Automated Network Request Management

In today's digitally driven organizations, network services play a crucial role in enabling secure and uninterrupted business operations. Requests such as VPN access, firewall rule changes, IP address allocation, and network connectivity provisioning are common and critical. However, in many organizations, these network-related requests are still handled through manual processes such as emails, phone calls, or spreadsheets, leading to delays, lack of transparency, and increased operational risk.

Automated Network Request Management in ServiceNow is a solution designed to streamline and automate the complete lifecycle of network service requests using the ServiceNow platform. It provides a centralized, structured, and self-service approach for users to raise network requests while enabling IT and network teams to manage approvals, assignments, tracking, and fulfillment efficiently.

By leveraging ServiceNow's powerful capabilities such as Service Catalog, workflows, approvals, role-based access control, SLAs, and notifications, this system eliminates manual intervention and enforces standardized processes. Each request follows a predefined workflow, ensuring consistency, accountability, and compliance with organizational IT and security policies.

The automation of network request management improves operational efficiency by reducing turnaround time, minimizing human errors, and enhancing visibility for both users and administrators. Users can easily submit requests and track their status in real time, while network teams benefit from clear requirements, automated task assignments, and SLA-driven performance monitoring.

Overall, Automated Network Request Management in ServiceNow supports digital transformation by modernizing IT service delivery, improving user satisfaction, and enabling organizations to manage network services in a scalable, secure, and efficient manner.

1. Ideation Phase

1.1 Introduction to Ideation

The ideation phase focuses on identifying real-world problems in existing network request handling processes and proposing a structured, automated solution. In many organizations, network service requests are managed through informal channels such as emails, phone calls, or spreadsheets, which leads to inefficiencies and operational challenges.

The idea for this project originated from the need to modernize IT service delivery by leveraging ServiceNow as a centralized, automated platform for handling all network-related service requests.

Phase 1 – Requirement Analysis & Planning

This phase is the most critical stage of the project, as it defines *why* the system is needed, *what* problems it solves, and *how* it should be planned before actual development begins. The Requirement Analysis & Planning phase ensures clarity, reduces risks, and provides a strong foundation for successful implementation of the **Automated Network Request Management in ServiceNow** project.

1.2 Current System Analysis (As-Is System)

The existing manual process suffers from several limitations: - Requests are scattered across emails and documents - No centralized tracking mechanism - High dependency on individuals - Delays due to manual approvals - No SLA visibility or enforcement - Lack of audit trails

This results in poor user satisfaction and increased workload for network teams.

1.3 Problem Statement

The core problem identified is the **absence of a standardized, automated system** for managing network requests. This causes: - Delayed service delivery - Increased chances of human error - Poor accountability - Limited visibility for management

1.4 Proposed Solution (To-Be System)

The proposed solution is an **Automated Network Request Management System built on ServiceNow**, which will: - Provide a self-service portal for users - Automate approvals and task assignments - Enforce SLAs and standardized workflows - Offer real-time tracking and notifications - Maintain compliance and audit history

1.5 Feasibility Analysis

- **Technical Feasibility:** ServiceNow supports workflows, approvals, roles, and automation.
- **Operational Feasibility:** Reduces manual effort and improves efficiency.
- **Economic Feasibility:** Uses existing ServiceNow platform, minimizing additional cost.

2. Business Objectives

2.1 Primary Business Objective

To automate and streamline the complete lifecycle of network-related service requests using ServiceNow, ensuring faster, reliable, and standardized service delivery.

2.2 Secondary Business Objectives

- Reduce manual effort and administrative overhead
- Minimize errors in request handling
- Improve turnaround time for network services
- Enhance transparency and accountability
- Improve end-user satisfaction
- Ensure compliance with IT and security policies

2.3 Alignment with Organizational Goals

This project supports digital transformation, improves IT service efficiency, and reduces operational risks.

2.4 Success Criteria

The project is successful when requests are processed faster, approvals are timely, and users have full visibility.

3. Functional Scope

3.1 In-Scope Features

- Network request submission via Service Portal
- Request categorization (VPN, Firewall, IP Allocation)
- Automated approval workflows
- Assignment to network teams
- SLA tracking and notifications

3.2 Out-of-Scope Features

- Physical network installations
- Third-party network tools
- AI-based automation

3.3 Assumptions and Constraints

- Availability of ServiceNow platform
- Defined network policies

4. Stakeholder Mapping

4.1 Stakeholder Identification

Stakeholder	Responsibility
End User	Submit and track requests
Manager	Approve requests
Network Team	Fulfill requests
Admin	Maintain platform
Project Manager	Monitor progress

4.2 Stakeholder Expectations

Each stakeholder expects efficiency, transparency, and accountability from the system.

5. Execution Roadmap

5.1 Project Plan

The project follows a structured execution plan from requirement analysis to deployment.

5.2 Timeline Overview

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

5.3 Risk Management

Risk	Mitigation
Requirement changes	Proper sign-off
Delays	Milestone tracking
User resistance	Training

6. Conclusion

Phase 1 establishes a clear understanding of business needs, functional scope, stakeholders, and execution strategy, ensuring a smooth transition to development phases.