

Stakeholder Mapping

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Stakeholder mapping identifies the key individuals and groups involved in the Automated Network Request Management project. This section defines their roles, expectations, and the impact of automation on their responsibilities to ensure effective collaboration and successful project delivery.

Identified Stakeholders

Stakeholder	Role	Needs / Expectations	Impact of Automation
End Users (Requesters)	Employees requesting network services via Service Portal	Simple request submission, fast turnaround time, request status visibility	Faster fulfillment, improved transparency, enhanced user experience
IT Admins	Manage ServiceNow configurations and workflows	Reliable automation, minimal manual intervention, easy maintenance	Reduced ticket workload, simplified system administration
Network Fulfillment Team	Execute network changes and fulfill requests	Clear and complete request information, standardized processes	Automated task creation, reduced human error, improved efficiency
Approvers	Managers or compliance authorities approving requests	Policy enforcement, quick and informed approval process	Structured approval flow, improved audit trails

Stakeholder Communication Flow

- End Users submit network requests through the ServiceNow Service Portal.
- Approvers receive automated approval notifications and take action.
- Network Fulfillment Teams receive system-generated tasks for execution.
- IT Admins monitor workflows and resolve exceptions if required.