

# Risk Management, Quality Planning & Success Criteria

## 1. Risk Identification & Analysis

| Risk                | Impact | Mitigation          |
|---------------------|--------|---------------------|
| Requirement changes | Medium | Clear documentation |
| Workflow errors     | High   | Thorough testing    |
| Security gaps       | High   | Role validation     |
| Time constraints    | Medium | Task prioritization |

## 2. Risk Monitoring Strategy

Risks are reviewed periodically during milestones to ensure mitigation plans are effective and updated when necessary.

## 3. Quality Planning

Quality is ensured by following ServiceNow best practices, proper configuration validation, and thorough testing.

## 4. Testing Strategy Overview

- Unit testing for workflows
- Functional testing for catalog items

- Performance testing under load
- Security testing for access control

## **5. Compliance & Security Planning**

- Role-based access control
- Secure data handling
- Audit logs for every request
- Approval traceability

## **6. Success Criteria**

The project will be considered successful if:

- Network requests are fully automated
- Approval time is reduced
- System ensures secure access
- Users can track requests easily

## **7. Conclusion**

The Project Planning Phase establishes a strong foundation for the Automated Network Request Management in ServiceNow project. Proper planning ensures smooth execution, minimized risks, and high-quality deliverables in later phases.

