

# Technical Blueprint: Automated Employee Onboarding & Offboarding System

This technical blueprint details the architecture, data modeling, and automation logic required to implement the Automated Employee Onboarding and Offboarding solution in ServiceNow, following enterprise standards.

## 1. Data Architecture: Custom Table Schema

To ensure structured data management and audit-readiness, a central table is used to track the employee lifecycle.

Table Name: u\_employee\_lifecycle

Extends: None (or Task, if SLA tracking is required at the record level)

Field Label	Name	Type	Reference / Details
<b>Request Type</b>	u_request_type	Choice	Onboarding, Offboarding
<b>Employee ID</b>	u_employee_id	String	Unique identifier
<b>Department</b>	u_department	Reference	cmn_department
<b>Manager</b>	u_manager	Reference	sys_user
<b>Effective Date</b>	u_effective_date	Date	Joining or Exit date
<b>Lifecycle Status</b>	u_status	Choice	Requested, Approved, Fulfillment, Closed

<b>Assets</b>	u_assets	List	Reference to <code>alm_asset</code>
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## 2. Variable-to-Field Mapping Logic

The Flow Designer retrieves values from the Service Catalog and maps them to the `u_employee_lifecycle` table to maintain a permanent record of the request.

- **Mapping Rule:** Upon submission, the "Create Record" action in Flow Designer populates the table fields as follows:
  - `u_request_type = fd_data.trigger.current.variables.request_type`
  - `u_manager = fd_data.trigger.current.variables.manager`
  - `u_effective_date = fd_data.trigger.current.variables.joining_exit_date`

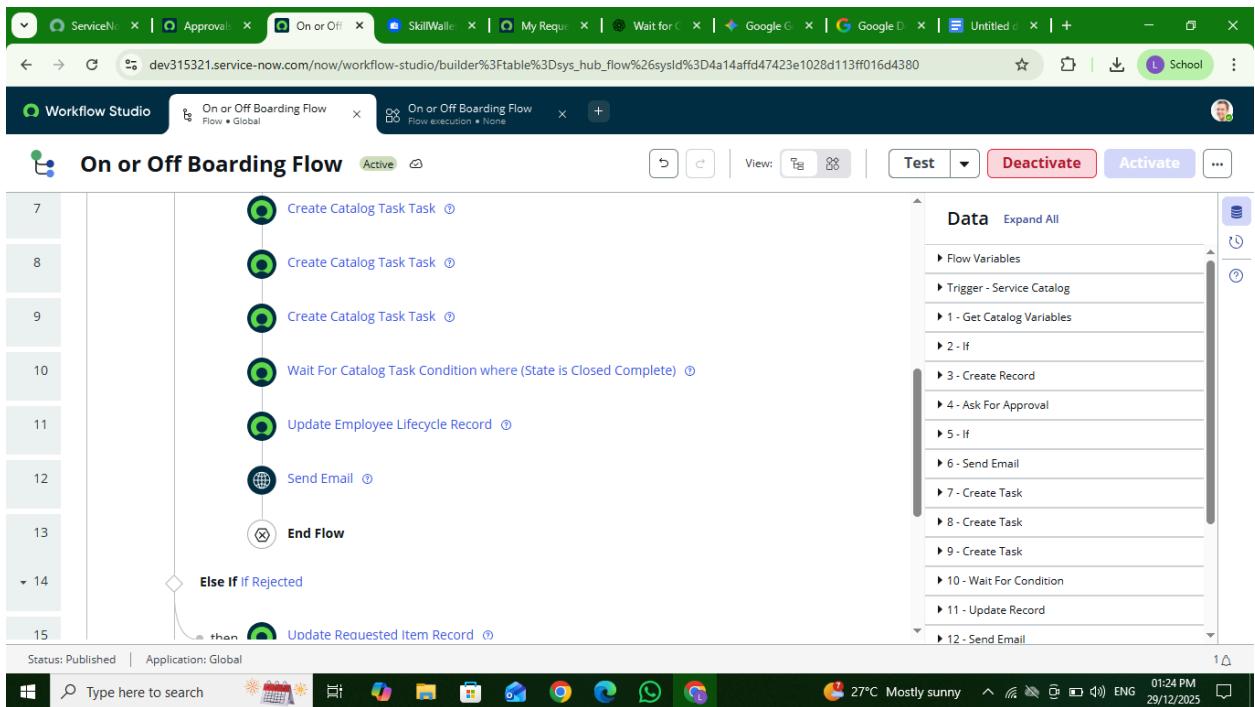
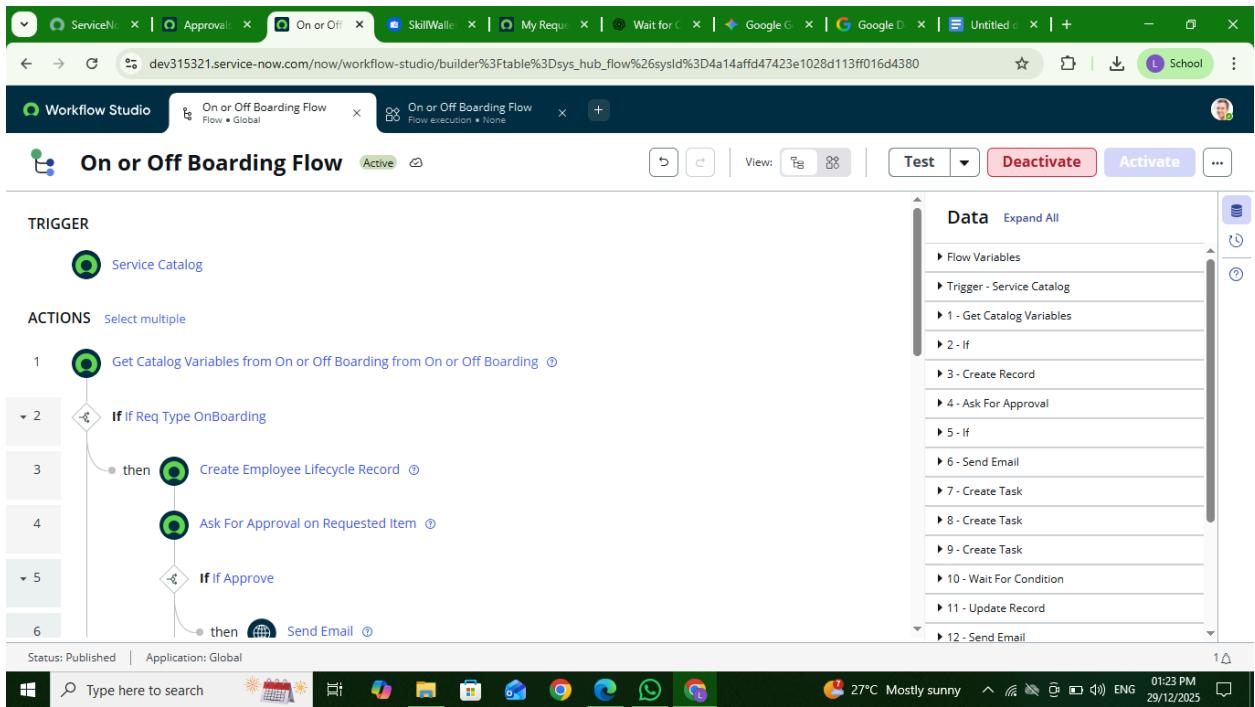
## 3. Flow Designer Automation Logic

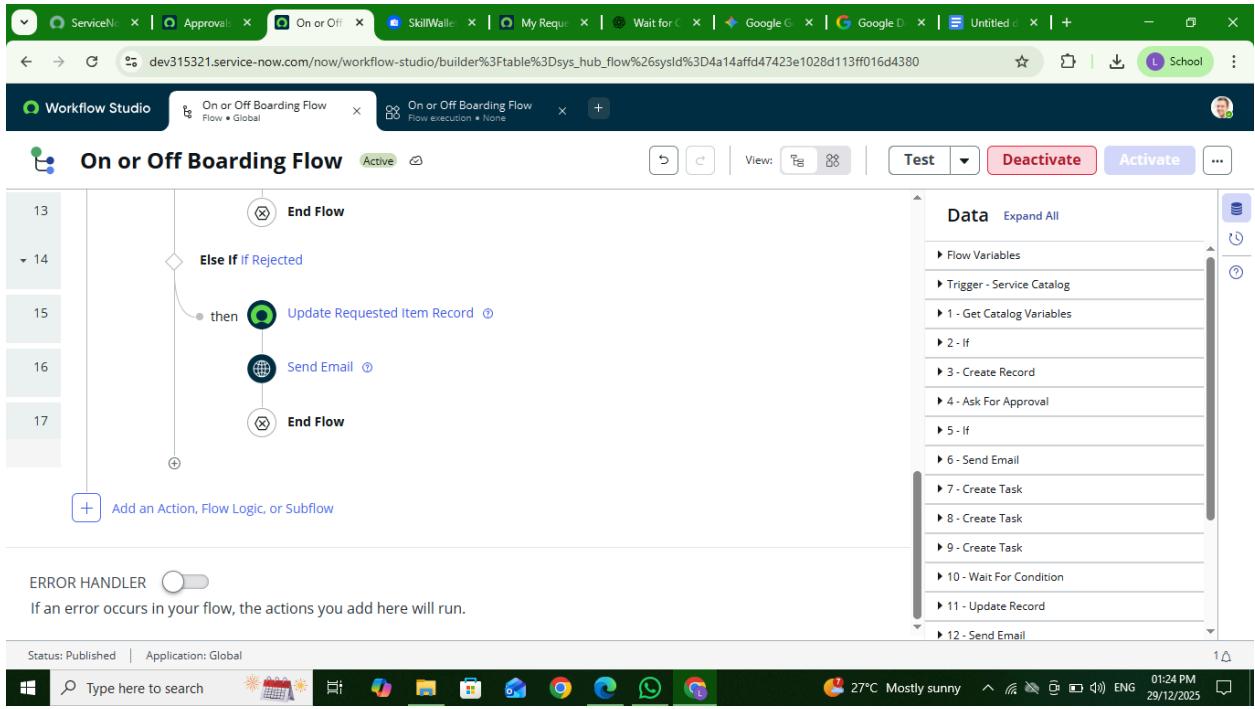
The automation is triggered by the catalog item submission and follows a structured decision path.

### 3.1 Process Flow Diagram

#### 3.2 Workflow Stages:

1. **Trigger:** Catalog Item "Onboard / Offboard Employee" is submitted.
2. **Record Creation:** A new entry is created in `u_employee_lifecycle` with status "Requested".
3. **Approval Step:**
  - **Action:** Ask for Approval.
  - **Condition:** Routed to the User listed in the `Manager` variable.
4. **Decision Branch:**
  - **If Approved:** Proceed to parallel task generation.
  - **If Rejected:** Update `u_status` to "Rejected" and terminate the flow.
5. **Fulfillment (Parallel Tasks):**
  - **IT Task:** Provision access and hardware.
  - **Facilities Task:** Setup workspace/desk.
  - **Security Task:** Provision ID badges and physical access.
6. **Closure:** Once all tasks are "Closed Complete," the `u_status` on the lifecycle record is updated to "Closed".





## 4. Approval Routing & Decision Tables

Approval routing is dynamic based on the request characteristics.

- **Standard Approval:** Always requires the reporting Manager's authorization to validate the business need.
- **Escalation Logic:** If the "Access Details" variable includes high-security systems, an additional "Security Group" approval step is injected into the flow.

## 5. SLA Configurations

To ensure timely delivery of services, Service Level Agreements (SLAs) are attached to the departmental tasks generated by the flow.

- **IT Hardware Provisioning SLA:** 3 Business Days (Triggered on IT Task creation).
- **Facilities Setup SLA:** 2 Business Days (Triggered on Facilities Task creation).
- **Access Management SLA:** 24 Hours (Triggered on Security Task creation).
- **Retroactive Start:** Set to the time the Manager approved the initial request to ensure accountability.

## 6. Security and Governance

Access is controlled through Role-Based Access Control (RBAC):

- **HR Admin:** Can view and edit all lifecycle records.
- **Departmental Fulfillers:** Granted "Read" access to lifecycle records and "Write" access to assigned tasks.
- **Audit Readiness:** The `u_employee_lifecycle` table provides a timestamped trail of approvals and task completions.