

Automated Network Request Management in ServiceNow

Introduction

- Modern organizations depend heavily on reliable network services to support daily operations, secure communication, and uninterrupted data access. Employees often need network-related services such as secure remote access, IP configuration changes, firewall updates, or connectivity support. When these requests are managed manually through emails or informal tracking methods, it often leads to slow response times, unclear ownership, and inconsistent approvals.
- The Automated Network Request Management solution in ServiceNow addresses these challenges by introducing a centralized and automated request-handling system. By utilizing ServiceNow's Service Catalog and Flow Designer, the solution streamlines the entire process—from request submission to fulfillment—ensuring efficiency and consistency.
- Through the Service Portal, users can submit network requests easily, while backend automation manages approvals, task assignments, notifications, and status updates. This approach improves transparency, reduces delays, and enables IT teams to manage network operations more effectively.

Purpose of the Project

- The main goal of this project is to create an automated framework for handling network service requests using ServiceNow. The solution replaces manual workflows with structured automation to ensure requests are processed accurately and in line with organizational standards.
- Automation significantly reduces the need for manual intervention by IT and network teams, making the process more predictable and auditable.

The project also enhances user satisfaction by offering a simple request interface and continuous visibility into request progress. Additionally, the solution is designed to be scalable, allowing future enhancements such as advanced approvals, integrations, and performance monitoring.

Business Objective

The Automated Network Request Management system is designed to support business efficiency by optimizing how network-related services are requested and delivered.

Key business goals include:

- Lowering manual workload and reducing processing errors
- Speeding up request handling through automated workflows
- Ensuring consistent approval and fulfillment processes
- Providing centralized tracking and visibility using ServiceNow
- Improving user experience with faster and more dependable service delivery
- Supporting IT governance and security compliance

Achieving these objectives allows the organization to make better use of IT resources while maintaining a high standard of service quality.

Project Scope Overview

- This project focuses on automating internal network service requests within the ServiceNow platform. It includes the design of a Service Catalog item that captures all required request details. Once submitted, automated

workflows manage approvals, record creation, notifications, and task assignment.

- The solution supports multiple user roles, including requesters, approvers, administrators, and network support teams. Role-based access controls ensure that each user interacts with the system securely and according to their responsibilities.

Conclusion

- The Automated Network Request Management solution in ServiceNow offers a streamlined and efficient way to manage network service requests. By automating key processes such as request intake, approval handling, and task execution, the system reduces operational overhead and improves service reliability.
- This project highlights the practical use of ServiceNow as a powerful ITSM platform capable of delivering secure, scalable, and user-focused automation for modern enterprise environments.