



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 templates for your gathering and prioritize ideas uses below!



Invite stakeholders (including IT administrators, network team, and users)



Encourage diverse perspectives to build comprehensive solutions.



Priorities 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

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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
• Cleatcats

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

Workflow Design

• Flow Designer
• Business Rules
• Notifications

• Requests
• Deletions Deleters
• Escalation Paths

• Escalation
• Udo-Fonnel,
• Escalation-ting: