

# **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

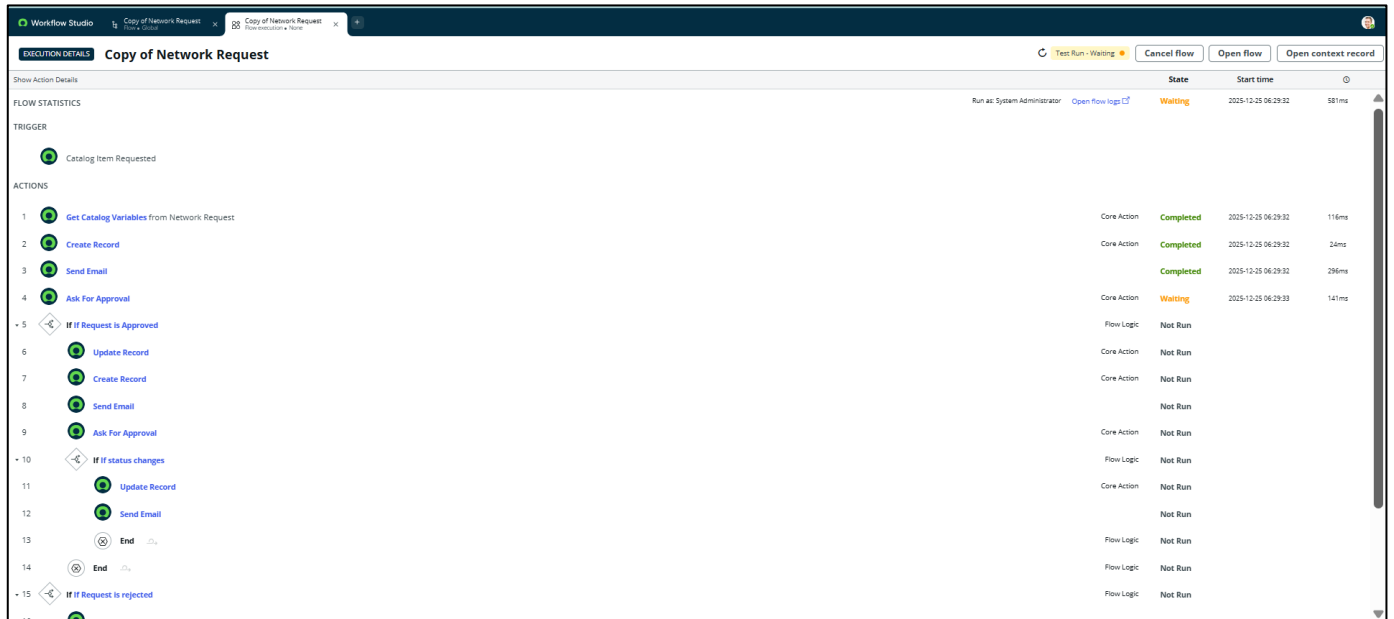


Figure 1: Flow Designer triggered automatically after Network Request submission

The screenshot displays the 'Approval - Network Database: Created 2025-12-25 06:29:32' form. The form is currently in the 'Requested' state and is 'Waiting for approval'. The form includes the following fields:

- Approver: Bow Ruggeri
- State: Requested
- Approval Reason: Waiting for approval
- Comments: Comments
- Activities: 1 (System Administrator: Bow Ruggeri, State: Requested)

The summary of the item being approved is as follows:

Field	Value
Request Number	REQ0010006
Assignment Group	Network
Device Details	LNIR - MacBook Air 13"
Assigned to	
Date of Enquiry	2025-12-21
Customer Address	salem
Work Status	New
Requested For	System
Customer Document	

Figure 2: Approval request generated for Network Database record

2025-12-25 06:31:18	admin@example.com	Network Task Created f1a2b85c306b2105422f9b050131d7 Approved	send-ready	SMTP	(empty)
2025-12-25 06:31:34	admin@example.com	Network Request Completed REQ0000006	send-ready	SMTP	(empty)

Figure 3: Network task created after approval

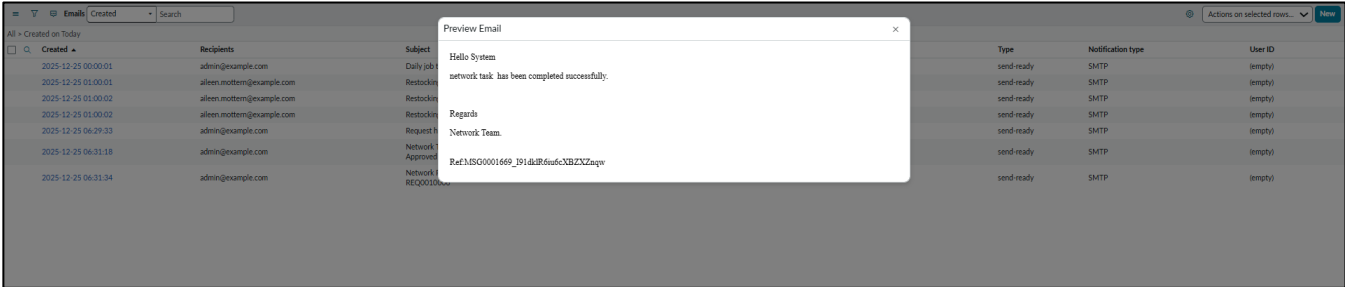


Figure 4: Email notification for Task Completion

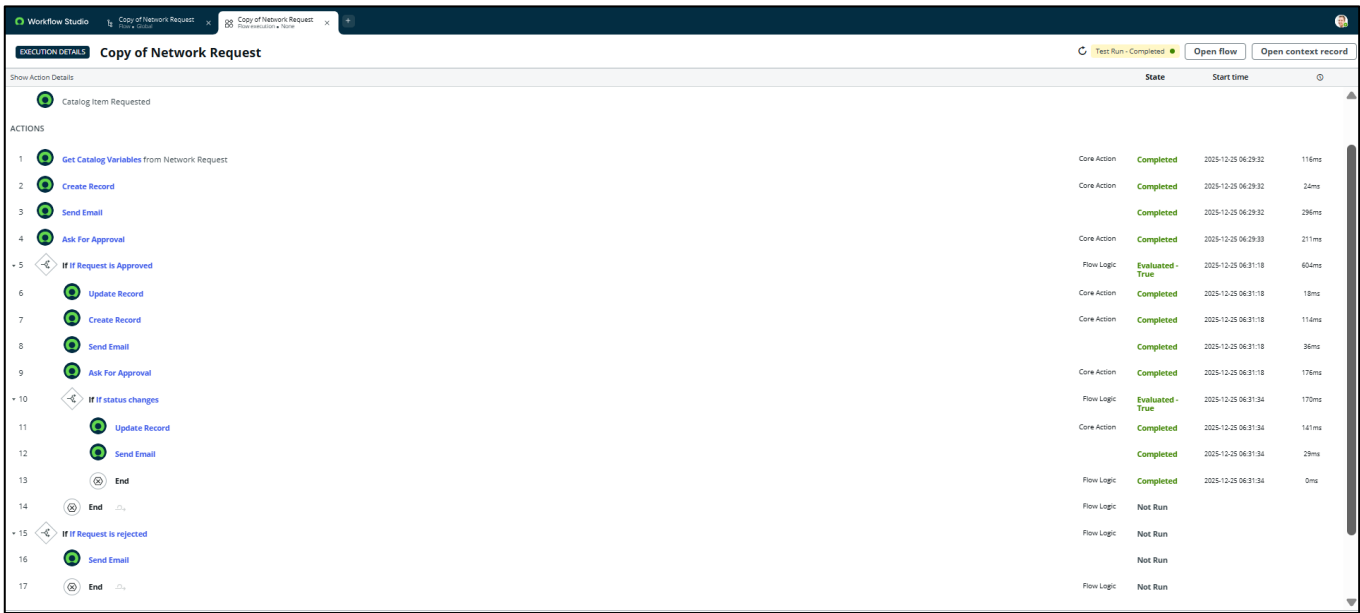


Figure 5: Flow execution completed successfully

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