Project Design Phase

Problem – Solution Fit

Date:	21-12-2025
Team ID:	
Project Name:	Automated Network Request Management in ServiceNow
Maximum Marks:	2 Marks

Problem – Solution Fit

During the Project Design Phase, the focus is to clearly identify the existing problems in traditional network request handling and map them to effective, automated solutions using the ServiceNow platform. This ensures that the designed system directly addresses business pain points while aligning with organizational goals, compliance requirements, and user expectations.

The **Problem–Solution Fit** validates that the proposed design of the Automated Network Request Management system effectively resolves operational inefficiencies, reduces errors, and enhances overall service delivery.

Identified Problems and Proposed Solutions

Problem Area	Existing Challenges	Proposed Solution Using ServiceNow	Expected Outcome
Manual Request Submission	Network requests submitted via emails or calls lead to missing or unclear information	Centralized Service Catalog with structured request forms and mandatory fields	Complete, accurate request data captured at submission
Lack of Standardization	Different teams follow different processes for similar requests	Standardized catalog items and workflows	Consistent handling of all network requests
Slow Request Fulfilment	Manual coordination and approvals delay request processing	Automated workflow and task generation using Flow Designer	Faster request fulfilment
Approval Delays	Manual approvals with no visibility or tracking	Dynamic approval routing based on requester role and department	Timely and policy-compliant approvals
Limited Visibility	Requesters lack real-time status updates	ServiceNow portal provides end-to-end tracking	Improved transparency and user satisfaction

High Human Error	Manual data entry and repetitive tasks	Auto-population, validations, and flow-based automation	Reduced human errors

Design Justification

The Automated Network Request Management solution was designed to address each problem through **platform-native ServiceNow capabilities**, ensuring scalability, security, and ease of maintenance.

Key design choices include:

- **Service Catalog–based request intake** to ensure uniformity.
- **Dynamic forms and variable sets** to collect only relevant information.
- **Flow Designer automation** to eliminate manual intervention.
- **Custom data tables** to store request data in a structured and reportable format.
- **Role-based ACLs** to protect sensitive network information.

Each component in the design directly maps to a real operational challenge, ensuring strong problem–solution alignment.

Alignment with Business Objectives

Business Objective	**Design Implementation**
Reduce manual effort	Automated workflows, approvals, and task creation
Improve operational efficiency	Centralized request handling and structured data
Enhance user experience	Intuitive catalog forms and real-time status visibility
Ensure compliance	Approval workflows, audit logs, and ACLs
Improve tracking and reporting	Custom tables and ServiceNow reporting

Problem–Solution Fit Validation

The effectiveness of the design was validated through:

- End-to-end request lifecycle testing
- Multiple approval scenario simulations

- Stakeholder review and User Acceptance Testing (UAT)
- Verification of data integrity, automation accuracy, and notification triggers

The results confirmed that the designed solution successfully addresses all identified problems and meets both technical and business requirements.

Conclusion

The Problem–Solution Fit analysis confirms that the Automated Network Request Management system is well-designed to solve real-world challenges in network service delivery. By leveraging ServiceNow's automation, workflow, and data management capabilities, the solution ensures faster processing, improved accuracy, enhanced visibility, and strong governance—making it a robust and scalable system for enterprise network request management.