

**Project Design Phase**  
**Proposed Solution Template**

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| <b>Project Name</b> | Automated Network Request Management in ServiceNow |
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**Proposed Solution Template:**

Project team shall fill the following information in the proposed solution template.

| S.No. | Parameter                                | Description  |
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| 1.    | Problem Statement (Problem to be solved) | Manual network request management involves high manual effort, human errors, delayed fulfillment times, inconsistent approval processes, poor visibility/tracking, and non-standardized workflows, leading to reduced operational efficiency and lower user satisfaction in handling network-related services (e.g., VPN access, firewall changes).              |
| 2.    | Idea / Solution description              | Implement an automated end-to-end network request management system using ServiceNow's Service Catalog, Flow Designer, Approval Engine, and Service Portal. This includes custom catalog items, dynamic forms with UI Policies, automated workflows for approvals and task assignments, email notifications, and integration with network tools for fulfillment. |
| 3.    | Novelty / Uniqueness                     | Leverages ServiceNow's low-code Flow Designer for dynamic automation tailored to network-specific requests, combining catalog variables, conditional UI logic, auto-populated fields, and tooltips for a highly intuitive, organization-specific experience not available in out-of-box generic ITSM.  |
| 4.    | Social Impact / Customer Satisfaction    | Improves end-user experience with faster, reliable service delivery; reduces frustration from delays/errors; enhances IT team efficiency; ensures compliance and better audit trails, leading to higher employee productivity and satisfaction in large organizations.   |
| 5.    | Business Model (Revenue Model)           | As an internal IT solution on ServiceNow platform (SaaS subscription-based), it reduces operational costs by minimizing manual interventions, accelerates request fulfillment, and supports scalability without additional licensing for core features. Potential for consulting revenue if implemented as a service.  |

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| 6. | Scalability of the Solution | Built on ServiceNow's cloud-native, multi-instance architecture; easily scales with increasing users/requests via auto-scaling, reusable flows, and modular catalog items; supports global organizations with role-based access and integrations. |
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