Planning Phase

Automated Network Request Management in ServiceNow

1. Introduction to the Planning Phase

The Planning Phase of the **Automated Network Request Management** project in ServiceNow plays a critical role in transforming business requirements into a structured and achievable implementation strategy. This phase acts as a bridge between **Requirement Analysis** and **System Design**, ensuring that all resources, timelines, risks, and technical approaches are clearly defined before development begins.

In this phase, the project team establishes a clear roadmap that outlines how the ServiceNow platform will be configured to automate network-related service requests efficiently and securely. Proper planning minimizes rework, avoids scope creep, and ensures alignment with organizational goals and IT service management (ITSM) best practices.

2. Planning Objectives

The primary objective of the planning phase is to define **how** the Automated Network Request Management solution will be implemented in ServiceNow.

2.1 Key Objectives

- Translate business and functional requirements into actionable implementation tasks
- Identify ServiceNow modules, features, and tools to be used
- Define timelines, milestones, and deliverables
- Allocate roles and responsibilities to project stakeholders
- Identify potential risks and mitigation strategies
- Ensure compliance with ITIL and organizational policies

2.2 Success Criteria

- Clearly documented project plan approved by stakeholders
- Defined scope with no ambiguity
- Realistic timelines aligned with available resources
- High readiness for design and development phases

3. Scope Planning

3.1 Functional Scope Definition

The planning phase confirms the functional boundaries of the Automated Network Request Management system.

Included functionalities: - Network service request submission via Service Catalog - Automated approval workflows - Task creation and assignment to network teams - SLA-based request tracking - Email and system notifications - Reporting and dashboard setup

Excluded functionalities: - Direct configuration of network devices - Real-time network performance monitoring - Non-network IT service automation

3.2 Deliverable Planning

Deliverable	Description
Project Plan	Detailed implementation roadmap
Catalog Design Blueprint	List of network catalog items
Workflow Plan	Approval and fulfillment flow structure
Data Model Plan	Tables, fields, and relationships
Security Plan	Roles, access, and approvals

4. Resource and Role Planning

4.1 Project Team Structure

Successful implementation requires clear ownership of responsibilities.

Role	Responsibilities
Project Sponsor	Overall approval and funding
Project Manager	Planning, tracking, and coordination
ServiceNow Administrator	Instance setup and configuration
ServiceNow Developer	Flow and automation development
Network Team Lead	Define network request processes
Network Engineers	Execute network tasks
Security Team	Validate access and compliance

4.2 Effort Estimation

Effort estimation is based on the complexity of workflows, number of catalog items, and approval layers.

- Requirement finalization: Low effort
- Catalog configuration: Medium effort
- Workflow automation: Medium to high effort
- Testing and validation: Medium effort

5. Technical Planning

5.1 ServiceNow Platform Components

The following ServiceNow components are planned for use: - Service Catalog - Flow Designer - Custom Tables (Network Request, Network Task) - UI Policies and Client Scripts - Business Rules (if required) - Notifications and SLAs - Reports and Dashboards

5.2 Data Model Planning

Planned tables include: - Network Request Table (extends Request Item) - Network Task Table (extends Task)

Key fields: - Request Type - Network Category - Priority - Approval Status - Assignment Group - SLA Details

5.3 Integration Planning

Initial implementation focuses on standalone ServiceNow automation. Future integration plans include: - CMDB integration for device validation - LDAP/AD for user information - Monitoring tools for incident correlation

6. Workflow and Automation Planning

6.1 Request Lifecycle Planning

1. User submits network request
2. Request is validated and categorized
3. Approval workflow triggered
4. Network task created automatically
5. Task assigned to appropriate group
6. Work in progress and updates
7. Request completion and closure

6.2 Approval Planning

- Single-level approval for standard requests
- Multi-level approval for firewall or VPN changes
- Auto-approval for low-risk requests (optional)

6.3 SLA Planning

SLAs are planned based on request priority: - High priority: 4 hours - Medium priority: 8 hours - Low priority: 24 hours

7. Security and Access Planning

7.1 Role-Based Access Control

Planned roles: - Network Request User - Network Approver - Network Engineer - ServiceNow Administrator

7.2 Data Security

- Restricted access to sensitive request data
- Approval audit trail enabled
- Secure handling of firewall and VPN details

8. Risk Assessment and Mitigation Planning

Risk	Impact	Mitigation Strategy
Scope creep	High	Strict scope control
Approval delays	Medium	Automated reminders
Incorrect routing	Medium	Rule-based assignment
User adoption issues	Medium	Training and documentation

9. Timeline and Milestone Planning

Phase	Duration
Planning	1day
Design	1day
Development	2–3 days
Testing	1 day
Deployment	1 day

10. Communication and Change Management Planning

- Regular status updates to stakeholders
- Review meetings after each milestone

- User communication before go-live
- Feedback collection post-deployment

11. Quality and Compliance Planning

- Adherence to ITIL Request Fulfillment process
- Configuration over customization approach
- Documentation for audits and reviews

12. Conclusion

The Planning Phase ensures that the Automated Network Request Management solution is implemented in a controlled, efficient, and scalable manner within ServiceNow. By defining scope, resources, timelines, technical approach, and risks, this phase lays a strong foundation for the design and development stages. A well-executed planning phase significantly increases the success rate of the project and ensures long-term maintainability and user satisfaction.