REQUIREMENT ANALYSIS

Stakeholder Analysis

Purpose:

To identify all stakeholders involved in the Automated Network Request Management process, understand their roles, expectations, and assess how automation improves efficiency, accuracy, and governance.

Stakeholder	Role	Needs / Expectations	Impact of Automation
End Users (Requesters)	Employees submitting network service requests via Service Portal	- Easy and intuitive request submission - Faster turnaround time	✓ Faster request fulfilment ✓ Improved visibility through ServiceNow portal
IT Administrators	Configure and maintain workflows, integrations, and platform settings	- Reliable and stable automation - Minimal manual intervention	✓ Reduced operational workload ✓ Simplified updates and configuration management
Network Fulfillment Team	Executes network-related tasks and ensures service reliability	- Clear and complete request details - Standardized workflow execution - Reduced manual handling	✓ Automated task creation ✓ Reduced human errors ✓ Improved focus on complex network issues
Approvers	Managers or compliance authorities responsible for approvals	- Policy enforcement - Quick and informed decision-making	✓ Structured approval workflows ✓ Faster processing with audit traceability

Functional Requirements

Purpose:

To define the capabilities the system must provide to meet business objectives.

Feature	Description	Scope / Notes
Service Catalog Items	Centralized catalog for network-related requests	Includes device access, network access, firewall changes, and temporary permissions
Dynamic Forms	Forms with conditional fields based on user input	Implemented using UI Policies (e.g., "Device Type = Others" triggers additional fields)
Approval Workflows	Automated multi-level approval process	Configured using Flow Designer with email notifications
Flow Designer Automation	Automates request lifecycle activities	Covers request creation, approvals, task generation, and status updates
Email Notifications	Automated communication at each stage	Notifications sent to requesters, approvers, and fulfillment teams
Custom Data Tables	Stores structured request data	Custom table u_network_database used for reporting and auditing
Reporting & Tracking	Enables monitoring and performance insights	Tracks SLA compliance, pending requests, and fulfillment timelines

Non – Functional Requirements

Purpose:

To define system qualities ensuring reliability, scalability, and compliance.

Requirement Type	Description / Expectation
Performance	Requests are processed within defined SLAs; system supports concurrent users efficiently
Scalability	Supports addition of new catalog items, workflows, and users without redesign
Security	Role-based access control; restricted data visibility; approval-based access
Compliance	Maintains audit trails for approvals, requests, and notifications aligned with IT policies
Availability & Reliability	High availability with minimal downtime; automated alerts prevent request delays
Maintainability	Configurations can be updated easily without impacting existing workflows
Response Time	User actions and portal interactions respond within 2–3 seconds under normal load

Summary

This document defines the stakeholders, functional capabilities, and non-functional requirements for the Automated Network Request Management solution.

It ensures:

- Clear understanding of roles and expectations.
- Well-defined system behavior and automation scope.
- Alignment with organizational governance and scalability goals.

By following this structure, the implementation team can effectively design, configure, and maintain ServiceNow workflows that deliver a reliable, scalable, and user-friendly solution.