📄 Phase – 1: Requirement Analysis & Planning

Functional Scope

Description

The functional scope of the *Automated Network Request Management* solution defines the core capabilities and functionalities implemented within the ServiceNow platform to support the automation of network-related service requests. This phase focuses on identifying and documenting the features required to manage the complete lifecycle of a network request, starting from user submission through approval, fulfilment, and final notification.

The scope emphasizes standardization, automation, and visibility across all request stages. By leveraging ServiceNow's native components such as the Service Catalog, Flow Designer, approval engine, and notification framework, the solution ensures efficient request handling while maintaining compliance with organizational IT and security policies.

In-Scope Functionalities

1. Service Catalog Creation

A dedicated *Network Request* catalog item is created within the ServiceNow Service Catalog and exposed through the Service Portal. This enables end users to submit network-related requests through a centralized and user-friendly interface. The catalog item serves as the single entry point for all network service requests, ensuring consistency and standardization in request submission.

The catalog item is designed to align with organizational service offerings and provides clear instructions to users, reducing incorrect or incomplete submissions.

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2. Form Design and Variable Configuration

Dynamic request forms are designed using catalog variables to capture all required information from users. The form includes mandatory and optional fields based on the type of network request being raised. Conditional logic is applied to show or hide fields dynamically, improving usability and reducing form complexity.

Auto-populated variables are configured where applicable to prefill user and system details, minimizing manual input and potential errors. Validation rules ensure that only accurate and complete data is submitted for processing.

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3. Approval Routing

Automated approval workflows are configured to route requests to appropriate approvers based on predefined business rules. Approval criteria may vary depending on request type, user role, department, or impact level. This ensures proper authorization and governance before any network-related changes are implemented.

The approval mechanism enforces compliance with IT and security standards while eliminating delays caused by manual approval handling. Escalation rules can be applied to prevent approval bottlenecks and ensure timely decision-making.

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4. Flow Designer Automation

End-to-end automation is implemented using ServiceNow Flow Designer to manage the request lifecycle. Flows are designed to trigger automatically upon request submission, handling tasks such as approval initiation, request state updates, task creation for fulfilment teams, and record maintenance in relevant tables.

Flow Designer enables seamless orchestration of activities without manual intervention, ensuring consistent execution of processes. The automation logic is modular and scalable, allowing future enhancements or integrations to be added with minimal effort.

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5. Task Management and Request Tracking

Fulfilment tasks are automatically generated and assigned to appropriate network or infrastructure teams based on request type. Each task includes relevant request details, ensuring clarity and reducing back-and-forth communication.

Real-time request tracking is enabled for both end users and administrators. Users can monitor the status of their requests through the Service Portal, while IT teams gain visibility into pending approvals, active tasks, and completed requests.

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6. Email Notifications

Automated email notifications are configured to keep stakeholders informed at key stages of the request lifecycle. Notifications are sent to requesters upon submission, approval, rejection, and completion of requests. Approvers and fulfilment teams receive alerts when action is required.

These notifications improve communication, reduce follow-ups, and enhance transparency across the process. Email templates are standardized to ensure consistent messaging and clarity.

Out-of-Scope Items

The following functionalities are considered out of scope for Phase–1 and may be addressed in future phases:

- Integration with external network management or monitoring tools

- Advanced analytics and performance dashboards

- AI-based request categorization or predictive approvals

- Automated network configuration changes without human validation

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Outcome

The defined functional scope establishes a robust and scalable foundation for automating network service requests within ServiceNow. By standardizing request intake, automating approvals and workflows, and enhancing communication through notifications, the solution significantly reduces manual effort and processing time. This structured approach ensures improved governance, better visibility, and a consistent user experience, while enabling future expansion and advanced automation capabilities.