Requirement Analysis

Stakeholder Analysis

Purpose:

To identify all stakeholders, their roles, needs, and the impact of automation on their workflow.

Stakeholder	Role	Needs/Expectations	Impact of Automation
End Users (Requesters)	Employees submitting network requests	- Simple request submission - Faster turnaround - Visibility into request status	✔ Faster request fulfilment ✔ Transparent tracking via ServiceNow portal
IT Administrators	Configure workflows, integrations, and system management	- Reliable automation - Minimal manual intervention - Easy system maintenance	✔ Reduced workload ✔ Easier updates and monitoring
Network Fulfillment Team	Execute network changes and ensure infrastructure reliability	- Clear request data - Standardized process - Fewer manual tasks	✔ Automated task creation ✔ Reduced human errors ✔ More focus on critical tasks
Approvers	Managers or compliance officers approving requests	- Policy enforcement - Quick and informed decision-making	✔ Streamlined approvals ✔ Faster processing with reduced risk

Functional Requirements

Purpose:

To define the capabilities the system must provide to meet business objectives.

Feature	Description	Scope / Notes
Service Catalog Items	Centralized network request items	Covers device requests, IP allocation, firewall changes, temporary access
Dynamic Forms	Forms with conditional fields based on user selection	UI policies trigger fields dynamically, e.g., "Device = Others" shows description field
Approval Workflows	Multi-level automated approvals	Configured via Flow Designer with email notifications
Flow Designer Automation	Automates record creation, approvals, notifications, and updates	Includes triggers for catalog submission, task assignment, and status updates
Email Notifications	Automatic notifications for all stages	For requesters, approvers, and fulfillment team
Custom Data Tables	Store structured request information	Custom table `u_network_database` tracks variables for audit and reporting
Reporting & Tracking	Ability to generate SLA and performance reports	Includes pending requests, fulfillment time, and exception tracking

Non-Functional Requirements

Purpose:

To define system qualities ensuring reliability, scalability, and compliance.

Requirement Type	Description / Expectation
Performance	Requests processed within SLA; system supports 100+ simultaneous users
Scalability	Supports additional catalog items, users, and automation workflows in future phases
Security	Role-based access controls; approvals and data access restricted to authorized stakeholders
Compliance	Audit trail for all approvals, fulfillment, and notifications; aligns with IT security policies
Availability & Reliability	System uptime 99.5%; automated notifications ensure no pending requests are missed
Maintainability	Workflows, forms, and tables can be easily updated without downtime
Response Time	Portal should respond to user interactions within 2–3 seconds for standard requests

Summary

This document consolidates the stakeholders, functional requirements, and non-functional requirements for the Automated Network Request Management project.

- Captures all roles and expectations

- Defines system capabilities needed to meet objectives

- Ensures performance, compliance, and scalability standards

By following this document, the implementation team can configure ServiceNow workflows, approvals, forms, and automation while keeping all stakeholders aligned.