Phase 5: Deployment, Documentation & Final Presentation

Explanation Clarity

Description

The documentation and final presentation for the **Automated Network Request Management in ServiceNow** project were designed with a strong focus on clarity, structure, and ease of understanding. All content follows a consistent and logical sequence to ensure that both technical and non-technical reviewers can easily follow the solution flow.

Documentation Structure

Each phase and activity is organized using the following logical progression:

What → Why → How → Outcome

- **What**: Describes the component or feature being implemented

- **Why**: Explains the business or technical need

- **How**: Details the configuration steps and implementation approach

- **Outcome**: Summarizes the results and benefits achieved

This structure ensures consistency and improves readability across all project phases.

Clarity & Readability Practices

To maintain high explanation quality, the following practices were applied throughout the documentation:

- Clear and meaningful section headings for each phase and activity

- Step-by-step explanations written in simple, professional language

- Labelled screenshots placed immediately after relevant steps

- Explanatory notes added to highlight key configurations and decisions

These practices make the documentation intuitive and easy to navigate.

Replicability & Review Readiness

- Each configuration step is explained clearly enough to be reproduced in a new Personal Developer Instance (PDI)

- Screenshots are aligned with written steps to eliminate confusion

- Dependencies and outcomes are explicitly stated to avoid ambiguity

This approach ensures that the solution can be reviewed, validated, and replicated without additional guidance.

Outcome

- Clear and well-structured documentation

- Easy understanding of end-to-end system behavior

- Reduced learning curve for future administrators or developers

- High presentation quality aligned with Skillwallet evaluation standards