Project Introduction

Automated Network Request Management using ServiceNow

Introduction

In modern organizations, network infrastructure is a backbone that supports daily business operations, communication, and information security. Employees regularly raise network-related requests such as VPN access, firewall configuration, IP assignment, device connectivity, and system access. In many organizations, these requests are still managed through emails, spreadsheets, or loosely structured ticketing systems. Such traditional methods often lead to delayed processing, poor visibility, inconsistent approvals, and a higher risk of errors.

The **Automated Network Request Management using ServiceNow** project addresses these challenges by introducing a centralized and automated solution for handling network service requests. By utilizing ServiceNow's Service Catalog and Flow Designer capabilities, the project standardizes how requests are submitted, approved, processed, and fulfilled.

Through this system, users can submit network requests via the ServiceNow Service Portal, while backend automation manages approvals, record creation, task assignments, notifications, and status updates. This approach improves service delivery speed, enhances transparency, and provides better control over network operations for both end users and IT teams.

Purpose of the Project

The main purpose of this project is to automate the end-to-end lifecycle of network-related service requests using the ServiceNow platform. The solution replaces manual, time-consuming processes with structured and automated workflows that follow organizational standards and policies.

Automation reduces the dependency on manual intervention from IT and network teams, ensuring that requests are processed consistently and can be tracked easily. The project also enhances the user experience by offering a simple request submission interface along with real-time updates on request status. Additionally, the solution is designed to be scalable, allowing future enhancements such as advanced approvals, system integrations, and monitoring capabilities.

Business Objective

The business objective of the Automated Network Request Management system is to increase operational efficiency, reduce manual effort, and improve user satisfaction in managing network services.

The key objectives include:

- Minimizing manual processing and reducing human errors
- Speeding up request approval and fulfillment through automation
- Enforcing standardized workflows and approval structures
- Providing centralized visibility and tracking through ServiceNow
- Improving service quality and response time for end users
- Ensuring compliance with IT governance and security policies

Achieving these objectives helps organizations optimize IT resources while maintaining high service reliability.

Project Scope Overview

This project focuses on automating network-related service requests using the ServiceNow platform. It includes the development of Service Catalog items that allow users to submit requests with required details. Based on the submitted information, automated workflows manage approvals, data storage, notifications, and fulfillment activities.

The system supports multiple stakeholders such as requesters, approvers, IT administrators, and network fulfillment teams. Access to the system is controlled through predefined roles, ensuring secure and role-based interactions.

Conclusion

The Automated Network Request Management project demonstrates an effective approach to modernizing network request handling. By automating request intake, approvals, and fulfillment, the system reduces inefficiencies and enhances service quality. This project highlights how ServiceNow can be leveraged to deliver a secure, scalable, and user-friendly IT service management solution.