USE CASE SCENARIOS

Purpose:

To define realistic network request scenarios and demonstrate how the ServiceNow-based automation handles each request from submission to fulfillment, including approvals, notifications, and tracking.

1. Scenario: New Network Device Request

Description:

An employee requests a new network device (such as a laptop or desktop) along with required network access through the ServiceNow Service Catalog.

Steps:

1. Submission:

- The employee selects “Network Request” from the Service Catalog.
- Chooses Device Type and provides required details such as department and business justification.
- The request is submitted through the Service Portal.

2. Approval:

- The request is automatically routed to the requester’s manager for approval.
- The manager reviews and approves the request using the ServiceNow portal or email notification.

3. Fulfillment:

- Once approved, the request is routed to the Network Fulfillment Team.

- The team provisions the device, assigns required network access, and updates the request record.

4. Notification:

- The requester receives automated email notifications upon approval and completion.
- The request status is updated in real time within the ServiceNow portal for visibility.

2. Scenario: Network Firewall Rule Change

Description:
An IT administrator requests a firewall rule modification to support application or infrastructure changes.

Steps:

1. Submission:

- The admin submits a Network Request from the Service Catalog.
- Required information such as source IP, destination, port number, and business justification is provided.

2. Approval:

- The request is routed to the Security or Network Manager for policy validation and approval.

3. Fulfillment:

- Upon approval, the network team implements the firewall rule.
- Validation checks are performed to ensure compliance with security standards.

4. Notification:

- Automated notifications are sent to the requester and approvers.

- The system maintains a complete audit trail for compliance and review purposes.

3. Scenario: IP Address Allocation for New Project

Description:
A project team requests IP addresses for a new application or infrastructure deployment.

Steps:

1. Submission:

- The requester selects “IP Address Allocation” from the Service Catalog.
- Provides project name, number of IP addresses required, and network requirements.

2. Approval:

- The request is routed to the Network Lead and Project Manager for approval.

3. Fulfillment:

- Approved requests trigger automatic allocation from the available IP pool.
- Allocation details are stored in the custom Network Database table for tracking and auditing.

4. Notification:

- The requester receives the assigned IP details via email.
- Request status is updated in the ServiceNow portal.

4. Scenario: Escalation for Delayed Network Request

Description:
A network request exceeds the defined SLA threshold and requires escalation.

Steps:

1. Detection:

- Flow Designer continuously monitors request SLAs.
- A delay beyond the configured threshold triggers an escalation event.

2. Escalation:

- Automated notifications are sent to the Network Lead and Manager.
- The request may be reassigned to an available team member for faster resolution.

3. Fulfillment:

- The issue is prioritized and resolved promptly to minimize impact.

4. Notification:

- The requester and approvers receive updates regarding escalation and completion.

Conclusion:

These use case scenarios demonstrate the complete lifecycle of network requests within ServiceNow from submission and approval to fulfillment and notification.

✓ Ensures efficiency through automation
✓ Improves transparency and accountability
✓ Supports compliance and audit requirements
✓ Enhances user experience and operational reliability

Summary:

This structured approach ensures that all network-related requests are:

- Processed efficiently
- Tracked accurately
- Governed through approvals
- Aligned with organizational IT standards