

Functional Scope and Execution Roadmap

Functional Scope

The Automated Network Request Management system is designed to streamline the submission, approval, and fulfillment of network-related requests using ServiceNow. The functional scope outlines the features and capabilities included in the solution, clearly defining what the system delivers.

Key Features

1. Service Catalog Implementation

- Provides a centralized platform for users to submit network-related requests
- Includes catalog items for device requests, IP allocation, firewall changes, and access requests
- Supports dynamic and user-friendly request forms

2. Form Configuration

- Forms capture all essential request details
- Mandatory and optional fields ensure accurate data collection
- UI policies and client scripts dynamically display fields based on user input

3. Approval Workflow

- Automated approval routing based on organizational roles and policies
- Supports single-level and multi-level approvals
- Approval notifications are sent via email and ServiceNow alerts

4. Flow Designer Automation

- Automates record creation, task assignment, notifications, and status updates

- Triggered automatically upon catalog submission
- Integrates with custom tables such as *u_network_database* for structured tracking

5. Notification System

- Sends automated updates to requesters, approvers, and fulfillment teams
- Keeps all stakeholders informed throughout the request lifecycle

6. Data Tracking and Reporting

- Stores all request data in custom tables
 - Enables reporting on request volume, SLA compliance, and processing time
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Functional Boundaries

- Only network-related service requests are included
 - External system integrations are excluded from the current scope
 - Role-based access is enforced for all users
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Execution Roadmap

The execution roadmap defines a structured approach for implementing the solution in ServiceNow.

Milestone 1: Service Catalog Setup

- Create network-related catalog items
- Define variables and request categories
- Configure catalog visibility for end users

Milestone 2: Form Configuration

- Design request forms with all required fields
- Apply UI policies for dynamic behavior
- Ensure mandatory field validation

Milestone 3: Approval Workflow Configuration

- Implement approval flows using Flow Designer
- Assign approvers based on request type
- Enable notification alerts for approvals

Milestone 4: Testing

- Conduct functional testing of catalog items and workflows
- Validate approval logic and notifications
- Perform role-based access and security testing

Milestone 5: Deployment

- Deploy configurations using update sets
- Validate system performance in production
- Enable user access and monitor live requests

Outcome

Following this roadmap ensures:

- Complete automation of network requests
- Standardized and auditable workflows
- Improved visibility for stakeholders

- Reduced manual effort and errors
- Enhanced end-user experience

Summary

This Functional Scope and Execution Roadmap document provides a clear blueprint for implementing the Automated Network Request Management system. It defines system functionality and outlines a phased approach to development, testing, and deployment, ensuring successful and controlled execution.