BRAINSTORMING TEMPLATE

Step 1: Team Collaboration & Problem Identification

🔍 Objective

To identify challenges in the existing network request process and define a structured, automated solution in ServiceNow.

Stakeholder Involvement

- ⚙️ IT Administrators
- 🛡️ Network Fulfillment Team
- 👤 Approvers / Managers
- 👥 End Users (Requesters)

Problem Statement

❝ The current manual handing of network service requests is time-consuming, error-prone, and lacks visibility, resulting in delays, inconsistent approvals, and inefficient service delivery.❞

☑ Problem Statement ☑ Security & Compliance

● Collaboration Goals

- ✓ Encourage cross-functional inputs
- ✓ Identify operational pain points
- ✓ Align automation goals with business needs

How can we automate the network request management process using **ServiceNow** to improve efficiency, transparency, and governance?

☑ Efficiency ✓ Accuracy ✓ Standardization ✓ Security & Compliance

Step 2: Brainstorming – Idea Generation & Grouping

Objective

To identify challenges in the existing network request process and define a structured, automated solution using ServiceNow.

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- IT Administrators
- Network Fulfillment Team
- Approvers / Managers
- End Users (Requesters)

> " The current manual handling of network service requests is time-consuming, error-prone, and lacks visibility, resulting in delays, inconsistent approvals, and inefficient service delivery."

How can we automate the network request management process using **ServiceNow** to improve efficiency, transparency, and governance?

☑ Key Focus Areas   ✓ Efficiency   ✓ Accuracy   ✓ Standardization   ✓ Security & Compliance

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Step 2: Brainstorming – Idea Generation & Grouping

Identified Requirements & Features

1 Service Catalog & UI
- User-friendly Service Catalog UI
- Dynamic forms based on request type
- Mandatory fields for accurate data capture

2 Workflow Design
- Flow Designer automation
- Business logic handling
- Approval sequencing
- Exception handling

3 Automation & Workflow
- Automated request creation
- Flow Designer-driven orchestration
- Reduced manual intervention

4 Notifications & Escalations
- Real-time email alerts
- SLA-based escalation paths
- Status visibility for users

Expected Outcomes

- ✓ **Faster** request **processing**
- ✓ Improved accuracy and consistency
- ✓ Better visibility for stakeholders

- ✓ **Reduced** manual workload
- ✓ Better visibility for stakholders
- ✓ Enhanced compliance an...

Step 3: Solution Design & Planning

Objective

To design automated workflows and approval mechanisms that streamline the network request process and ensure compliance with IT governance in ServiceNow.

Solution Components

1 Catalog & Form Design

- **Service Catalog Item**
  Create a comprehensive catalog item for network requests.

- **Dynamic Form Behavior**
  Enable conditional fields basd on request type.

- **Mandatory Data Entry**
  Ensure capture of all required information

2 Workflow Automation

- **Flow Designer Logic**
  Develop automated workflows using ServiceNow's Flow Desigeigner

- **Approval Sequencing**
  Configure multi-level approvals based on requester and type

- **Automated Task Generation**
  Generate fulfillment tasks automatically
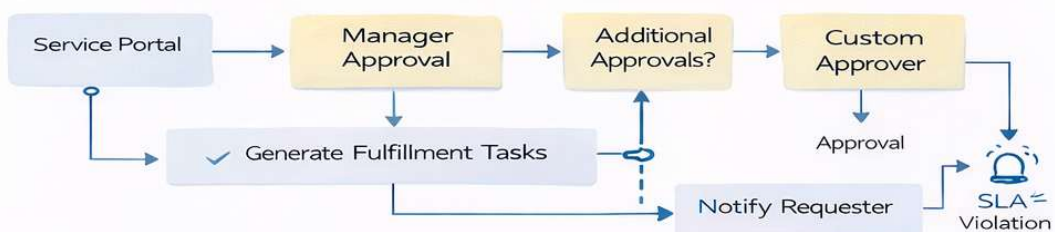
3 Approval Routing

- **Manager & Role-Based**
  Route approvals to managers or role-based approvers.

- **Escalation Paths**
  Define SLA-based escalation for delayed approvals

4 Notification & Escalations

- **Real-Time Notifications**
  Send email alerts for approvals, standstills, completion.

- **SLA Violations Alerts**
  Alert fulfilment team on overdue tasks User Status Updates

Solution Flow Diagram

Service Portal → Manager Approval → Additional Approvals? → Custom Approver

Generate Fulfillment Tasks

Approval

Notify Requester

SLA Violation

Expected Outcomes

- ✓ Efficient request processing
- ✓ Accurate and consistent approvals
- ✓ Better compliance with IT governance
- ✓ Reduced manual workload
- ✓ Improved usee visibility and satisfaction
- ✓ Better compliance with IT govemance