Automated Request Management – Matter for ServiceNow

Introduction

Automated Request Management in ServiceNow refers to the process of using ServiceNow workflows, automation tools, and integrations to automatically handle user requests without manual intervention. It helps organizations reduce manual work, speed up service delivery, and improve user satisfaction.

What Is Automated Request Management?

Automated Request Management means:

- Users submit requests through catalogs or forms
- The system automatically routes, approves, assigns, and completes tasks
- Minimal or zero manual effort
- Faster resolution and consistent service delivery

Examples: Password reset, access requests, laptop request, software installation, ticket assignment, notifications, etc.

Key Components in ServiceNow Automated Request Management

1. Service Catalog

- Provides a user-friendly interface to submit requests
- Contains catalog items like laptop request, software access, ID card, etc.
- Each item can trigger automated workflows

2. Request Workflow

- Defines the automation logic
- Includes activities like:
  - Auto-assignment
  - Auto-approval
  - Auto-notifications
  - Task creation
  - Integration actions

3. Flow Designer

- No-code automation tool
- Used to create flows that:
  - Trigger on form submission
  - Auto-route the request
  - Send emails
  - Create tasks
  - Update records

4. SLA Management

- Ensures requests are completed within deadlines
- Tracks performance automatically

5. Assignment Rules

- Automatically assigns incoming requests to correct groups or agents
- Reduces manual triage

6. Notifications

- Automatic email/SMS alerts
- For submission, approval, completion

How Automated Request Management Works in ServiceNow

Step 1: User Submits Request

User raises a request via Service Catalog or custom app (Loaner Request, Access Request, etc.)

Step 2: Automated Trigger

The submission triggers:

- A workflow
- Flow Designer flow
- Business rules
- Approval rules

Step 3: Auto-Processing

System performs actions automatically:

- Validates data
- Assigns to correct team
- Sends approval notifications
- Creates tasks
- Updates status

Step 4: Auto-Closure

Once fulfilled, ServiceNow:

- Marks the request as completed
- Sends closure notifications
- Logs audit entries

Benefits of Automated Request Management

✔ Faster Service Delivery

Automated routing and approvals reduce waiting times.

✔ Reduced Manual Work

Agents spend less time on repetitive tasks.

✔ Accuracy and Consistency

Standardized workflows eliminate human errors.

✔ Better User Experience

Users receive faster resolutions and status updates.

✔ Improved Tracking & Reporting

ServiceNow logs every step automatically for auditing.

✔ Cost Savings

Less manpower needed for routine tasks.

Use Cases in ServiceNow

1. Laptop or Device Request

Automatically creates approval task → assigns to IT → closes automatically after delivery.

2. Password Reset

Automated reset link sent to user.

3. Access Request

Checks user roles → auto-approves → updates access.

4. Software Installation

Triggers software deployment tool automatically.

5. Loaner Request Application

(Exactly what you are working on)

- User selects item
- Auto-approval based on manager
- Auto-assignment to inventory team
- Auto-return reminder

Conclusion

Automated Request Management in ServiceNow modernizes service delivery by eliminating manual bottlenecks. It ensures faster response times, increased productivity, and consistent service quality. Using tools like Service Catalog, Flow Designer, Workflows, SLAs, and Business Rules, organizations can fully automate their IT, HR, and Facility request handling processes.