Functional Scope and Execution Roadmap

Functional Scope

The Automated Network Request Management solution built on ServiceNow focuses on streamlining the submission, approval, and fulfilment of network-related service requests. The functional scope outlines the system's capabilities and limitations, helping stakeholders clearly understand what functionalities are included in the solution.

Key Capabilities

1. Network Service Catalog

- Offers a single platform for users to raise network-related service requests.
- Catalog forms capture essential details such as request category, device information, network requirements, and business justification.
- Supports conditional fields and dynamic form behavior to enhance usability.

2. Form Design and Validation

- Request forms are designed to collect complete and accurate information.
- Mandatory fields are enforced to avoid incomplete submissions.
- UI Policies and client-side logic dynamically display or hide fields based on user input (for example, displaying additional details when "Other" is selected).

3. Approval Management

- Network requests follow an automated approval process aligned with organizational rules.
- Supports single-level or multi-level approvals based on request type.
- Approvers receive timely notifications through email and ServiceNow alerts.

4. Flow Designer Automation

- Backend automation handles record creation, task assignment, and status updates.
- The flow is triggered immediately after catalog submission.
- Integrates with the custom table **u_network_database** to maintain structured request data.

5. Communication and Notifications

- Automated emails keep requesters, approvers, and support teams informed.
- Notifications are sent during key stages such as submission, approval, and completion.

6. Data Management and Reporting

- All request information is stored in custom tables for tracking and auditing.
- Enables reporting on request volume, turnaround time, and SLA performance.

Functional Limitations

- The scope is limited to internal network service requests only.

- External system integrations are excluded in the current phase and can be added later.
- Access to features is controlled through role-based permissions for users, approvers, administrators, and support teams.

Execution Roadmap

- The execution roadmap defines a step-by-step implementation approach to ensure smooth deployment and minimize risks during development.

Phase 1: Service Catalog Setup

- Create and configure network service catalog items.
- Define request categories, variables, and visibility rules.
- Make catalog items available to intended user groups.

Phase 2: Form Configuration

- Design request forms to capture all required data.
- Implement UI Policies for dynamic field behavior.
- Enforce mandatory fields for data accuracy.

Phase 3: Approval Workflow Configuration

- Build approval logic using Flow Designer.
- Assign approvers based on roles and request parameters.
- Configure notification alerts for approval actions.

Phase 4: Testing and Validation

- Test catalog submission, approvals, and notifications.
- Verify automation flow execution and data mapping.

- Perform role-based access testing to ensure security controls.

Phase 5: Deployment and Monitoring

- Deploy configurations to the target environment using update sets.
- Validate system functionality post-deployment.
- Monitor early requests and address initial issues.

Outcome of the Functional Scope and Execution Roadmap

Following this defined scope and roadmap ensures that:

- Network request handling is fully automated.
- Standardized workflows are enforced with complete traceability.
- Stakeholders gain improved visibility into request status.
- Compliance with IT policies is maintained while minimizing manual errors.
- Users experience a simple and efficient request submission process.

Summary

This Functional Scope and Execution Roadmap provides a clear picture of the system's functionality and the structured approach used to implement the Automated Network Request Management solution. It serves as a reference guide for configuration, testing, deployment, and ongoing improvements, ensuring a controlled and successful project delivery.