Use Case Scenarios

Automated Network Request Management in ServiceNow

Purpose:

To define realistic request scenarios and illustrate how the system handles each case from submission to fulfillment, including approvals and notifications.

---

1. Scenario: New Network Device Request

Description:
An employee requests a new laptop and network access for their workstation.

Steps:

1. **Submission:**
    - Employee selects **"New Network Device"** from the Service Catalog.
    - Fills in required fields: device type, department, justification.
2. **Approval:**
    - The request is routed to the **manager** for approval.
    - Manager approves via email or ServiceNow portal.
3. **Fulfillment:**
    - Network team receives the approved request.
    - They allocate IP address, configure network access, and update the record.

4. **Notification:**
    - Requester receives email notification about approval and completion.
    - Request status updates in ServiceNow for transparency.

---

2. Scenario: Network Firewall Rule Change

Description:
An IT admin requests a firewall rule modification for a specific application.

Steps:

1. **Submission:**
    - Admin submits **"Firewall Rule Change"** via Service Catalog.
    - Provides required details: source, destination, port, purpose.
2. **Approval:**
    - The request is routed to **Security Manager** for policy approval.
3. **Fulfillment:**
    - Upon approval, network team implements the rule change.
    - Changes are tested to ensure security compliance.
4. **Notification:**
    - Requester and approvers receive automated notifications for status updates.

- Audit trail is maintained for compliance reporting.

---

3. Scenario: IP Address Allocation for New Project

Description:
A project team requests multiple IP addresses for a new deployment.

Steps:

1. **Submission:**
   - Team selects **"IP Address Allocation"** catalog item.
   - Enters project name, number of IPs, and subnet requirements.
2. **Approval:**
   - Approval workflow checks with **Network Lead** and **Project Manager**.
3. **Fulfillment:**
   - System automatically allocates IPs from a reserved pool.
   - Creates records in the **custom network database table** for tracking.
4. **Notification:**
   - Requester receives allocated IP list via email.
   - Request status is updated in the portal for reference.

---

4. Scenario: Escalation for Delayed Network Request

Description:
A network request is pending beyond SLA.

Steps:

1. **Detection:**
    - System monitors request SLA using **Flow Designer**.
    - Detects delay beyond the allowed processing time.
2. **Escalation:**
    - Automated notification sent to **Network Lead** and **Manager**.
    - Task reassigned to available team member if necessary.
3. **Fulfillment:**
    - Request is completed immediately to reduce downtime.
4. **Notification:**
    - Requester and approvers receive escalation and completion updates.

Conclusion:

These use cases demonstrate the **end-to-end workflow of network requests** in ServiceNow: submission, approval, fulfillment, and automated notifications.

- Ensures **efficiency**, **accuracy**, and **compliance**.
- Provides **transparency and traceability** for all stakeholders.