

Automated Network Request Management

in ServiceNow

Introduction

In today's digital-driven organizations, network infrastructure is critical for enabling business operations and data security. Traditionally, organizations handled network service requests such as VPN access or IP configuration through emails or spreadsheets, which often resulted in delays, lack of transparency, and increased human error.

To overcome these challenges, this project leverages ServiceNow to provide a centralized and standardized platform for managing network service requests. Automating network request management in ServiceNow enhances operational efficiency by streamlining workflows, reducing manual interventions, and ensuring real-time updates. By utilizing ServiceNow's Service Catalogue and workflow automation, the system ensures that requests are processed efficiently from submission to fulfilment.

Purpose of the Project

The primary purpose of this project is to automate the complete lifecycle of network-related service requests using ServiceNow. The project aims to replace manual processes with a structured workflow that ensures consistency and compliance with organizational policies.

Key goals include:

- Implementing a fully automated and scalable network change management process.
- Minimizing manual intervention by IT teams to ensure requests are handled in a predictable manner.
- Ensuring rapid fulfilment, audit-ready change records, and accurate configuration tracking.

Business Objective:

The business objective is to improve operational efficiency, reduce manual effort, and enhance user satisfaction in managing network services.

The key objective includes:

- **Efficiency:** Reducing manual effort and minimizing human errors while accelerating request fulfilment time through automation.
- **Standardization:** Enforcing standardized workflows and approval mechanisms.
- **Visibility:** Improving tracking using a centralized platform and ensuring accurate configuration tracking.
- **User Experience:** Enhancing the end-user experience with faster and more reliable service delivery.

Project Scope Overview

The scope of this project focuses on automating network-related requests through the ServiceNow platform.

- **Service Catalog:** Creation of a Catalog item that allows users to submit network requests with relevant details
- **Automation:** The system triggers automated workflows to manage approvals, record creation, notifications, and fulfilment tasks.
- **Stakeholder Management:** The project supports multiple stakeholders, including requesters, approvers, and network fulfilment teams, with predefined roles and permissions.
- **Process Improvement:** The solution implements a scalable process to automate user-initiated requests ensuring rapid fulfilment.

Conclusion

The Automated Network Request Management project represents a practical approach to modernizing network service request handling. By automating request intake, approvals, and fulfilment, the system reduces operational inefficiencies and improves overall service quality. This project demonstrates how ServiceNow can be effectively used to deliver scalable, secure, and user-friendly IT service management solutions while ensuring audit-ready compliance.