Project Document

Requesting WIFI

Access Through ServiceNow

1. Project Overview:

Requesting WIFI access through ServiceNow is a structured and secure process designed to manage and streamline network access requests within an organization. This procedure ensures that all users adhere to company policies, and access is granted only to authorized individuals and devices.

ServiceNow acts as a centralized platform where users can submit their requests, and the IT team can manage and track them effectively. The process involves filling out an online form with necessary details, following an approval workflow, and implementing the access by the IT department.

This guide provides a comprehensive understanding of how to:

- Navigate the ServiceNow portal.
- Submit a WIFI access request form.
- Understand the approval and implementation workflow.

2. Objectives:

The primary objective of requesting WIFI access through ServiceNow is to establish a streamlined, secure, and efficient process for managing network access within an organization. This process ensures compliance with IT policies while providing users with the necessary connectivity for their tasks.

Key Objectives:

1.Centralized Management:

- Utilize a unified platform (ServiceNow) for submitting, approving, and tracking WIFI access requests.

2.Enhanced Security:
- Ensure only authorized users and devices are granted access to the organization's WIFI network.

3.Improved Efficiency:
- Reduce manual effort and time by automating workflows for approvals and processing requests.

4.Policy Compliance:

- Adhere to organizational policies and IT standards for network usage and access
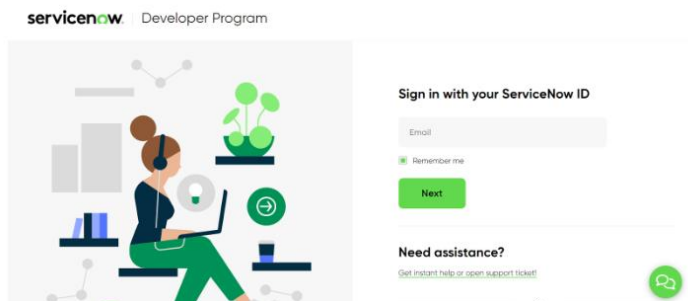
5.User Convenience:
- Provide employees and stakeholders with a simple and user-friendly method to request network access.

☐ ServiceNow Platform: A centralized system used for managing service requests.
☐ WIFI Access Request Form: A digital form specific to the WIFI service request.
☐ Approval Workflow: The series of actions that determine the authorization of the request.
☐ User Role: Employees must have an account on ServiceNow with appropriate credentials to request services.

3. Step-by-Step Guide

Step 1: Access the ServiceNow Platform

1. Open a web browser and navigate to your organization's ServiceNow portal (e.g., https://[companyname].servicenow.com).
2. Log in using your company-provided username and password.

Step 2: Navigate to the Service Catalog

1. On the homepage, click on **"Service Catalog"** in the main menu.
2. Use the search bar to type **"WIFI Access Request"** or locate it under the **IT Services** category.
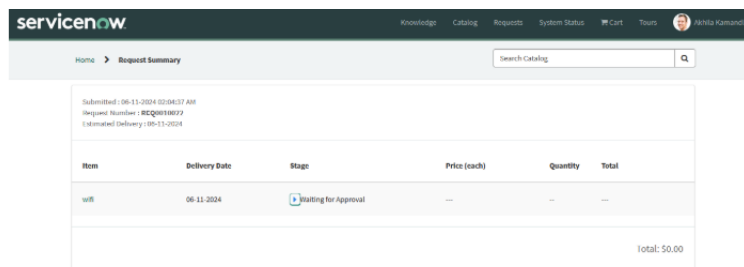
Step 3: Select the WIFI Access Request Form

1. Click on the **"WIFI Access Request"** link to open the form.
2. Review any instructions provided at the top of the form.

Step 4: Fill Out the Request Form

1. **Personal Information**: Confirm your name, employee ID, and department.
2. **Device Details**: Enter the details of the device(s) you wish to connect (e.g., device name, MAC address, etc.).
3. **Access Level**: Specify whether you need general access or restricted access based on your role.
4. **Reason for Access**: Provide a brief justification for requesting WIFI access.

Step 5: Review and Submit the Form

1. Double-check all the entered information for accuracy.
2. Click on **"Submit"** to send the request

Step 6: Track Your Request

1. Once submitted, you will receive a confirmation email or notification with a unique request ID.
2. Use this ID to track the status of your request in the **"My Requests"** section of ServiceNow.

Step 7: Approval Process

1. Your request will be routed to the appropriate approver(s), typically your manager or the IT department.
2. Monitor your email or ServiceNow notifications for updates or additional requirements.

Step 8: Access Activation

1. Once approved, you will receive an email confirming the activation of your WIFI access.
2. Follow any setup instructions provided to connect your device to the network.

3. Conclusion :

Requesting WIFI access through ServiceNow is an intuitive process designed to ensure security and efficiency. By following the outlined steps, users can minimize delays and maximize productivity. This standardized workflow aligns with organizational IT policies and fosters a secure digital environment.