

PROJECT PLANNING PHASE

Project Title: Automated Network Request Management in ServiceNow

Project Planning & Requirement Analysis

1. Introduction

The Project Planning and Requirement Analysis phase is the most critical stage of the Automated Network Request Management in ServiceNow project. This phase establishes a clear understanding of the problem statement, business requirements, system expectations, and overall project direction. Proper planning ensures reduced risks, improved efficiency, and successful automation of network service requests.

In traditional environments, network requests are handled manually through emails or calls, leading to delays, miscommunication, and lack of tracking. This project aims to overcome these challenges by implementing an automated and structured approach using the ServiceNow platform.

2. Problem Statement

Organizations face significant challenges in managing network-related service requests due to manual processes, lack of transparency, and delayed approvals. These issues result in:

- Increased resolution time
- Higher operational overhead
- Poor user experience
- Limited audit and compliance tracking

The need for an automated, centralized, and secure system is essential to streamline network request handling.

3. Project Objectives

The primary objectives of this project are:

- To automate network service requests using ServiceNow
- To reduce manual intervention and approval delays
- To ensure role-based access control and security
- To improve request tracking and reporting
- To enhance operational efficiency

4. Scope of the Project

In Scope:

- Creation of network request catalog items
- Automated approval workflows
- Email and system notifications
- Request tracking and status updates
- Role-based access configuration

Out of Scope:

- Physical network hardware setup
- Integration with external monitoring tools
- Third-party vendor management

5. Functional Requirements

- Users should be able to raise network requests through the service catalog
- Requests must follow predefined approval workflows
- Approvers should receive automated notifications
- System should maintain request history and audit logs
- Admin should manage roles and access permissions

6. Non-Functional Requirements

- System must be scalable
- High availability of the ServiceNow instance
- Secure access using role-based permissions
- Acceptable response time for workflows

7. Assumptions & Constraints

Assumptions:

- Users are trained on ServiceNow basics
- Required plugins are enabled
- Stakeholders provide timely approvals

Constraints:

- Limited project duration
- Learning environment restrictions
- Instance availability dependency

8. Requirement Gathering Techniques

- Stakeholder discussions
- Study of existing manual processes
- Review of ServiceNow best practices
- Use case analysis

System workflow diagram:

