

Phase – 1: Requirement Analysis & Planning

1. Modules & Task Reference

This phase consolidates the following planning and analysis modules:

- **Module 1:** Business Objectives
- **Module 2:** Functional Scope Definition
- **Module 3:** Stakeholder Mapping
- **Module 4:** Execution Roadmap

Each module collectively defines the foundation required for designing, developing, and deploying an automated Network Request Management solution in ServiceNow.

2. Objective

The primary objective of Phase 1 is to analyze business needs, identify stakeholders, and define a structured execution plan for automating network-related service requests using ServiceNow.

This phase aims to ensure that the solution:

- Aligns with organizational ITSM standards
 - Addresses real operational challenges
 - Is scalable, secure, and user-friendly
 - Supports automation across the complete request lifecycle
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3. Business Requirement

Organizations often manage network-related requests manually or through fragmented processes, leading to delays, errors, and poor visibility. To overcome these challenges, there is a need for a centralized, automated request management system.

The business requirements identified during this phase include:

3.1. Business Objectives

The Automated Network Request Management solution is designed to:

- Streamline and automate the end-to-end lifecycle of network service requests
- Reduce manual effort and minimize human errors
- Accelerate request fulfilment and approval timelines
- Enforce standardized workflows and approval processes
- Improve visibility and tracking through a centralized ServiceNow platform
- Enhance end-user experience with faster and more reliable service delivery
- Ensure compliance with organizational IT and security policies

3.2. Functional Scope

The functional scope of the solution covers:

- Service Catalog creation for network requests
- User-friendly form design using catalog variables
- Conditional logic and dynamic field behavior
- Approval routing using Flow Designer
- Automated record creation and updates
- Email notifications for request status and approvals

3.3. Stakeholder Mapping

Key stakeholders and their involvement were identified as follows:

- End Users (Requesters):
Employees requesting network services via the Service Portal, expecting simplicity, faster turnaround, and request status visibility.
- IT Administrators:
Responsible for configuring and maintaining ServiceNow applications, requiring reliable automation and minimal manual intervention.
- Network Fulfilment Team:
Executes approved network requests and relies on complete, accurate request data and standardized processes.
- Approvers:
Managers or compliance authorities responsible for authorizing requests, requiring clear approval workflows and audit trails.

3.4. Execution Roadmap

A milestone-driven roadmap was defined to ensure structured execution:

- **Milestone 1:** Service catalog design and categorization
- **Milestone 2:** Dynamic form design and validation
- **Milestone 3:** Approval workflow automation
- **Milestone 4:** End-to-end lifecycle testing and validation

- **Milestone 5:** Production deployment and user enablement

This roadmap ensures controlled implementation with continuous validation and stakeholder involvement.

4. Outcome

By completing Phase 1 – Requirement Analysis & Planning, the project achieved:

- Clear definition of business objectives and automation goals
- Well-defined functional boundaries and system capabilities
- Identification of all key stakeholders and their expectations
- A structured, milestone-based execution roadmap
- Strong alignment between business needs and technical implementation

This phase laid a solid foundation for subsequent development and configuration phases, ensuring that the Automated Network Request Management solution is effective, compliant, and scalable.