

Network Request Automation – ServiceNow

Testing & Validation

The testing phase validates that the Network Request Service Catalog, Flow Designer automation, approval process, task creation, and email notifications function correctly as per business requirements. Testing was performed in a controlled ServiceNow environment using valid test data. All core functional paths were verified end-to-end.

Test Environment

- Platform: ServiceNow
- Module: Service Catalog, Flow Designer
- User Roles:
 - Requester
 - Approver
 - Network Team

Testing Execution Details

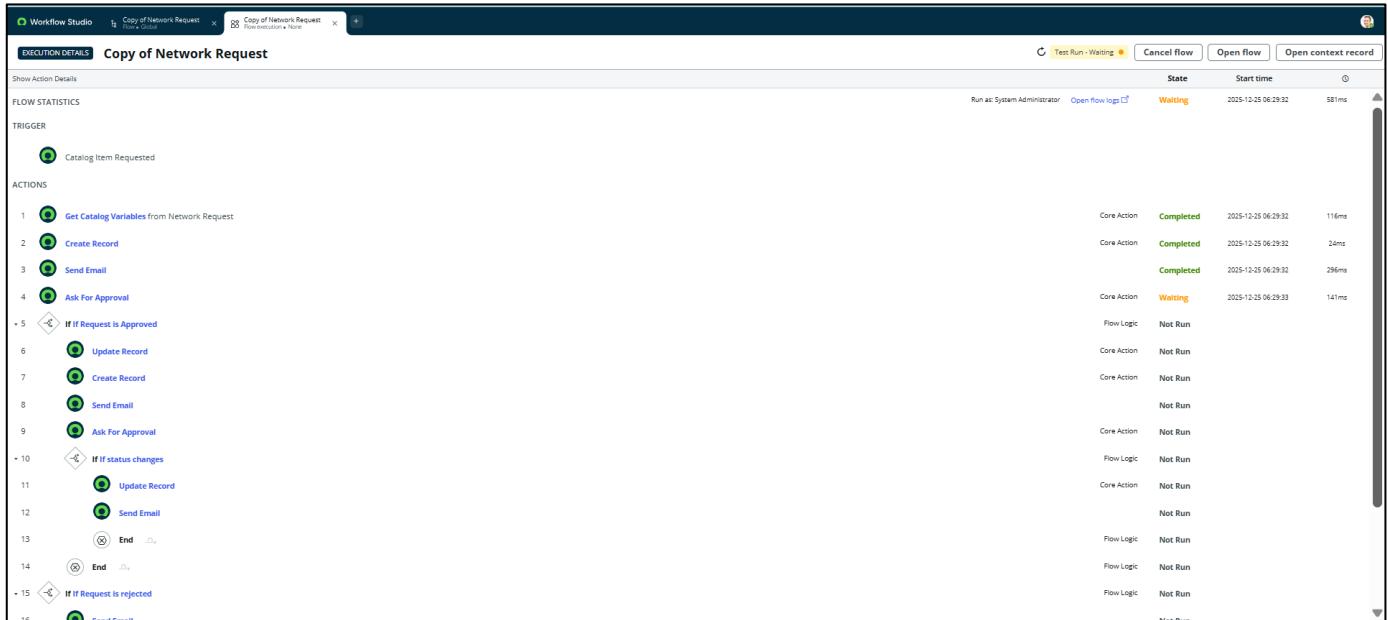


Figure 1: Flow Designer triggered automatically after Network Request submission

The screenshot shows the 'Approval' screen for a 'Network Database' record. The record was created on 2025-12-25 06:29:32. The approval status is 'Requested' (highlighted in green) with the reason 'Waiting for approval'. The approver is 'Bow Ruggeri'. A comment field is present. The activities section shows one activity by 'System Administrator' (Approver: Bow Ruggeri, State: Requested). The network database details include:

- Request Number: REQ0010006
- Assignment Group: Network
- Device Details: LNR - MacBook Air 13"
- Assigned to: (empty)
- Date of Enquiry: 2025-12-21
- Customer Address: salen
- Work Status: New
- Requested For: System
- Customer Document: (empty)

Figure 2: Approval request generated for Network Database record

2025-12-25 06:31:18	admin@example.com	Network Task Created 91a24b51c30eb2101422f9t0901310f Approved	send-ready	SMTP	(empty)
2025-12-25 06:31:34	admin@example.com	Network Request Completed REQ000006	send-ready	SMTP	(empty)

Figure 3: Network task created after approval

The screenshot shows a software interface with a list of tasks on the left and a detailed view on the right.

Left Panel (List View):

- Header: All > Created on Today
- Filter: Created
- Columns: Recipients, Subject
- Items:
 - 2025-12-25 00:00:01 admin@example.com Daily job network task has been completed successfully.
 - 2025-12-25 01:00:01 aileen.mottern@example.com Restocks
 - 2025-12-25 01:00:02 aileen.mottern@example.com Restocks
 - 2025-12-25 01:00:02 aileen.mottern@example.com Requests
 - 2025-12-25 06:29:33 admin@example.com Network Approve
 - 2025-12-25 06:31:18 admin@example.com Network Approve RefMSG0001669_J91dshR6usfcXBZXZsqw
 - 2025-12-25 06:31:34 admin@example.com Network REQ000006

Right Panel (Preview Email):

Preview Email

Subject: Hello System

Body:

Hello System

network task has been completed successfully.

Regards

Network Team

RefMSG0001669_J91dshR6usfcXBZXZsqw

Type, Notification type, User ID columns for the tasks listed on the left.

Figure 4: Email notification for Task Completion

The screenshot shows the 'Execution Details' tab for a flow named 'Copy of Network Request'.

Execution Details: Copy of Network Request

ACTIONS:

- Get Catalog Variables from Network Request
- Create Record
- Send Email
- Ask For Approval
- If Request is Approved
 - Update Record
 - Create Record
 - Send Email
 - Ask For Approval
- If status changes
 - Update Record
 - Send Email
- End
- End
- If Request is rejected
 - Send Email
- End

Execution Log:

Action	Status	Timestamp	Duration
Core Action	Completed	2025-12-25 06:29:32	116ms
Core Action	Completed	2025-12-25 06:29:32	24ms
Core Action	Completed	2025-12-25 06:29:32	296ms
Core Action	Completed	2025-12-25 06:29:33	211ms
Flow Logic	Evaluated - True	2025-12-25 06:31:18	604ms
Core Action	Completed	2025-12-25 06:31:18	18ms
Core Action	Completed	2025-12-25 06:31:18	114ms
Core Action	Completed	2025-12-25 06:31:18	36ms
Core Action	Completed	2025-12-25 06:31:18	176ms
Flow Logic	Evaluated - True	2025-12-25 06:31:34	170ms
Core Action	Completed	2025-12-25 06:31:34	141ms
Core Action	Completed	2025-12-25 06:31:34	29ms
Flow Logic	Completed	2025-12-25 06:31:34	0ms
Flow Logic	Not Run		
Flow Logic	Not Run		
Flow Logic	Not Run		

Figure 5: Flow execution completed successfully

The **Network Request Automation** meets all functional requirements and performs reliably across request submission, approval, task creation, and notification stages.