

Phase 5: Deployment, Documentation & Final Presentation

Scalability & Future Plan

Description

The **Automated Network Request Management in ServiceNow** solution is designed with scalability and long-term adaptability in mind. The current architecture supports easy enhancement and expansion without major redesign, making it suitable for growing organizational requirements.

Planned Scalability Enhancements

1. Auto-Provisioning via Network Tool Integrations

Future versions of the solution can integrate with external network management and automation tools such as:

- **Cisco DNA Center**
- **Ansible**
- **Other network orchestration platforms**

These integrations would enable:

- Automatic device configuration
- Network access provisioning
- Reduced manual intervention after approval

2. Advanced Orchestration using Integration Hub

ServiceNow **Integration Hub** can be leveraged to:

- Orchestrate workflows across multiple IT systems
- Trigger automated actions in third-party tools
- Enable cross-platform service fulfilment

This would transform the solution from request management into a **fully automated IT service orchestration platform**.

3. Reporting & Analytics Dashboards

Future reporting capabilities may include:

- Request volume trends
- Approval turnaround time
- Fulfilment efficiency metrics
- SLA compliance tracking

These dashboards will support:

- Management decision-making
 - Capacity planning
 - Process optimization
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4. Expansion to Other IT Services

The current framework can be reused and extended to support additional IT services such as:

- Device provisioning (laptops, mobiles, peripherals)
- User access and role requests

- Infrastructure and application access management

This reuse ensures faster implementation of new services with consistent governance.

Outcome

- Highly scalable and future-ready architecture
 - Supports enterprise-level growth and integration
 - Minimizes redevelopment effort for new services
 - Aligns with modern ITSM and automation strategies
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Final Note

The solution provides a strong foundation that can evolve into a centralized, automated IT service delivery platform, supporting both current business needs and future digital transformation initiatives.