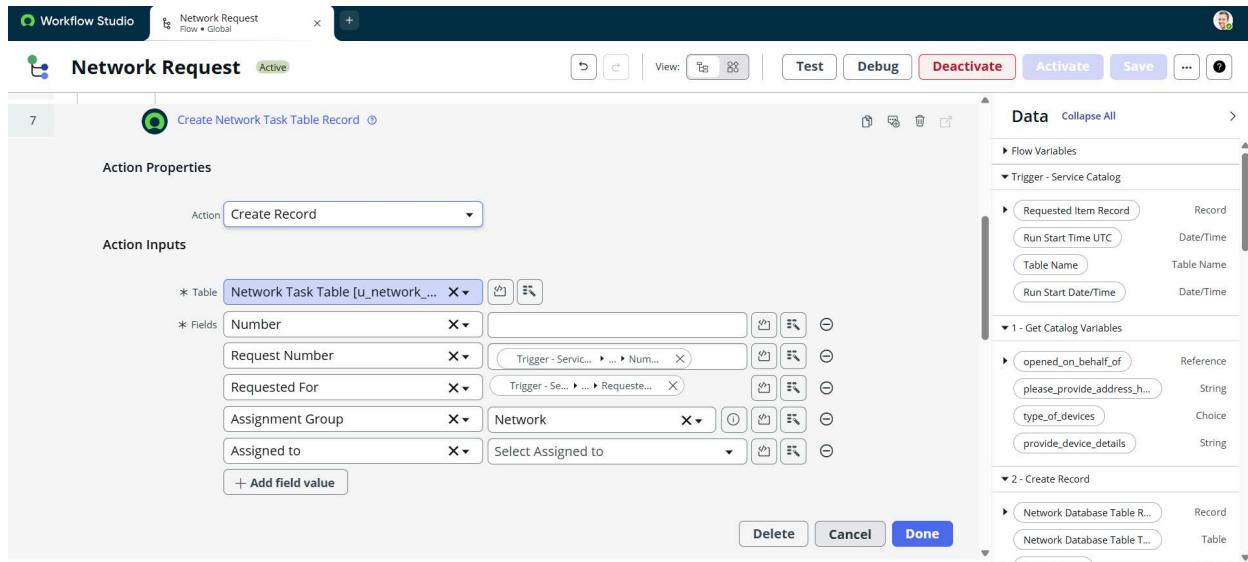
F. Update Record

1. Add a new action → Update Record.
2. Target Record: Create Record → Network Database Table (auto selected).
3. Configure required fields (like Assigned to -> Abraham Lincoln Work Status -> Work in Progress).
4. Click Done.



G: Create Network Task Table Record

1. Add a new action → Create Record.
2. Select Table → Network Task Table [u_network_task].
3. Under Fields, map Service Catalog variables to the table fields:
 - Database Number → Auto-populated (Number Maintenance / Business Rule).
 - Request Number → Map from Catalog Variable (e.g., Request Number).
 - Requested For → Map from Catalog Variable (Requested For).
 - Description → Map from Catalog Variable (Description of request).
 - Priority → Map from Catalog Variable (Priority).
- Assignment Group → Network Assignment Group (static or from variable).
- Assigned To → Leave blank initially (will be set later after approval).
4. Click Done.



H. Send Email (Request Created)

1. Add a new action → Send Email.
2. Target Record → Create Network Task Table Record.
3. Configure:
 - To: Requestor / Requested For.
 - Subject: "Your Network Task has been created."
 - Body: Include Task Number, Database Number, Request Number.

4. Click Done.

I. Ask for Approval

1. Add a new action → Ask For Approval.
2. Target Record → Network Task Table Record.
3. Configure: o Approval Reason: "Waiting for Network Task approval".
 - Approval Rules: Approve / Reject.
 - Approval Type: Choose (e.g., Anyone Approves).
4. Click Done.

J. If Condition – Approval Status Changes

1. Add action → If Condition.
2. Condition → Approval State is Approved.
3. In the Then branch:

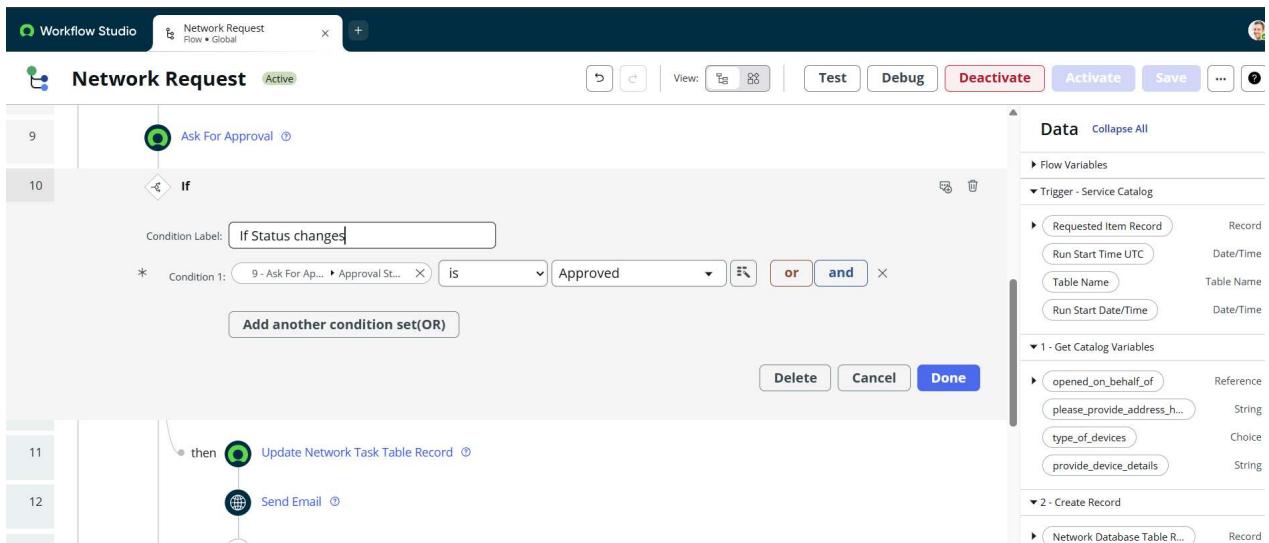
Update Record

- Target Record → Network Task Table Record.
- Update fields:
 - Assigned To → Adam Ringle.
 - Work Status → Work in Progress.
- Click Done.

Send Email (Approved)

- Add action → Send Email.
- Notify requestor that the task is approved and in progress.

(same as above)



Action Properties

Action: Update Record

Action Inputs:

- Record: 7 - Create Record > Network Task Table Record
- Table: Network Task Table [u_network_task]
- Fields:
 - Assigned to: Abel Tuter
 - Work Status: In progress

Done

K. If Condition – Request Rejected

1. Add another If Condition for Approval State is Rejected.

2. In the Then branch:

Send Email (Rejected)

- Notify requestor that their request was rejected.
- Optionally include rejection comments.

Condition Label: If Request is Rejected

* Condition 1: 4 - Ask For Ap... > Approval St... is Rejected or and

Add another condition set(OR)

Done

Network Request Active

Action: Send Email

Action Inputs

- Target Record: Network Database Table [u_net...]
- Table: Network Database Table [u_net...]
- Include Watermark:
- * To: 1 - Get Catalog → Send Email
- CC: 2 - Create Record → ... → Email
- BCC:
- * Subject: Approval Rejected.

Body:

Request Number: 2 - Creat... → ... → Request Nu...
Your request was rejected.

Data

Flow Variables

Trigger - Service Catalog

- Requested Item Record: Record
- Run Start Time UTC: Date/Time
- Table Name: Table Name
- Run Start Date/Time: Date/Time

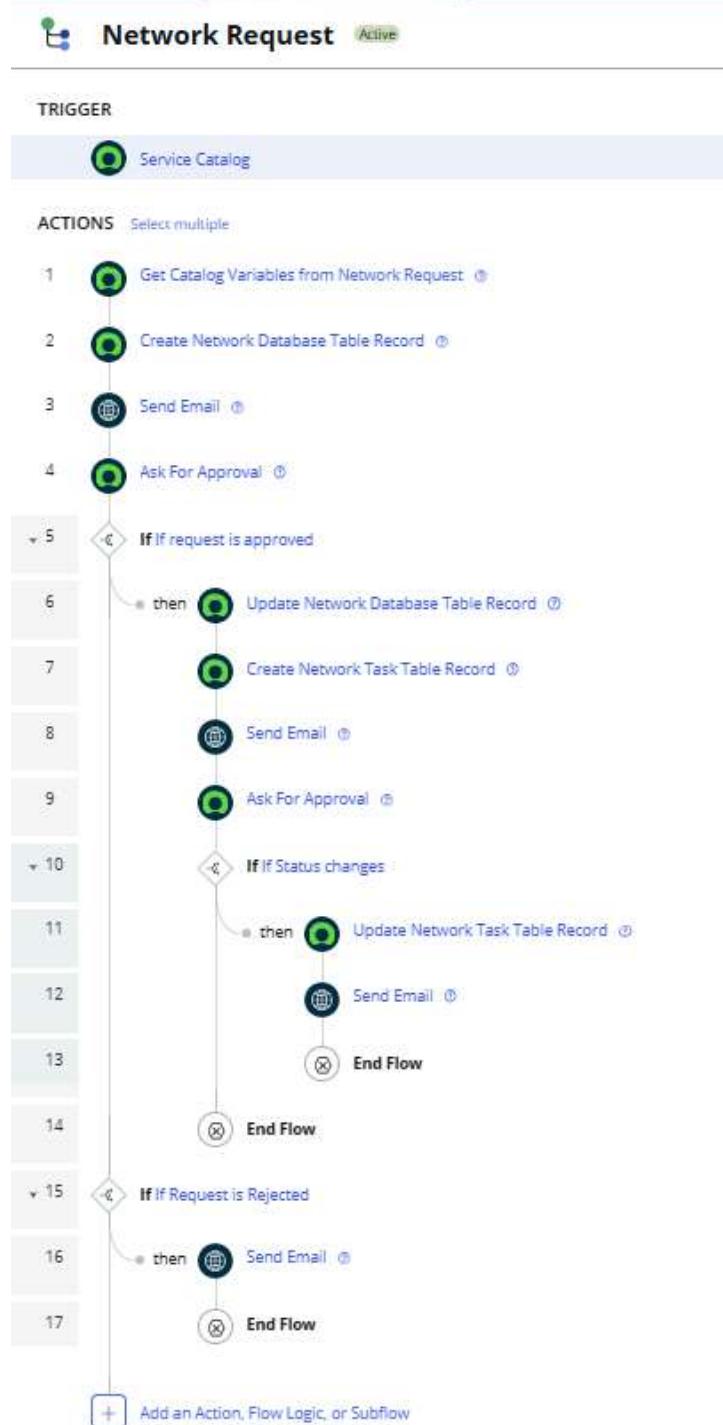
1 - Get Catalog Variables

- opened_on_behalf_of: Reference
- please_provide_address_h...: String
- type_of_devices: Choice
- provide_device_details: String

2 - Create Record

- Network Database Table R...: Record
- Network Database Table T...: Table

OVERALL FLOW:



Summary

This project delivers an efficient ServiceNow-based solution for handling network service requests. By using a dedicated service catalog, automated approval workflows, and real-time notifications, it streamlines the request process for both users and technicians. The system ensures accurate request capture, faster resolution through automation, and better visibility with reporting and SLA tracking.

