# Purpose of a Sandbox Environment – Freshservice & ITIL Alignment

A sandbox in Freshservice is a non-production instance that allows administrators and testers to safely:

* Experiment with workflows, automations, and custom fields
* Simulate tickets, approvals, and asset flows
* Train agents and reviewers on real configurations
* Validate integrations before connecting live systems

The sandbox should closely mirror your production environment, enabling realistic testing and the quick promotion of changes with minimal rework. It serves as a safe space for innovation, learning, and risk mitigation.

## ITIL Alignment

* Change Enablement: Testing changes in a sandbox minimizes risk and supports controlled releases.
* Service Validation and Testing: Simulating scenarios in a non-production space ensures that workflows and integrations meet defined criteria.
* Continual Improvement: A sandbox environment allows teams to iteratively refine processes without disrupting operations.
* Information Security Management: Prevents unvalidated configurations from impacting live systems, supporting audit and control requirements.