

Advantages and Disadvantages

Date

Project Name

Automated Network Request Management in ServiceNow

College Name

Ideal Institute Of Technology

Advantages

Improved Efficiency & Reduced Manual Effort

- Automates request intake, approval, and fulfillment, reducing delays and human errors.
- Frees IT staff from repetitive tasks so they can focus on higher-value work.

Transparency & Real-Time Tracking

- Employees can track request progress through the ServiceNow portal.
- Real-time notifications ensure users and IT teams stay updated.

Better SLA Compliance

- Automated workflows ensure requests are routed and processed within defined timelines.
- Reduces the risk of SLA breaches and escalations.

Scalability

- Easily extendable to other IT services beyond network requests (HR, facilities, ITSM).
- Built on ServiceNow's cloud-native infrastructure, ensuring enterprise scalability.

Data-Driven Insights

- Provides analytics on request volume, resolution times, and trends.
- Helps management identify bottlenecks and optimize IT operations.

Enhanced User Satisfaction

- Simplified self-service portal improves employee experience.
- Faster fulfillment increases trust in IT services.

Security & Compliance

- Role-based access and encryption protect sensitive request data.
 - Built-in audit trails ensure compliance with IT governance policies.
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✗ Disadvantages

Initial Setup & Licensing Costs

- Requires ServiceNow licensing and skilled developers.
- Setup and customization may involve significant initial investment.

Dependency on Platform

- Entire system depends on ServiceNow; outages or downtime could affect request processing.

Training & Adoption Challenges

- Employees and IT staff may need training to adapt to the new system.
- Resistance to change could delay adoption.

Customization Complexity

- Advanced requirements (like orchestration integration) may need scripting and expertise.

- Over-customization can increase maintenance burden.

Integration Limitations

- Some external network tools may require custom APIs for integration.
- Compatibility issues could arise during scaling.

Maintenance Effort

- Requires regular monitoring, updates, and optimization.
- Testing is critical whenever workflows or forms are modified.

✓ In summary, the project significantly improves **efficiency, transparency, and SLA compliance**, but requires **careful planning for costs, training, and ongoing maintenance**.