Functional Scope

Overview

The functional scope of the **Automated Network Request Management in ServiceNow** project defines the features and capabilities implemented to automate network-related service requests. The scope focuses on configuring ServiceNow modules that enable request creation, approval, fulfillment, notification, and tracking through a centralized platform.

In-Scope Functionalities

The following functionalities are included within the scope of this project:

- **Service Catalog Creation**

    - Creation of a Network Request catalog item.

    - Categorization under appropriate Service Catalog and Category.

    - Clear naming, descriptions, and user guidance.

- **Catalog Item Form Design**

    - Design of dynamic catalog forms using variables.

    - Use of choice, string, and conditional fields.

    - Mandatory field enforcement to prevent incomplete submissions.

    - Show/Hide variable logic based on user selections.

- **Approval Routing**

    - Automated approval workflows using Flow Designer.

    - Manager and/or network approval configuration.

    - Status updates based on approval outcomes.

- **Flow Designer Automation**

    - Triggering flows on catalog request submission.

- Automatic task creation for network fulfillment teams.

- Assignment to appropriate groups or individuals.

- Status updates based on task completion.

- **Email Notifications**

  - Automated email notifications for:

    - Request submission

    - Approval requests

    - Approval outcomes

    - Task assignment and completion

- **Request Tracking and Visibility**

  - Real-time status tracking for end users via Service Portal.

  - Audit logs for approvals and fulfillment activities.