**Approval Workflow: Configuring Manager Approval in ServiceNow Flow Designer (Catalog Items)**

**Objective**

Set up an **approval workflow** for a Service Catalog Item so that:

1. Requests go for **Manager approval** (either dynamically resolved or pulled from a field).
2. If **Approved** → process inputs and send them to AWS Step Func via Rest Message or equivalent.
3. If **Rejected** → mark the request as Cancelled and notify the requester.

**Step-by-Step Guide**

**1] Trigger**

* Navigate to **Flow Designer** → New Flow.
* Set **Trigger** = **Service Catalog → Catalog Item Requested**.
* This ensures the flow starts whenever someone orders through the catalog.

**2] Add “Ask for Approval”**

* Click **+** under Trigger → Select **Action → Ask for Approval**.
* Configure:

**Record:**

* Set to **Requested Item [sc\_req\_item]** from the Trigger data pill.

**Approver Source (two options):**

* **Option A (Dynamic Manager):**  
  Add Approver = Requested For.Manager.
* **Option B (Manager Field on Catalog Item):**  
  If your catalog has a u\_manager field that auto-populates →  
  Select **Approval Field = u\_manager**.

**Rules:**

* Choose Approve → Anyone Approves (or All Approve if multiple approvers required).

**3] Handling Approval Results**

* After saving the approval step, add a **Flow Logic → If condition**:
  + Condition: Ask for Approval → State is Approved.
  + This creates two branches in your flow:
    - **Yes branch (Approved)**
    - **Else branch (Rejected)**

**4] Approved Path**

* Under the **Yes/Approved branch**:
  1. **Get Catalog Variables** (from sc\_req\_item or whatever the table name in our case).
  2. **Build JSON Payload** for AWS Lambda:
  3. {
  4. "username": "${Trigger.inputs.username}",
  5. "instance\_type": "${Trigger.inputs.instance\_type}",
  6. "region": "${Trigger.inputs.region}"
  7. }
  8. **Add REST Step** → POST to your **API Gateway (Lambda)** endpoint.
     + Or use **AWS Spoke → Invoke Lambda** if available.
  9. **Update Request State → Fulfilled** if the call succeeds.

**5] Rejected Path**

* Under the **Else/Rejected branch**:
  1. **Update Record → sc\_req\_item.state = Cancelled**.
  2. **Send Notification** to the requester:  
     *“Your request was rejected by your manager.”*
  3. Optionally, **log a journal entry**: *“Rejected by Manager.”*

**Example Flow Layout**

Trigger: Catalog Item Requested

↓

Ask for Approval (Approver = Requested For.Manager OR u\_manager field)

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Flow Logic: If Approval State = Approved?

├── Yes → Collect Variables → Build JSON → REST Call → Update Fulfilled

└── No → Update State = Cancelled → Notify Requester

**Best Practices**

* Use **Approval Field** if you already map the manager in the Catalog Item form.
* Use **Approvers (Requested For.Manager)** if you want ServiceNow to resolve automatically.
* Include **notifications** for both Approved and Rejected paths.
* Keep **REST/Spoke actions modular** (build payloads cleanly for easy reuse).

**Outcome**

* Requests automatically route to the right manager.
* Approved requests pass form data to AWS Lambda.
* Rejected requests are cleanly cancelled with visibility to the user.