

Future Scope

Date

Project Name

Automated Network Request Management in ServiceNow

College Name

Ideal Institute Of Technology

Future Scope

The “Automated Network Request Management in ServiceNow” project has significant potential to evolve into a **comprehensive enterprise IT service automation platform**. As organizations continue to demand efficiency, transparency, and scalability, this system can expand into multiple domains beyond network services. Below are the key areas for future growth:

1. Expansion to Other IT Services

- Extend the same model to ITSM domains like **hardware requests, software access, HR services, and facility management**.
 - Enable a **centralized service portal** covering all enterprise service requests.
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2. Mobile App Enhancements

- ServiceNow mobile app integration for request submission and tracking.
 - Push notifications for approvals and SLA reminders.
 - Voice-enabled request creation via AI assistants.
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3. AI & Predictive Intelligence

- Use ServiceNow **Predictive Intelligence** to auto-route requests to the right teams.
 - AI-based predictions for **SLA breach risks** and proactive escalations.
 - Recommendation engine for frequently requested services.
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4. Real-Time Monitoring & Auto-Healing

- Integrate with network monitoring tools to automatically **create requests from detected issues**.
 - Enable **self-healing automation scripts** for standard network fixes.
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5. Enterprise & Vendor Integrations

- Connect with enterprise collaboration tools (MS Teams, Slack) for request approvals.
 - Integrate with vendor APIs (Cisco, Juniper, Ansible) for **auto-execution of network changes**.
 - Partnerships with managed service providers for extended support.
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6. Blockchain for Audit & Compliance

- Blockchain-based tracking of request approvals and fulfillment for **tamper-proof audit logs**.
 - Increase compliance confidence for regulated industries (finance, healthcare, telecom).
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7. Security & Policy Automation

- Automate role-based access approvals (e.g., network VPN, firewall requests).

- Integrate with enterprise IAM systems for **policy-based security enforcement**.
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8. Training & Adoption Programs

- Develop **interactive training modules** within ServiceNow for end users.
 - Gamified adoption (badges, points) to encourage usage of self-service portals.
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9. Cost Optimization & Monetization

- Use analytics to identify **cost-saving opportunities** by automating repetitive requests.
 - Extend the system as a **managed service** to other organizations.
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10. Advanced Analytics & Dashboards

- Build real-time dashboards for **SLA tracking, cost savings, and automation coverage**.
- Use AI-driven insights to recommend process improvements.