Automated Network Request Management

Flow Designer

Purpose

The purpose of this document is to describe all backend automation implemented using ServiceNow Flow Designer for the *Automated Network Request Management System*.

This automation ensures that network requests submitted through the Service Catalog are processed automatically, including record creation, approvals, task generation, status updates, and email notifications.

Overview of Automated Flow

Flow Name

Copy of Network Request

Application Scope

Global

Flow Status

Active / Published

Trigger Type

Service Catalog

Flow Objective

To automate the complete lifecycle of a network request from **submission → approval → fulfillment → notification** without manual intervention.

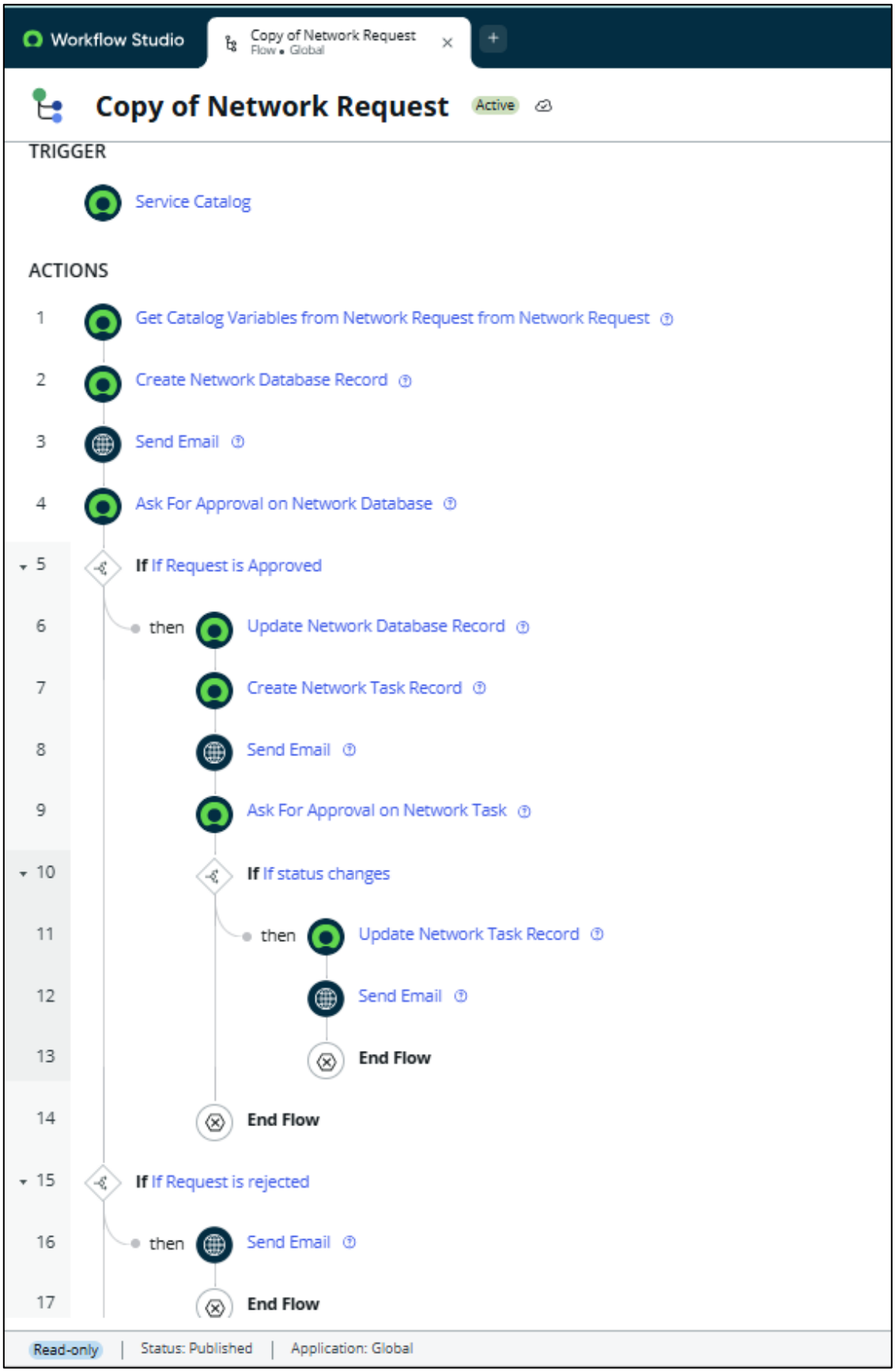

Figure 1: Flow Designer automation for Network Request

Flow Architecture

The flow consists of the following logical stages:

1. Catalog request submission
2. Capture catalog variables
3. Create network database record
4. Send acknowledgment email
5. Request approval
6. Conditional branching (Approved / Rejected)
7. Task creation and assignment
8. Status update and notifications
9. Flow termination

Trigger Configuration

Trigger: Service Catalog Submission

- The flow is triggered when a **Network Request catalog item** is submitted by a user.
- This ensures automation starts immediately after the user submits the request.

Trigger Event:

- Catalog Item → Network Request

Approval Logic Summary

Level	Approval Type	Condition
Level 1	Manager Approval	Mandatory
Level 2	Task Approval	Conditional
Rejection Path	Immediate Flow Termination	Yes

Benefits of Automation

- Eliminates manual processing
- Ensures faster approvals
- Improves transparency
- Reduces errors
- Provides audit trail

Conclusion

The Flow Designer automation enables an end-to-end automated network request lifecycle. By combining catalog triggers, approvals, conditional logic, task creation, and notifications, the system delivers a robust, scalable, and efficient backend solution aligned with ITSM best practices.