

Phase 5: Deployment, Documentation & Final Presentation

Document Functional Overview

Overview

The **Automated Network Request Management in ServiceNow** solution is designed to efficiently handle end-to-end network service requests using a structured, automated, and role-driven functional approach. The system captures all required request details through predefined Service Catalog variables and processes requests using dynamic approval workflows to ensure accuracy, compliance, and faster resolution.

Functional Components

1. Request Data Capture (Catalog Variables)

The system uses well-defined Service Catalog variables to collect all essential information at the time of request submission. These variables ensure structured and complete data collection.

Key variables include:

- Request Type (New connection / Relocation)
- Device Type (Laptop / Mobile / Others)
- Device Details (conditional input)
- Customer / Relocated Address
- Justification or additional notes
- User details (Opened on behalf of, Email, Phone, User Name)
- Urgency and request context (where applicable)

These inputs form the foundation for downstream automation, approvals, and reporting.

2. Approval Use Cases

The solution supports multiple approval scenarios based on the request type and sensitivity, implemented dynamically through Flow Designer.

Approval use cases include:

- **Manager Approval**
 - Applied for standard network requests
 - Ensures managerial validation before processing
- **Network / Security Approval**
 - Triggered for high-sensitivity or critical network requests
 - Ensures compliance with security and infrastructure policies
- **Group-Based Approval**
 - Used for department-specific or team-level requests
 - Routes approvals to the appropriate network or IT support groups

Approval logic ensures that requests progress only after required approvals are completed.

3. Automated Processing & Status Management

Once approved:

- Request data is stored in a custom table for tracking
- Status updates are applied automatically
- Email notifications are sent to users and approvers

- Workflow execution is logged for audit purposes

Rejected requests are halted or updated accordingly, maintaining process integrity.

Functional Benefits

- Accurate and complete request submission
 - Dynamic and scalable approval handling
 - Reduced manual intervention
 - Improved compliance and accountability
 - Faster request processing and resolution
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Outcome

The functional design delivers a reliable, automated network request system that aligns with enterprise IT service management practices. By combining structured data capture with dynamic approvals, the solution ensures efficiency, transparency, and scalability.