

Phase – 1: Requirement Analysis & Planning

Execution Roadmap

Description

The execution roadmap outlines a structured and phased approach for implementing the *Automated Network Request Management* solution in ServiceNow. This roadmap breaks the implementation into clearly defined milestones, ensuring that each stage of development is planned, executed, validated, and reviewed before moving to the next phase.

By following a milestone-driven approach, the project ensures controlled implementation, reduced risk, and consistent quality. Each milestone focuses on a specific functional area, starting from service catalog design and progressing through form configuration, approval integration, testing, and final deployment. This structured roadmap enables effective collaboration between stakeholders, ensures compliance with IT governance standards, and supports timely delivery of the solution.

Milestone 1: Catalog Creation

Objective

To establish a structured, intuitive, and user-friendly service catalog for network-related service requests within ServiceNow.

Activities

- Identify and document different types of network service requests such as access requests, connectivity issues, configuration changes, and network support requirements.
- Define appropriate service catalogs and categories to logically group network-related services.
- Create service catalog items with clear, concise titles and descriptions that are easy for end users to understand.
- Collaborate with network and IT teams to validate request definitions and ensure accuracy of catalog content.

- Ensure that the catalog taxonomy aligns with the organization's IT Service Management (ITSM) framework and service offerings.

This milestone lays the foundation for standardized request intake and ensures that users can easily find and submit the correct network service requests.

Milestone 2: Form Setup

Objective

To design dynamic, structured, and intuitive request forms that capture all required information for processing network service requests efficiently.

Activities

- Build service catalog item forms using well-defined catalog variables to capture request-specific details.
- Configure dynamic behaviors such as conditional visibility and show/hide logic to simplify forms based on user selections.
- Define mandatory fields to prevent incomplete or incorrect submissions.
- Align form inputs with downstream automation logic, approval workflows, and fulfillment tasks to ensure seamless processing.
- Validate form usability and clarity to enhance the overall end-user experience.

This milestone ensures accurate data collection, reduces rework, and improves efficiency in request handling.

Milestone 3: Approval Integration

Objective

To automate and enforce approval workflows that ensure proper authorization, compliance, and governance for network-related requests.

Activities

- Identify required approval chains based on request type, user role, department, or security impact.
- Configure approval workflows using ServiceNow Flow Designer or Workflow Editor.
- Implement role-based and conditional approvals to support flexible decision-making.
- Enable audit logging to track approval actions and maintain compliance records.
- Configure automated email notifications to inform approvers and requesters at each approval stage.

This milestone ensures that all network requests are reviewed and approved according to organizational policies before fulfilment.

Milestone 4: Testing

Objective

To validate the accuracy, reliability, and performance of the automated network request lifecycle before production deployment.

Activities

- Perform unit testing for each service catalog item to verify individual functionality.
- Conduct end-to-end testing by simulating real-world request scenarios, including approvals and fulfilment tasks.
- Validate approval routing, task creation, notifications, and data integrity across the system.
- Involve key stakeholders in User Acceptance Testing (UAT) to gather feedback and confirm business requirements are met.
- Document defects, apply corrective actions, and perform iterative improvements based on test results.

This milestone ensures the solution is stable, functional, and ready for production use.

Milestone 5: Deployment

Objective

To deploy the Automated Network Request Management solution into the production environment and ensure a smooth transition to live operations.

Activities

- Finalize deployment readiness and validation checklists.
- Migrate service catalog items, workflows, and configurations from development to production environments.
- Monitor system performance, request processing, and error logs during the initial post-deployment phase.
- Provide training and guidance to end users, approvers, and fulfilment teams.
- Establish a support and maintenance process to address post-deployment issues and continuous improvements.

This milestone marks the successful launch of the solution and ensures sustained adoption and operational stability.

Outcome

The execution roadmap provides a clear, phased implementation plan that ensures timely delivery, quality assurance, and effective governance of the Automated Network Request Management solution. By following this roadmap, the organization achieves a controlled rollout, reduced implementation risks, and a scalable framework that supports future enhancements and automation initiatives within ServiceNow.