Project Overview

Date

Project Name
Automated Network Request Management in ServiceNow

College Name
Ideal Institute Of Technology

In modern enterprises, network-related service requests such as new connections, relocations, or device configurations are often handled manually, leading to delays, errors, and lack of transparency. At the same time, IT teams face increased workloads from repetitive and standard requests.
This project aims to address these challenges by building an **Automated Network Request Management System in ServiceNow** that streamlines request submission, approval, and fulfillment using workflows, catalogs, and automation tools.

✅ **Purpose**
The primary purpose of this project is to improve efficiency, accuracy, and transparency in managing network-related service requests. By leveraging ServiceNow's platform, the project seeks to:

- Provide a **self-service portal** for users to raise network service requests easily.
- Automate **approval workflows** based on request type and sensitivity.
- Reduce manual effort through **workflow automation and integration** with network tools.
- Ensure **real-time notifications and tracking** for requesters and IT staff.
- Support faster, more reliable, and scalable IT service delivery.

 Problem

- Manual handling of network requests leads to delays, errors, and inconsistent processes.

- Employees lack visibility into the status of their requests.
- IT staff spend excessive time on repetitive tasks instead of focusing on strategic work.
- Absence of standardized workflows reduces SLA compliance and increases operational risk.

🧩 Proposed Solution

Develop a ServiceNow-based solution that includes:

- **Custom Service Catalog** for network-related requests.
- **Dynamic Forms & Variables** to capture detailed request data.
- **Automated Approval Workflows** tailored to request type and sensitivity.
- **Flow Designer Automation** for actions like request creation, updates, notifications, and approvals.
- **Integration (optional)** with network orchestration/automation tools for seamless fulfillment.
- **Analytics & Reporting** for request trends, SLA tracking, and performance monitoring.

👥 Target Beneficiaries

- **End Users/Employees**: Simplified process for raising and tracking requests.
- **IT/Network Teams**: Reduced manual workload, faster processing, and accurate request handling.
- **Management**: Visibility into performance metrics, SLA compliance, and efficiency improvements.

🖥️ Request Sources (Donors Equivalent)

- Employees requesting **new connections or relocations**.
- Teams needing **device configurations or updates**.
- Managers requesting **network changes for projects or events**.
- Admin staff handling **infrastructure-related network requirements**.

⚙️ Operations Workflow (Logistics Equivalent)

- Users submit a request via the **ServiceNow self-service portal**.
- The system captures details through **dynamic forms and variable sets**.
- **Approval workflows** are triggered automatically based on sensitivity.
- Upon approval, **tasks are auto-assigned** to the right team or integrated tool.
- **Notifications & status updates** keep both requesters and technicians informed.

📱 Technology Features

- Real-time request submission through **Service Catalog**.
- **Dynamic forms & UI policies** to capture accurate details.
- **Flow Designer automation** for approvals, task creation, and email notifications.
- **Custom tables & fields** for tracking requests.
- **Dashboards & Analytics** to monitor SLA adherence and resolution trends.
- Optional **integration with orchestration tools** for automatic fulfillment.

🎯 Impact Goals

- Reduce manual effort and errors in network request handling.
- Ensure faster request resolution and SLA compliance.
- Improve user satisfaction with real-time transparency and updates.
- Provide management insights through reporting and analytics.
- Enable scalable automation that can expand to other IT service domains.

🌍 Alignment with Business & IT Goals

- **Operational Efficiency:** Automating repetitive processes.
- **Service Quality:** Ensuring timely and accurate fulfillment.
- **Transparency:** Providing visibility to users and management.
- **Scalability:** Supporting future automation needs across IT services.