

Brainstorming and Idea Exploration

Project Title

Automated Network Request Management System using ServiceNow

Problem Statement

In many organizations, network-related service requests are handled through manual processes such as emails or basic ticketing systems. These methods often lead to processing delays, lack of transparency, inconsistent approvals, and increased chances of human error.

Project Objectives

- Automate the end-to-end network request lifecycle
- Reduce manual effort for IT and network teams
- Improve request visibility and tracking
- Ensure standardized approval and fulfillment processes

Key Ideas and Concepts

- Service Catalog-based request submission
- Flow Designer-driven automation
- Custom database for request tracking
- SLA monitoring and escalation handling
- Automated notifications at each stage

Stakeholders

- End Users / Employees

- Managers and Approvers
- IT Administrators
- Network Fulfillment Team

Expected Benefits

- Faster turnaround time for network requests
- Reduced operational costs
- Improved accuracy and compliance
- Enhanced end-user satisfaction
- Better utilization of IT resources

Risks and Mitigation Strategies

Risk	Mitigation
Incorrect workflow configuration	Thorough testing and validation
Approval delays	Automated reminders and notifications
Scalability	Modular and extensible design

Final Outcome

The Automated Network Request Management System delivers a centralized, secure, and fully automated solution for managing network service requests. The system improves efficiency, ensures compliance, and provides a scalable foundation for future enhancements.