

Introduction:

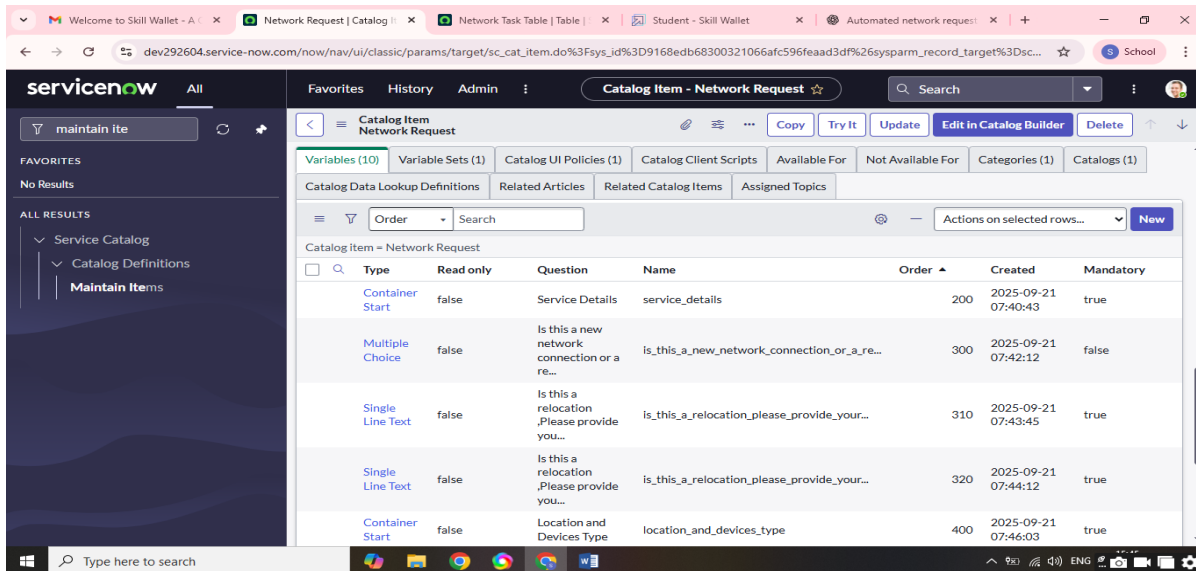
The Automated Network Request Management project in ServiceNow is designed to simplify and modernize how organizations handle network-related service requests. Instead of relying on manual, error-prone processes, this solution uses ServiceNow's Service Catalog, Workflow Engine, and Approval Processes to provide a streamlined and automated approach. End users can raise requests through a self-service portal, where dynamic forms capture all necessary details, ensuring accuracy from the start. Each request is then validated, routed for the right approvals, and assigned to the appropriate fulfillment team.

Procedure:

Step 1: Create a Service Catalog Item

The Service Catalog in ServiceNow is a centralized portal where users can request IT and business services in a simple, self-service manner. It provides an organized list of available services, such as network requests, hardware, software, or access provisioning, with user-friendly forms to capture necessary details. By standardizing service requests through the catalog, organizations ensure that information is collected consistently, requests are routed automatically through workflows and approvals, and fulfillment teams can deliver services efficiently.

The screenshot displays the ServiceNow interface for creating a new catalog item. The browser address bar shows the URL: `dev292604.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D9168edb68300321066afc596fead3df%26sysparm_record_target%3Dsc...`. The left sidebar contains the 'Service Catalog' menu with 'Maintain Items' selected. The main form area is titled 'Catalog Item - Network Request' and includes a 'Search' bar. A blue informational box states: 'Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies. Enter a Name and Short description to display for the item. Enter a Price, approvals, variables, and other information as needed.' The form fields are as follows: 'Name' is 'Network Request'; 'Application' is 'Global'; 'Active' is checked; 'Fulfillment automation level' is 'Unspecified'; 'Category' is 'Service Catalog'; 'Subcategory' is 'Networks and Connectivity'; 'State' is '-- None --'; 'Checked out' is '-- None --'; and 'Owner' is 'System Administrator'. At the bottom, the 'Item Details' tab is active, showing 'Short description' as 'Network Services Request' and a 'Description' field with a '+' icon for expansion. The Windows taskbar at the bottom shows the search bar and several application icons.

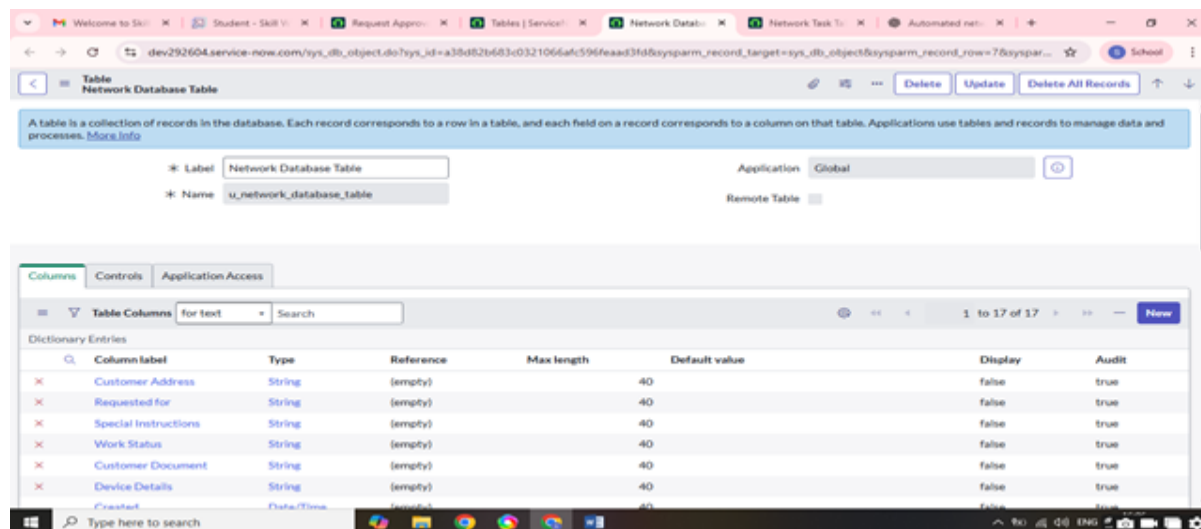


Step 2: Creation of Tables

Here we need to create two tables – one is the Network Database Table to store network service request records, and the other is the Network Task Table to store tasks generated for fulfilling those requests.

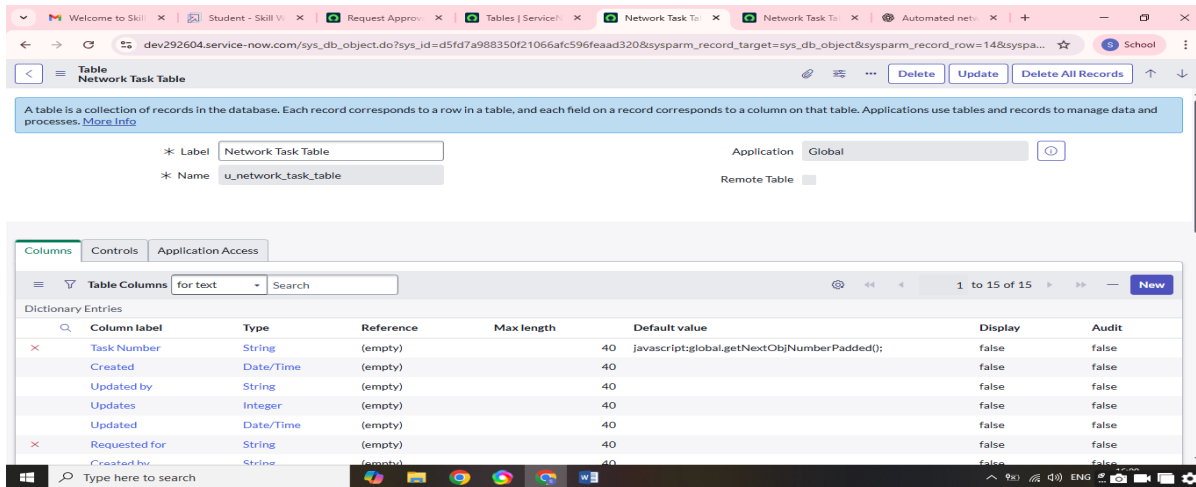
- Network Database Table:**

This table is created to store details of all network service requests submitted through the catalog. It acts as the main record repository where each request is captured and tracked.



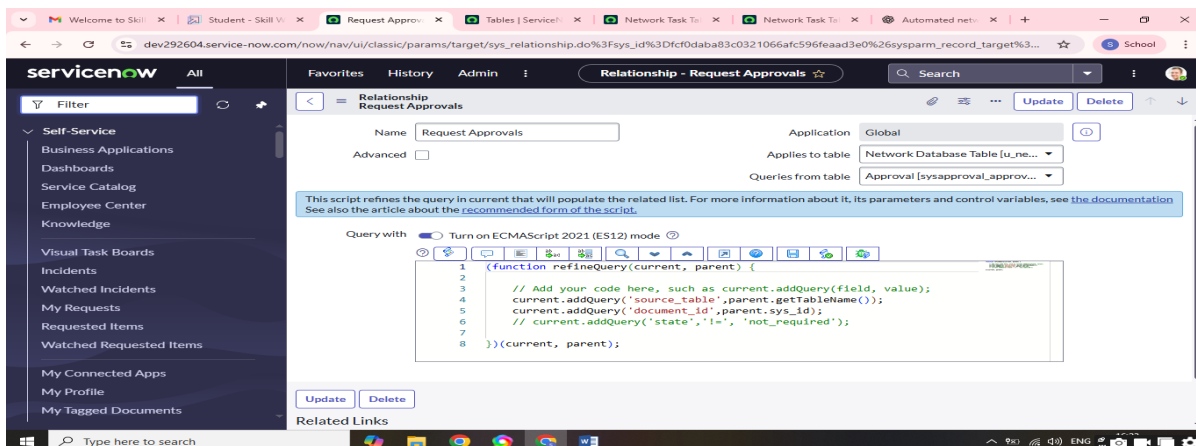
- **Network Task Table:**

This table is created to store the individual tasks generated from a network request. Once a request is approved, related tasks are created here for fulfillment teams to work on until completion.



Step 3: Creation of Related List

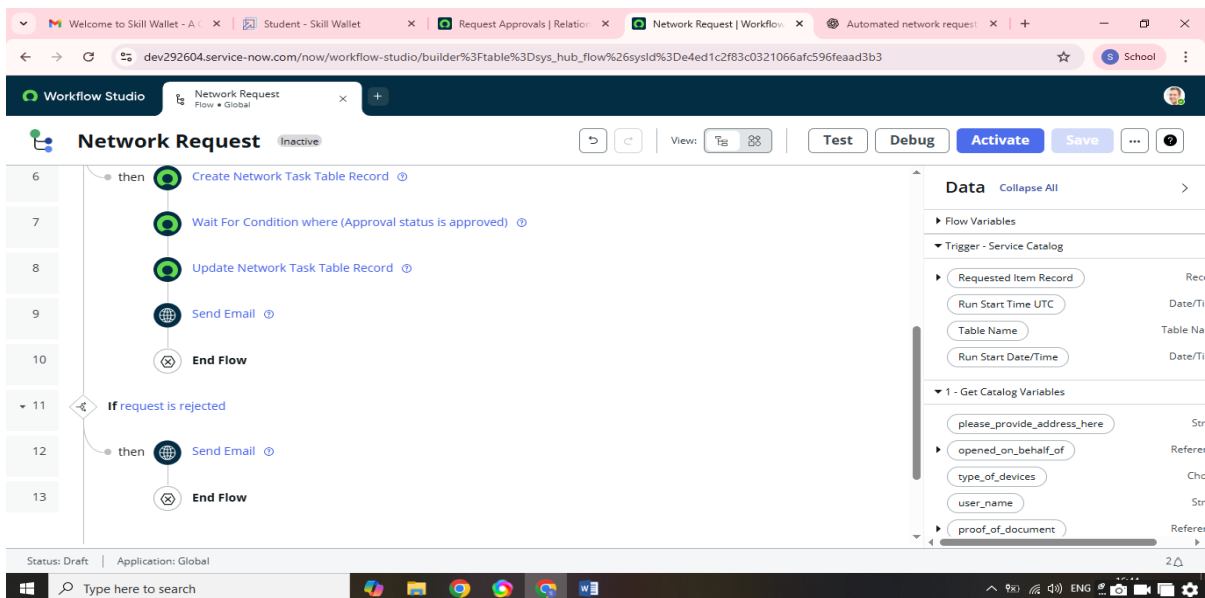
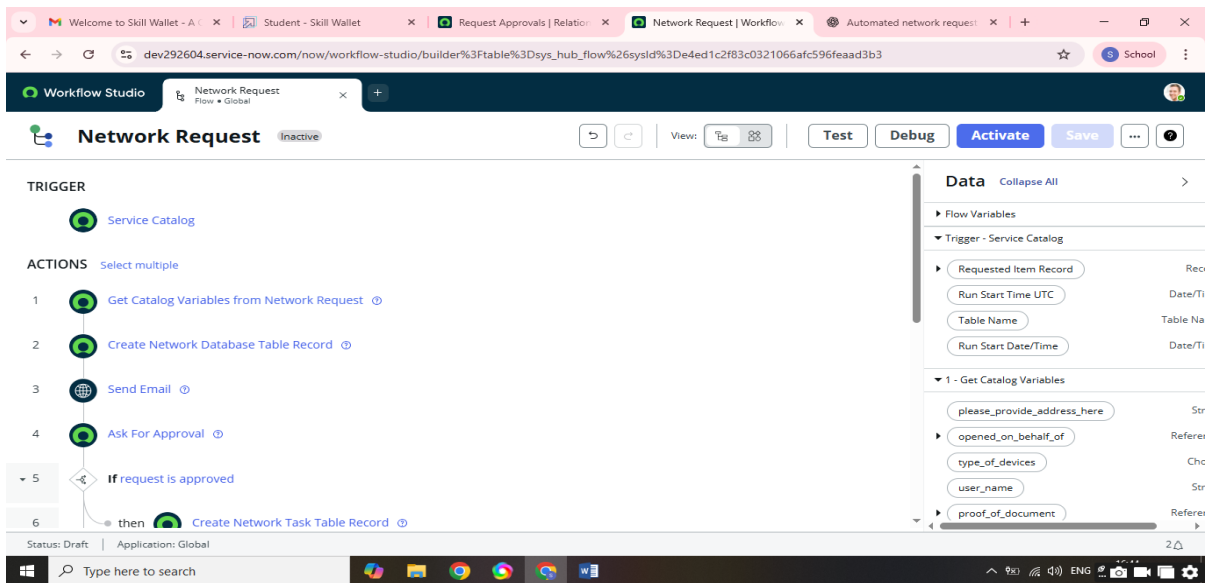
- Navigate to System Definition > Relationships
- Click New to create a new relationship
- Fill in the details:
 - Name – Approval Request
 - Applies to Table – Network Database Table
 - Queries from Table – Sysapprovals Table
 - Active – True
- Click on Save



Step 4: Create Flow

- Navigate to Flow Designer home page
- Click on New to create a new flow

This flow is created to automate the process for network requests, including approvals, task creation, and notifications



Step 5: Final Testing in End User portal & Instance

In this step, the end user submits a Network Request through the Service Portal. The catalog form captures key requester information such as the user’s name, email ID, phone number, and proof of document upload. Once all mandatory fields are filled, the user clicks Order Now to submit the request. This ensures that all necessary information is collected at the beginning, enabling smooth validation, approval, and fulfillment of the network service request.

Testing in Service Portal (End User):

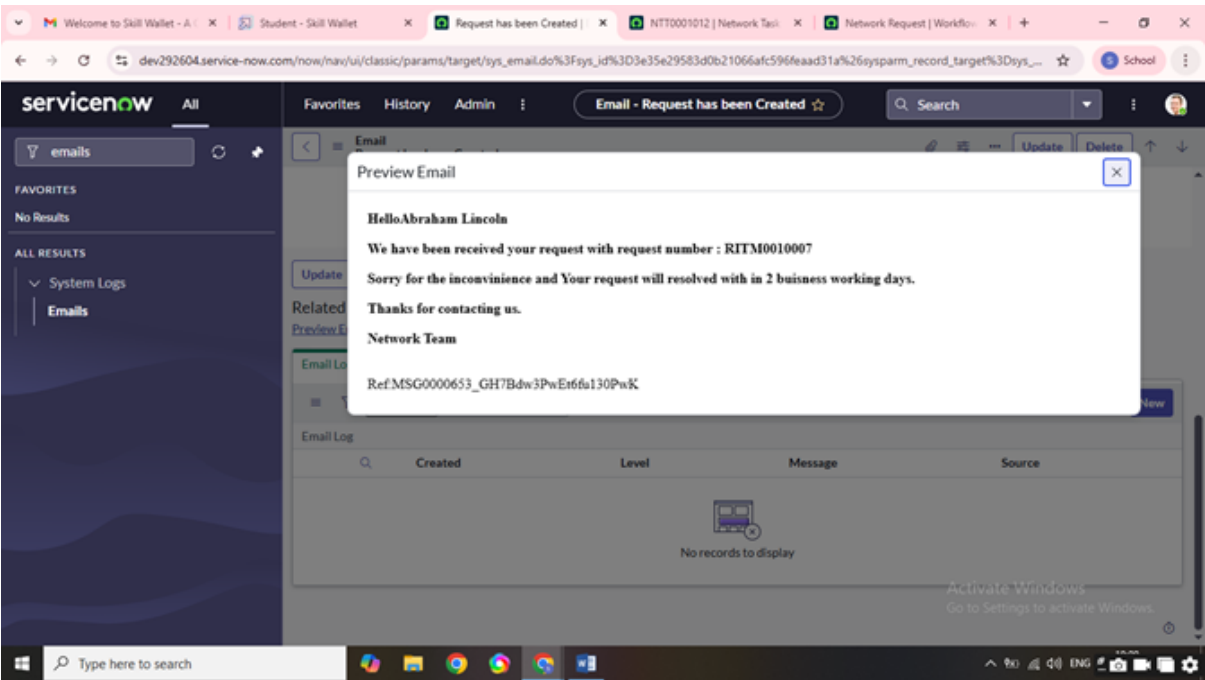
The screenshot shows the 'Network Request' form in the ServiceNow end user portal. The form is titled 'Network Request' and 'Network Services Request'. It includes a 'Requester Information' section with fields for 'Opened on behalf of' (Abraham Lincoln), 'Phone Number' (9999999999), 'email id' (abraham.lincoln@example.com), and 'User name' (Abraham Lincoln). There is also a 'Proof of Document' section with an 'Upload' button. On the right side, there is a 'Quantity' dropdown set to 1, a 'Delivery Time' of 0 Days, and buttons for 'Add to Cart', 'Save as Draft', and 'Order Now'. A 'Required information' section at the bottom right says 'Please provide address here'.

The screenshot shows the 'Request Summary' page in the ServiceNow end user portal. It displays the submission details: Submitted: 2025-09-28 08:16:46, Request Number: REQ0010007, Requested for: Abraham Lincoln, and Estimated Delivery: 2025-09-28. Below this is a table with the following data:

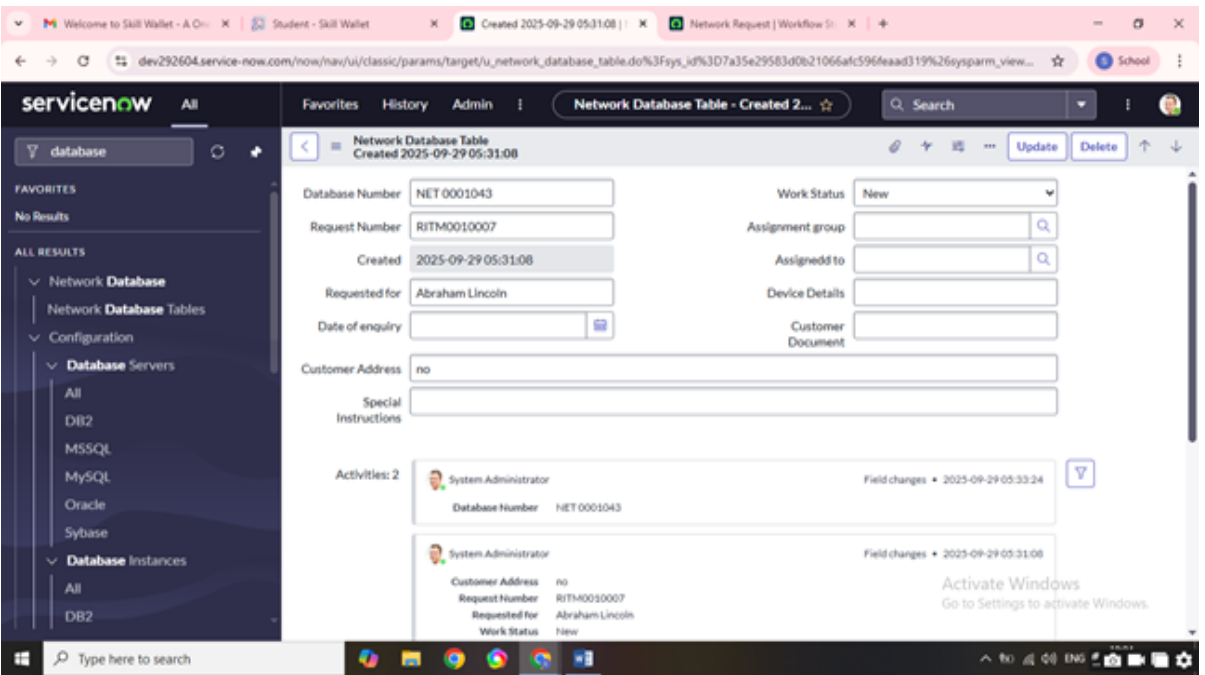
Item	Delivery Date	Stage	Price (each)	Quantity	Total
Network Request	2025-09-28		---	1	---

The total amount is \$0.00.

Testing Emails:



Testing with Custom Tables:



servicenow

Network Database Table - Created 2...

Database Number: NET 0001043

System Administrator

Field changes • 2025-09-29 05:31:08

Customer Address: NO
Request Number: RITM0010007
Requested for: Abraham Lincoln
Work Status: New

Update Delete

Request Approvals State Search Actions on selected rows... New

State	Approver	Comments	Approval for	Created
Approved	Bow Ruggeri		(empty)	2025-09-29 05:31:08

1 to 1 of 1

Activate Windows
Go to Settings to activate Windows.

Network Task Table
NTT0001012

Task Number: NTT0001012
Database Number: NET 0001043
Request Number: RITM0010007

Requested for: Abraham Lincoln
Approval status: requested
Work Status: work in progress
Assigned to: Abraham Lincoln

Description:
Work Notes:

New Section

Activities: 1

System Administrator

Field changes • 2025-09-29 05:34:06

Approval status: requested
Assigned to: Abraham Lincoln
Database Number: NET 0001043
Request Number: RITM0010007
Requested for: Abraham Lincoln
Task Number: NTT0001012
Work Status: work in progress

Activate Windows
Go to Settings to activate Windows.

dev292604.service-now.com/u_network_task_table.do?sys_id=8ae5269583d0b21066afc596fead3ff8&sysparm_view=&sysparm_domain=null&sysparm_domain_scope=...

Network Task Table

NTT0001012

Task Number: NTT0001012
Database Number: NET 0001043
Request Number: RITM0010007

Requested for: Abraham Lincoln
Approval status: approved
Work Status: completed
Assigned to: Abraham Lincoln

Description: Task has been completed successfully

Work Notes:

New Section

Activities: 3

System Administrator
Description: Task has been completed successfully
Field changes: 2025-09-29 05:37:10

System Administrator
Approval status: approved was requested
Work Status: completed was work in progress
Field changes: 2025-09-29 05:37:09

Activate Windows
Go to Settings to activate Windows.

dev292604.service-now.com/now/nav/ui/classic/params/target/sys_email.do%3Fsys_id%3Df966ad583d0b21066afc596fead327%26sysparm_record_target%3Dsys_...

servicenow

Email - updated

Preview Email

Hello Abraham Lincoln

Your ticket has been resolved .Thanks for contacting us .

Thank you

Ref:MSG0000654_xN1GdIDH51KElh4Qw15f

Email Log

Created	Level	Message	Source
No records to display			

Activate Windows
Go to Settings to activate Windows.

Conclusion

The Automated Network Request Management solution in ServiceNow streamlines the entire process of raising, approving, and fulfilling network-related requests. By leveraging the Service Catalog, custom tables, workflows, and automation, the system ensures requests are captured accurately, routed through the proper approvals, and fulfilled efficiently with minimal manual effort. End users benefit from a simple self-service experience with real-time updates, while IT teams gain consistency, transparency, and reduced turnaround times. Overall, this solution enhances service delivery, improves user satisfaction, and strengthens IT service management within the organization.

The screenshot displays the 'Network Request' workflow execution details in ServiceNow Workflow Studio. The workflow is in a 'Completed' state, having been run by the 'System Administrator' on 2025-09-29 at 05:31:07, taking 231ms to complete. The trigger is 'Catalog Item Requested'. The actions performed are:

Step	Action	Type	State	Start time	Duration
1	Get Catalog Variables from Network Request	Core Action	Completed	2025-09-29 05:31:07	23ms
2	Create Record	Core Action	Completed	2025-09-29 05:31:07	5ms
3	Send Email	Core Action	Completed	2025-09-29 05:31:07	23ms
4	Ask For Approval	Core Action	Completed	2025-09-29 05:31:07	89ms

The workflow logic 'If request is approved' is evaluated as 'True'.

The screenshot displays the 'Network Request' workflow execution details in ServiceNow Workflow Studio. The workflow is in a 'Completed' state, having been run by the 'System Administrator' on 2025-09-29 at 05:31:07, taking 231ms to complete. The trigger is 'Catalog Item Requested'. The actions performed are:

Step	Action	Type	State	Start time	Duration
5	If request is approved	Flow Logic	Evaluated - True	2025-09-29 05:31:07	88ms
6	Create Record	Core Action	Completed	2025-09-29 05:31:07	6ms
7	Wait For Condition	Core Action	Completed	2025-09-29 05:31:07	33ms
8	Update Record	Core Action	Completed	2025-09-29 05:31:07	18ms
9	Send Email	Core Action	Completed	2025-09-29 05:31:07	30ms
10	End	Flow Logic	Completed	2025-09-29 05:31:07	0ms

The workflow logic 'If request is rejected' is not run.

