

Phase – 1: Requirement Analysis & Planning

Stakeholder Mapping

Description

Stakeholder mapping identifies the key individuals and groups involved in the **Software Installation Request Automation** solution and defines their roles, expectations, and the impact of automation on their responsibilities. Understanding stakeholder needs is critical to ensuring that the solution addresses business objectives, improves collaboration, and enables smooth adoption across the organization.

By clearly mapping stakeholders, the project ensures that requesters, approvers, IT teams, and administrators are aligned with the automated process and benefit from standardized workflows implemented through ServiceNow.

Stakeholder Details

Stakeholder	Role	Needs / Expectations	Impact of Automation
End Users (Requesters)	Employees requesting licensed software through the ServiceNow Service Portal	<ul style="list-style-type: none">• Easy and intuitive request submission• Quick approval and installation• Visibility into request status	<ul style="list-style-type: none">• Faster access to required software• Transparent request tracking
IT Support / Fulfillment Team	Responsible for installing and configuring software on user devices	<ul style="list-style-type: none">• Clear and complete request information	<ul style="list-style-type: none">• Standardized request intake• Reduced errors

		<ul style="list-style-type: none"> • Automated task assignment • Reduced manual coordination 	<ul style="list-style-type: none"> • More time for critical IT tasks
Approvers (Managers / Security Officers)	Validate and approve software requests for compliance and necessity	<ul style="list-style-type: none"> • Policy enforcement • Simple and structured approval process 	<ul style="list-style-type: none"> • Automated approval routing • Improved audit trails
ServiceNow Administrators	Configure and maintain catalog items, workflows, approvals, and notifications	<ul style="list-style-type: none"> • Flexible automation design • Scalable and maintainable solution 	<ul style="list-style-type: none"> • Easier system maintenance • Configurable and reusable workflows

Outcome

Effective stakeholder mapping ensures clarity in roles, responsibilities, and expectations across all teams involved in the software installation request process. By addressing stakeholder needs through automation, the solution enables smoother collaboration, faster approvals, and higher adoption rates. This structured alignment contributes to improved efficiency, stronger governance, and the overall success of the Software Installation Request Automation initiative.