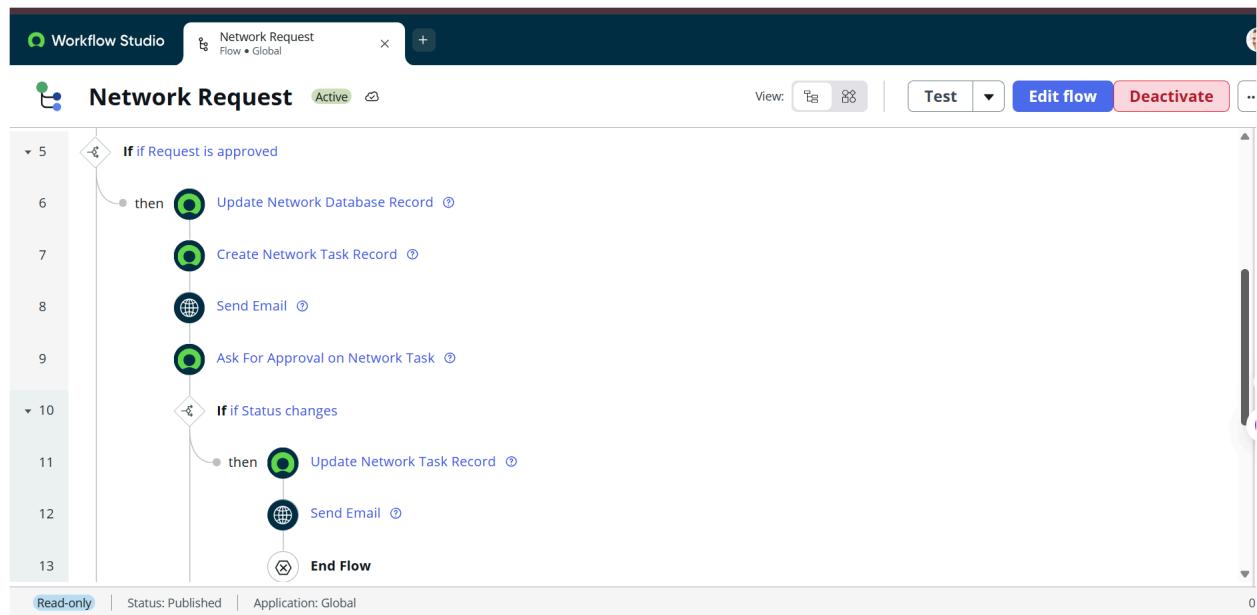
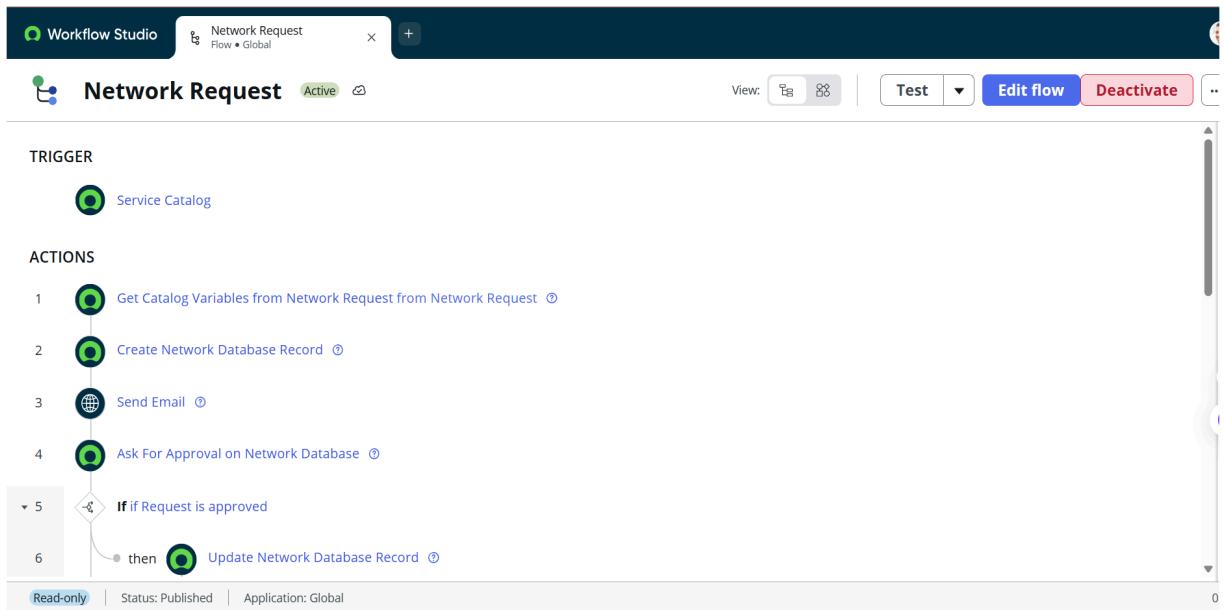
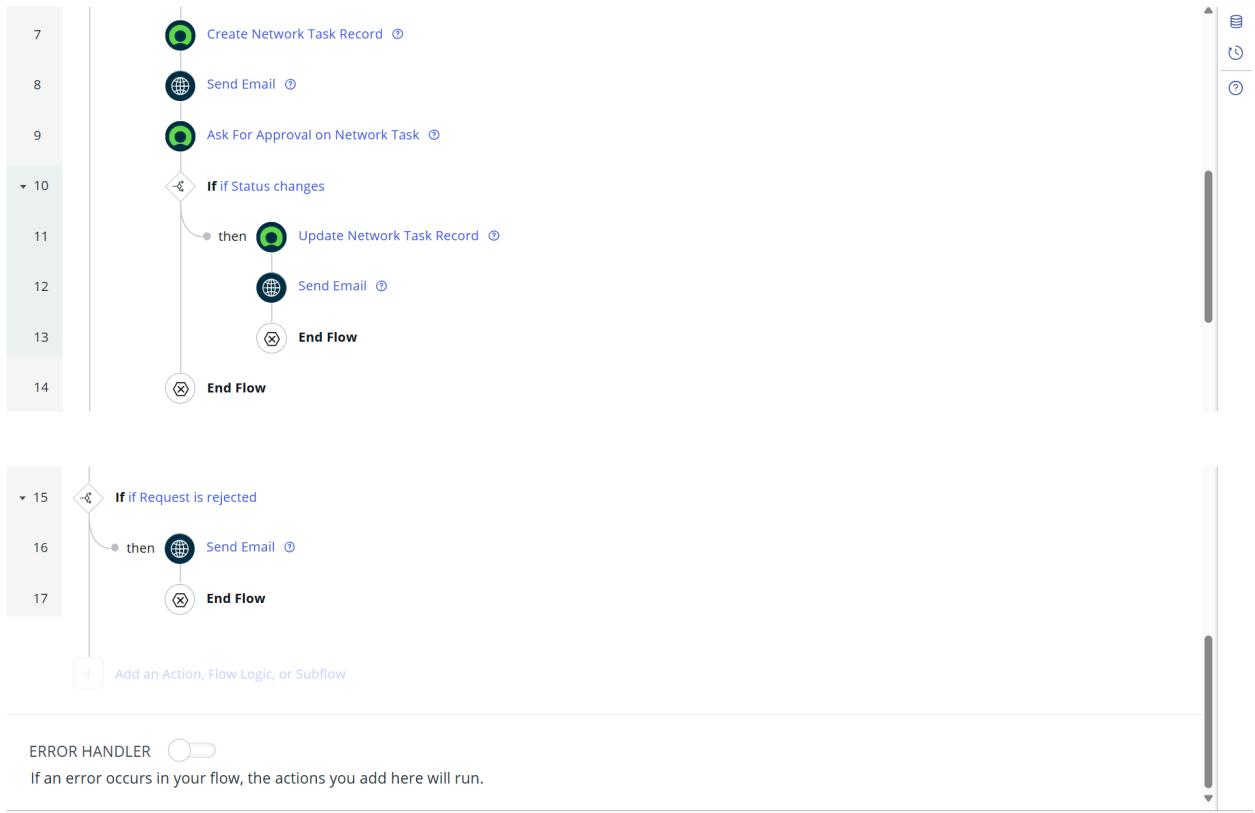


Screenshots





servicenow All Favorites History Admin : Table - Network Database ⭐

Table Network Database

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label Network Database

* Name u_network_database

Application Global

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Assignment Group	Reference	Group	32	false	
Date of Enquiry	Date	(empty)	40	false	
Customer Address	String	(empty)	40	false	
Assigned to	Reference	User	32	false	

Device Details	String	(empty)	40	false
Customer Document	String	(empty)	40	false
Sys ID	Sys ID (GUID)	(empty)	32	false
Updated	Date/Time	(empty)	40	false
Created by	String	(empty)	40	false
Request Number	String	(empty)	40	false
Created	Date/Time	(empty)	40	false
Updated by	String	(empty)	40	false
Updates	Integer	(empty)	40	false
Work Status	String	(empty)	40	false
Requested For	String	(empty)	40	false
+ Insert a new row...				

[Delete](#) [Update](#) [Delete All Records](#)

Related Links

[Form Builder](#)

[Design Form](#)

12	Send Email		Completed	2025-12-25 00:32:58	24ms
13	End	Flow Logic	Completed	2025-12-25 00:32:58	0ms
14	End	Flow Logic	Not Run		
▼ 15	If if Request is rejected	Flow Logic	Not Run		
16	Send Email		Not Run		
17	End	Flow Logic	Not Run		

ERROR HANDLER

▼ 5	If if Request is approved	Flow Logic	Evaluated - True	2025-12-25 00:32:53	5247ms
6	Update Record	Core Action	Completed	2025-12-25 00:32:53	7ms
7	Create Record	Core Action	Completed	2025-12-25 00:32:53	54ms
8	Send Email		Completed	2025-12-25 00:32:53	5060ms
9	Ask For Approval	Core Action	Completed	2025-12-25 00:32:58	17ms
▼ 10	If if Status changes	Flow Logic	Evaluated - True	2025-12-25 00:32:58	109ms
11	Update Record	Core Action	Completed	2025-12-25 00:32:58	85ms
12	Send Email		Completed	2025-12-25 00:32:58	24ms
13	End	Flow Logic	Completed	2025-12-25 00:32:58	0ms

servicenow All Favorites History Approval - Network Database: Creat... Search

Approval Network Database: Created 2025-12-25 00:31:21

Approver Bow Ruggeri Approving Network Database: Created 2025-12-25 00:31:21

State Approved

Approval Reason Waiting for approval

Comments Comments Post

Activities: 1 System Administrator

Approver Bow Ruggeri State Requested

Field changes • 2025-12-25 00:31:21

Update Approve Reject Delete

servicenow All Favorites History Workspaces Approvals Search

All

<input type="checkbox"/>	State	Approver	Comments	Approval for	Created
	Search	Search	Search	Search	Search
	Requested	Bow Ruggeri	(empty)		2025-12-25 00:31:21
	Approved	Bow Ruggeri	(empty)		2025-12-22 03:15:46
	Approved	Bow Ruggeri	(empty)		2025-12-22 03:13:37
	Approved	Bow Ruggeri	(empty)		2025-12-22 02:56:23
	Approved	Bow Ruggeri	(empty)		2025-12-22 02:50:30
	Approved	Bow Ruggeri	(empty)		2025-12-22 02:30:23
	Approved	Bow Ruggeri	(empty)		2025-12-22 02:24:08
	Approved	Bow Ruggeri	(empty)		2025-12-22 02:21:41
	Approved	Bow Ruggeri	(empty)		2025-12-22 02:04:54
	Approved	Bow Ruggeri	(empty)		2025-12-22 01:58:41
	Approved	Bow Ruggeri	(empty)		2025-12-22 01:57:26
	Approved	Bow Ruggeri	(empty)		2025-12-22 01:45:07

1 to 20 of 751

Workflow Studio

Network Request Flow • Global

Network Request Flow execution • None

Network Request

Test flow

Run your flow to make sure it has no errors before you activate it. When the test finishes running, check the execution details to see each action's configuration, runtime values, and the log messages for any errors that occurred.

* Requested Item Record RITM0010006

Your test has finished running. View the flow execution details.

Run test in background (i)

ERROR HANDLER If an error occurs in your flow, the actions you add here will run.

Status: Published | Application: Global

servicenow

Home > My Request - RITM0010009

Number RITM0010009

Created just now Updated just now State Open

Network Services Request

Item Network Request Requested for System Administrator Quantity 1

Stage ▶ Assess or Scope Task

Activity **Attachments** **Additional Details**

Type your message here...

servicenow

Home > Request Summary - REQ0010004

Submitted: 2025-12-25 00:23:25
Request Number: **REQ0010004**
Estimated Delivery: 2025-12-27

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Network Request	2025-12-27	<small>▶ Assess or Scope Task</small>	---	1	---

Total: \$0.00

Employee Center is available to you
Join your peer organizations in creating a better

Order Confirmation

Request for

Delivery Information (Optional)

Special Instructions (Optional)

Quantity:

Delivery Time: 2 Days

servicenow

Knowledge Catalog Requests System Status Tours System Administrator

Home > Service Catalog > Standard Changes > Network Standard Changes > **Network Request**

Search Catalog

Network Request

Network Services Request

Requester information

Opened on behalf of Phone Number

Email Id Proof of Document

User name

Is this a new network connection or a relocation New Existing

Quantity:

Delivery Time: 2 Days

15

Condition Label:

* Condition 1:

10

Condition Label:

* Condition 1:

5 If

Condition Label: if Request is approved

* Condition 1: 4 - Ask For Approval Approval Status is Approved or and

Add another condition set(OR)

Delete Cancel Done

Workflow Studio Network Request Flow • Global

Network Request Active

11 then Update Network Task Record

Action Properties

Action: Update Record

Action Inputs

- * Record: 7 - Create Network Task Record
- * Table: Network Task [u_network_task]
- * Fields:
 - State: Closed Complete
 - Work notes: Network task completed successfully
 - + Add field value

Delete Cancel Done

Status: Draft Application: Global

* Subject: Network Request
2 - Create Network Database Requested

Approved

Body

10pt

Hello
Your Network request has been approved successfully.
Thanks for contacting us.
Network Team.

Delete Cancel Done

Status: Draft Application: Global

Workflow Studio Network Request Flow • Global

Network Request

Action Properties: Send Email

Action: Send Email

Action Inputs:

- Target Record: 2 - Cr... ▶ Network Database ...
- Table: Network Database [u_network_d...]
- Include Watermark:
- * To: 1 - Get Catalog Va... ▶ Em... (disabled)
- CC: 2 - Create Record ▶ Email (disabled)
- BCC: (disabled)

Workflow Studio Network Request Flow • Global

Network Request

Action Properties: Create Network Task Record

Action: Create Record

Action Inputs:

- * Table: Network Task [u_network_task]
- * Fields:
 - State: Open
 - Assignment group: Network
 - Parent: 2 - Cr... ▶ Network Database ...
 - Short description: Provide network service
- + Add field value

Workflow Studio Network Request Flow • Global

Network Request

Action Properties: Create Network Task Record

Action: Create Record

Action Inputs:

Rules:

- Approve When: Anyone approves (disabled)
- Due Date: None

Add another OR rule set

OR AND

Delete Cancel Done

Status: Draft | Application: Global

Workflow Studio Network Request Flow • Global

Network Request

Active

4 Ask For Approval on Network Database

Action Properties

Action: Ask For Approval

Action Inputs

- * Record: 2 - Cr... ▶ Network Database ...
- Table: Network Database [u_network_d...]
- Approval Reason: Waiting for approval
- Approval Field: Select a field
- Journal Field: Select a field

* Rules

Add another OR rule set

CC: 2 - Create Record ▶ ... ▶ Email

BCC:

* Subject: Request has been Created

Body

Hello 2 - Create ... ▶ ... ▶ Request Nu...

We have been received your request with request number: 2 - Creat... ▶ ... ▶ Request Nu...

Sorry for the inconvenience and your request will be resolved within 2 business working days.

Thanks for contacting us.

Network Team.

Delete Cancel Done

Status: Published | Application: Global

Workflow Studio Network Request Flow • Global

Network Request

Active

3 Send Email

Action Properties

Action: Send Email

Action Inputs

- Target Record: 2 - Cr... ▶ Network Database ...
- Table: Network Database [u_network_d...]
- Include Watermark:
- * To: 1 - Get Catalog Va... ▶ ... ▶ Em...
- CC: 2 - Create Record ▶ ... ▶ Email
- BCC:

Workflow Studio Network Request Flow • Global

Network Request Active

* Table Network Database [u_network_d... X ▾

* Fields Request Number X ▾ Trigger - Servic... ▶ ... ▶ Num... X

Requested For X ▾ 1 - Get Catalog Va... ▶ ... ▶ Na... X

Work Status X ▾ New

Assignment Group X ▾ Network X ▾

Date of Enquiry X ▾ Trigger - Service... ▶ ... ▶ Creat... X

Device Details X ▾ 1 - Get Catalog... ▶ type_of_dev... X

Customer Address X ▾ 1 - G... ▶ please_provide_addr... X

+ Add field value

Delete Cancel Done

Status: Published | Application: Global

Workflow Studio Network Request Flow • Global

Network Request Active

2 Create Network Database Record

Action Properties

Action Create Record

Action Inputs

* Table Network Database [u_network_d... X ▾

* Fields Request Number X ▾ Trigger - Servic... ▶ ... ▶ Num... X

Requested For X ▾ 1 - Get Catalog Va... ▶ ... ▶ Na... X

Work Status X ▾ New

Assignment Group X ▾ Network X ▾

Date of Enquiry X ▾ Trigger - Service... ▶ ... ▶ Creat... X

Device Details X ▾ 1 - Get Catalog... ▶ type_of_dev... X

javascript:void(0) | Application: Global

* Template Catalog Items and Variable Sets [Catalog Items and Variable Sets]

Network Request

Catalog Variables

Available

- proof_of_document
- is_this_a_new_network_connection
- if_this_is_a_relocation_please_f
- is_this_is_a_relocation_please_f
- provide_device_details
- if_any_please_write_here

Selected

- opened_on_behalf_of
- email_id
- user_name
- please_provide_address_here
- phone_number
- type_of_devices

Note: If removing a variable from the 'Selected' list, it will be moved to 'Available' list only if the variable is from the selected Template Catalog Items and Variable Sets. Otherwise, the variable is removed from both 'Available' and 'Selected' lists.

Status: Published | Application: Global

Workflow Studio Network Request Flow • Global

Network Request Active

1 Get Catalog Variables from Network Request from Network Request

Action Properties

Action: Get Catalog Variables

Action Inputs

* Submitted Request [Requested Item ...]

Select one or more values from the Template Catalog Items and Variable Sets, and select the required Catalog Variables to generate output data pills. You cannot choose the same Catalog Variable from multiple Template Catalog Items and Variable Sets.

* Template Catalog Items and Variable Sets [Catalog Items and Variable Sets]

Network Request

Status: Published | Application: Global

Workflow Studio Network Request Flow • Global

Network Request Active

TRIGGER

Service Catalog

Trigger: Service Catalog

Advanced Options

Delete Cancel Done

Variables (5) Catalog UI Policies Catalog Client Scripts Included In (1) Catalog Data Lookup Definitions

Order Search Actions on selected rows... New

Variable set = Requester information

<input type="checkbox"/>	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

1 to 5 of 5

servicenow All Favorites History Catalog Item - Network Request Search

Catalog Item - Network Request

Variables (10) Variable Sets (1) Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles

Related Catalog Items Assigned Topics

Order Search Actions on selected rows... New

Catalog item = Network Request

<input type="checkbox"/>	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 y...	310
	Single Line Text	If this is a relocation,Please provide y...	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
	Select Box	Type of devices	420
	Single Line Text	Provide device details	430
	Container Start	Additional Information	500
<input checked="" type="checkbox"/>	Single Line Text	If any,Please write here	510

1 to 10 of 10

Related Links

[Item Diagnostic](#)
[Show VA render type](#)
[Run Point Scan](#)

Actions on selected rows...

Catalog item = Network Request

<input type="checkbox"/>	Type	Question	Order ▲
<input type="checkbox"/>	Container Start	Service Details	200
<input type="checkbox"/>	Multiple Choice	Is this a new network connection or a re...	300
<input type="checkbox"/>	Single Line Text	If this is a relocation, Please provide y...	310
<input type="checkbox"/>	Single Line Text	Is this a relocation, Please provide y...	320
<input type="checkbox"/>	Container Start	Location & Devices Type	400
<input type="checkbox"/>	Single Line Text	Please provide address here	410
Total Questions: 6			

The screenshot shows the ServiceNow Catalog Item editor for a 'Network Request' item. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Catalog Items', 'Search', and various system icons. The main form displays the following fields:

- Name: Network Request
- Application: Global
- Catalogs: Service Catalog
- Category: Network Standard Changes
- State: -- None --
- Checked out: -- None --
- Owner: System Administrator
- Active: checked
- Roles: (empty)
- 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, showing the short description 'Network Services Request' and a rich text editor for the description.

At the bottom, a table lists audit logs for the item:

u_network_log	allow_if	who	record	true	admin	date
u_network_task	Allow If	read	record	true	admin	2025-12-22 00:50:00

Page navigation controls at the bottom include arrows, a search bar, and a message: '1 to 4 of 4'.

[Delete](#)
[Update](#)
[Delete All Records](#)

Related Links

- [Form Builder](#)
- [Design Form](#)
- [Layout Form](#)
- [Layout List](#)
- [Show Form](#)
- [Show List](#)
- [Show Schema Map](#)
- [Add to Service Catalog](#)
- [Run Point Scan](#)
- [Explore REST API](#)

Access Controls (4)	Security Data Filters	Labels (1)	Database Indexes (46)	Table Subscription Configuration (1)																																																																																																																		
<div style="display: flex; justify-content: space-between; align-items: center;"> ≡ Name <input type="text" value="Search"/> Actions on selected rows... </div>																																																																																																																						
Access Controls																																																																																																																						
<input type="checkbox"/> Name ▲	Decision Type	Operation	Type	Active	Updated by	Updated																																																																																																																
u_network_task	Allow If	delete	record	true	admin	2025-12-22 00:50:00																																																																																																																
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<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>Universal Request</td> <td>Reference</td> <td>Task</td> <td>32</td> <td colspan="3"></td> </tr> <tr> <td>Number</td> <td>String</td> <td>(empty)</td> <td>40</td> <td colspan="3"><code>javascript:getNextObjNumberPadded();</code></td> </tr> <tr> <td>Configuration item</td> <td>Reference</td> <td>Configuration Item</td> <td>32</td> <td colspan="3"></td> </tr> <tr> <td>Approval history</td> <td>Journal</td> <td>(empty)</td> <td>4,000</td> <td colspan="3"></td> </tr> <tr> <td>Business duration</td> <td>Duration</td> <td>(empty)</td> <td>40</td> <td colspan="3"></td> </tr> <tr> <td>Location</td> <td>Reference</td> <td>Location</td> <td>32</td> <td colspan="3"></td> </tr> <tr> <td>User input</td> <td>User Input</td> <td>(empty)</td> <td>4,000</td> <td colspan="3"></td> </tr> <tr> <td>Active</td> <td>True/False</td> <td>(empty)</td> <td>40</td> <td>true</td> <td colspan="2"></td> </tr> <tr> <td>State</td> <td>Integer</td> <td>(empty)</td> <td>40</td> <td>1</td> <td colspan="2"></td> </tr> <tr> <td>Work notes</td> <td>Journal Input</td> <td>(empty)</td> <td>4,000</td> <td colspan="3"></td> </tr> <tr> <td>Closed by</td> <td>Reference</td> <td>User</td> <td>32</td> <td colspan="3"></td> </tr> <tr> <td>Follow up</td> <td>Date/Time</td> <td>(empty)</td> <td>40</td> <td colspan="3"></td> </tr> <tr> <td>Domain</td> <td>Domain ID</td> <td>(empty)</td> <td>32</td> <td>global</td> <td colspan="2"></td> </tr> <tr> <td>Additional comments</td> <td>Journal Input</td> <td>(empty)</td> <td>4,000</td> <td colspan="3"></td> </tr> <tr> <td>Urgency</td> <td>Integer</td> <td>(empty)</td> <td>40</td> <td>3</td> <td colspan="2"></td> </tr> <tr> <td>Opened</td> <td>Date/Time</td> <td>(empty)</td> <td>40</td> <td><code>javascript:gs.nowDateTime()</code></td> <td colspan="2"></td> </tr> </tbody> </table>							Universal Request	Reference	Task	32				Number	String	(empty)	40	<code>javascript:getNextObjNumberPadded();</code>			Configuration item	Reference	Configuration Item	32				Approval history	Journal	(empty)	4,000				Business duration	Duration	(empty)	40				Location	Reference	Location	32				User input	User Input	(empty)	4,000				Active	True/False	(empty)	40	true			State	Integer	(empty)	40	1			Work notes	Journal Input	(empty)	4,000				Closed by	Reference	User	32				Follow up	Date/Time	(empty)	40				Domain	Domain ID	(empty)	32	global			Additional comments	Journal Input	(empty)	4,000				Urgency	Integer	(empty)	40	3			Opened	Date/Time	(empty)	40	<code>javascript:gs.nowDateTime()</code>		
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Insert a new row...																																																																																																																						

servicenow All Favorites History Admin : Table - Network Task ⚡ Search

Table Network Task

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: Network Task Application: Global

* Name: u_network_task Extends table: Task

Table Columns for text Search 1 to 20 of 71 New

Column label	Type	Reference	Max length	Default value	Display
Comments and Work notes	Journal List	(empty)	4,000		false
Transfer reason	Integer	(empty)	40		false
Effective number	String	(empty)	40		false
Variables	Variables	(empty)	40		false

Dictionary Entries

Layout Form
Layout List
Show Form
Show List
Show Schema Map
Add to Service Catalog
Run Point Scan
Explore REST API

Access Controls (4) Security Data Filters Labels (1) Database Indexes (3) Table Subscription Configuration (1)

Name Search Actions on selected rows...

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_network_database	Allow If	create	record	true	admin	2025-12-16 22:16:35
u_network_database	Allow If	read	record	true	admin	2025-12-16 22:16:35
u_network_database	Allow If	delete	record	true	admin	2025-12-16 22:16:35
u_network_database	Allow If	write	record	true	admin	2025-12-16 22:16:35

1 to 4 of 4