Project Development Phase

Date

Project Name
Automated Network Request Management in ServiceNow

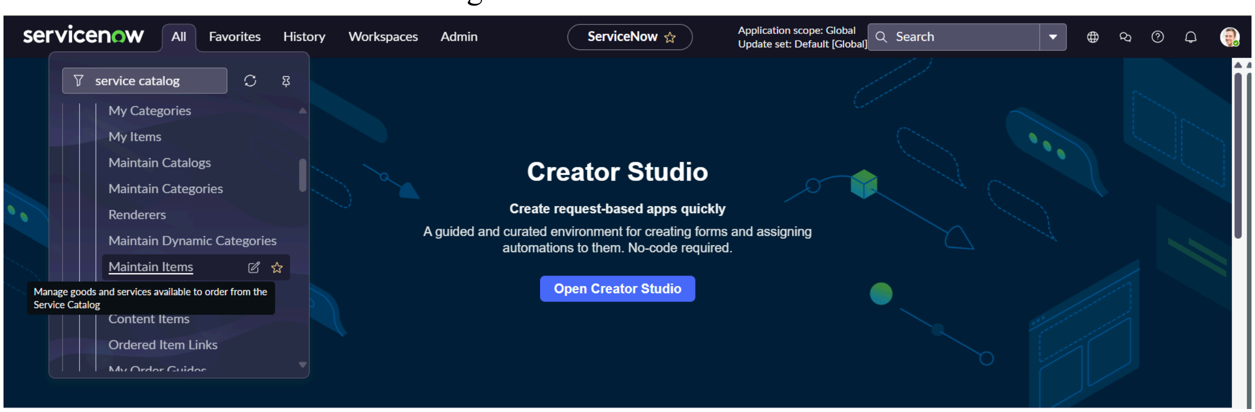
College Name
Ideal Institute Of Technology

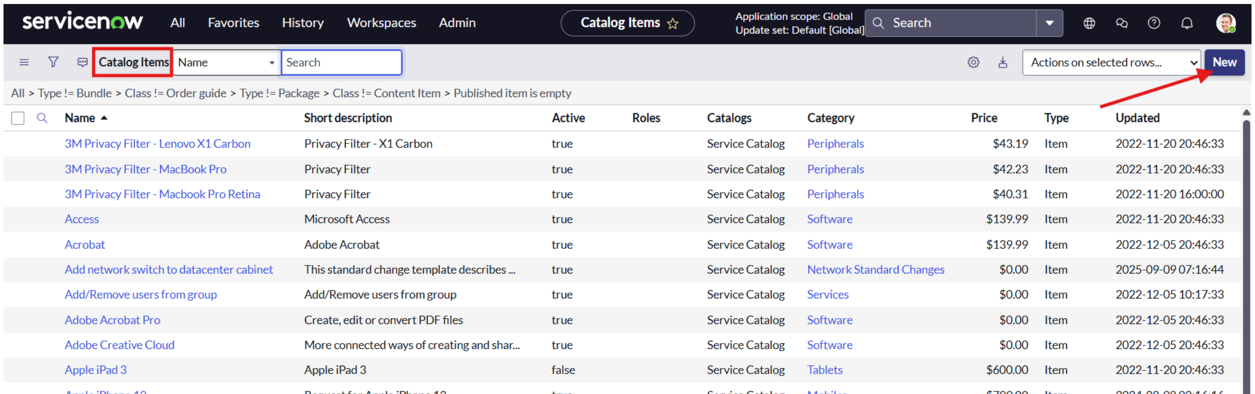
Setting up ServiceNow Instance

1. Sign up for a developer account on the ServiceNow Developer site “https://developer.servicenow.com”.
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.
7. Now you will navigate to the ServiceNow.

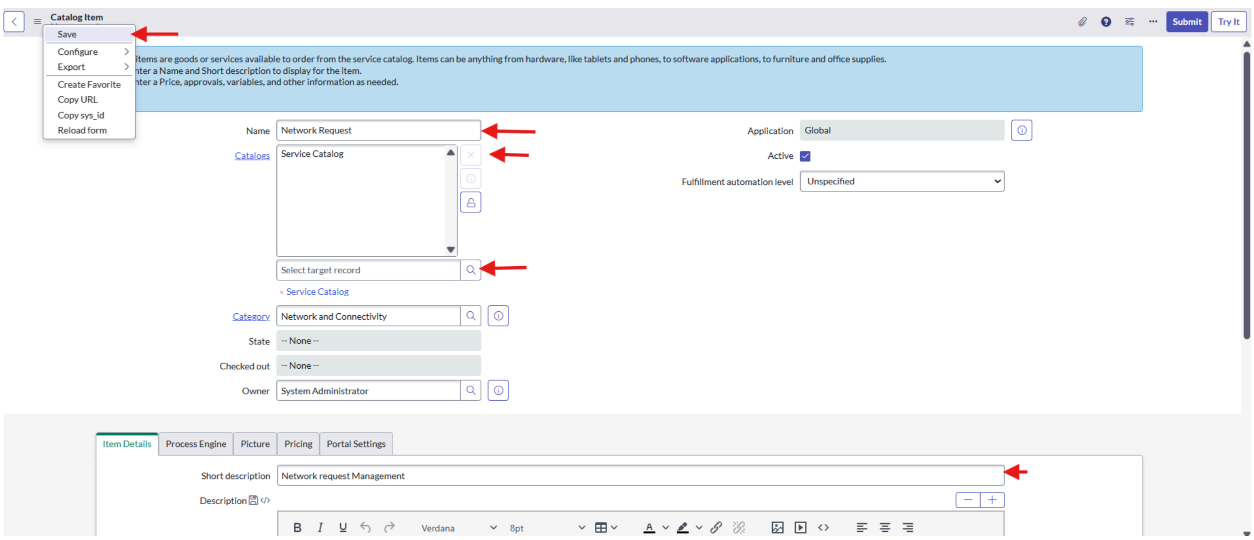
Service Catalog Creation

1. ## Creation of Service Catalog
    1. Navigate to Application navigator
    2. Click on All >> search for Service Catalog
    3. Under Service Catalog>> Maintain items





4. Click on New
5. Fill the details >> Name– Network Request
6. Select Catalog>> Service Catalog
7. Select Category>> Network(I category is not there create new category with name Network and Connectivity dont forgot to select catalog as service catalog)
8. Fill the Short Description as Network request Management



9. Click on Save.

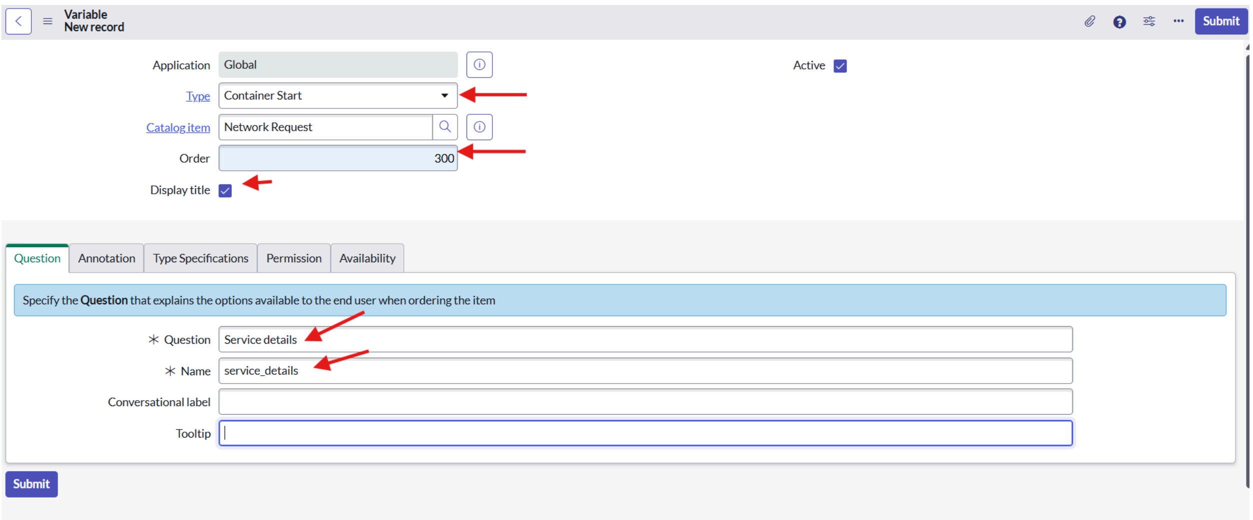
Variables Configuration

Open the catalog item just created.

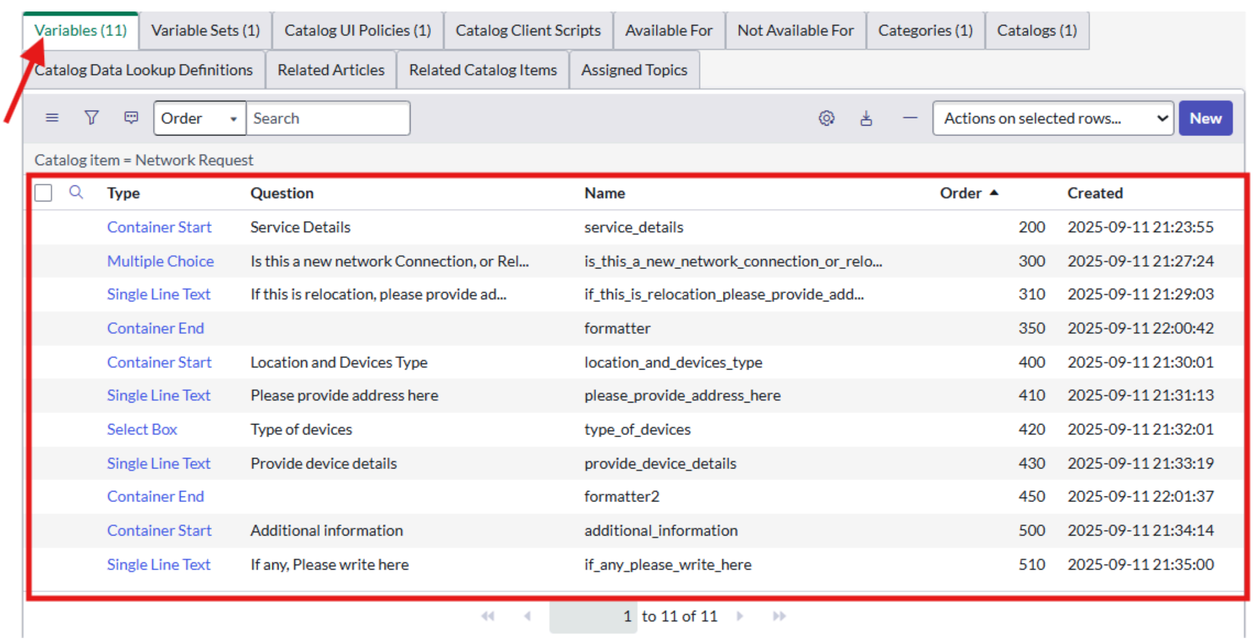
Scroll down to the **Variables** related list and click **New** to create form fields.

1. Select Variables type as Single, Multi line text, reference, choices etc as per requirement
2. Catalog item– Network Request
3. Order–100,200,300,,,,
4. Question– provide the variable label

5. Name–provide the variables name(used for scripting)
6. Tooltip– this will appear when cursor overed on the field
7. Example text – this will suggest what we need to enter on the field.
8. Mandatory, Read-Only– need to configure on demand
9. Auto populate– need to select dependent variable, apply dot walking to get selected



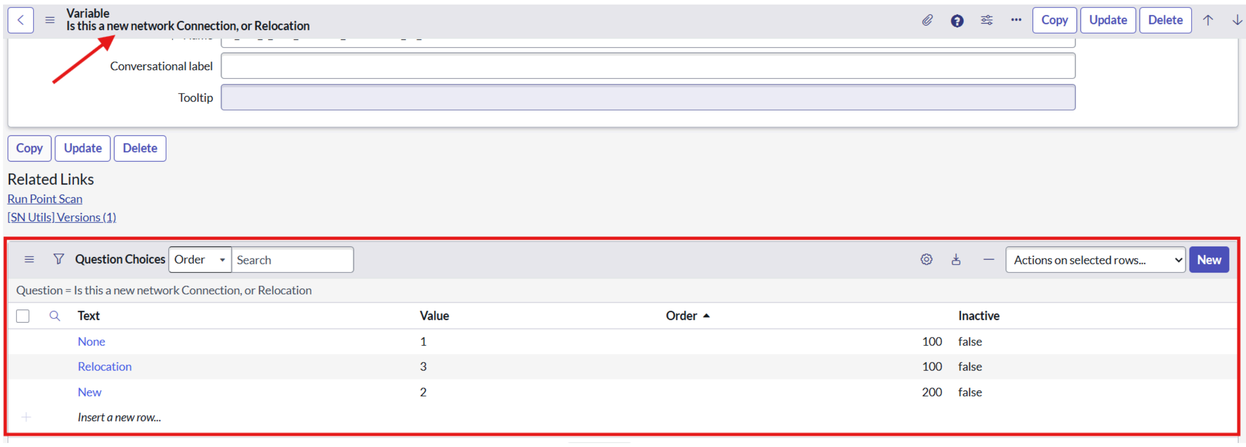
10. value.
11. Click on Save or Submit.



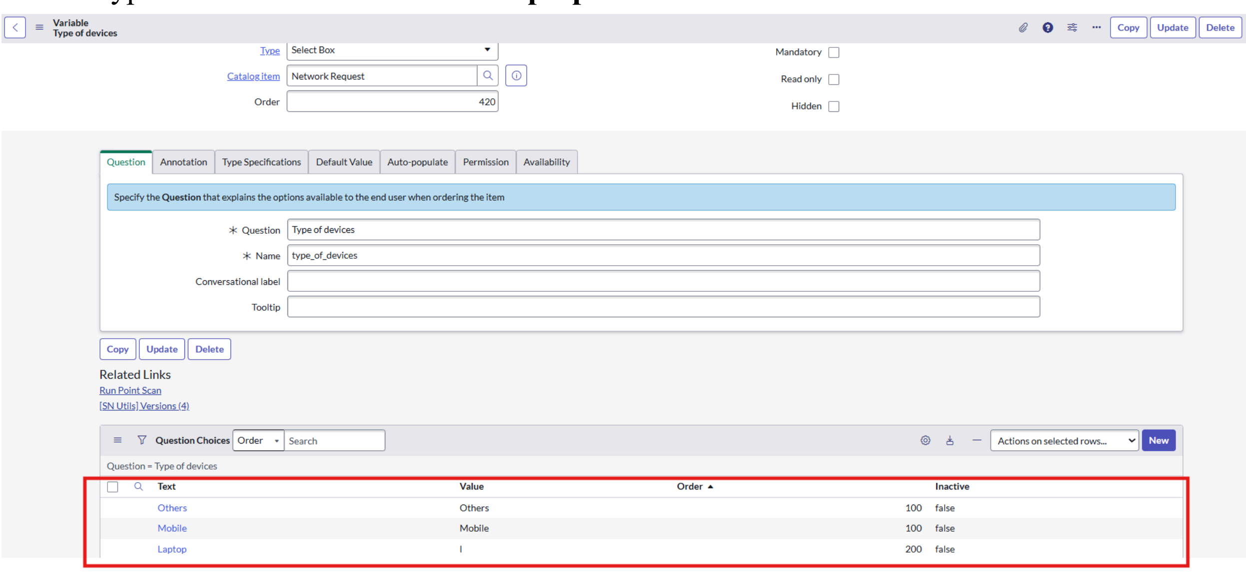
Type	Question	Name	Order	Created
Container Start	Service Details	service_details	200	2025-09-11 21:23:55
Multiple Choice	Is this a new network Connection, or Rel...	is_this_a_new_network_connection_or_relo...	300	2025-09-11 21:27:24
Single Line Text	If this is relocation, please provide ad...	if_this_is_relocation_please_provide_add...	310	2025-09-11 21:29:03
Container End		formatter	350	2025-09-11 22:00:42
Container Start	Location and Devices Type	location_and_devices_type	400	2025-09-11 21:30:01
Single Line Text	Please provide address here	please_provide_address_here	410	2025-09-11 21:31:13
Select Box	Type of devices	type_of_devices	420	2025-09-11 21:32:01
Single Line Text	Provide device details	provide_device_details	430	2025-09-11 21:33:19
Container End		formatter2	450	2025-09-11 22:01:37
Container Start	Additional information	additional_information	500	2025-09-11 21:34:14
Single Line Text	If any, Please write here	if_any_please_write_here	510	2025-09-11 21:35:00

Variables Types

1. Is this a New connection or Relocation? >> **Choice** >> **New/ Relocation/None**



2. If this is a relocation, Please provide your relocated address here>>**String**
3. Types of devices>> **Choice**>> **Laptop/Mobiles/Others**



4. Please provide address here>>**String**
5. Provide device details here>> **String**
6. If anything else, please specify>> **String**

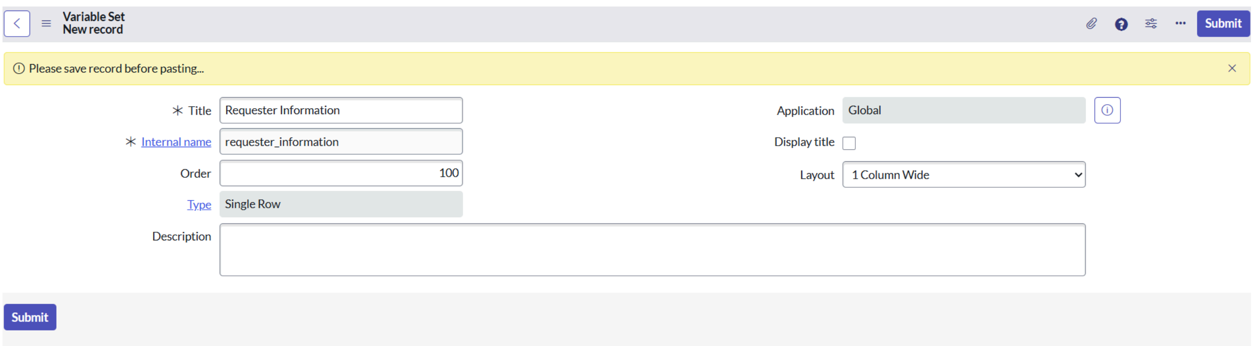
Variable Set Configuration

- To enhance form usability:

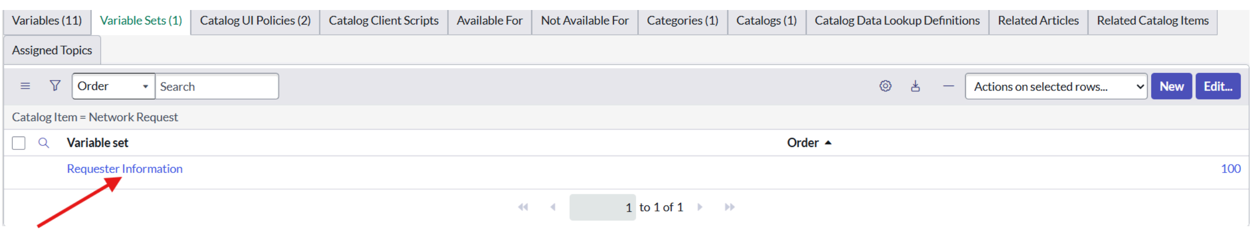
- Navigate to the **Variable Sets** (optional).
- Follow the same procedure as we used for Variables Creation, for the variable set as well.
- Apply variable sets to the catalog item.

Variable set Creation

1. Under variable set click on new

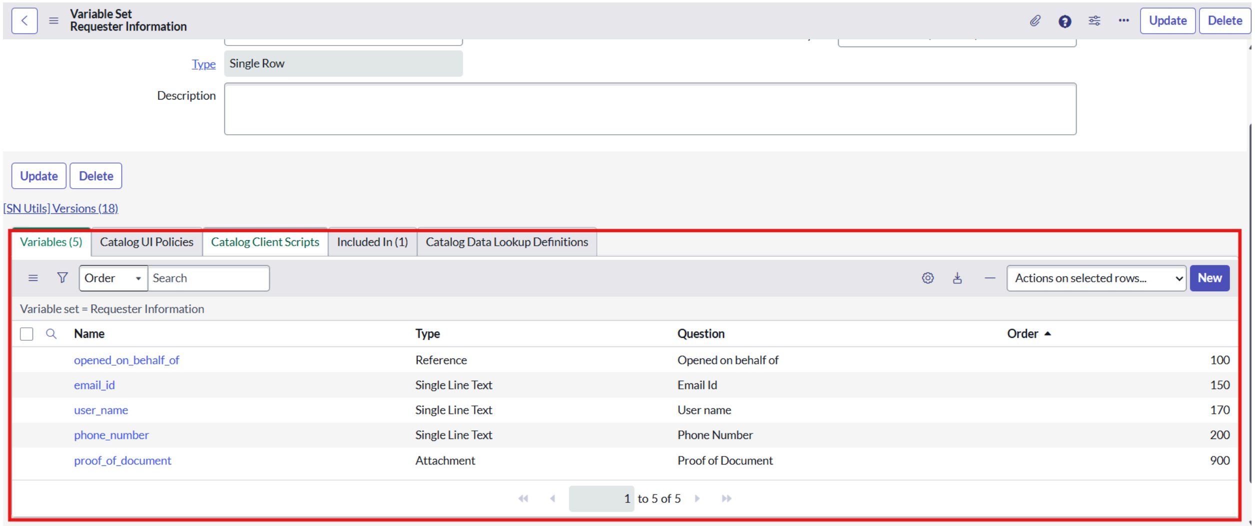


2. Enter Title >> Requester Information
3. Click on submit.



Variables Types

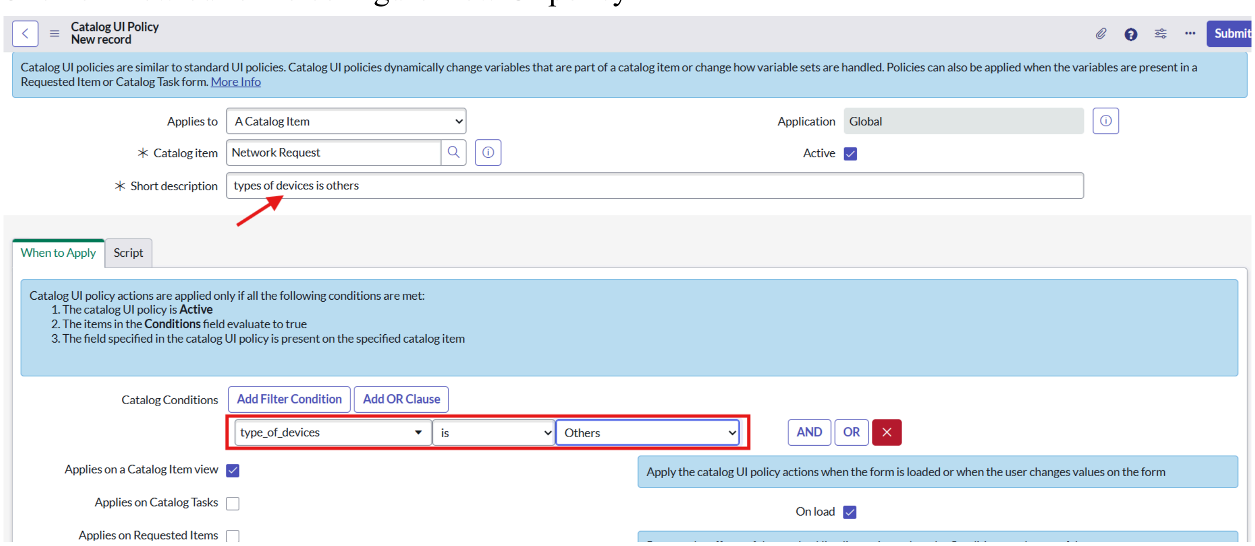
1. Opened on behalf of >> Reference>> reference to user table
2. Email Id >> Single line text >> Auto populate by Opened on behalf of variable.
3. User name >>Single line text >> Auto populate by Opened on behalf of variable.
4. Phone Number >>Single line text >> Auto populate by Opened on behalf of variable.
5. Proof of Document >> Attachment



Catalog UI Policy Configuration

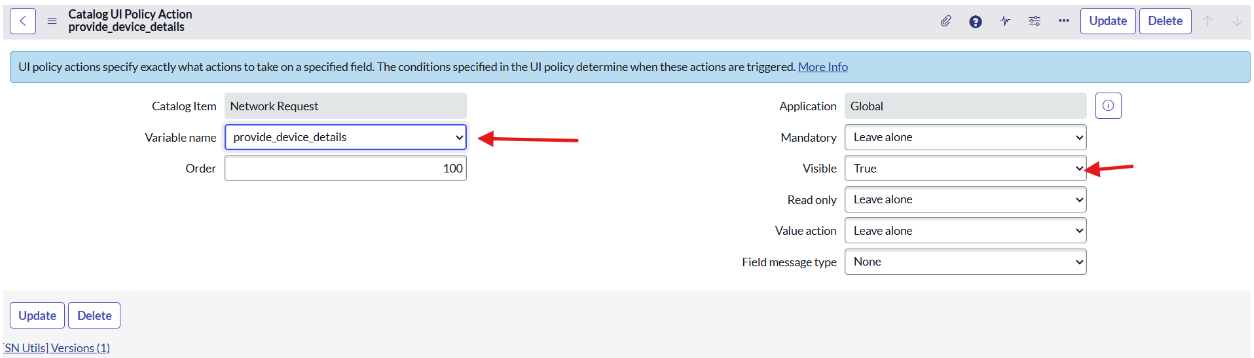
Scenario: If user selects types of devices is **Others,** then Please specify field should populate.

Procedure:

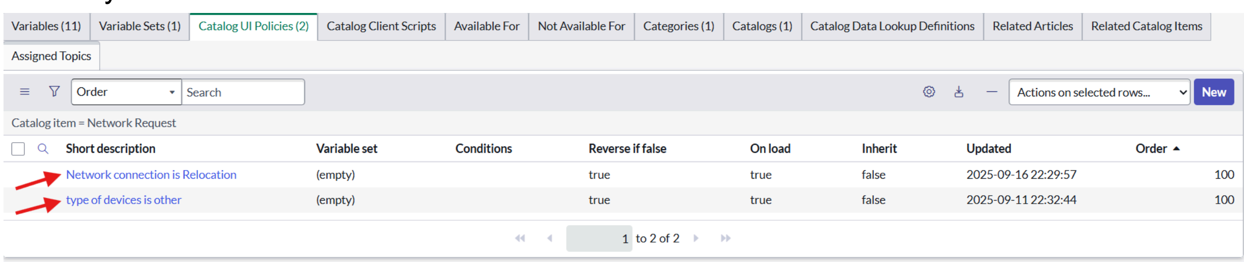
1. Navigate to catalog items
2. Open Network Request item
3. In related list, we have Catalog UI policy
4. Click on New button to configure New UI policy
5. 

6. Select Applies to as Catalog item
7. Select catalog item as Network Request

8. Provide short description, if required
9. Apply condition>> **types of devices** is **others**
10. Click on save, after saving the form will get UI policy actions in the related list
11. Click on New button to configure new UI Policy action, and Select the variable which we want to display on condition
12. Make Visible True as per our requirement
13. Update the UI Policy and Test the same on Catalog form.

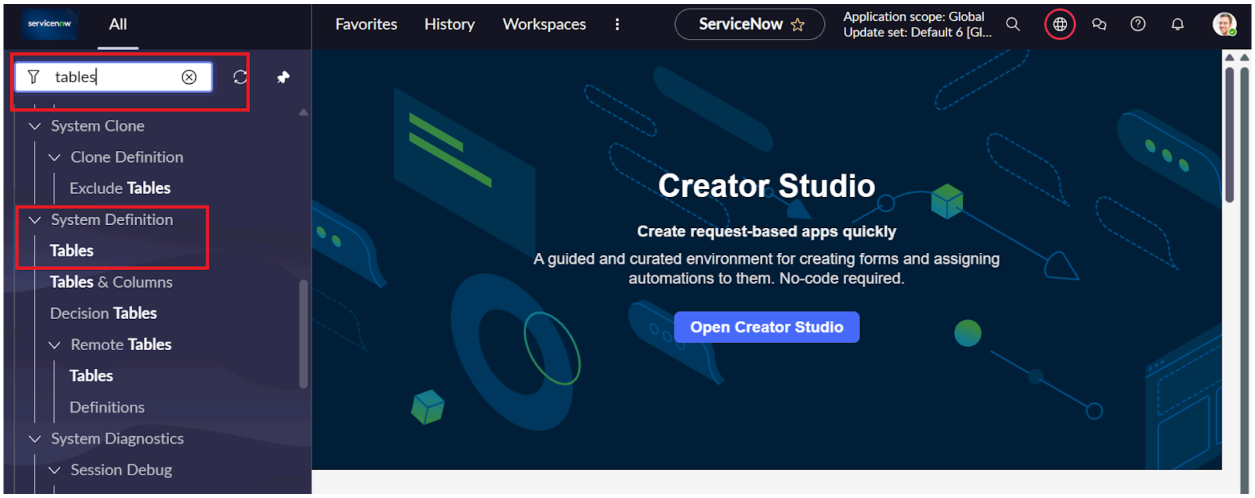


Similarity do it for Network Connection is relocation

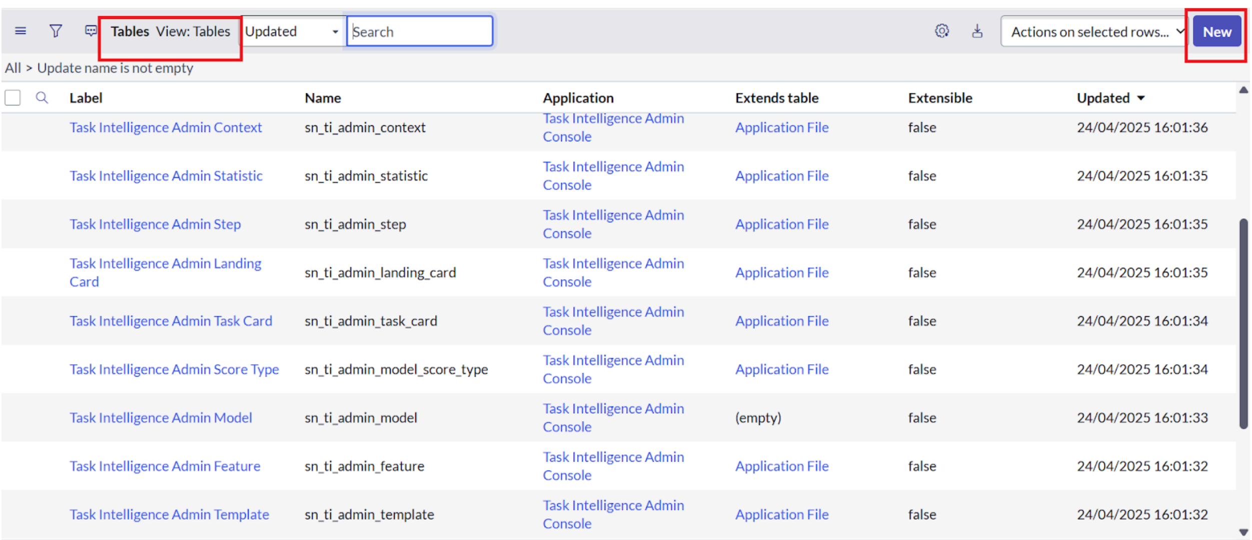


Creation of Table

· **Navigate to**: System Definition > **Tables**.



· Click **New** to create a new table.

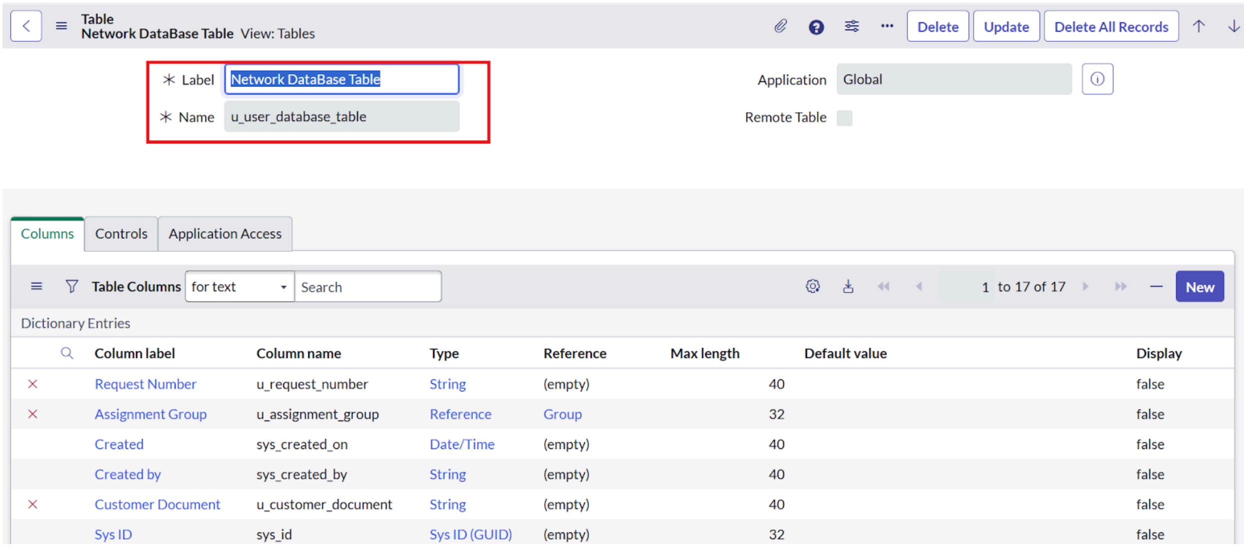


Label	Name	Application	Extends table	Extensible	Updated
Task Intelligence Admin Context	sn_ti_admin_context	Task Intelligence Admin Console	Application File	false	24/04/2025 16:01:36
Task Intelligence Admin Statistic	sn_ti_admin_statistic	Task Intelligence Admin Console	Application File	false	24/04/2025 16:01:35
Task Intelligence Admin Step	sn_ti_admin_step	Task Intelligence Admin Console	Application File	false	24/04/2025 16:01:35
Task Intelligence Admin Landing Card	sn_ti_admin_landing_card	Task Intelligence Admin Console	Application File	false	24/04/2025 16:01:35
Task Intelligence Admin Task Card	sn_ti_admin_task_card	Task Intelligence Admin Console	Application File	false	24/04/2025 16:01:34
Task Intelligence Admin Score Type	sn_ti_admin_model_score_type	Task Intelligence Admin Console	Application File	false	24/04/2025 16:01:34
Task Intelligence Admin Model	sn_ti_admin_model	Task Intelligence Admin Console	(empty)	false	24/04/2025 16:01:33
Task Intelligence Admin Feature	sn_ti_admin_feature	Task Intelligence Admin Console	Application File	false	24/04/2025 16:01:32
Task Intelligence Admin Template	sn_ti_admin_template	Task Intelligence Admin Console	Application File	false	24/04/2025 16:01:32

· Fill **in Table Information**:

- **Name**: Name of the table ------
- **Label**: Backend name of the table------
- **Auto-generate schema**: Leave it checked if you'd like ServiceNow to auto-generate schema fields.

· Click **Submit** to create the table.



Creation of fields

In ServiceNow, fields are created at the **table** level. To create a field, you first need to identify the table where the field will reside.

1. In the **Application Navigator** (left-side panel), type **Tables** in the search bar.

2. Under **System Definition**, click **Tables**. This will take you to a list of all tables in the system.

Select the Table to Add the Field

- From the list of tables, search for and select the **table** you want to add a field to. For example, if you want to add a field to the **Network database** table:

    1. Type "**Network database**" in the search box or scroll through the list.

    2. Click on the **Network database** table name. You'll now see a list of all fields (columns) associated with the **Network database** table.

Open the Table's Columns

- After selecting the table, you'll be brought to a view that lists all the columns (fields) that currently exist on that table.

- To create a new field (column), go to the **Columns** tab (this is where all fields for the selected table are listed).

Create a New Field

1. In the **Columns** tab, click the **New** button located at the top-right corner of the page to create a new field.

2. You'll now be prompted with a form where you need to define the new field. The following fields need to be filled out:

Table Columns for text Search 1 to 16 of 16 New

Dictionary Entries

Column label	Column name	Type	Reference	Max length	Default value	Display
Request Number	u_rquest_number	String	(empty)	40		false
Updated by	sys_updated_by	String	(empty)	40		false
Updates	sys_mod_count	Integer	(empty)	40		false
Work Status	u_work_status	String	(empty)	40		false
Updated	sys_updated_on	Date/Time	(empty)	40		false
Device Details	u_device_details	String	(empty)	40		false
Date of Enquiry	u_date_of_enquiry	Date	(empty)	40		false
Database Number	u_number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
Requested For	u_requested_for	String	(empty)	40		false
Created by	sys_created_by	String	(empty)	40		false
Customer Address	u_customer_address	String	(empty)	40		false
Assigned to	u_assigned_to	Reference	User	32		false
Assignment Group	u_assignment_group	Reference	Group	32		false
Created	sys_created_on	Date/Time	(empty)	40		false
Customer Document	u_customer_document	String	(empty)	40		false
Sys ID	sys_id	Sys ID (GUID)	(empty)	32		false

Define Field Properties

Fill in the following details for your new field:

1. Column Label (Field Label)

- **Description**: This is the name that will be displayed on the forms, lists, and records.

- **Example**: Customer Name

2. Column Name

- **Description**: This is the internal name of the field and is auto-generated based on the column label. It should be unique for each field. Do not manually edit this unless necessary.
- **Example**: customer_name
- **Description**: The type of field determines the kind of data it will store. You need to choose the correct type based on the data you want to store (e.g., text, number, date, etc.). Some of the most common types include:
    - **String**: For short text values (e.g., name, description).
    - **Integer**: For numbers without decimals (e.g., age, number of items).
    - **Choice**: A dropdown list of options.
    - **Reference**: A field that links to another table (e.g., linking to a User table).
    - **Boolean**: A true/false checkbox.
    - **Date**: For a date picker field.
    - **Date/Time**: For both date and time.
- **Example**: String, Choice, Reference

3. Max Length (Optional)

- **Description**: If you are creating a string-type field, you can specify the maximum length of the text allowed.
- **Example**: 255 characters (default length for a string field).

4. Mandatory

- **Description**: Check this box if the field should be required when creating or updating records.
- **Example**: For a "Customer Name" field, this might be required.

5. Default Value (Optional)

- **Description**: You can set a default value for the field if desired. This value will appear automatically when creating a new record.
- **Example**: Set the default value to "New Customer" for a "Customer Name" field.

6. Read-Only

- **Description**: Check this box if the field should be read-only (users cannot modify its value). This is commonly used for calculated or system-generated fields.
- **Example**: "Created Date" or "Record Number".

7: Save the Field

- Once you've configured all the necessary field properties, click **Submit** or **Save** to create the field.
- After saving, ServiceNow will create the new field and add it to the list of columns for the selected table.

Request Approvals Creation(Related List)

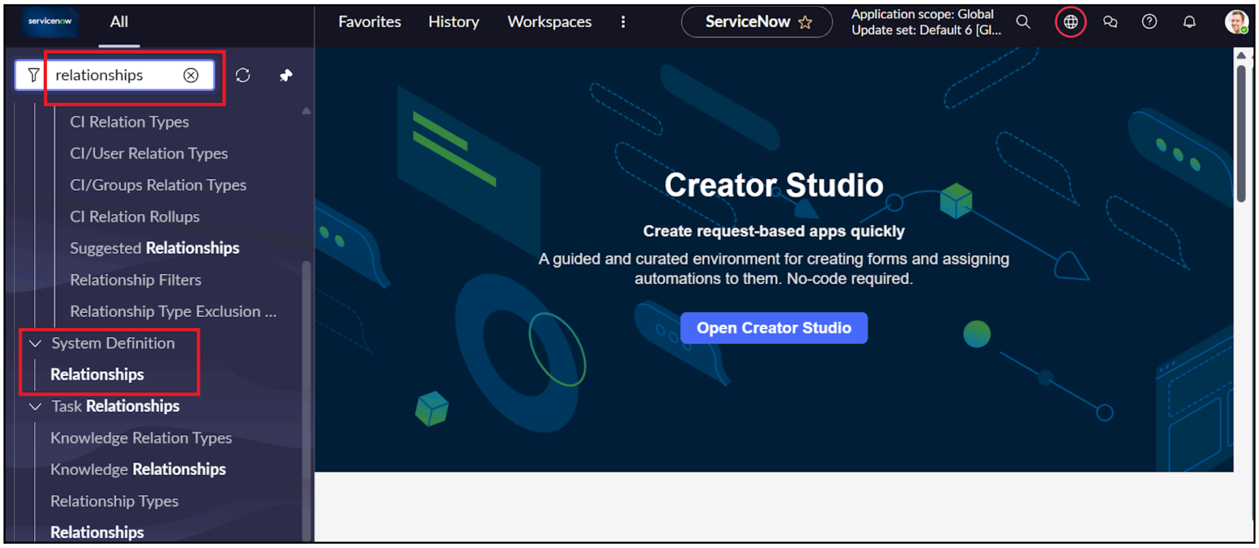
Creation of Related List

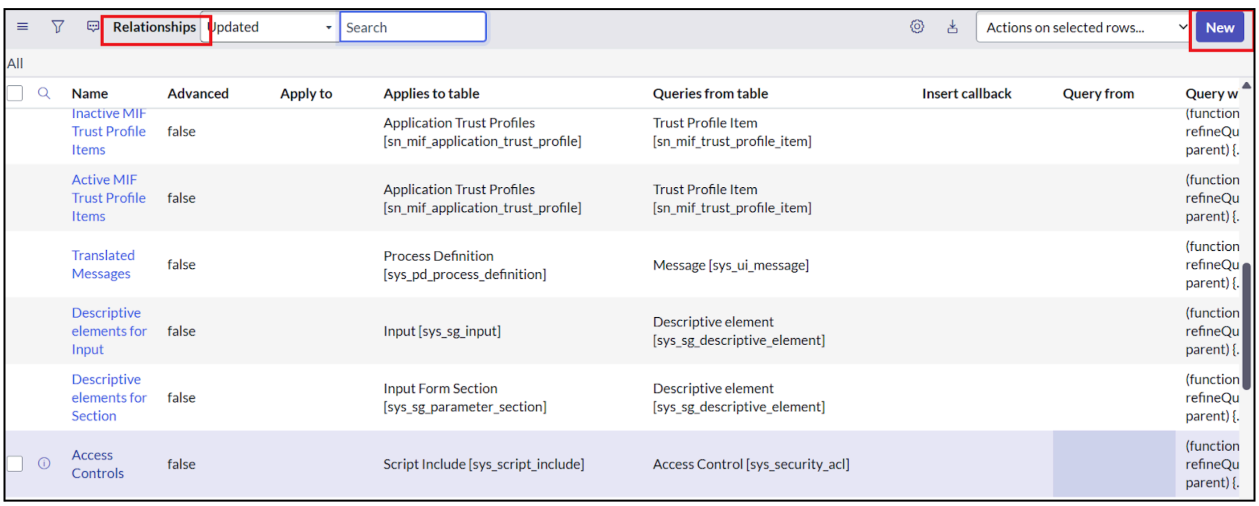
Navigate to **System Definition > Relationships**.

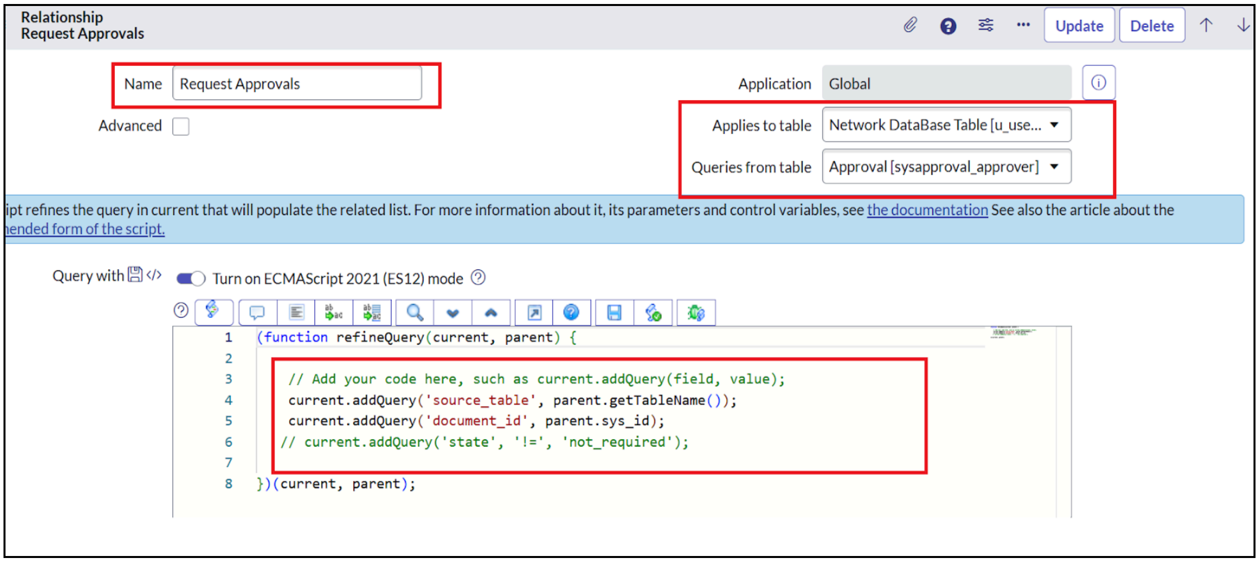
- Click **New** to create a new relationship.
- Fill in the following details:
  - **Name**: Approval Request
  - **Applies to Table** : Network Database table.
  - **Queries from Table** : Sysapprovals table.

- o **Active**: Make sure it's set to **True**.

- Save the relationship.



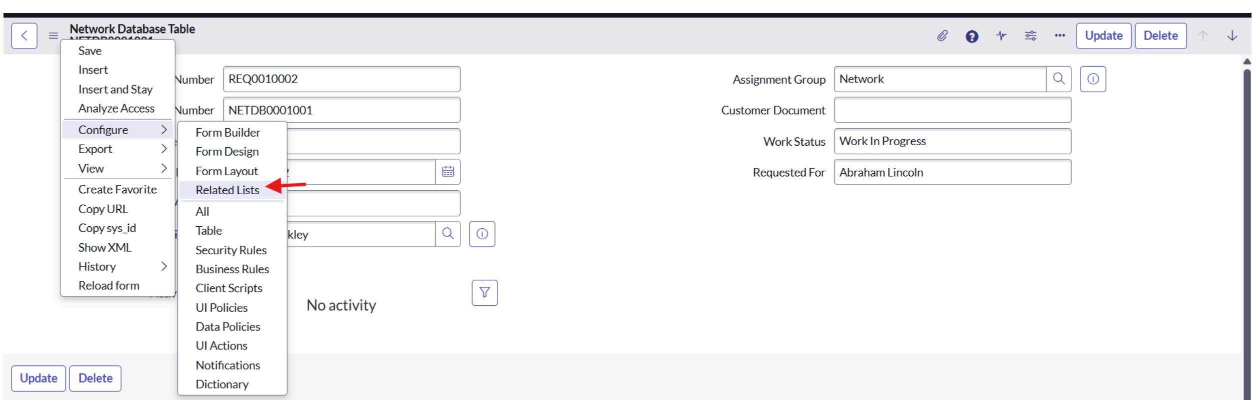


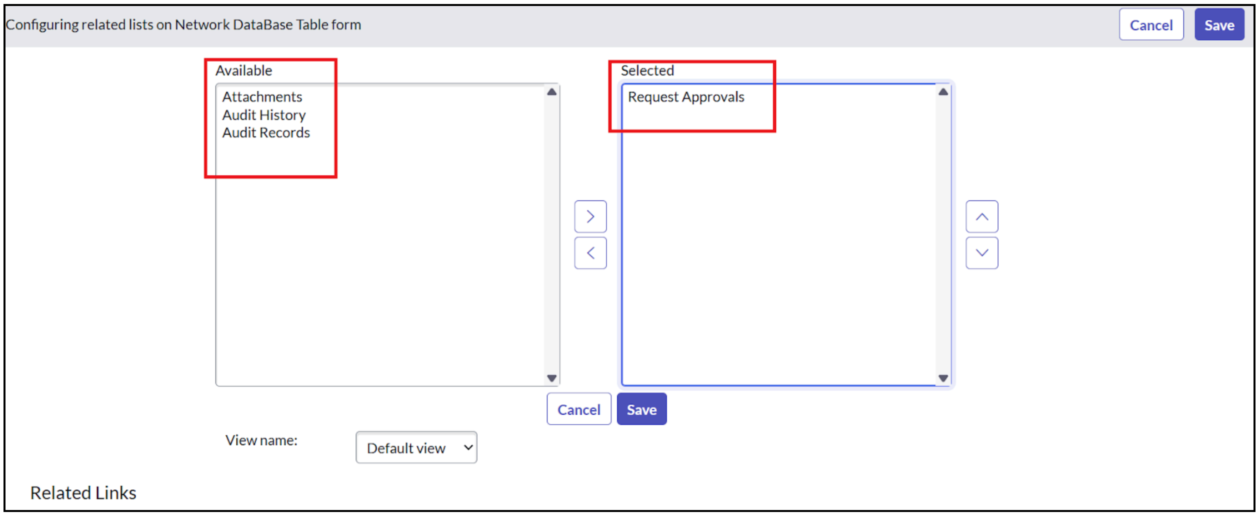


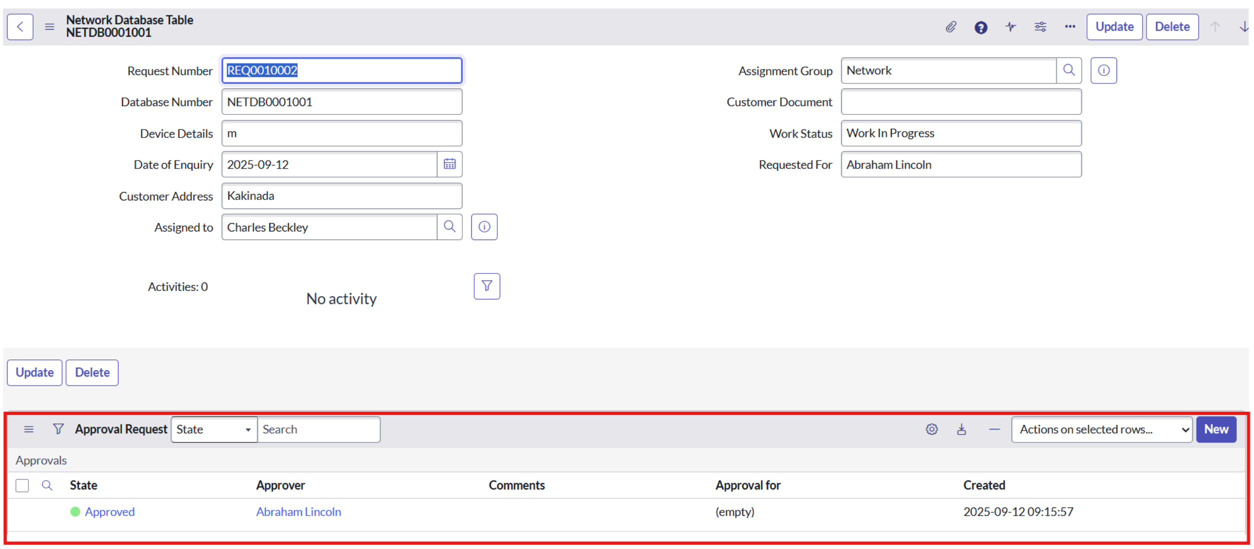
Adding Related List to the Table

You can create a **Related List** on a form to display the related records. This helps in easily viewing the relationships between records.

- Navigate to **Form Designer** for the table where you want to show related records.
- Add a **Related List** widget to the form.
- Select the **Related List** you want to show





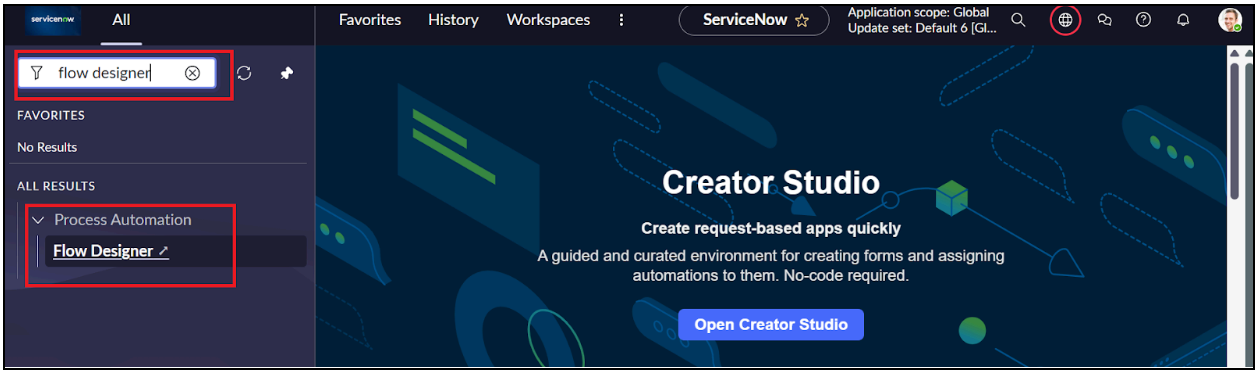


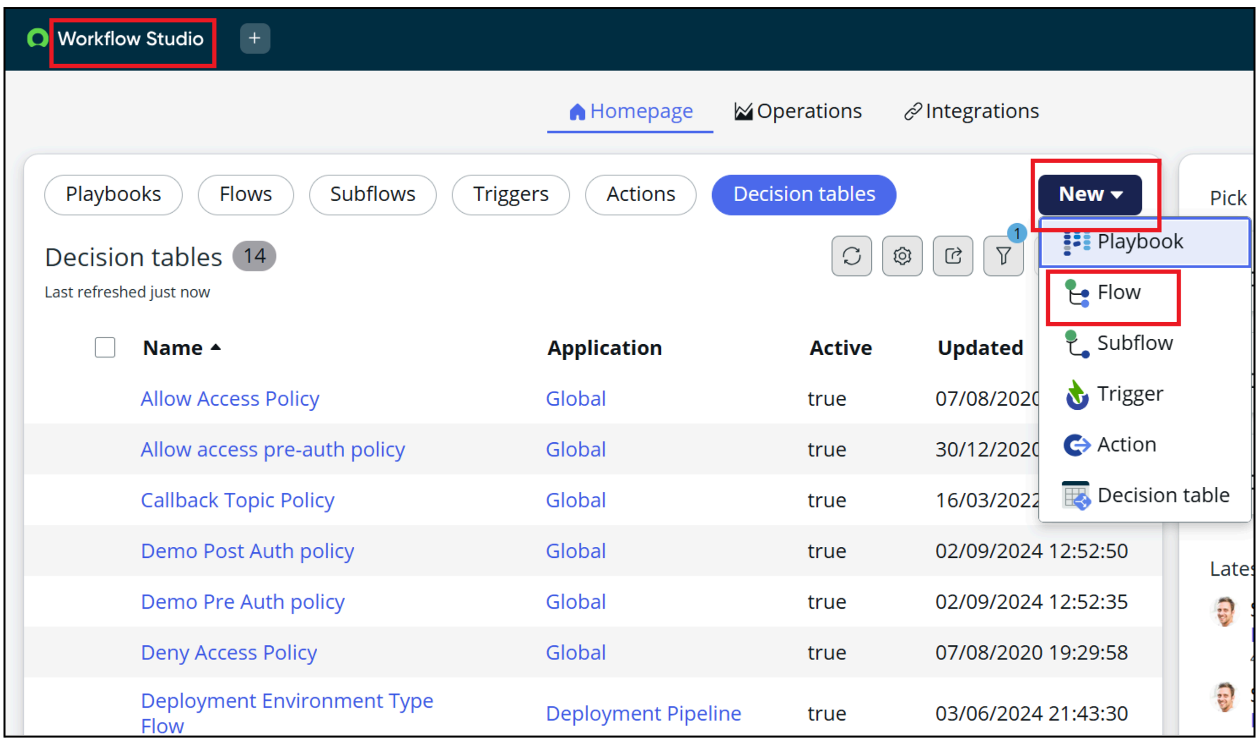
Creation & Implementation of flows, Actions in Flow Designer

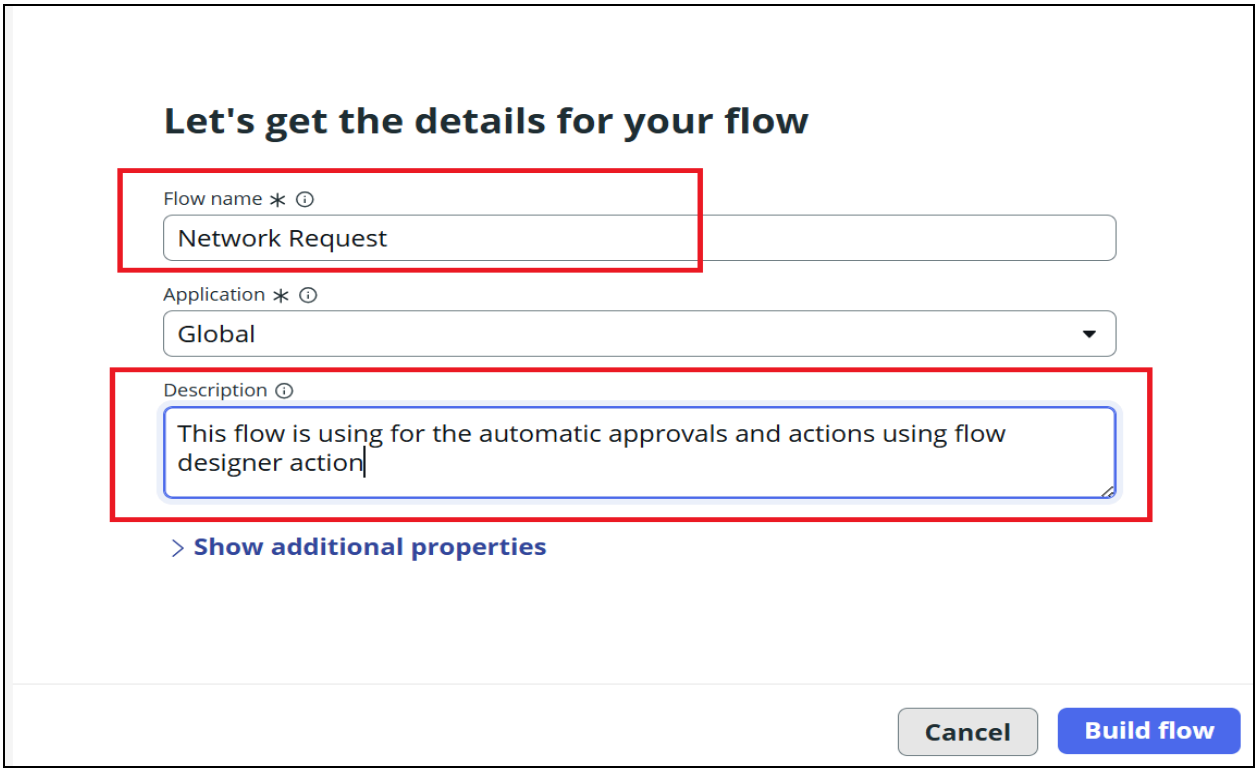
Creation of Flow

1. Navigate to Flow designer home page

2. Click on New to create a new flow
3. Provide flow name as **Network Request**
4. Provide description of flow
5. Click on Build flow.

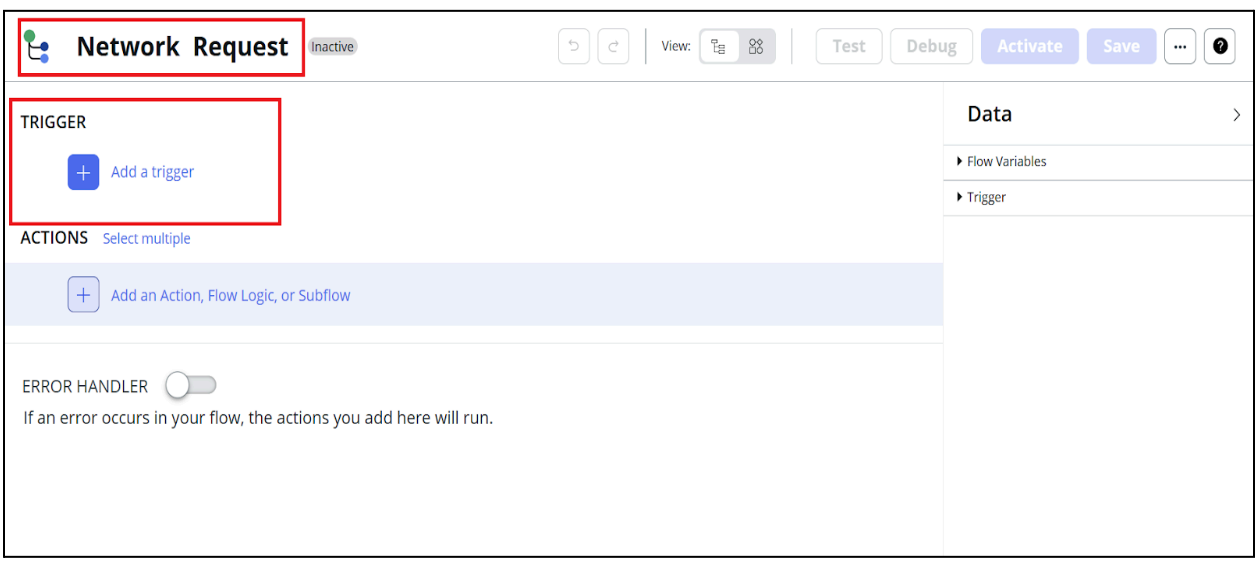






Configuring Trigger

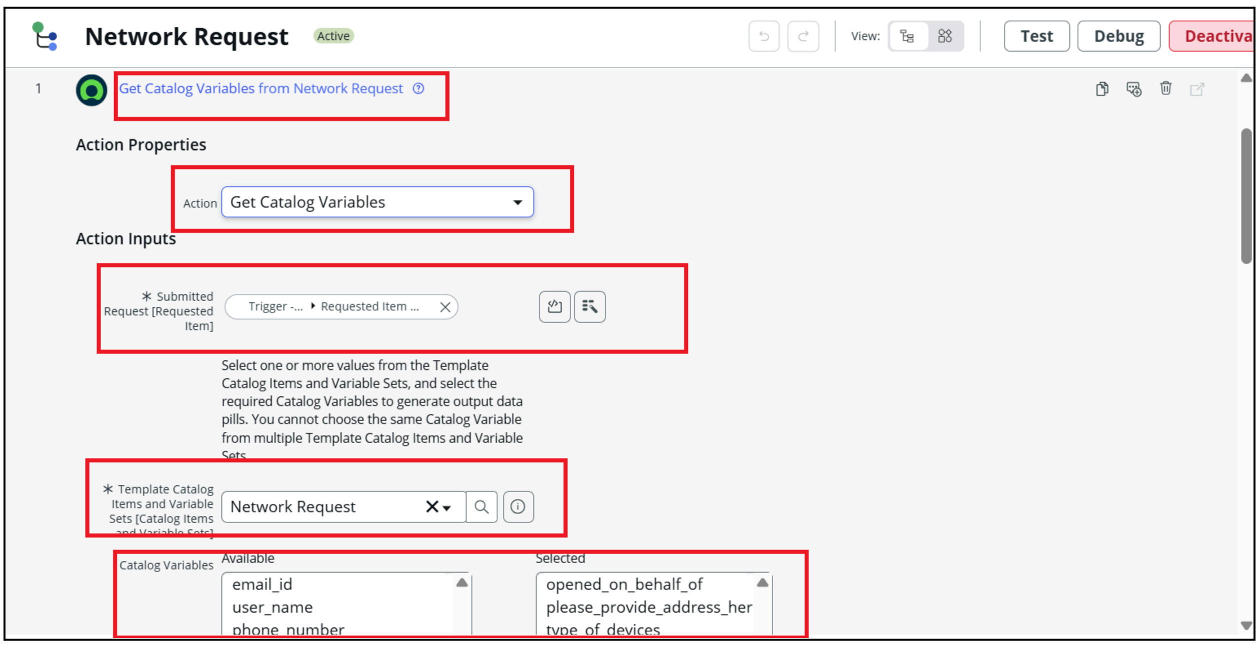
1. Click on (+) Icon to Configure the Trigger
2. Select Trigger as Application >> Service catalog
3. Click on **Done.**



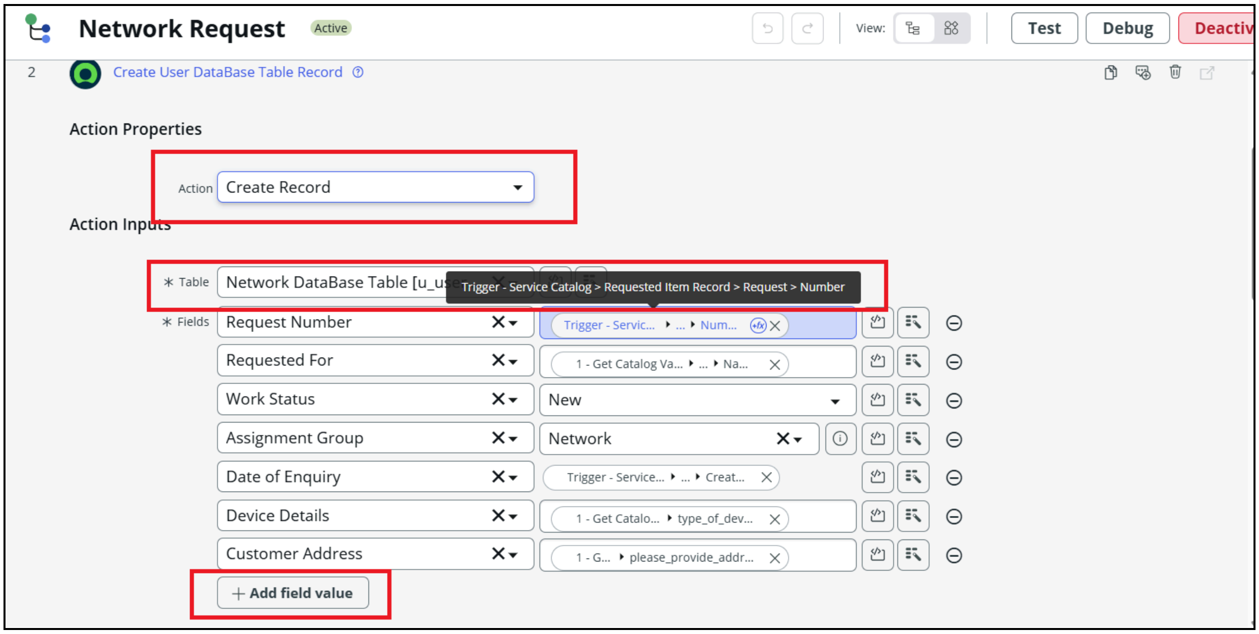
Configuring Actions

Click on Actions button to configure new action

1. **Get Catalog Variables**
    - Click on Action, search for Get Catalog Variables
    - Select Get Catalog Variables
    - Action Inputs>> Trigger>>service catalog>>Requested Item
    - Template catalog items >> Select table >> Network Request
    - Select the Required Variables and Move to the selected area.
    - Click on done

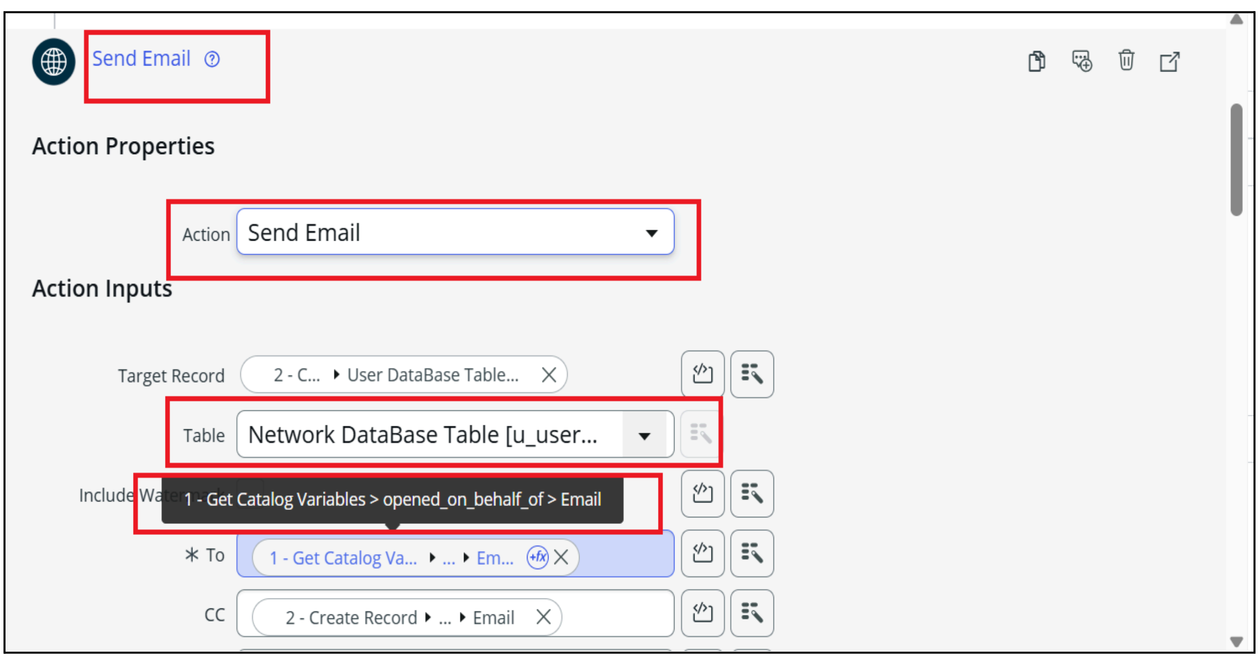


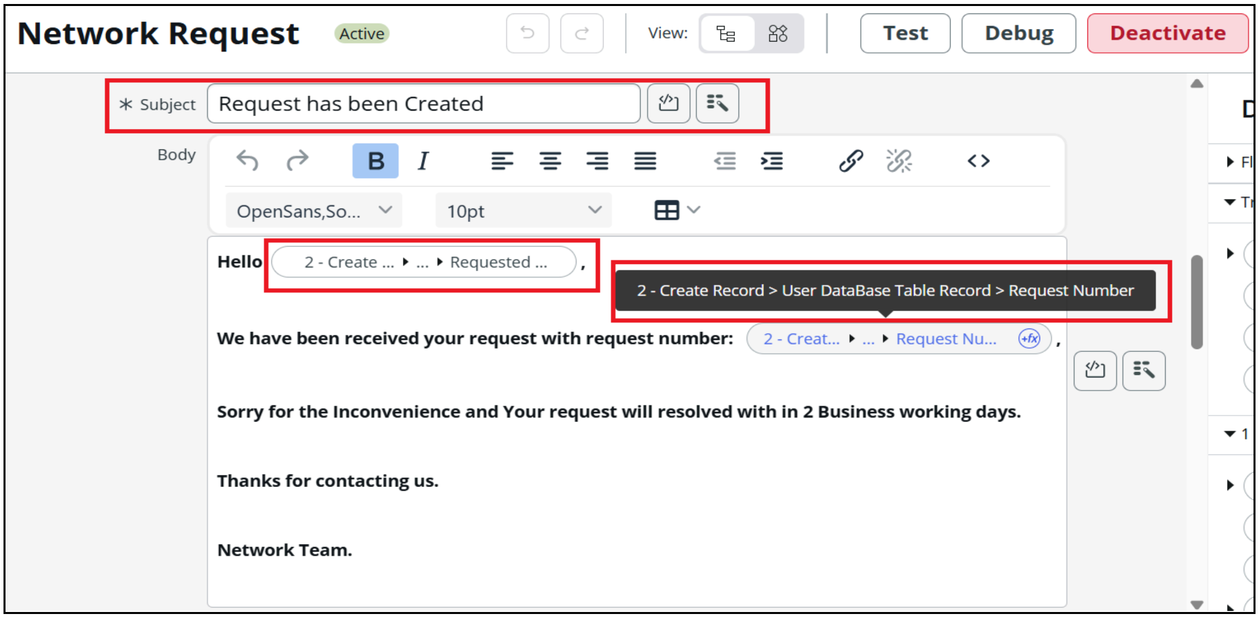
2. **Create Record**
    - Select action as Create Record
    - Select table as Network Database
    - Click on Add fields button to configure the fields
    - Configure the Required fields as shown in the below picture
    - Click on done



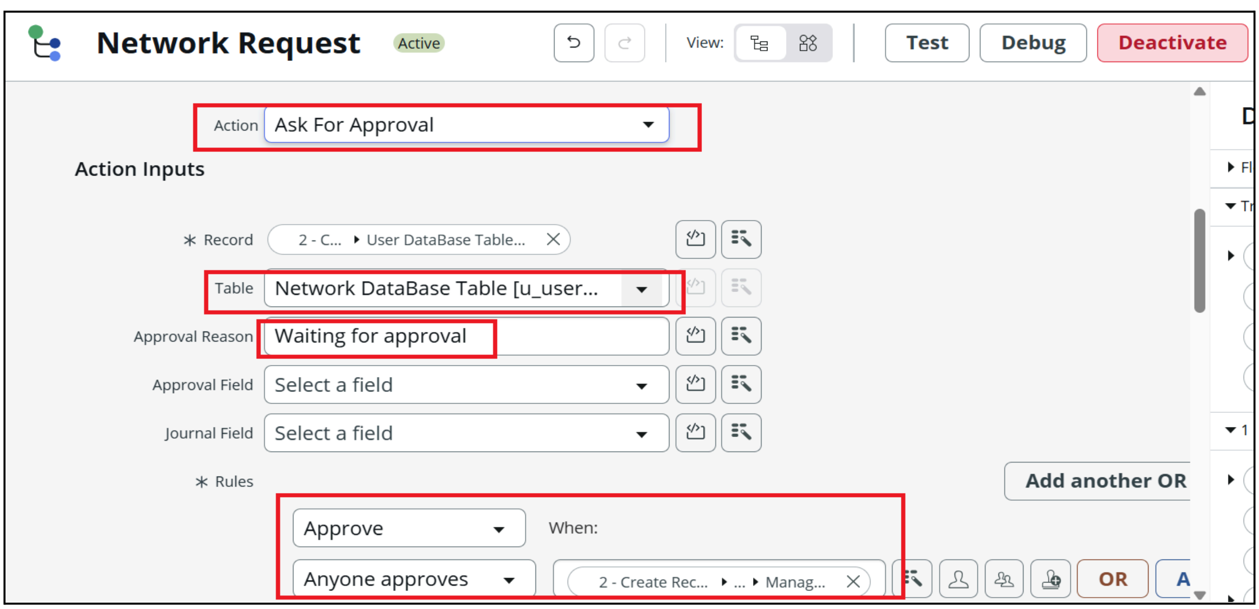
3. Send Email

- Select action as Send Email
- Select target record >> Create record>> network database table
- Table will be selected automatically
- Cofigure To, CC, BCC as per our requirements(select static/dynamic)
- Provide Subject & Body as shown in the below picture
- Click on done

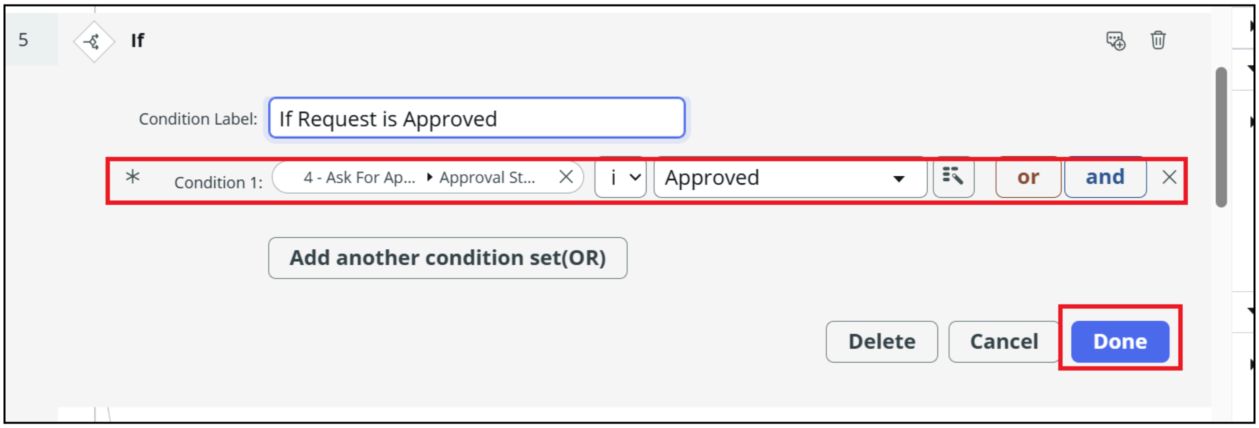




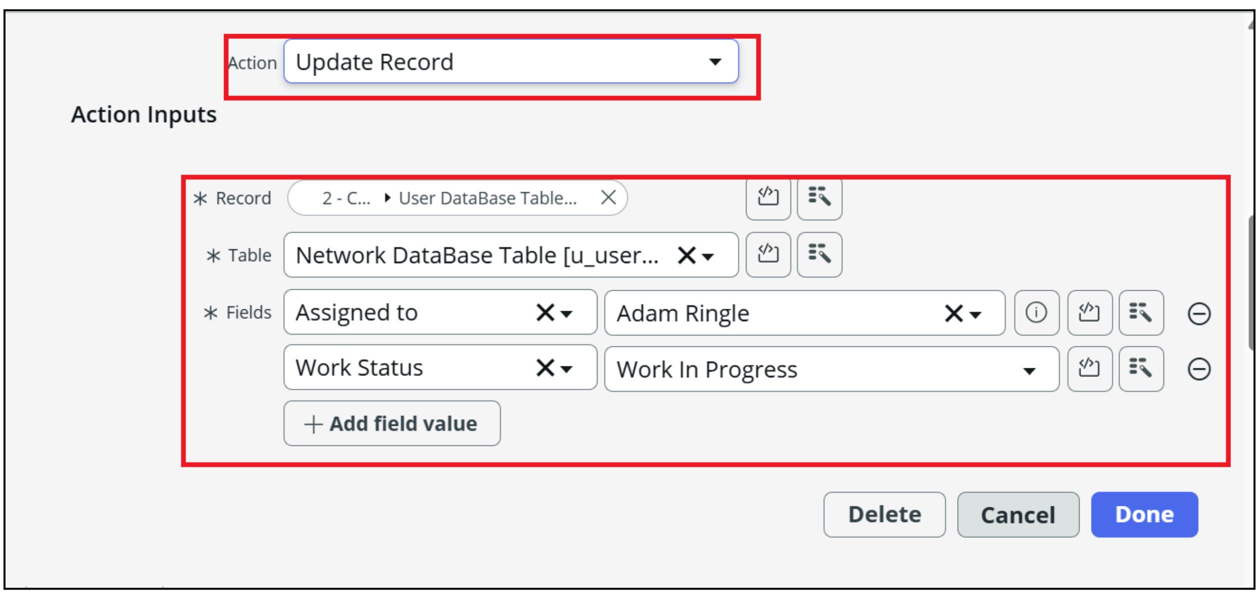
4. **Ask for approvals**
    - Select action as Ask for Approval
    - Select target record >> Create record>> network database table
    - Provide Approval Reason>> Waiting for approval
    - Configure approval rules>> Approve, reject, approve/reject
    - Select approvals as Anyone approves, everyone approves etc.
    - We can select approvals like static/dynamic as shown below
    - Click on done



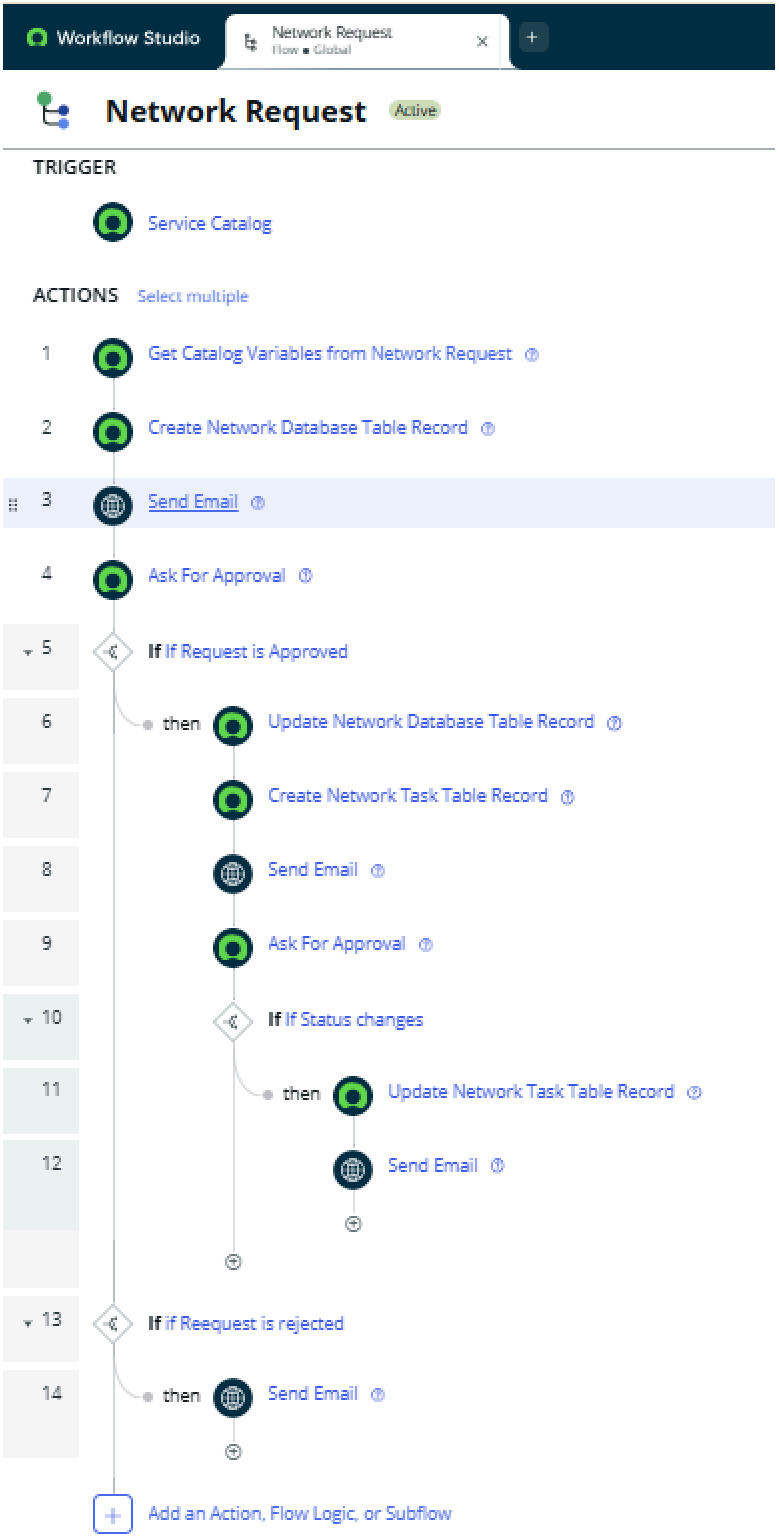
5. **Flow Logic**
   - Select action as flow logic and Select If condition
   - Apply condition >> Ask for approvals state is **Approved/Rejected** as per requirement
   - Click on done



6. **Update Record**
   - Select action as Update Record
   - Select record as >> create record>> network database
   - Table will be selected automatically
   - Configure the fields as per requirement, as shown in below
   - Click on done



Flow Chart



Note: To create this flow or complete the project we also created

1. Another table >> Network task table
2. One relationship for network task table.

And then complete the overall flow.