

Phase 5: Deployment, Documentation & Final Presentation

Innovation

Overview

The **Automated Network Request Management in ServiceNow** project demonstrates an innovative, low-code automation approach by fully utilizing ServiceNow's native capabilities. The solution avoids complex scripting and instead relies on configuration-driven automation, ensuring maintainability, scalability, and ease of future enhancements.

Key Innovation Highlights

1. End-to-End Automation Using Flow Designer

- Implemented complete request lifecycle automation using **ServiceNow Flow Designer**
 - Automated:
 - Request creation
 - Data storage in custom tables
 - Approval routing
 - Email notifications
 - Status updates
 - No custom Script Includes or Business Rules were used
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2. Dynamic Approval Routing

- Approvals are dynamically assigned based on request context
 - Flow logic determines approvers instead of hard-coded values
 - Approval state validation ensures workflow progresses only after approval
 - Supports scalable governance and compliance
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3. Minimal Use of Scripts

- Client Scripts and UI Policies are used only where essential
 - Most logic implemented through configuration rather than code
 - Reduced system complexity and improved performance
 - Easier troubleshooting and lower maintenance overhead
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4. Low-Code, Maintainable Architecture

- Built entirely using out-of-the-box ServiceNow features
 - Clean separation of:
 - UI configuration
 - Automation logic
 - Data handling
 - Simplifies handoff to administrators or future developers
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5. Reusable and Scalable Design

- Flow and catalog structure can be reused for other IT services
 - Custom table design supports reporting and dashboards
 - Future enhancements (SLA, priority logic, integrations) can be added without redesign
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Outcome

- Fully automated and scalable solution
- Reduced manual intervention
- Improved operational efficiency
- High maintainability and extensibility
- Strong alignment with ServiceNow best practices