

# **Automated Network Request Management in ServiceNow**

## **1. Introduction**

In modern digital-driven organizations, network infrastructure is a foundational element that supports business operations, communication, and data security. Employees regularly submit requests related to network services such as VPN access, firewall configurations, IP allocation, device connectivity, and other network-related requirements.

Traditionally, these requests are often managed through emails, spreadsheets, or loosely structured ticketing systems. Such approaches frequently lead to delayed processing, limited visibility, inconsistent approval handling, and a higher likelihood of human error.

The **Automated Network Request Management in ServiceNow** project addresses these challenges by delivering a centralized, automated, and standardized platform for handling network service requests. By leveraging ServiceNow's Service Catalog, Flow Designer, and automation capabilities, the solution ensures that requests are efficiently managed throughout their entire lifecycle—from submission to fulfillment.

The system allows users to raise requests via the ServiceNow Service Portal, while approvals, task assignments, notifications, and status tracking are handled automatically. This results in faster service delivery, improved transparency, and stronger operational control for both end users and IT teams.

## **2. Project Purpose**

The primary objective of this project is to automate the complete lifecycle of network-related service requests using the ServiceNow platform. The solution replaces manual and error-prone processes with a structured, rule-based workflow that ensures consistency, accountability, and policy compliance.

Through automation, the project significantly reduces manual intervention by IT and network teams and ensures that requests are processed in a predictable and auditable manner. In addition, the system enhances the end-user experience by providing an intuitive request submission interface and real-time visibility into request status.

This project also establishes a scalable foundation that can be extended in the future to support advanced approvals, external integrations, and monitoring capabilities.

### **3. Business Objectives**

The Automated Network Request Management system is designed to improve operational efficiency while enhancing user satisfaction in managing network-related services. The key business objectives include:

- Reducing manual effort and minimizing human errors
- Accelerating request fulfillment through workflow automation
- Enforcing standardized approval and processing mechanisms
- Improving visibility and traceability using a centralized ServiceNow platform
- Enhancing the end-user experience through reliable and timely service delivery
- Ensuring compliance with IT governance and security policies

Achieving these objectives enables better utilization of IT resources while maintaining consistent service quality and operational control.

### **4. Project Scope Overview**

The scope of this project focuses on automating network-related service requests within the ServiceNow platform. The solution includes the design and implementation of a Service Catalog item that allows users to submit detailed network requests. Based on the

submitted information, automated workflows are triggered to manage approvals, record creation, notifications, and fulfillment tasks.

The system supports multiple stakeholders, including requesters, approvers, IT administrators, and network fulfillment teams. Each stakeholder interacts with the platform according to predefined roles and access permissions, ensuring secure and role-based system usage.

## 5. Conclusion

The Automated Network Request Management in ServiceNow project provides a structured and efficient approach to modernizing network service request handling. By automating request intake, approval processes, and fulfillment activities, the system significantly reduces operational inefficiencies and improves overall service quality.

This project demonstrates how ServiceNow can be effectively utilized to deliver a scalable, secure, and user-friendly IT service management solution that aligns with organizational goals and best practices.