

Requirement Analysis

Automated Network Request Management – ServiceNow

1. Overview

This Requirement Analysis document defines the stakeholders involved in the Automated Network Request Management system and outlines both the functional and non-functional requirements. It serves as a reference to ensure the solution aligns with business objectives, stakeholder expectations, and ServiceNow best practices.

2. Stakeholder Identification and Expectations

Objective

To identify all stakeholders, understand their roles, capture their expectations, and evaluate the impact of automation on their day-to-day operations.

2.1 Stakeholder Roles and Impact

Stakeholder	Responsibility	Key Expectations	Automation Impact
End Users (Requesters)	Submit network-related service requests	Easy request submission, faster processing, real-time status visibility	Faster fulfillment and transparent tracking through the ServiceNow portal
IT Administrators	Configure and maintain workflows, catalog items, and system integrations	Stable automation, reduced manual effort, easy maintenance	Lower operational workload and simplified monitoring
Network Fulfillment Team	Implement network changes and maintain infrastructure	Clear request data, standardized procedures, minimal manual tasks	Automated task generation, fewer errors, focus on critical operations
Approvers	Review and approve requests based on policy	Policy compliance, quick and informed approvals	Streamlined approval process with faster decision-making

3. Functional Requirements

Objective

To define the system functionalities required to achieve business goals and ensure effective automation of network requests.

3.1 Core Functional Capabilities

Capability	Description	Remarks
Service Catalog Management	Centralized catalog items for network requests	Includes device access, IP allocation, firewall rule changes, and temporary access
Dynamic Form Behavior	Conditional form fields based on user inputs	Implemented using UI Policies (e.g., <i>Device = Others</i> triggers description field)
Approval Automation	Role-based and multi-level approval workflows	Configured using Flow Designer with notification support
Workflow Automation	End-to-end automation of request lifecycle	Covers record creation, approvals, task assignment, and status updates
Email Notifications	Automated notifications at each request stage	Sent to requesters, approvers, and fulfillment teams
Custom Data Storage	Structured storage of request data	Managed using custom table u_network_database
Reporting and Monitoring	Visibility into request performance and SLAs	Tracks pending requests, processing time, and exceptions

4. Non-Functional Requirements

Objective

To define quality attributes that ensure the system is secure, reliable, scalable, and maintainable.

4.1 System Quality Attributes

Category	Requirement Description
Performance	Requests processed within SLA; supports 100+ concurrent users
Scalability	Ability to add new catalog items, users, and workflows in future phases
Security	Role-based access controls; restricted access to data and approvals
Compliance	Complete audit trail for approvals, fulfillment, and notifications
Availability & Reliability	99.5% system uptime with automated alerts for pending actions
Maintainability	Forms, workflows, and tables can be updated without service downtime
Response Time	Service Portal interactions respond within 2-3 seconds

5. Consolidated Summary

This Requirement Analysis document establishes a clear foundation for implementing the Automated Network Request Management system in ServiceNow by:

- Identifying all stakeholders and their expectations
- Defining essential functional capabilities required for automation

- Specifying non-functional standards for performance, security, and scalability

By adhering to these requirements, the implementation team can confidently design and configure ServiceNow catalog items, workflows, approval mechanisms, and automation while ensuring alignment with business needs and stakeholder expectations.