



PIE Tech

POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY

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sky is the limit

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ServiceNow Administrator Project

Requesting WIFI Access Through ServiceNow

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Requesting WIFI Access Through ServiceNow

Abstract:

This document provides a structured approach for requesting Wi-Fi access using ServiceNow, a widely used digital workflow platform. ServiceNow offers an efficient, streamlined process for IT service requests, including network access provisioning. The process described here outlines how users can request Wi-Fi access within an organization, enabling secure, reliable connectivity for authorized devices. Key components include submitting a request through ServiceNow, detailing user credentials, specifying device information, and ensuring adherence to security policies. The aim is to facilitate a user-friendly experience while maintaining network integrity. By utilizing ServiceNow's automated workflows, the process minimizes manual intervention and accelerates access approval, enhancing productivity and supporting organizational connectivity requirements effectively.

Two Major Method:

- Implementation
- Result

Implementation:

1. Sign in to ServiceNow.
2. Sign up for a developer account on the ServiceNow Developer site
3. Go to personal developer site and click on request instance and create new service now instance.
4. We should fill the required information and submit it.
5. Then we will receive the email that the instance is ready.
6. Log in to service now instance and do the tasks to request the wifi.
7. Select All and then search service catalog in that select maintain items.
8. To add a new Service Catalog item in ServiceNow, follow these steps to enter a title for the item, select the category,select the catalog, and upload the images. Here's a step-by-step guide:
 - Give a Name for the Catalog Item
 - Select the Catalog
 - Select the Category
 - Save the Item

servicenow All Favorites History Workspaces Catalog Item - New Record

Search

Catalog Item - New record

Submit Try It

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: wif

Application: Global

Active: ☒

Fulfillment automation level: Unspecified

Category: Mobiles

State: None

Checked out: None

Owner: System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Short description

9. Create a Workflow as per your requirements.to create it go to Workflow >> Workflow editor

- Click the new work flow

Workflow Editor - Welcome

https://dev284378.servicenow.com/workflow_editor.do?sysparm_nostack=true&sysparm_use_polaris=false

Welcome

Welcome tab and documentation

Published Checked Out Help

New Workflow

There is a new way to Workflow!

Workflow Studio

Workflow Editor is a legacy product to maintain existing workflows already in production. For new use cases and workflows, use ServiceNow Workflow Studio. Workflow Studio is a low-code alternative to Workflow Editor. Workflow Studio is home to Flows, Processes, and many other low-code workflow solutions.

- Flows are low-code alternatives to script to create a workflow that performs a succinct outcome. Flows are fully automated, often short lived, and may be used to call integrations via IntegrationHub, pause wait for record operations or a duration of time, and include complex logic to orchestrate your process.
- Processes enable you to create cross-functional processes made up of multiple workflows. A Process combines multiple succinct outcomes into an end to end orchestrated process, and typically includes human and automated interactions, and is often long running over a period of time.

Workflows Core

Filter workflows

- Change Request - Emergency
- Change Request - Emergency change tasks
- Change Request - Normal
- Change Request - Normal change tasks
- Change Request - Standard
- Change Request - Standard change tasks
- Comprehensive Change
- Contract Approval
- Default SLA Repair workflow
- Default SLA workflow
- Delegate roles to group member
- Emergency Change
- Grant role_delegator role to user in group
- Item Designer - Approvals
- Item Designer - Fulfillment
- Item Designer - generate approvals for current sequence
- Item Designer Workflow
- Knowledge - Approval Ownership Group
- Knowledge - Approval Publish
- Knowledge - Approval Retire
- Knowledge - Instant Publish
- Knowledge - Instant Retire

- Enter the name of the workflow.
- Select table name as sc_req_item.
- Click on Submit.

Welcome Drawing Canvas

New Workflow ?

Workflow Version
New record [New Workflow view] Submit

* Name

* Table

Description

Stages

When present, set the **Stage** field to display the workflow stage progress on the selected table. Optionally, select **Stage rendering** and **Stage order** schemes to customize the appearance of the stage field. The default values cover typical scenarios.

Stage rendering ⓘ

Stage order

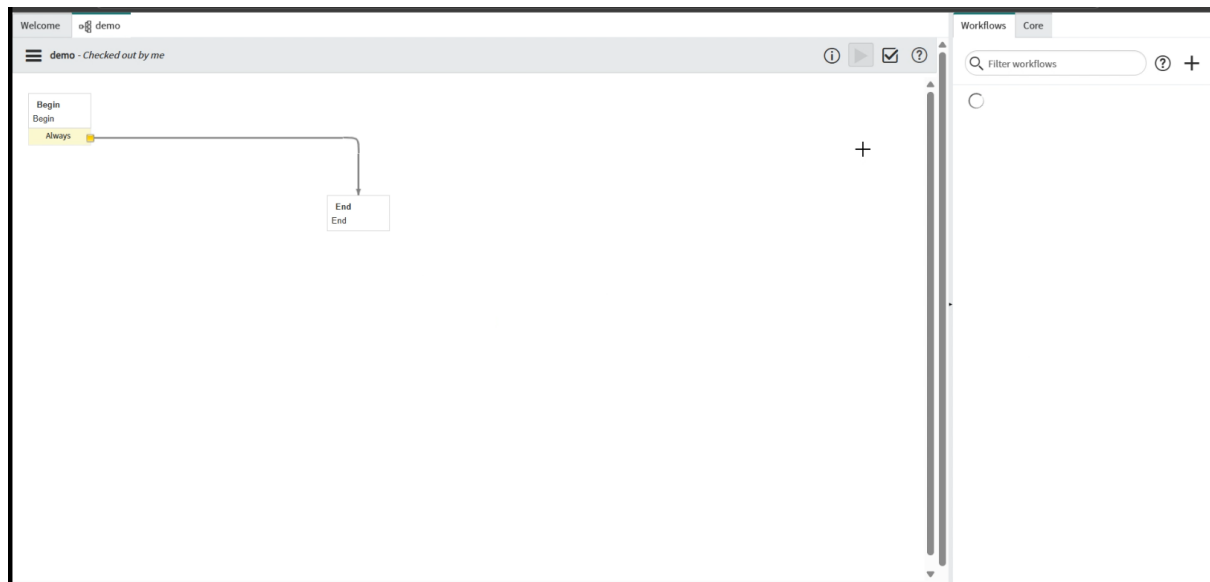
Submit

Related Links

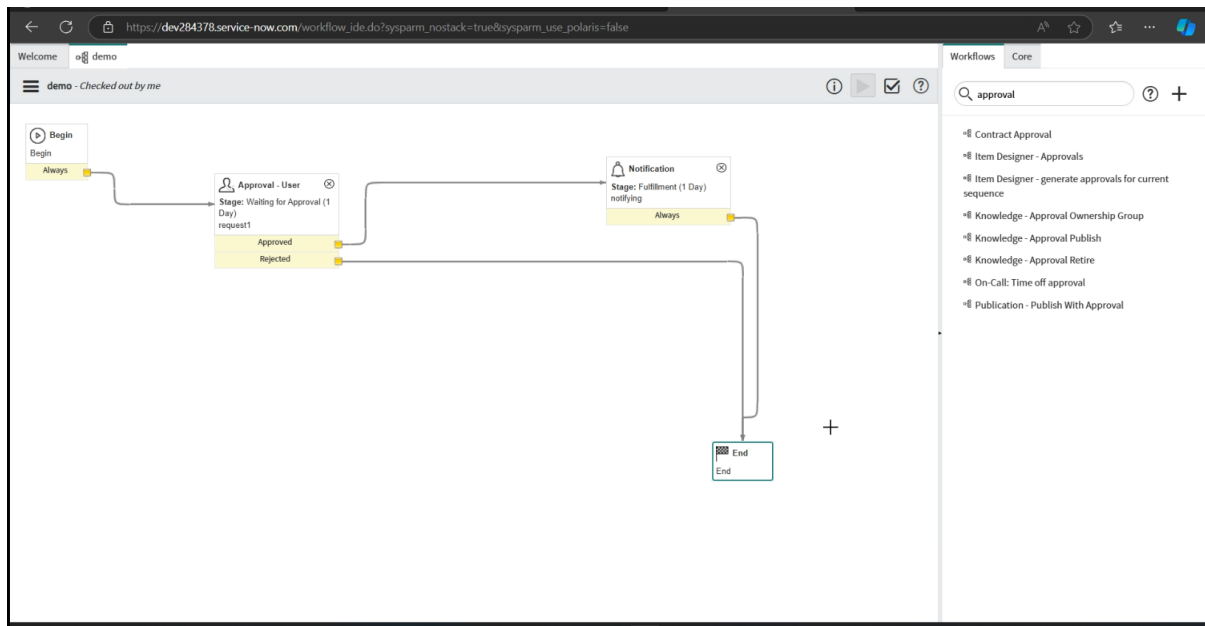
[Default view](#)

[Diagrammer view](#)

- This is the workflow window here we are going add what are the step we need



- After inserting the condition the workflow will be look this like



10. Add created Workflow to Catalog item.

11. Open Service Portal, and request for your created item.

Open '<https://dev256276.service-now.com/sp>'.

- Search for wifi
- Click the request

After clicking the request the interface will be

Submitted: 2024-11-06 02:10:56
Request Number: REQ0010001
Estimated Delivery: 2024-11-06

Item	Delivery Date	Stage	Price (each)	Quantity	Total
wifi	2024-11-06	Fulfillment	---	1	---

Total: \$0.00

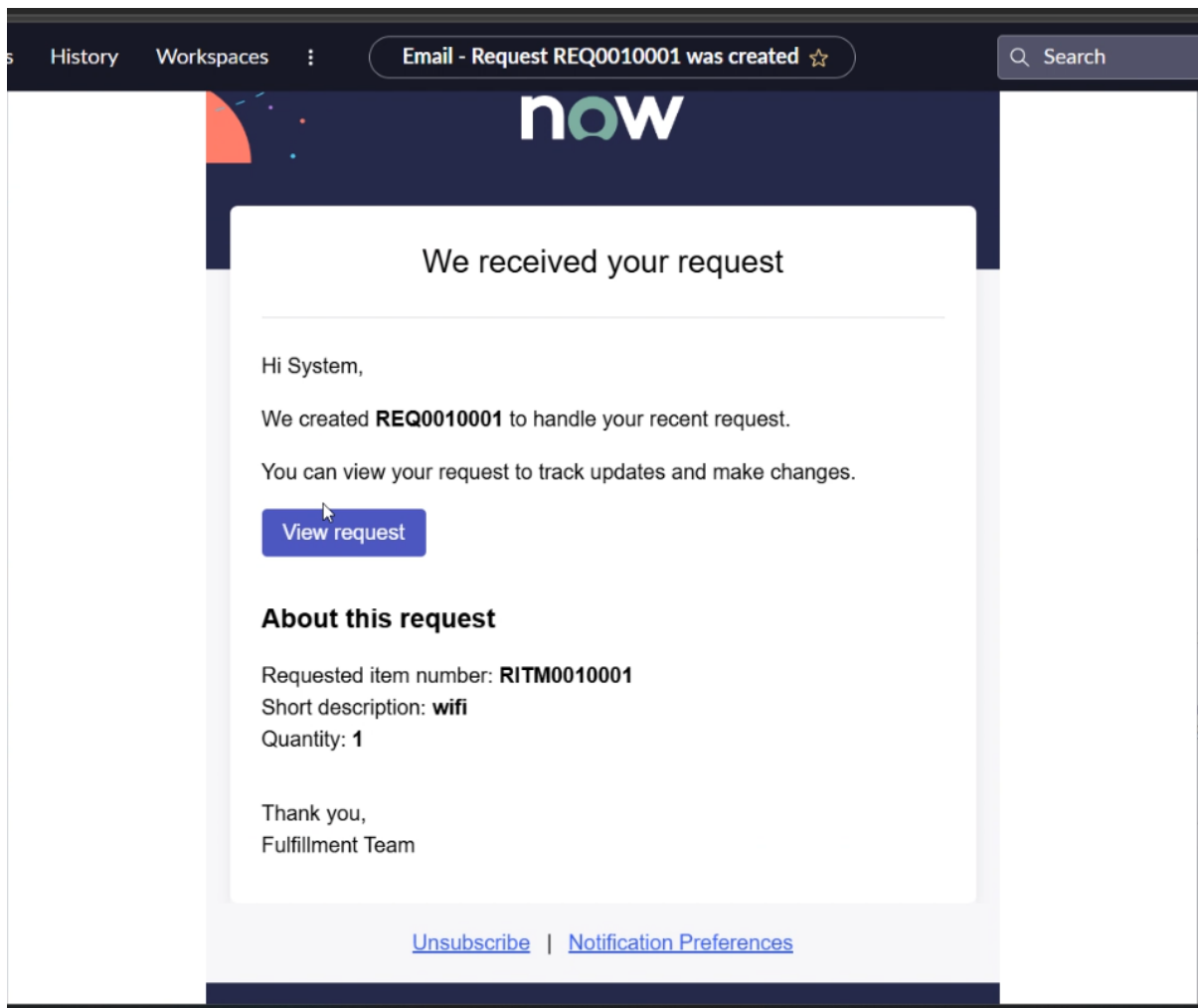
Result:

12. Open my approvals

- make the requested to approve

13. Now go to emails

- Click on the preview email
- Then you get the body of the email



Conclusion:

In conclusion, using ServiceNow to request Wi-Fi access significantly enhances efficiency, security, and user satisfaction within an organization. The streamlined, automated workflows reduce the need for manual processing, allowing IT teams to focus on higher-level tasks while users experience quicker and more reliable access to network resources. By adhering to security protocols and ensuring proper access control, this process supports the organization's commitment to data protection and connectivity standards. ServiceNow's intuitive interface and automated approval system make it an ideal solution for handling network access requests, ultimately contributing to a well-connected, productive workforce.