Requesting WiFi Access Through ServiceNow

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

- Description: The newly created catalog item will be added to the ServiceNow Service Portal under the Employee Services or Onboarding section.
- Objective: To ensure that Thomas and other new employees can find and request WiFi access through the portal.
- 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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[Manager/HR Approves Request]

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[WiFi Credentials Provisioned]

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[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.

Testing and Validation:

- Objective: Ensure that the process works smoothly for employees like Thomas.
- Testing Steps:
  - Test catalog item functionality: Ensure the WiFi access request form works and captures required fields.
  - Test workflow functionality: Ensure requests are properly routed for approval and that the system sends notifications to the appropriate stakeholders.
  - Test mobile access: Ensure employees can submit requests from mobile devices using the ServiceNow app or mobile portal.
  - Test credential provisioning: Ensure WiFi credentials are provisioned correctly after approval.

Conclusion:

This project aims to improve the onboarding experience for new employees by automating the WiFi access request process using ServiceNow. By creating a catalog item, configuring an approval workflow, and integrating the request system into the Service Portal, XYZ Corporation ensures that Thomas and other new employees can request and receive WiFi access efficiently. The mobile-friendly solution also enhances the user experience by allowing employees to submit requests on-the-go.