

# Project Executable Files

**Date**

**Project Name**

Automated Network Request Management in ServiceNow

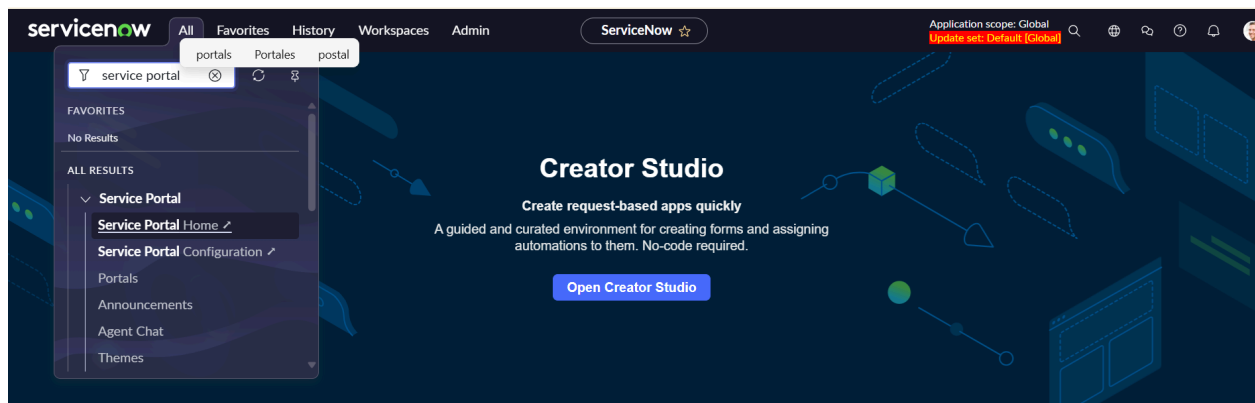
**College Name**

Ideal Institute Of Technology

## Service Portal

To Execute our project first we should go to service portal and order one Item.

1. Login to ServiceNow PDI
2. Copy the Instance domain ex: <https://dev190678.service-now.com>.
3. Paste the URL in the Next tab and add Prefix SP to the URL.  
ex: <https://dev190678.service-now.com/sp>.
4. Search for **Network Requests**.
5. Fill the required details and click on submit
6. New Requests will be generated with request numbers and users will get particular emails on the same.



servicenow

Knowledge Catalog Requests System Status Cart Tours System Administrator

# How can we help?

requests requested requesting

network request

network request\*

network request

Request Something  
Browse the catalog for services and items you need

Knowledge Base  
Browse and search for articles, rate or submit feedback

Get Help  
Contact support to make a request, or report a problem

Current Status My Assessments and Surveys My Approvals

servicenow

Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > Service Catalog > Network and Connectivity > Network Request

Search Catalog

## Network Request

Network request Management

**Requester Information**

Opened on behalf of  
Abraham Lincoln

Phone Number  
(555) 555-0004

Email Id  
abraham.lincoln@example.com

User name  
abraham.lincoln

Proof of Document  
Upload

**Service Details**

Is this a new network Connection, or Relocation

☒ None  
☐ Relocation  
☐ New

Quantity: 1

Delivery Time: 2 Days

Add to Cart

Save as Draft

Order Now

## Order Confirmation

Request for ⓘ

System Administrator

⊕ Delivery Information (Optional)

⊕ Special instructions (Optional)

Cancel

Checkout

Home

>

Request Summary

Search Catalog

Q

Submitted :2025-09-17 01:50:38

Request Number : **REQ0010005**

Estimated Delivery : 2025-09-19

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Network Request	2025-09-19	▶ Assess or Scope Task	---	1	---
					Total: \$0.00

Now check the Workflow.

Click Test >> select one Requested Item Record >> Run.

Workflow Studio					
EXECUTION DETAILS Network Request					
Show Action Details					
FLOW STATISTICS			Run as: System Administrator	Open flow logs	State
TRIGGER					Start time
Catalog Item Requested					116ms
ACTIONS					
1	Get Catalog Variables from Network Request	Core Action	Completed	2025-09-17 02:10:19	43ms
2	Create Record	Core Action	Completed	2025-09-17 02:10:19	12ms
3	Send Email		Completed	2025-09-17 02:10:19	21ms
4	Ask For Approval	Core Action	Waiting	2025-09-17 02:10:19	36ms
5	If If Request is Approved	Flow Logic	Not Run	2025-09-17 02:10:19	
6	Update Record	Core Action	Not Run	2025-09-17 02:10:19	
7	Create Record	Core Action	Not Run	2025-09-17 02:10:19	

Now Ask for Approval is in Waiting state -> Condition(Ask for Approval is Approve).

Now check on Network Database table give the Approvel >> update.

Network Database Table  
NETDB0001011

Request Number: REQ0010005  
Database Number: NETDB0001011  
Device Details: Mobile  
Date of Enquiry: 2025-09-17  
Customer Address: Kakinada  
Assigned to:

Assignment Group: Network  
Customer Document:   
Work Status: New  
Requested For: Abraham Lincoln

Activities: 0  
No activity

Update Delete

Approval Request State Search

State	Approver	Comments	Approval for	Created
Requested	Abraham Lincoln		(empty)	2025-09-17 02:10:20

1 to 1 of 1

Approval  
Network Database Table: NETDB0001011

Approver: Abraham Lincoln  
State: Requested  
Approval Reason: Waiting for Approval  
Comments:

Approving: Network Database Table: NETDB0001011

Post

Activities: 1  
System Administrator  
Approver: Abraham Lincoln  
State: Requested  
Field changes: 2025-09-17 02:10:20

Update Approve Reject Delete

Now check on Flow

EXECUTION DETAILS Network Request

Test Run - Waiting Cancel flow Open flow Open context record

Step	Action	State	Start time	Duration
1	Get Catalog Variables from Network Request	Completed	2025-09-17 02:10:19	43ms
2	Create Record	Completed	2025-09-17 02:10:19	12ms
3	Send Email	Completed	2025-09-17 02:10:19	21ms
4	Ask For Approval	Completed	2025-09-17 02:10:19	78ms
5	If If Request is Approved	Evaluated - True	2025-09-17 02:10:19	61ms
6	Update Record	Completed	2025-09-17 02:10:19	7ms
7	Create Record	Completed	2025-09-17 02:10:19	13ms
8	Send Email	Completed	2025-09-17 02:10:19	18ms
9	Ask For Approval	Waiting	2025-09-17 02:10:19	22ms
10	If If Status changes	Not Run	2025-09-17 02:10:19	
11	Update Record	Not Run	2025-09-17 02:10:19	
12	Send Email	Not Run	2025-09-17 02:10:19	

Expand or collapse Action Details

Give the Approval in Network task Table

Network Task Table  
NETT0001009

Back

Requested For:

Task Number:

Database Number:

Requester Number:

Work Status:

Approval Status:

Assigned to:

Update Delete

Approval Request State Search

Approvals

State	Approver	Comments	Approval for	Created
Requested	Abel Tuter		(empty)	2025-09-17 02:27:02

1 to 1 of 1

Approval  
Network Task Table: NETT0001009

Approver:

State:

Approval Reason:

Comments:

Post

Activities: 1

System Administrator

Approver: Abel Tuter  
State: Requested

Field changes • 2025-09-17 02:27:02

Update Approve Reject Delete

## Flow Ran Completely

Workflow Studio

Network Request

Execution Details

Network Request

Test Run - Completed

Open flow Open context record

Run as: System Administrator

State: Completed

Start time: 2025-09-17 02:10:19

267ms

TRIGGER

Catalog Item Requested

ACTIONS

Step	Action	Status	Start time	Duration
1	Get Catalog Variables from Network Request	Completed	2025-09-17 02:10:19	42ms
2	Create Record	Completed	2025-09-17 02:10:19	12ms
3	Send Email	Completed	2025-09-17 02:10:19	21ms
4	Ask For Approval	Completed	2025-09-17 02:10:19	78ms
5	If Request is Approved	Evaluated - True	2025-09-17 02:10:19	108ms
6	Update Record	Completed	2025-09-17 02:10:19	7ms
7	Create Record	Completed	2025-09-17 02:10:19	13ms
8	Send Email	Completed	2025-09-17 02:10:19	12ms
9	Ask For Approval	Completed	2025-09-17 02:10:19	41ms
10	If Status changes	Evaluated - True	2025-09-17 02:10:19	28ms
11	Update Record	Completed	2025-09-17 02:10:19	6ms
12	Send Email	Completed	2025-09-17 02:10:19	22ms
13	If Request is rejected	Evaluated - False	2025-09-17 02:10:19	0ms

## Testing Emails

## Procedure:

1. Login to ServiceNow PDI
2. System logs>> emails
3. Apply filter>> created on today
4. Search with To, BCC, CC, Subject to get to know what are the emails triggered on the particular request.

Emails Created						
All > Created on Today						
<input type="checkbox"/>	Created	Recipients	Subject	Type	Notification type	User ID
<input type="checkbox"/>	2025-09-17 02:10:20	abraham.lincoln@example.com	Request has been Created	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:50:40	fred.luddy@example.com	Catalog Task SCTASK0010010 has been assigned to group Software	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:00:10	aileen.mottern@example.com	Restocking Request For APC 42U 3100 SP2 NetShelter Rack	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:00:11	aileen.mottern@example.com	Restocking Request For Dell Inc. PowerEdge M710HD Blade Server	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 02:33:30	abraham.lincoln@example.com	Ticket has been resolved	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:58:13	abraham.lincoln@example.com	Ticket has been resolved	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:00:11	aileen.mottern@example.com	Restocking Request For Fujitsu 1TB Hybrid Solid State Drive	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:57:40	admin@example.com	Request REQ0010006 was created	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 00:00:11	admin@example.com	Daily job to fetch Email Indicator Data and Email Notifications created completed with error	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:57:40	admin@example.com	Request REQ0010006 was approved	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:50:40	admin@example.com	Request REQ0010005 was created	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:58:13	abraham.lincoln@example.com	Request has been Approved	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:57:40	fred.luddy@example.com	Catalog Task SCTASK0010012 has been assigned to group Software	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 02:27:02	abraham.lincoln@example.com	Request has been Approved	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:50:41	admin@example.com	Request REQ0010005 was approved	send-ready	SMTP	(empty)
<input type="checkbox"/>	2025-09-17 01:58:12	abraham.lincoln@example.com	Request has been Created	send-ready	SMTP	(empty)

Subject : Request has been created.

Email

Request has been Created

Update Delete

Content type

Headers

Related Links

Preview Email

[SN Utils] Versions (0)

Email Log

Email Attachments

Created

Search

New

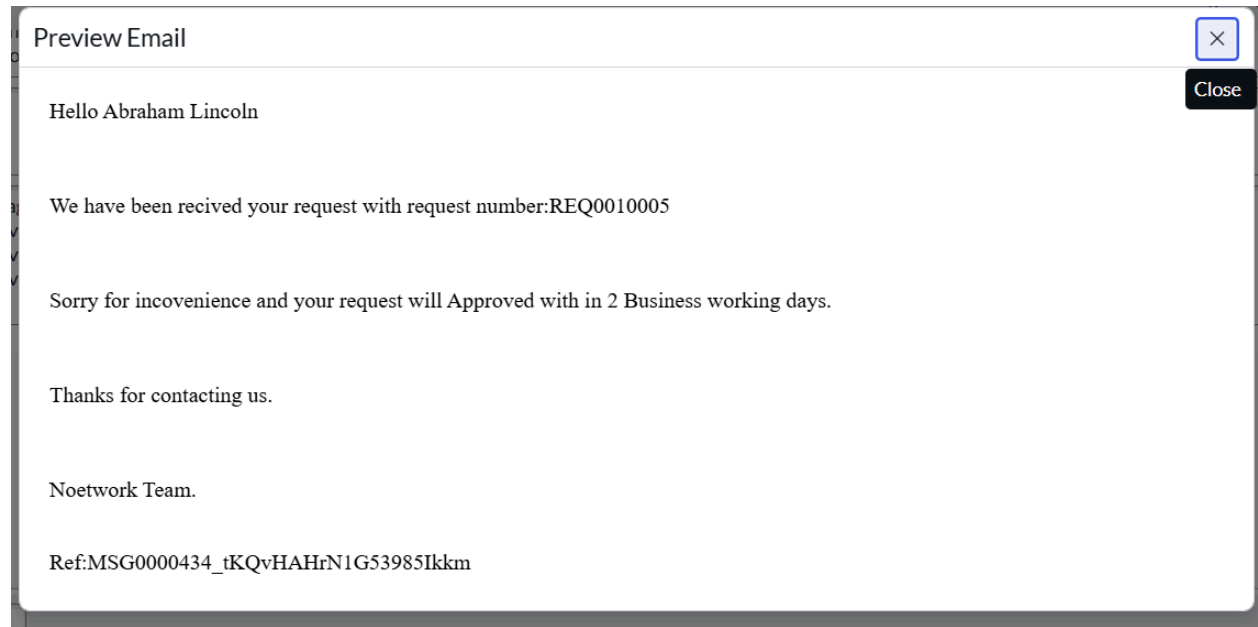
Email Log

Created

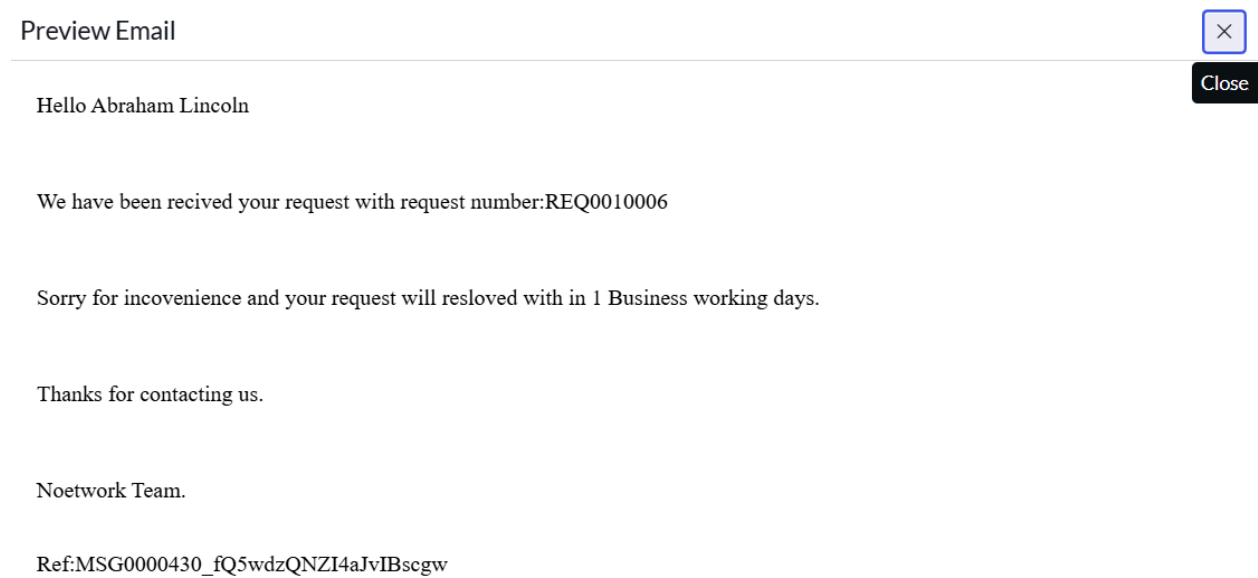
Level

Message

Source



Subject : Request has been Approved.



Subject : Ticket has been resolved.

## Preview Email



Close

Hello Abraham Lincoln

Your Ticket has been resolved, thanks for contacting us.

Thanks for contacting us.

Noetwork Team.

Ref:MSG0000436\_1BAU4KKBp73i038xofa1

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