

Brainstorm & Idea Prioritization Document

Project Name: Automated Network Request Management in ServiceNow (SkillWallet)

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Ideation Phase

Brainstorming provides a free and open environment that encourages everyone within a team to participate in creative thinking. This document captures the brainstorming and idea prioritization process for the project 'Automated Network Request Management in ServiceNow' as part of the SkillWallet submission.

Step 1: Team Gathering, Collaboration & Problem Statement Selection

Problem Statement: Manual network service requests such as VPN access, firewall changes, LAN/WAN provisioning, and IP allocation are time-consuming, error-prone, and lack visibility. The goal is to automate the end-to-end network request lifecycle using ServiceNow.

Step 2: Brainstorming – Idea Listing & Grouping

Category	Ideas
Request Intake	Service Catalog-based Network Request Form, Dynamic fields using UI Policies
Automation	Flow Designer for approvals, Auto ticket creation, SLA assignment
Validation	Mandatory fields, IP format validation, Duplicate request detection
Approvals	Manager approval, Network team approval, Conditional approvals
Notifications	Email alerts, In-app notifications, Approval reminders
Tracking	Request status tracking, Audit logs, Activity timeline
Reporting	Dashboards for request volume, SLA compliance, approval time

Step 3: Idea Prioritization

Idea	Priority	Reason
Service Catalog Form	High	Primary entry point for users
Flow Designer Automation	High	Reduces manual effort and errors
Approval Workflow	High	Ensures compliance and governance
Notifications	Medium	Improves communication
Dashboards & Reports	Medium	Provides insights and monitoring
Advanced Validation Rules	Low	Can be enhanced in later phases

Conclusion

This brainstorming and prioritization exercise helped identify core features required for automating network requests in ServiceNow. The prioritized ideas will guide the design and implementation phases of the project.