

Risk Management, Quality Planning & Success Criteria

1. Risk Identification & Analysis

Risk	Impact	Mitigation
Requirement changes	Medium	Clear documentation
Workflow errors	High	Thorough testing
Security gaps	High	Role validation
Time constraints	Medium	Task prioritization

2. Risk Monitoring Strategy

Risks are reviewed periodically during milestones to ensure mitigation plans are effective and updated when necessary.

3. Quality Planning

Quality is ensured by following ServiceNow best practices, proper configuration validation, and thorough testing.

4. Testing Strategy Overview

- Unit testing for workflows
- Functional testing for catalog items

- Performance testing under load
- Security testing for access control

5. Compliance & Security Planning

- Role-based access control
- Secure data handling
- Audit logs for every request
- Approval traceability

6. Success Criteria

The project will be considered successful if:

- Network requests are fully automated
- Approval time is reduced
- System ensures secure access
- Users can track requests easily

7. Conclusion

The Project Planning Phase establishes a strong foundation for the Automated Network Request Management in ServiceNow project. Proper planning ensures smooth execution, minimized risks, and high-quality deliverables in later phases.

Workflow Studio

Network Request

Network Request

EXECUTION DETAILS

Network Request

You Run - Completed

Open Flow

Open context rendered

Show Action Details

Flow Statistics

Run as System Administrator

Open Flow logs 12

Completed

2025-12-20 08:35:35

11030ms

FLOW STATISTICS

Run as System Administrator

Open Flow logs 12

Completed

2025-12-20 08:35:35

11030ms

TRIGGER

Creating Item Requested

ACTIONS

1 Get Catalog Variables from Network Request

2 Create Record

3 Send Email

4 Ask For Approval

5 IF Request is Approved

6 Update Record

7 Create Record

8 Send Email

9 Ask For Approval

10 IF Status Changes

11 Update Record

12 Send Email

13 End

14 End

15 IF Request is rejected

16 Send Email

17 End

ERROR HANDLER

	State	Start time	
Core Action	Completed	2025-12-20 08:35:35	24ms
Core Action	Completed	2025-12-20 08:35:35	12ms
Core Action	Completed	2025-12-20 08:35:35	1029ms
Core Action	Completed	2025-12-20 08:35:40	203ms
Flow Logic	Evaluated - True	2025-12-20 08:36:12	480ms
Core Action	Completed	2025-12-20 08:36:12	11ms
Core Action	Completed	2025-12-20 08:36:12	42ms
Core Action	Completed	2025-12-20 08:36:12	40ms
Core Action	Completed	2025-12-20 08:36:12	155ms
Flow Logic	Evaluated - True	2025-12-20 08:40:06	237ms
Core Action	Completed	2025-12-20 08:40:06	28ms
Core Action	Completed	2025-12-20 08:40:06	208ms
Flow Logic	Completed	2025-12-20 08:40:07	5ms
Flow Logic	Not Run		
Flow Logic	Not Run		
Flow Logic	Not Run		
Flow Logic	Not Run		