⬚ Phase – 1: Requirement Analysis & Planning

Business Objectives

Description

The primary business objective of the *Automated Network Request Management* solution in ServiceNow is to improve the efficiency and reliability of managing network-related service requests across the organization. Traditionally, network requests such as access provisioning, configuration changes, and connectivity support rely heavily on manual processes, which often leads to delays, inconsistencies, and increased operational overhead.

This project focuses on streamlining and automating the end-to-end lifecycle of network service requests using ServiceNow. By implementing structured request forms, automated workflows, and predefined approval mechanisms, the solution minimizes manual intervention while ensuring accuracy and consistency. Centralized handling of requests also improves transparency, monitoring, and coordination between IT teams and end users, resulting in faster service delivery and better control over network operations.

Business Goals

- Reduce manual effort and minimize human error in handling network-related service requests

- Accelerate request fulfilment timelines through workflow automation and task orchestration

- Enforce standardized workflows, approvals, and fulfilment processes across all network services

- Improve visibility, tracking, and reporting through a centralized ServiceNow platform

- Enhance end-user experience by delivering faster, more reliable, and predictable network services

- Ensure adherence to organizational IT policies, security standards, and compliance requirements

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Expected Outcome

By achieving these business objectives, the organization gains improved operational efficiency and reduced turnaround time for network service requests. Automation enables IT teams to focus on critical and value-driven activities instead of repetitive manual tasks. Additionally, the standardized and scalable framework established through this solution provides a strong foundation for future enhancements and advanced automation initiatives within the ServiceNow ecosystem.