



Brainstorming Session Summary: Automating Network Request Management in Service Now

Step-1: Team Gathering, Collaboration and Select the Problem Statement

Brainstorming & Idea Prioritization

Use this template for your team to gather and prioritize ideas using the steps below:

- Invite stakeholders (including IT administrators, network team, and users)
- Encourage diverse perspectives to build comprehensive solutions.

Prioritize problem statement

- ✓ Capture the challenge: "Manual processing of network requests in the current state is slow, error-prone, and lacks visibility."
- ✓ Formulate the focus: "How can we automate the network request management process using ServiceNow?"

How can we automate the network request management process using ServiceNow?

Key Features → Priorities Security, Compliance

Step-2: Brainstorm, Idea Listing and Grouping

Brainstorm ideas related to the problem statement. Write each idea on a sticky note. Group similar ideas under common themes to identify key focus areas and solutions.

IDEAS

Requirements & Features

Catalog UI - Approvals - Approvals	Approvals	Approval Notifications Escalations	Email Notifications 'Clearcuts'
Dynamic Forms for Different Request Types	Firewall Requests	Automate Firewall Requests	SLA Violations Alerts

GROUP THEMES

Requirements & Features

• Catalog UI • Dynamic Forms • Approval workflow	• Flow Designer • Business Rules • Notifications	• Notifications • Escalation • Paths
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Workflow Design

• Flow Designer • Business Rules • Notifications	• Requests • Dashboard Builders • Escalation Paths	• Escalation • User-defined • Escalation Routing
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