

Future Scope

Date

Project Name

Automated Network Request Management in ServiceNow

College Name

Ideal Institute Of Technology

Future Scope

The “*Automated Network Request Management in ServiceNow*” project has significant potential to evolve into a **comprehensive enterprise IT service automation platform**. As organizations continue to demand efficiency, transparency, and scalability, this system can expand into multiple domains beyond network services. Below are the key areas for future growth:

1. Expansion to Other IT Services

- Extend the same model to ITSM domains like **hardware requests, software access, HR services, and facility management**.
 - Enable a **centralized service portal** covering all enterprise service requests.
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2. Mobile App Enhancements

- ServiceNow mobile app integration for request submission and tracking.
 - Push notifications for approvals and SLA reminders.
 - Voice-enabled request creation via AI assistants.
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3. AI & Predictive Intelligence

- Use ServiceNow **Predictive Intelligence** to auto-route requests to the right teams.
 - AI-based predictions for **SLA breach risks** and proactive escalations.
 - Recommendation engine for frequently requested services.
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4. Real-Time Monitoring & Auto-Healing

- Integrate with network monitoring tools to automatically **create requests from detected issues**.
 - Enable **self-healing automation scripts** for standard network fixes.
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5. Enterprise & Vendor Integrations

- Connect with enterprise collaboration tools (MS Teams, Slack) for request approvals.
 - Integrate with vendor APIs (Cisco, Juniper, Ansible) for **auto-execution of network changes**.
 - Partnerships with managed service providers for extended support.
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6. Blockchain for Audit & Compliance

- Blockchain-based tracking of request approvals and fulfillment for **tamper-proof audit logs**.
 - Increase compliance confidence for regulated industries (finance, healthcare, telecom).
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7. Security & Policy Automation

- Automate role-based access approvals (e.g., network VPN, firewall requests).

- Integrate with enterprise IAM systems for **policy-based security enforcement**.
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8. Training & Adoption Programs

- Develop **interactive training modules** within ServiceNow for end users.
 - Gamified adoption (badges, points) to encourage usage of self-service portals.
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9. Cost Optimization & Monetization

- Use analytics to identify **cost-saving opportunities** by automating repetitive requests.
 - Extend the system as a **managed service** to other organizations.
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10. Advanced Analytics & Dashboards

- Build real-time dashboards for **SLA tracking, cost savings, and automation coverage**.
- Use AI-driven insights to recommend process improvements.