Functional Scope and Implementation Roadmap

Automated Network Request Management – ServiceNow

1. Functional Scope Overview

The Automated Network Request Management system in ServiceNow is built to streamline the submission, approval, and fulfillment of network-related requests. The scope outlines the system's functionality, responsibilities, and limitations to ensure clarity on deliverables and expectations.

2. Core Functional Capabilities

2.1 Service Catalog Management

- A centralized Service Catalog enables end-users to raise network-related requests.
- Catalog items capture essential details such as request category, device type, IP requirements, and business justification.
- Dynamic catalog forms improve usability through conditional visibility of fields.

2.2 Form Design and Configuration

- Structured forms are configured to collect complete and accurate request data.
- Mandatory and optional fields are clearly defined.
- UI Policies and Client Scripts control dynamic behavior (e.g., displaying a description field when *Device = Others*).

2.3 Approval Workflow Management

- Automated approval routing is configured based on organizational roles and policies.
- Supports single-level or multi-level approvals as required.
- Approval requests and status updates are communicated via ServiceNow and email notifications.

2.4 Workflow Automation Using Flow Designer

- End-to-end automation is implemented using ServiceNow Flow Designer.
- Flows trigger upon catalog item submission.
- Automates record creation, approval handling, status updates, and notifications.
- Integrates with the custom table **u_network_database** for structured request tracking.

2.5 Notification and Communication

- Automated email notifications are sent to requesters, approvers, and fulfillment teams.
- Notifications are triggered at key stages such as submission, approval, rejection, and completion.
- Ensures timely communication and transparency across stakeholders.

2.6 Data Management and Reporting

- All request-related data is stored in custom tables for audit and tracking purposes.

- Enables reporting on request volume, processing timelines, and SLA compliance.
- Supports performance analysis and continuous improvement.

3. Functional Limitations

- The system handles **only network-related requests** within the current scope.
- External system integrations are excluded from the initial phase and can be added later.
- Role-based access is enforced for requesters, approvers, administrators, and fulfillment teams.

4. Execution Roadmap

The implementation follows a phased approach to ensure quality delivery and minimize risks.

Milestone 1: Service Catalog Setup

- Create network-related service catalog items.
- Define request categories, variables, and types.
- Configure catalog access and visibility for intended users.

Milestone 2: Form Configuration

- Design and configure request forms.
- Implement UI Policies for dynamic field behavior.
- Enforce mandatory fields for data consistency.

Milestone 3: Approval Configuration

- Develop approval workflows using Flow Designer.
- Assign approvers based on role and request type.
- Enable email and in-platform approval notifications.

Milestone 4: Testing and Validation

- Conduct end-to-end functional testing of catalog items and workflows.
- Validate field mappings, approvals, and notifications.
- Perform role-based access testing to ensure security compliance.

Milestone 5: Deployment and Go-Live

- Migrate configurations using update sets.
- Validate functionality in the target environment.
- Enable end-user access and monitor initial requests.

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5. Expected Outcomes

Successful implementation of this scope and roadmap will result in:

- Automated handling of network requests, reducing manual intervention.
- Standardized and auditable workflows.
- Improved visibility for requesters and IT teams.
- Enhanced compliance with IT governance policies.
- A smooth and intuitive request submission experience for end-users.

6. Conclusion

This Functional Scope and Execution Roadmap provides a structured framework for designing, implementing, and deploying the Automated Network Request Management system in ServiceNow. It ensures clear functional ownership, phased delivery, and alignment with organizational IT standards, enabling an efficient and scalable solution.