Functional Scope and Execution Roadmap

Functional Scope

The **Automated Network Request Management** system in ServiceNow is designed to automate the intake, processing, and fulfilment of network-related requests. The functional scope defines the features, capabilities, and boundaries of the system to ensure a clear understanding of what will be delivered.

Key Features

1. **Service Catalog Creation**
    - Provides a centralized interface for end-users to submit network-related requests.
    - Catalog items include required fields such as request type, device, IP allocation, and justification.
    - Supports dynamic forms and conditional fields for better user experience.
2. **Form Setup and Configuration**
    - Forms are configured to capture all relevant request information.
    - Mandatory and optional fields are defined for data completeness.
    - UI policies and client scripts ensure fields appear dynamically based on user selections (e.g., if device = Others, show description field).
3. **Approval Routing**
    - Automated approval workflow for network requests based on roles and policies.

- Multi-level approvals if required by organizational policy.
- Approval notifications sent via email and ServiceNow notifications.

4. **Flow Designer Automation**
    - Automates tasks such as creating records, sending notifications, and updating request statuses.
    - Triggered on catalog submission for end-to-end workflow automation.
    - Integrates with custom tables (u_network_database) for structured data tracking.
5. **Email Notifications**
    - Automatic notifications to requesters, approvers, and fulfillment teams.
    - Keeps stakeholders informed at each stage of the request lifecycle.
6. **Data Storage and Tracking**
    - All request data captured in custom tables for audit, reporting, and performance analysis.
    - Enables reporting on request trends, processing time, and SLA compliance.

Functional Boundaries

- Only network-related requests are included in the scope.
- Integration with external systems is optional and can be included in future enhancements.
- The system supports role-based access for requesters, approvers, IT administrators, and fulfillment teams.

Execution Roadmap

The **execution roadmap** defines the milestones and structured approach for implementing the Automated Network Request Management system in ServiceNow. Each milestone ensures controlled delivery and reduces implementation risks.

Milestone 1: Catalog Creation

- Create network service catalog items in ServiceNow.
- Define variables, categories, and request types.
- Ensure catalog visibility for target end-users.

Milestone 2: Form Setup

- Design request forms capturing all required information.
- Apply UI policies for dynamic field visibility.
- Configure mandatory fields to ensure data completeness.

Milestone 3: Approval Integration

- Implement automated approval workflows using Flow Designer.
- Assign approvers based on role and request type.
- Configure email and ServiceNow notifications for approvals.

Milestone 4: Testing

- Perform functional testing of catalog, forms, approvals, and notifications.
- Validate automation workflows and field mapping.
- Conduct role-based access testing to ensure security compliance.

Milestone 5: Deployment

- Move configuration to target environment using update sets.
- Validate system performance in the live environment.
- Provide access to end-users and monitor initial requests.

Outcome of Functional Scope and Execution Roadmap

By following this functional scope and execution roadmap:

- All network requests are automated, reducing manual effort.
- Requests follow standardized workflows with auditability.
- Stakeholders have better visibility and transparency.
- System ensures compliance with IT policies and reduces human error.
- End-users benefit from a streamlined, user-friendly submission experience

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Summary

This combined **Functional Scope and Execution Roadmap document** clearly defines what the system will do, how it will operate, and the phased approach to implement the Automated Network Request Management system. It serves as a blueprint for development, configuration, testing, and deployment phases, ensuring a structured and efficient project execution.