



Phase 5: Deployment, Documentation & Final Presentation

Scalability & Future Plan

Description

The Scalability & Future Plan phase outlines potential enhancements and extensions that can be applied to the Software Installation Request solution to support organizational growth, increased automation, and broader IT service coverage. The current implementation has been designed with scalability in mind, enabling future improvements without significant redesign.

Planned Future Enhancements

1 Automated Software Provisioning

Future Scope

Integration with external infrastructure and network automation tools to enable automatic software provisioning.

Potential Integrations

- Enterprise automation platforms
- Network and configuration management tools

Expected Benefits

- Reduced manual intervention
 - Faster software installation turnaround
 - Improved operational efficiency
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2 Orchestration Using ServiceNow Integration Hub

Future Scope

Leverage **ServiceNow Integration Hub** to orchestrate multi-system workflows.

Enhancement Details

- Trigger downstream actions in external systems after approval
- Synchronize status updates across platforms
- Automate remediation and rollback actions

Expected Benefits

- End-to-end automation across IT ecosystems
 - Centralized workflow control
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3 Reporting & Analytics Dashboards

Future Scope

Introduce reporting dashboards to monitor request trends and performance.

Metrics Considered

- Number of software requests over time
- Approval turnaround time
- Fulfillment duration
- Task completion rates

Expected Benefits

- Improved decision-making

- Visibility into operational bottlenecks
 - Data-driven optimization
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4 Expansion to Additional IT Services

Future Scope

Extend the Service Catalog framework to support additional IT services.

Potential Extensions

- Device provisioning
- Access and permission requests
- Application onboarding
- License management workflows

Expected Benefits

- Unified IT service request platform
 - Consistent user experience across services
 - Reduced administrative overhead
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Outcome

The scalability-focused design ensures that the Software Installation Request solution can evolve with organizational needs. By planning for integrations, orchestration, analytics, and service expansion, the solution is positioned for long-term growth and continuous improvement.