

Use Case Scenarios

Automated Network Request Management in ServiceNow

1. Overview

This section outlines practical use case scenarios to demonstrate how the Automated Network Request Management system operates in real-world situations. Each use case illustrates the end-to-end flow of a network request, including submission, approval, fulfillment, escalation, and notification.

2. Use Case Details

Use Case 1: New Network Device Provisioning

Use Case Description

An employee requests a new network-enabled device along with the required network access for daily work.

Actors Involved

- Employee (Requester)
- Manager (Approver)
- Network Fulfillment Team

Process Flow

- **Request Submission**
 - ✓ The employee selects the *New Network Device* catalog item from the Service Catalog.
 - ✓ Required details such as device type, department, and business justification are provided.
- **Approval Process**
 - ✓ The request is automatically routed to the reporting manager.

- ✓ The manager reviews and approves the request through the ServiceNow portal or email.
- **Request Fulfillment**
 - ✓ After approval, the network team receives the task.
 - ✓ IP allocation and network access configuration are completed, and the request record is updated.
- **Status Communication**
 - ✓ Automated notifications are sent to the requester upon approval and completion.
 - ✓ The requester can track progress through the ServiceNow portal.

Use Case 2: Firewall Rule Modification

Use Case Description

An IT administrator submits a request to modify firewall rules for a specific business application.

Actors Involved

- IT Administrator (Requester)
- Security Manager (Approver)
- Network Fulfillment Team

Process Flow

- **Request Submission**
 - ✓ The administrator selects the *Firewall Rule Change* option from the Service Catalog.
 - ✓ Required technical details such as source, destination, port, and purpose are entered.
- **Approval Process**
 - ✓ The system routes the request to the Security Manager for policy validation and approval.

- **Request Fulfillment**
 - ✓ Once approved, the network team implements the firewall change.
 - ✓ Post-change testing is conducted to ensure security and compliance.
- **Status Communication and Audit**
 - ✓ Automated notifications are sent to the requester and approver.
 - ✓ A complete audit trail is maintained for compliance reporting.

Use Case 3: IP Address Allocation for Project Deployment

Use Case Description

A project team requests multiple IP addresses to support a new deployment initiative.

Actors Involved

- Project Team (Requester)
- Network Lead
- Project Manager

Process Flow

- **Request Submission**
 - ✓ The team selects the *IP Address Allocation* catalog item.
 - ✓ Project details, required IP count, and subnet information are provided.
- **Approval Process**
 - ✓ The request is routed to the Network Lead and Project Manager for approval.
- **Automated Fulfillment**

- ✓ Approved requests trigger automatic IP allocation from a reserved IP pool.
- ✓ Allocation details are stored in the custom network database table for tracking.
- **Notification and Tracking**
 - ✓ The allocated IP details are sent to the requester via email.
 - ✓ The request status is updated in the ServiceNow portal for reference.

Use Case 4: SLA Breach and Escalation Handling

Use Case Description

A network request exceeds its defined SLA and requires escalation to prevent service impact.

Actors Involved

- ServiceNow System
- Network Lead
- Manager
- Network Fulfillment Team

Process Flow

- **SLA Monitoring**
 - ✓ The system continuously monitors request SLAs using Flow Designer.
 - ✓ Delays beyond the defined threshold are automatically detected.
- **Escalation Management**
 - ✓ Escalation notifications are sent to the Network Lead and Manager.

- ✓ Tasks may be reassigned to available team members to expedite resolution.
- **Request Completion**
 - ✓ The network request is prioritized and completed to minimize downtime.
- **Final Notifications**
 - ✓ Requesters and approvers receive escalation and closure updates.

3. Conclusion

These use case scenarios illustrate the complete lifecycle of network request handling in ServiceNow, from submission to fulfillment and escalation. The automated workflows ensure:

- Efficient and consistent request processing
- Reduced manual intervention and human error
- Transparent tracking and real-time status updates
- Strong compliance through approvals and audit trails

Overall, the Automated Network Request Management system delivers a reliable, scalable, and user-centric solution for managing network services.