Project Design Phase
Solution Architecture

| Date	25 Dec 2025
Team ID	
Project Name	Automated Network Request Management in ServiceNow
Maximum Marks	4 Marks

Solution Architecture:

Solution architecture describes how the Automated Network Request Management in ServiceNow system is designed to automate and manage network-related service requests efficiently. This architecture provides a clear structure for handling user requests, approvals, and fulfillment by using built-in ServiceNow features.

The system allows users to raise network requests through the ServiceNow Service Portal, ensuring a user-friendly and standardized request process. Once a request is submitted, it is stored securely in the ServiceNow database and processed using automated workflows.

Approval processes are handled through ServiceNow Workflow or Flow Designer, enabling multi-level approvals based on organizational policies. After approval, tasks are automatically assigned to the Network Team for implementation. Notifications are sent to users at each stage, ensuring transparency and real-time tracking.

This solution architecture reduces manual intervention, improves operational efficiency, and ensures proper audit trails for all network-related requests.

Example - Solution Architecture Diagram:
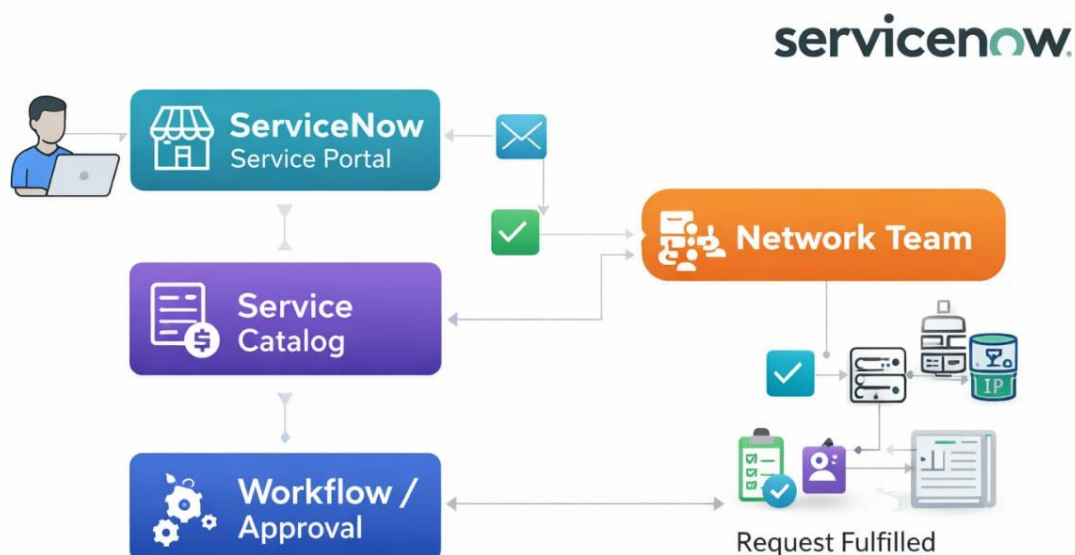
Automated Network Request Management in ServiceNow

Objectives of the Solution Architecture:

- Automate the submission and processing of network service requests.
- Streamline approval and fulfillment using ServiceNow workflows.
- Reduce manual effort and processing time.
- Provide real-time status tracking and notifications.
- Maintain audit history and compliance records.

Reference: **https://www.servicenow.com/products/service-catalog.html**