

Use Case Scenarios

Purpose

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

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

