

Phase – 1: Requirement Analysis & Planning

Business Objectives

Description

The primary business objective of the **Software Installation Request Automation** project in ServiceNow is to enhance efficiency, consistency, and user satisfaction in handling licensed software installation requests across the organization. Traditionally, software installation requests are managed through emails or informal communication, which often leads to delays, lack of visibility, repeated follow-ups, and potential compliance risks related to licensing and IT governance.

This project focuses on streamlining and automating the complete lifecycle of software installation requests using the ServiceNow Service Catalog. By introducing a standardized request form, automated approval workflows, and structured fulfillment processes, the solution reduces manual coordination and ensures that requests are processed in a controlled and transparent manner. Centralized request handling improves tracking, accountability, and collaboration between requesters, approvers, and IT fulfillment teams, ultimately resulting in faster and more reliable software delivery.

Business Goals

- Reduce manual effort and eliminate delays caused by email-based or unstructured software requests
- Accelerate approval and fulfillment timelines for licensed software installations through automation
- Enforce standardized workflows and dynamic approval processes based on software and license requirements
- Improve visibility and real-time tracking of requests through a centralized ServiceNow platform
- Enhance end-user experience by providing faster, transparent, and predictable service delivery
- Ensure compliance with software licensing policies, IT governance standards, and security requirements

Expected Outcome

By achieving these business objectives, the organization benefits from improved operational efficiency and reduced turnaround time for software installation requests. Automation minimizes human dependency and errors while ensuring consistent handling of approvals and fulfillment activities. IT teams gain better control, visibility, and auditability over software usage, while employees experience a smoother and more reliable request process. This structured and scalable approach also establishes a strong foundation for future enhancements and broader automation initiatives within the ServiceNow platform.