Solution Requirement Analysis

Requirement Analysis

This document defines the requirements for the **Automated Network Request Management System** developed using ServiceNow. It identifies key stakeholders, outlines functional capabilities, and specifies non-functional qualities required to ensure the system meets business, operational, and compliance needs.

Stakeholder Analysis

Purpose

The purpose of this section is to identify the stakeholders involved in the system, understand their roles, expectations, and evaluate how automation impacts their daily activities.

Stakeholder	**Role**	**Needs/Exceptations**	**Impact of Automation**
End Users (Requesters)	Employees submitting network service requests	- Easy request submission - Faster processing - Visibility into request status	- Quicker request fulfillment - Real-time tracking through ServiceNow portal
IT Administrators	Configure and manage workflows, integrations, and system settings	- Stable automation - Minimal manual work - Easy maintenance	- Reduced administrative workload - Simplified monitoring and updates
Network Fulfillment Team	Execute network-related tasks and maintain	- Clear and complete request data - Standardized process	- Automated task generation - Fewer errors - Focus on

	infrastructure	- Reduced manual tasks	critical network operations
Approvers	Managers or compliance authorities approving requests	- Policy enforcement - Quick and informed approvals	- Faster approval process - Reduced operational risk

Functional Requirements

Purpose

This section describes the key system functionalities required to achieve the project's business objectives.

Feature	Description	Scope/Notes
Service Catalog Items	Centralized catalog for network-related requests	Includes device access, IP allocation, firewall rule changes, and temporary access
Dynamic Forms	Forms that adjust fields based on user selections	UI Policies control conditional visibility (e.g., selecting "Other" displays additional details)
Approval Workflows	Automated approval routing	Supports single-level and multi-level approvals via Flow Designer
Flow Designer Automation	Automates backend processing	Handles record creation, approvals, notifications, and status updates
Email Notifications	Automated alerts at each lifecycle stage	Sent to requesters, approvers, and fulfillment teams

Custom Data Tables	Structured data storage	Custom table *u_network_database* stores request details for tracking and audit
Reporting and Tracking	Monitoring and performance analysis	Supports SLA tracking, pending requests, and fulfillment metrics

Non-Functional Requirements

Purpose

This section defines quality attributes required to ensure system reliability, security, and scalability.

Requirement Type	Description/Expectation
Performance	Requests must be processed within defined SLAs; system supports 100+ concurrent users
Scalability	Supports future expansion with additional catalog items and workflows
Security	Role-based access control; restricted access to approvals and sensitive data
Compliance	Complete audit trail for approvals, fulfillment actions, and notifications
Availability & Reliablity	Minimum system uptime of 99.5%; automated alerts prevent missed requests
Maintainability	Easy modification of workflows, forms, and tables without downtime
Response Time	Portal interactions respond within 2–3 seconds for standard operations

Summary

This Solution Requirement Analysis document provides a consolidated view of stakeholders, system functionality, and quality expectations for the Automated Network Request Management project.

- Clearly defines roles and responsibilities
- Establishes functional and non-functional requirements
- Ensures scalability, performance, and compliance

By following this document, the implementation team can design and configure ServiceNow solutions that align with business goals and stakeholder expectations.