

## Ideation Phase

### Define the Problem Statements

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

#### Customer Problem Statement

In many organizations, network-related service requests such as new connections, relocations, device access, and configuration changes are handled through manual processes like emails, phone calls, or unstructured ticket submissions. These traditional approaches lead to inefficiencies, errors, delayed approvals, and poor visibility into request status.

To address these challenges, there is a need for a **centralized, automated, and standardized solution** using ServiceNow that manages the complete lifecycle of network requests while ensuring compliance, transparency, and improved user experience.

#### Problem Statement Framework

Problem Frame	Description
<b>I am</b>	An employee, IT administrator, network fulfilment engineer, or approver involved in raising, managing, approving, or executing network-related service requests within the organization.
<b>I'm trying to</b>	Submit, approve, process, and <b>track network service requests</b> efficiently using a structured and reliable system.
<b>But</b>	The current manual or semi-automated request handling process results in incomplete request data, delayed approvals, excessive manual intervention, lack of standard workflows, and limited visibility into request status.
<b>Because</b>	There is no <b>centralized service catalog, dynamic request forms</b> , automated approval workflows, or structured data storage mechanism for network requests within the existing system.
<b>Which makes me feel</b>	<b>Frustrated</b> due to delays, uncertain due to lack of status tracking, overloaded due to repetitive manual tasks, and concerned about compliance, auditability, and data accuracy.

## **Consolidated Problem Statement**

Network service requests are currently handled through manual and unstructured processes, leading to inefficiencies, delays, data inconsistencies, and poor visibility. The absence of standardized request forms, automated approvals, and centralized tracking increases operational workload, impacts service quality, and reduces end-user satisfaction.

## **Key Problems Identified**

- Manual handling of network requests increases human error
- Lack of standardized request formats leads to incomplete data
- Approval processes are slow and inconsistent
- No centralized visibility into request lifecycle and status
- High dependency on IT and network teams for repetitive tasks
- Limited audit trails and compliance enforcement

## **Need for Automation**

To overcome these challenges, an **Automated Network Request Management System in ServiceNow** is required to:

- Provide a structured service catalog for network requests
- Capture complete and accurate data using dynamic forms
- Automate approval workflows using Flow Designer
- Store request data in a custom network database
- Enable real-time tracking and notifications
- Enforce IT and security policies through ACLs and validations

## **Expected Outcome**

By defining and addressing these problem statements, the solution aims to improve operational efficiency, reduce manual effort, ensure compliance, enhance visibility, and deliver a faster and more reliable network service experience to all stakeholders.