

Project Planning Phase

Date

Project Name

Automated Network Request Management in ServiceNow

College Name

Ideal Institute Of Technology

1. Project Title

Automated Network Request Management in ServiceNow

2. Project Objectives

- Automate the intake, approval, and fulfillment of network service requests.
 - Provide a self-service portal for employees to submit and track requests.
 - Reduce IT workload by automating repetitive and standard tasks.
 - Improve SLA compliance, transparency, and user satisfaction.
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3. Project Scope

In Scope:

- ServiceNow Service Catalog with dynamic forms.
- Automated approval workflows via Flow Designer.
- Real-time notifications (email/portal).
- SLA tracking and reporting dashboards.

- Optional integration with orchestration tools for fulfillment.

Out of Scope:

- Hardware procurement or physical network setup.
- External financial/budget management systems.
- Non-IT service workflows (handled separately).

4. Project Timeline

Phase	Duration	Dates
Planning	2 days	June 12 – June 13
Design (Forms & Workflow)	3 days	June 14 – June 16
Development (Catalog + Flow Designer)	8 days	June 17 – June 24
Testing & QA	3 days	June 25 – June 27
Deployment & Feedback Loop	3 days	June 28 – June 30

5. Key Milestones

Milestone	Target Date
Finalize project requirements	June 13
Catalog & form design approval	June 16
MVP functional version ready (Catalog + Workflow)	June 24
Workflow testing completed	June 27
Go-live in ServiceNow instance	June 30

6. Team Roles & Responsibilities

Role	Responsibility
Project Manager	Oversee planning, execution, and timelines
ServiceNow Developer	Configure Service Catalog, workflows, and automation
Workflow/Automation Specialist	Design and optimize Flow Designer workflows
QA Engineer	Test catalog items, workflows, and notifications
IT/Network Administrator	Validate network request logic and fulfillment accuracy

7. Budget & Resources (Optional)

Resource	Estimated Cost / Availability
ServiceNow Instance (PDI/Enterprise License)	Provided
Developer Time	100 hours
Training & Documentation	₹5,000
Reporting/Analytics Tools	Included in ServiceNow

8. Risk Management

Risk	Mitigation Strategy
Workflow errors or misrouting	Thorough testing in development before go-live
Delays in approval processing	Escalation rules and reminders via Flow Designer
User adoption challenges	Conduct training sessions and provide user guides
SLA breaches due to configuration issues	Regular monitoring and dashboard alerts

9. Communication Plan

Stakeholder	Communication Method	Frequency
Team Members	WhatsApp / Email	Daily
IT/Network Team	ServiceNow Notifications / Email	Real-time
Approvers (Managers)	Email / ServiceNow Alerts	As required
Project Sponsor/Admin	Weekly Reports & Meetings	Weekly
End Users (Employees)	Portal & Email Notifications	Real-time

✓ This planning document sets the foundation for **structured execution** of the ServiceNow-based automation project with clear milestones, responsibilities, and communication channels.