

Phase 5: Deployment, Documentation & Final Presentation

Project Demo Video Planning

Description

A structured demo video is planned to clearly demonstrate the end-to-end functionality of the **Automated Network Request Management in ServiceNow** solution. The video walkthrough is designed to showcase real-time system behavior, automation logic, and user interactions across different roles, ensuring clarity and completeness for evaluators and stakeholders.

Demo Objectives

The demo video aims to:

- Present a clear walkthrough of the ServiceNow Service Portal
 - Demonstrate live request submission and automation
 - Showcase dynamic approval workflows
 - Validate email notification triggers
 - Display request lifecycle tracking from submission to completion
 - Explain role-based interactions (Requester, Approver, Fulfiller)
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Demo Flow Structure

1. Service Portal Walkthrough

- Navigate to ServiceNow Service Portal

Path demonstrated:

Home → Network Services → Network Request

- Brief explanation of the portal layout and available services

2. Live Request Submission

- Fill and submit a Network Request catalog form
- Highlight:
 - Auto-populated user fields
 - Conditional fields (e.g., Device Details for “Others”)
 - Mandatory field validation
- Display generated Request Number upon submission

3. Dynamic Approval Workflow

- Switch to approver role view
- Show approval request in **My Approvals**
- Approve the request live
- Explain dynamic approval logic configured in Flow Designer

4. Email Notification Triggers

- Demonstrate email notifications sent:
 - On request submission
 - On approval
- Explain purpose of each email and its content

5. Request Status Tracking

- Show request status progression:
 - New → In Progress → Approved / Completed
- Verify updates reflected in:
 - Service Portal
 - Custom table (u_network_database)

6. Role-Based Perspectives

The demo includes perspectives from:

- **Requester** – Submitting and tracking the request
 - **Approver** – Reviewing and approving the request
 - **Fulfiller/Admin** – Viewing structured request data and status updates
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Narration Guidelines

- Each step includes clear narration explaining:
 - What action is being performed
 - Why the system behaves in a certain way
 - How automation and approvals are triggered
 - Technical terms are explained in simple language for clarity
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Video Quality & Presentation Standards

- Clear screen recording (no clutter)
 - Smooth navigation without unnecessary pauses
 - Logical flow matching system lifecycle
 - Professional and concise narration
 - Demonstrates real-time execution (no mock data)
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Outcome

- Provides a complete visual proof of system functionality
- Demonstrates automation, approvals, notifications, and data handling
- Enhances understanding for reviewers and stakeholders
- Serves as a final validation artifact for project completion