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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.

Project Overview:

This project outlines the process and configuration needed to automate the WiFi access request system for new employees at XYZ Corporation. The company uses ServiceNow to manage all access requests, including WiFi network credentials. The objective is to streamline the onboarding process by enabling new hires like Thomas to easily request WiFi access through the ServiceNow Service Portal via both desktop and mobile devices.

Project Goals:

- Goal 1: Automate the WiFi access request process for new employees to enhance efficiency.
- Goal 2: Allow employees to submit access requests conveniently via ServiceNow, accessible on both desktop and mobile.
- Goal 3: Set up an approval workflow to ensure requests are approved by the appropriate department before provisioning.
- Goal 4: Provide new employees with quick access to WiFi after request approval and provisioning.

Key Components of the Project:

1. Catalog Item Creation
   - A new catalog item will be created for WiFi Access in the ServiceNow Service Catalog.
2. Service Portal Configuration

○ The catalog item will be added to the ServiceNow Service Portal, making it available to all new employees for requesting WiFi access.
3. Workflow Automation
   ○ A workflow will be designed to handle the approval and provisioning of WiFi access requests.
   ○ The workflow will route the request to the Department Head or HR for approval, and upon approval, the WiFi credentials will be provisioned to the user.
4. Mobile Support
   ○ The ServiceNow mobile app will allow users to submit their access requests from smartphones, making the process more flexible and user-friendly.

Process Flow for WiFi Access Request:

Step 1: Catalog Item Creation

- Description: The IT department at XYZ Corporation creates a catalog item in ServiceNow titled "Request WiFi Access". The catalog item will include form fields for capturing the employee's name, department, and reason for the WiFi request.
- Objective: To allow employees to request WiFi access easily.
- Responsibilities:
  - ServiceNow Admin: Create the catalog item.
  - IT Department: Define the required fields (e.g., Department, Reason for Access).

Step 2: Adding the Catalog Item to the Service Portal

1. Description: The newly created catalog item will be added to the ServiceNow Service Portal under the Employee Services or Onboarding section.
2. Objective: To ensure that Thomas and other new employees can find and request WiFi access through the portal.
3. Responsibilities:
   - ServiceNow Admin: Add the catalog item to the portal's appropriate category.
   - HR Department: Ensure the portal has a dedicated onboarding section for new employees.

Step 3: Creating the Approval Workflow

- Description: An approval workflow will be created to route WiFi access requests for manager/HR approval. The approval is required before access can be granted.
- Objective: To ensure that all requests are reviewed and authorized before WiFi credentials are provided.
- Responsibilities:

○ Workflow Designer: Create the approval workflow in ServiceNow.
○ Department Head or HR: Approve or deny the request.

Step 4: Submitting the Request

- Description: Thomas submits his WiFi access request through the Service Portal. The system automatically captures his details (name, department) and sends the request for approval.
- Objective: To allow Thomas to request WiFi access conveniently from his desktop or mobile device.
- Responsibilities:
    ○ Thomas (Employee): Submit the WiFi access request through the portal.
    ○ ServiceNow Platform: Send notifications to the approver and track the request status.

Step 5: Approval and Provisioning

- Description: The request is routed to the Department Head or HR for approval. Once approved, the system provisions the WiFi access credentials to Thomas.
- Objective: To automate the approval and provisioning process.
- Responsibilities:
    ○ Department Head or HR: Review and approve the request.
    ○ IT Team: Either automatically provision the WiFi access or manually provide credentials to Thomas.

Detailed Workflow Diagram:

- Below is a simplified version of the workflow diagram for the WiFi Access Request Process:

[Employee submits request] --> [Request sent for approval]

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v

[Manager/HR Approves Request]

|

v

[WiFi Credentials Provisioned]

|

v

[Employee Receives Access]

ServiceNow Configuration Steps:

Step 1: Catalog Item Creation

- Navigate to: ServiceNow > Service Catalog > Catalog Definitions
- Action: Create a new catalog item titled "Request WiFi Access".
- Form Fields:
    - Employee Name (auto-populated)
    - Department (dropdown or auto-populated)
    - Reason for Access (optional text box)

Step 2: Add Catalog Item to Service Portal

- Navigate to: ServiceNow > Service Portal > Portal Management
- Action: Add the "Request WiFi Access" catalog item to the portal under the Onboarding or Employee Services section.

Step 3: Configure the Approval Workflow

- Navigate to: ServiceNow > Workflow > Workflow Editor
- Action: Design a workflow that:
    - Sends the request to the Department Head or HR for approval.
    - Notifies IT for provisioning once approved.

Step 4: Submit the Request

- Navigate to: ServiceNow > Service Portal
- Action: Employees submit WiFi access requests via the portal, which then triggers the approval workflow.

Step 5: Notification and Credential Provisioning

- Navigate to: ServiceNow > Notifications
- Action: Set up automatic email notifications to inform employees about request status, and configure the system to send WiFi credentials once approved.

Two Major Method:

- Implementation
- Result

Implementation:

4. Sign in to ServiceNow.
5. Sign up for a developer account on the ServiceNow Developer site
6. Go to personal developer site and click on request instance and create new service now instance.
7. We should fill the required information and submit it.
8. Then we will receive the email that the instance is ready.
9. Log in to service now instance and do the tasks to request the wifi.
10. Select All and then search service catalog in that select maintain items.
11. 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
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- Save the Item

12. Create a Workflow as per your requirements.to create it go to
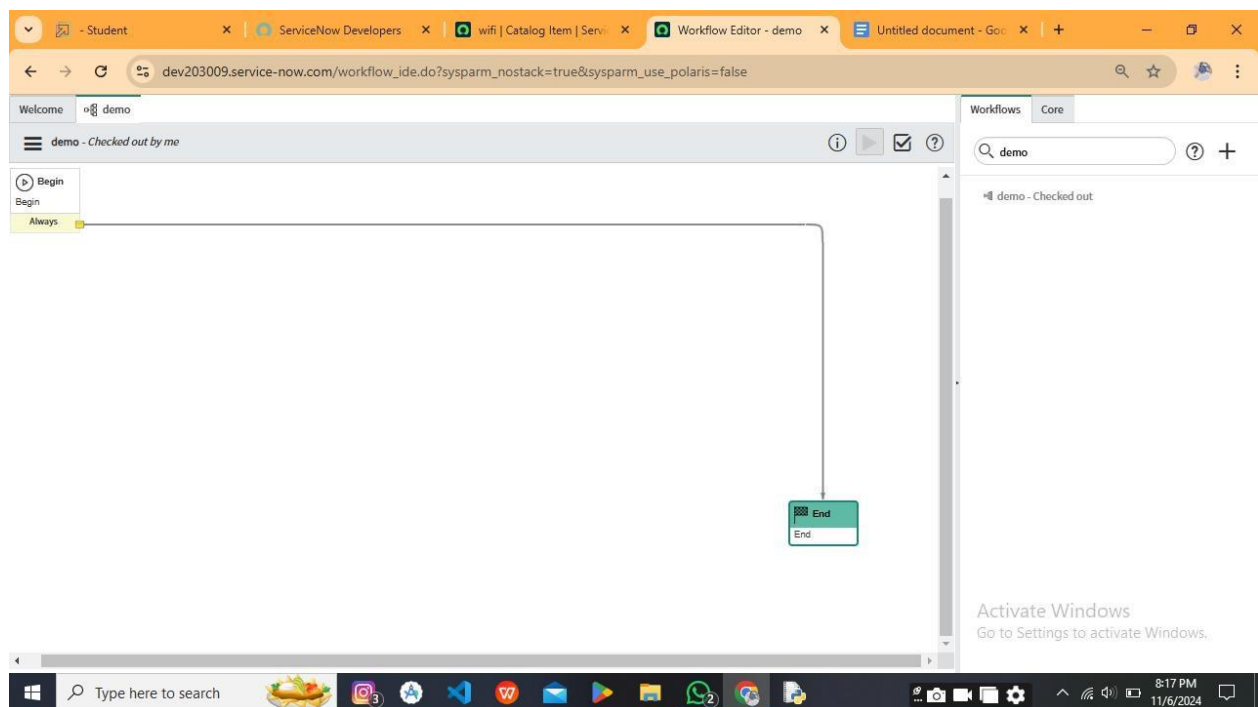Workflow >> Workflow editor
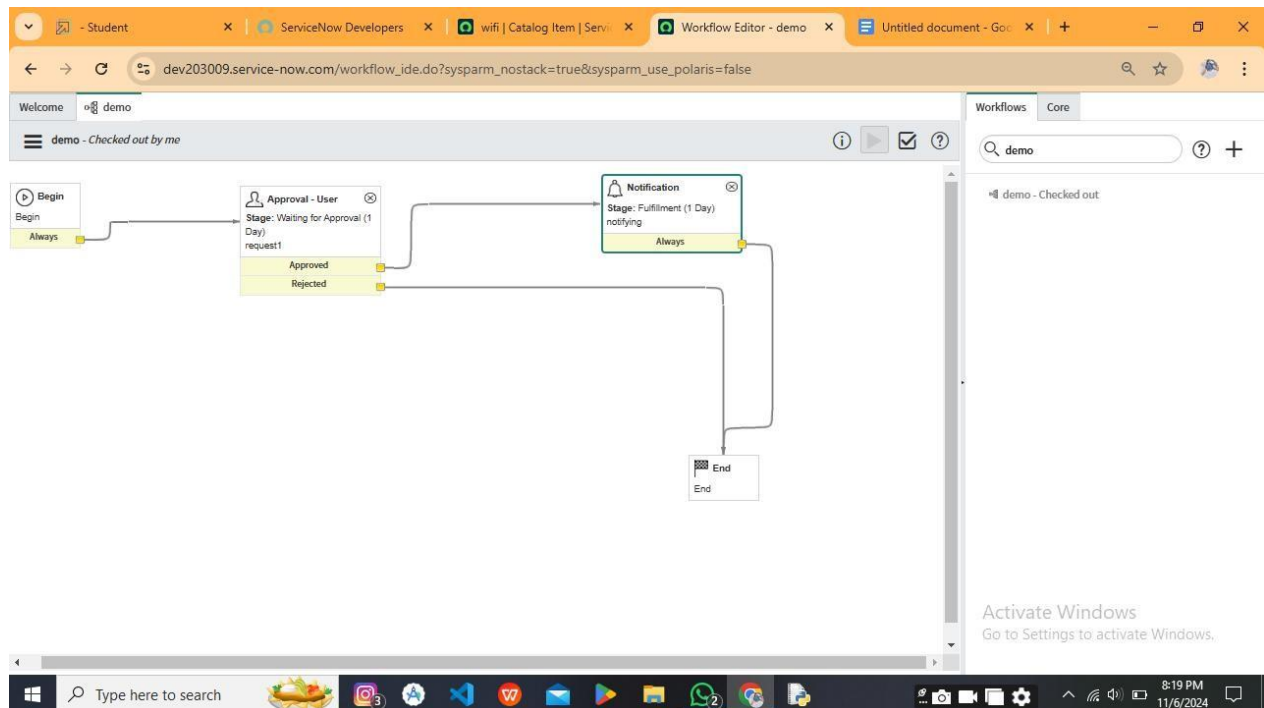- Click the new work flow
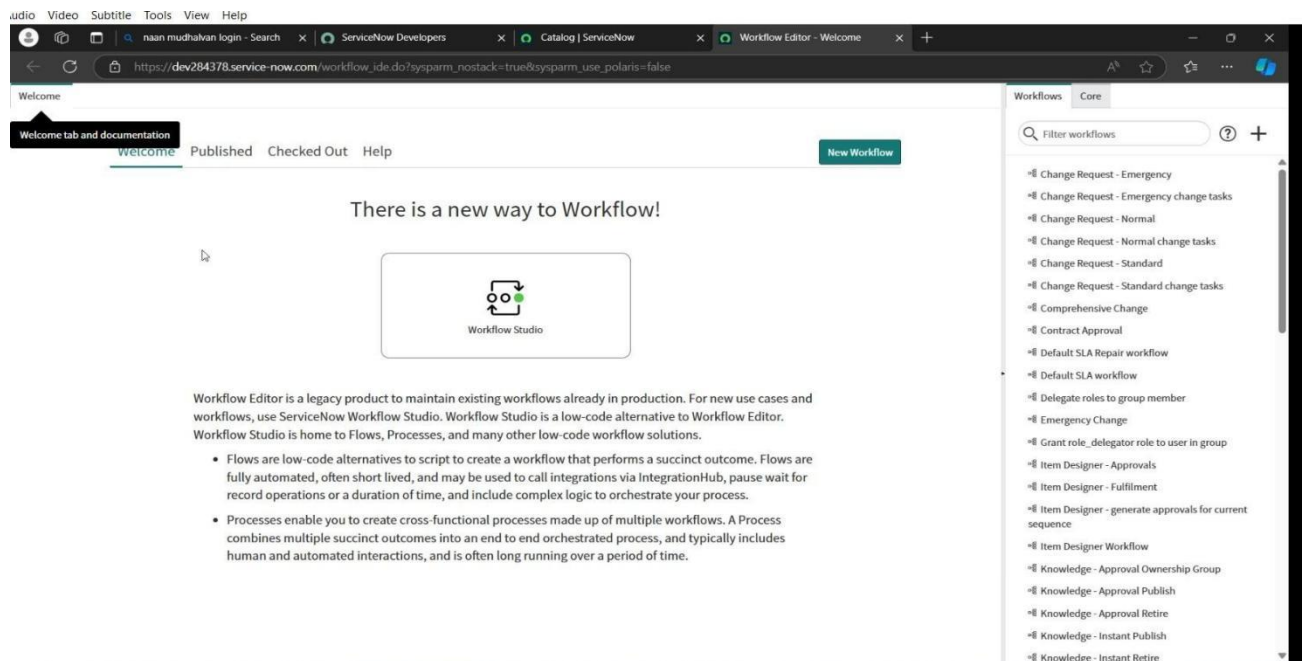
- Enter the name of the workflow.

- Select table name as sc_req_item.

- Click on Submit.
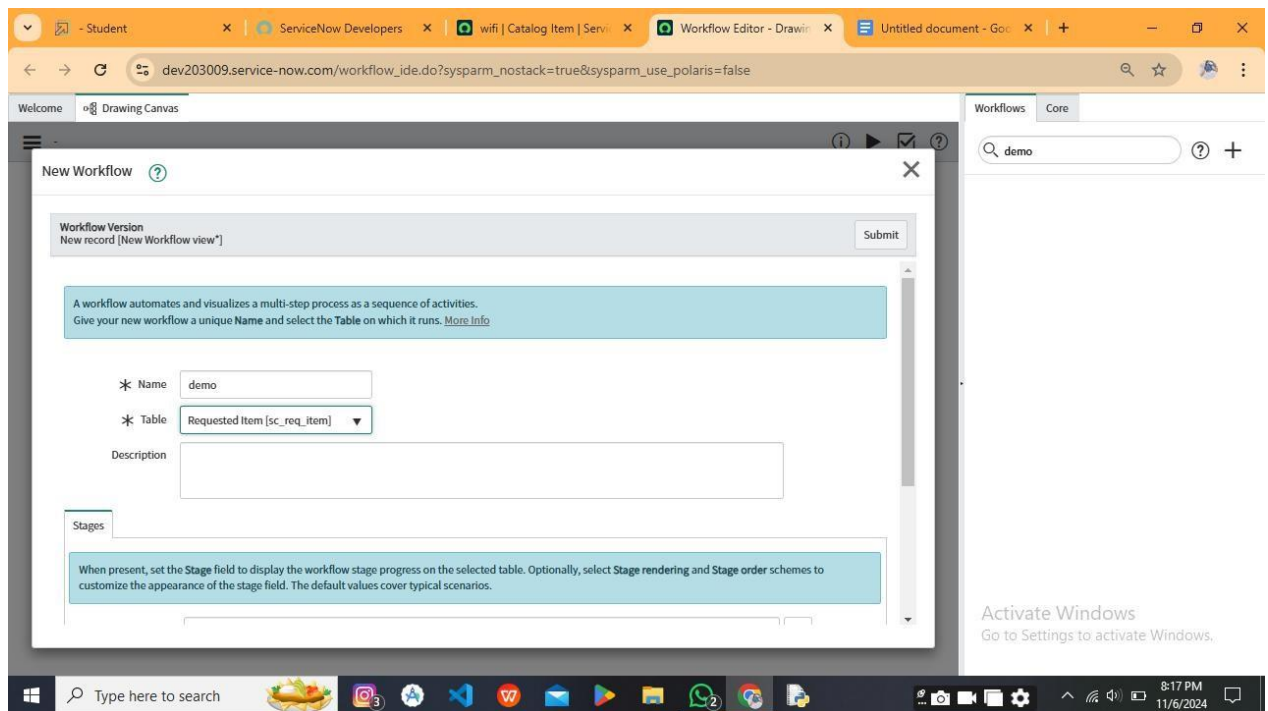
- This is the workflow window here we are going add what are the step we need

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

13. Add created Workflow to Catalog item.
14. Open Service Portal, and request for your created item.
    Open 'https://dev203009.service-now.com/sp".
    - Search for wifi
    - Click the request

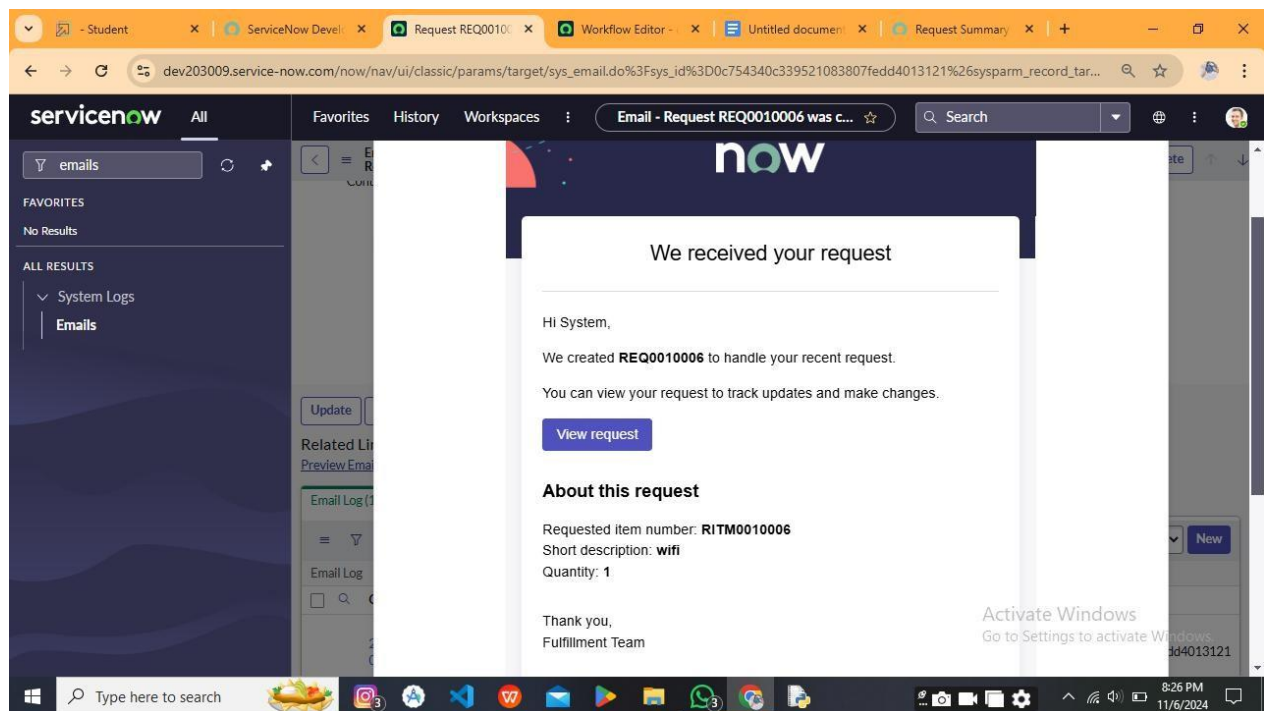After clicking the request the interface will be

Result:

15. Open my approvals

- make the requested to approve

16. 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.