

# Use Case Scenarios

## Purpose

To describe real-world scenarios demonstrating how the Automated Network Request Management system processes requests from submission to fulfillment.

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### Scenario 1: New Network Device Request

#### Description:

An employee requests a new laptop and network access.

#### Flow:

1. User submits request via Service Catalog
  2. Manager approval is requested
  3. Network team fulfills the request
  4. User receives completion notification
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### Scenario 2: Firewall Rule Change

#### Description:

An IT admin requests modification of firewall rules.

#### Flow:

1. Admin submits firewall request
  2. Security Manager approval
  3. Network team implements change
  4. Notifications and audit trail maintained
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## **Scenario 3: IP Address Allocation**

### **Description:**

A project team requests multiple IP addresses.

### **Flow:**

1. Request submitted with project details
  2. Network Lead approval
  3. IPs allocated from reserved pool
  4. Allocation details sent via email
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## **Scenario 4: SLA Escalation**

### **Description:**

A request exceeds SLA timelines.

### **Flow:**

1. SLA breach detected
  2. Automated escalation notification
  3. Task reassigned if required
  4. Completion notification sent
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## **Conclusion**

These scenarios demonstrate:

- End-to-end automation
- Transparency
- Compliance and accountability

