

# Conclusion

**Date**

**Project Name**

Automated Network Request Management in ServiceNow

**College Name**

Ideal Institute Of Technology

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## **Conclusion**

The project “*Automated Network Request Management in ServiceNow*” addresses a critical challenge in IT operations — the inefficiency and lack of transparency in handling network service requests. By leveraging ServiceNow’s **Service Catalog, Flow Designer, Approval Workflows, and Analytics**, the project provides a **scalable, automated, and user-friendly solution** that streamlines the entire request lifecycle from submission to fulfillment.

This system not only **reduces manual workload** for IT teams but also **enhances user satisfaction** by providing real-time visibility into request status. Through **automation, SLA tracking, and reporting**, the solution ensures improved compliance, efficiency, and accountability.

While challenges such as initial setup cost, training needs, and integration complexity must be managed, the overall benefits of automation significantly outweigh the drawbacks. The project provides a foundation for extending automation across multiple IT domains, making it a **future-ready and enterprise-aligned solution**.

With proper implementation, monitoring, and continuous improvement, this project has the potential to transform IT service delivery, enhance operational excellence, and serve as a **model for enterprise workflow automation**.