Automated Network Request Management in ServiceNow

Introduction

In today's digital-driven organizations, network infrastructure plays a critical role in enabling business operations, communication, and data security. Employees frequently raise requests related to network services such as VPN access, firewall rules, IP configuration, device connectivity, and other network-related requirements. Traditionally, many organizations handle these requests through emails, spreadsheets, or unstructured ticketing processes. Such manual approaches often result in delays, a lack of transparency, inconsistent approvals, and increased chances of human error.

The **Automated Network Request Management** in ServiceNow project is designed to overcome these challenges by providing a centralized, automated, and standardized platform for managing network service requests. By leveraging ServiceNow's Service Catalog, Flow Designer, and workflow automation capabilities, the project ensures that network requests are processed efficiently from submission to fulfilment.

This system enables users to raise requests through the ServiceNow Service Portal, while approvals, task assignments, notifications, and tracking are handled automatically. As a result, both end users and IT teams benefit from faster service delivery, improved visibility, and better control over network operations.

Purpose of the Project

The primary purpose of this project is to automate the complete lifecycle of network-related service requests using ServiceNow. The project aims to replace manual and error-prone processes with a structured and reliable workflow that ensures consistency and compliance with organizational policies.

By implementing automation, the project minimizes manual intervention by IT and network teams and ensures that requests are handled in a predictable and auditable manner. Additionally, the solution improves the overall user experience by providing an intuitive request submission interface and real-time visibility into request status. This project also serves as a scalable foundation that can be enhanced in the future with integrations, advanced approvals, and monitoring tools.

Business Objective

The business objective of the Automated Network Request Management system is to improve operational efficiency, reduce manual effort, and enhance user satisfaction in managing network-related services within the organization.

The key business objectives include:

- Reducing manual effort and minimizing human errors
- Accelerating request fulfilment time through automation
- Enforcing standardized workflows and approval mechanisms
- Improving visibility and tracking using a centralized ServiceNow platform

- Enhancing end-user experience with faster and more reliable service delivery
- Ensuring compliance with IT governance and security policies

By achieving these objectives, the organization can ensure better utilization of IT resources while maintaining high service quality.

Project Scope Overview

The scope of this project focuses on automating network-related requests through the ServiceNow platform. The solution includes the creation of a Service Catalog item that allows users to submit network requests with relevant details. Based on the submitted information, the system triggers automated workflows that manage approvals, record creation, notifications, and fulfilment tasks.

The project is designed to support multiple stakeholders, including requesters, approvers, IT administrators, and the network fulfilment team. Each stakeholder interacts with the system based on predefined roles and permissions, ensuring secure and role-based access.

Conclusion

The Automated Network Request Management in ServiceNow project represents a practical and effective approach to modernizing network service request handling. By automating request intake, approvals, and fulfilment, the system reduces operational inefficiencies and improves overall service quality. This project demonstrates how ServiceNow can be effectively used to deliver scalable, secure, and user-friendly IT service management solutions