

# **Automated Network Request Management in ServiceNow**

## **Business Objectives**

### **Overview**

The primary business objective of the **Automated Network Request Management in ServiceNow** project is to streamline and automate the complete lifecycle of network-related service requests. This initiative aims to replace manual, error-prone processes with standardized, automated workflows that improve efficiency, accuracy, and transparency across the organization.

By leveraging ServiceNow's Service Catalog, Flow Designer, and approval mechanisms, the solution ensures faster request fulfillment, improved compliance, and an enhanced end-user experience.

### **Key Business Goals**

The project is designed to achieve the following business goals:

- **Reduce Manual Effort and Human Error**  
Automate repetitive network request handling tasks to minimize dependency on manual interventions and reduce operational errors.
- **Accelerate Request Fulfillment**  
Enable faster processing of network requests through predefined workflows, automated task assignments, and approval routing.
- **Standardize Network Request Processes**  
Enforce consistent request submission, approval, and fulfillment processes aligned with organizational ITSM policies.
- **Improve Visibility and Tracking**  
Provide real-time visibility into request status, approvals, and fulfillment progress through a centralized ServiceNow platform.
- **Enhance End-User Experience**  
Offer a user-friendly Service Portal interface that allows employees to easily submit and track network service requests.

- **Ensure Compliance and Audit Readiness**

Maintain audit-ready records with proper approval trails, activity logs, and compliance with IT and security governance standards.

## **Business Value**

Implementing automated network request management delivers measurable business value by:

- Reducing turnaround time for network service requests
- Lowering operational overhead for IT and network teams
- Improving service quality and reliability
- Increasing transparency and accountability
- Supporting scalability as organizational demand grows

## **Alignment with Organizational IT Strategy**

This initiative aligns with enterprise IT objectives by promoting:

- Digital transformation through automation
- Improved IT service delivery
- Strong governance and compliance
- Optimized utilization of ServiceNow capabilities

servicenow

AllFavoritesHistoryAdmin

Catalog Item - Network Request

Search

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Catalog Item

Network Request

Copy

Try It

Update

Edit in Catalog Builder

Delete

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the Item.
- Enter a Price, approvals, variables, and other information as needed.

Name

Network Request

Application

Global

[Catalogs](#)

Service Catalog

[Category](#)

Services

Active

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Fulfillment automation level

Unspecified

State

-- None --

Checked out

-- None --

Owner

System Administrator

**Figure 1: Network Request Service Catalog Item in ServiceNow**