

Phase – 1: Requirement Analysis & Planning

Stakeholder Mapping

Description

Stakeholder mapping identifies the key individuals and groups involved in the *Automated Network Request Management* solution and defines their roles, expectations, and the impact of automation on their responsibilities. Understanding stakeholder needs is essential to ensure that the solution addresses business requirements, improves collaboration, and supports successful adoption across the organization.

The following table outlines the primary stakeholders involved in the network request management process and highlights how automation using ServiceNow benefits each group.

Stakeholder Details

Stakeholder	Role	Needs / Expectations	Impact of Automation
End Users (Requesters)	Employees or teams requesting network services through the ServiceNow Service Portal	<ul style="list-style-type: none">• Simple and intuitive request submission• Faster turnaround time• Clear visibility of request status	<ul style="list-style-type: none">• Faster request fulfilment• Improved transparency through ServiceNow portal
IT Admins	Manage ServiceNow configurations,	<ul style="list-style-type: none">• Reliable and consistent automation	<ul style="list-style-type: none">• Reduced ticket workload

	workflows, and system maintenance	<ul style="list-style-type: none"> • Minimal manual intervention • Easy configuration and change management 	<ul style="list-style-type: none"> • Easier system maintenance and updates
Network Fulfilment Team	Execute network-related tasks and ensure infrastructure reliability	<ul style="list-style-type: none"> • Clear and complete request data • Reduced manual activities • Standardized request handling processes 	<ul style="list-style-type: none"> • Automated task creation • Reduced human errors • More time to focus on complex network issues
Approvers	Managers or compliance authorities responsible for approving network requests	<ul style="list-style-type: none"> • Enforcement of policies and controls • Quick and informed approval decisions 	<ul style="list-style-type: none"> • Structured and automated approval routing • Improved audit trails and accountability

Outcome

Effective stakeholder mapping ensures clear role definition and alignment among all involved teams. By addressing stakeholder needs and expectations, the automated solution promotes smoother collaboration, faster decision-making, and higher adoption rates. This structured approach contributes to improved efficiency, governance, and overall success of the Automated Network Request Management implementation.