Use Case Scenarios

Automated Network Request Management in ServiceNow

Objective

To present practical examples of how different network requests are processed by the system, showing how automation manages submissions, approvals, execution, and notifications from start to finish.

1. Use Case: Request for a New Network-Enabled Device

Overview:

A new employee requires a company-issued laptop with network access to begin work.

Process Flow:

1. **Request Initiation:**
    - The user selects *Network Device Request* from the Service Catalog.
    - Required information such as device category, team name, and business reason is provided.
2. **Approval Process:**
    - The request is automatically sent to the reporting manager.
    - The manager reviews and approves the request through the ServiceNow interface.
3. **Execution:**
    - Once approved, a task is created for the network support team.
    - The team configures network connectivity, assigns an IP address, and updates the request record.

4. **Communication:**
    - The requester receives confirmation emails for approval and completion.
    - The request status is visible in the Service Portal at all times.

2. Use Case: Firewall Configuration Update

Overview:

A system administrator requests an update to firewall rules for a business application.

Process Flow:

1. **Request Initiation:**
    - The administrator submits a *Firewall Configuration Request* from the catalog.
    - Details such as application name, ports, and access justification are entered.
2. **Approval Process:**
    - The request is forwarded to the security authority for validation and approval.
3. **Execution:**
    - After approval, the network team applies the firewall changes.
    - Configuration is verified to ensure security standards are met.
4. **Communication:**
    - Automated notifications inform the requester and approver of each update.

- All changes are logged for auditing purposes.

3. Use Case: IP Allocation for Project Deployment

Overview:

A project team needs multiple IP addresses to support a new application rollout.

Process Flow:

1. **Request Initiation:**
   - The team submits an *IP Allocation Request* through the Service Catalog.
   - Project details, required IP count, and network range are specified.
2. **Approval Process:**
   - The request is reviewed by the Network Lead and Project Manager.
3. **Execution:**
   - Approved IP addresses are assigned from an available pool.
   - Allocation details are stored in the custom network request table for tracking.
4. **Communication:**
   - The requester receives the assigned IP details via email.
   - The request status is updated in the portal for future reference.

4. Use Case: SLA-Based Escalation Handling

Overview:

A network request exceeds the defined service-level time.

Process Flow:

1. **Monitoring:**
    - The system continuously tracks request timelines using automation rules.
    - A delay beyond SLA is automatically detected.
2. **Escalation:**
    - Alerts are sent to senior network personnel and managers.
    - The task may be reassigned to ensure quicker resolution.
3. **Execution:**
    - The issue is addressed immediately to prevent further delay.
4. **Communication:**
    - Notifications are sent to the requester and approvers regarding escalation and completion.

Conclusion

These use case scenarios demonstrate how the Automated Network Request Management system efficiently manages various types of network requests in ServiceNow.

- Ensures consistent processing and compliance
- Reduces manual intervention and delays
- Provides clear visibility and accountability for all users

Together, these scenarios highlight the effectiveness of automation in delivering reliable and transparent network service management.