Functional Scope and Execution Roadmap

Functional Scope

The Automated Network Request Management system in ServiceNow is designed to automate the intake, processing, and fulfilment of network-related requests. This functional scope defines the features, capabilities, and boundaries to ensure a clear understanding of the project deliverables.

Key Features:

- **Service Catalog Creation:** Provides a centralized interface for end-users to submit network-related requests. Catalog items include required fields such as request type, device, IP allocation, and justification. It also supports dynamic forms and conditional fields for a better user experience.

- **Form Setup and Configuration:** Forms are configured to capture all relevant request information with defined mandatory and optional fields to ensure data completeness. UI policies and client scripts ensure fields appear dynamically based on user selections.

- **Approval Routing**: The system implements automated approval workflows based on roles and organizational policies. This includes multi-level approvals where required and sends approval notifications via email and ServiceNow.
- **Flow Designer Automation**: This feature automates tasks such as creating records, sending notifications, and updating request statuses. The flow is triggered upon catalog submission for end-to-end automation and integrates with custom tables (e.g., u_network_database) for structured data tracking.

- **Email Notifications:** Automatic notifications are sent to requesters, approvers, and fulfilment teams. This keeps all stakeholders informed at every stage of the request lifecycle.

Functional Boundaries

- **Scope Limitation:** Only network-related requests are included in the scope of this project.
- **Integrations:** Integration with external systems is considered optional and may be included in future enhancements.
- **Access Control:** The system supports role-based access for requesters, approvers, IT administrators, and fulfilment teams.

Execution Roadmap

The execution roadmap defines the milestones and structured approach for implementing the Automated Network Request Management system. Each milestone ensures controlled delivery and reduces implementation risks.

Milestone 1: Catalog Creation

- Create network service catalog items in ServiceNow.
- Define variables, categories and request types.
- Ensure catalog visibility for target end-users.

Milestone 2: Form Setup

- Design request forms capturing all required information.
- Apply UI policies for dynamic field visibility.
- Configure mandatory fields to ensure data completeness.

Milestone 3: Approval Integration

- Implement automated approval workflows using Flow Designer.
- Assign approvers based on role and request type.
- Configure email and ServiceNow notifications for approvals.

Milestone 4: Testing

- Perform functional testing of catalog, forms, approvals, and notifications.
- Validate automation workflows and field mapping.
- Conduct role-based access testing to ensure security compliance.

Milestone 5: Deployment

- Move configuration to the target environment using update sets.
- Validate system performance in the live environment.
- Provide access to end-users and monitor initial requests.

Outcome of Functional Scope and Execution Roadmap

By following this functional scope and execution roadmap:

- All network requests are automated, significantly reducing manual effort.
- Requests follow standardized workflows with full auditability.
- Stakeholders gain better visibility and transparency into the process.
- The system ensures compliance with IT policies and reduces human error.
- End-users benefit from a streamlined, user-friendly submission experience.

Conclusion

This combined Functional Scope and Execution Roadmap document clearly defines what the system will do, how it will operate, and the phased approach to implement the Automated Network Request Management system. It serves as a blueprint for the development, configuration, testing, and deployment phases, ensuring a structured and efficient project execution.