Requirement Analysis

Stakeholder Analysis

Objective:

To identify the key stakeholders involved in the system, understand their responsibilities, expectations, and how automation influences their daily activities.

Stakeholder	Responsibility	Expectations	Automation Impact
End Users (Requesters)	Employees raising network service requests	- Easy request submission- Quick resolution- Ability to track request progress	✓ Faster processing ✓ Real-time status visibility through ServiceNow
IT Administrators	Manage configurations, workflows, and system settings	- Stable automation- Reduced manual effort- Simple maintenance	✓ Lower operational workload ✓ Improved system monitoring
Network Support Team	Perform network-related tasks and maintain infrastructure	- Accurate request details- Standard procedures- Reduced repetitive work	✓ Automatic task generation ✓ Fewer manual errors ✓ More time for critical work
Approvers	Review and authorize network requests	- Policy compliance- Clear request information- Faster approvals	✓ Simplified approval process ✓ Quicker decisions with reduced risk

Functional Requirements

Objective:

To specify the essential features and functions required for the system to support business needs.

Feature	Description	Scope / Remarks
Network Service Catalog	Provides a single platform to raise network requests	Includes device access, IP requests, firewall changes, and temporary access
Adaptive Request Forms	Forms adjust dynamically based on user input	UI Policies control field visibility (e.g., selecting "Other" reveals additional fields)
Approval Management	Automated approval flows based on policies	Supports multiple approval levels via Flow Designer
Flow Automation	Handles backend processing automatically	Covers record creation, approvals, task creation, and status updates
Notification System	Sends automated alerts at every stage	Notifications sent to requesters, approvers, and network teams
Custom Data Storage	Maintains structured request records	Uses custom table **u_network_database** for auditing and reporting
Tracking & Reporting	Enables monitoring and performance analysis	Tracks request status, SLA adherence, and resolution time

Non-Functional Requirements

Objective:

To define quality attributes that ensure the system operates efficiently, securely, and reliably.

Category	Requirement
Performance	Requests processed within SLA; supports over 100 concurrent users
Scalability	System can handle future expansion of users, catalog items, and workflows
Security	Access restricted through role-based permissions
Compliance	Complete audit logs for approvals, tasks, and notifications
Availability & Reliability	99.5% uptime with automated alerts to prevent missed requests
Maintainability	Configurations can be modified easily without system downtime
Response Time	Portal interactions respond within 2–3 seconds for standard operations

Summary

This Requirement Analysis document outlines the stakeholders, system capabilities, and quality standards for the Automated Network Request Management solution.

- Identifies stakeholder roles and expectations

- Defines functional features required to achieve business goals

- Establishes non-functional benchmarks for performance, security, and scalability

By following these requirements, the implementation team can effectively configure ServiceNow catalog items, workflows, approvals, and automation while ensuring alignment across all stakeholders.