# Modification of the RQC Access Request Process flow in Service-now

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## Process Overview

## Objectives

The goal is to automate the extra step - task 4 - that was added to the process due to Amazon Business Single Sign On requirement. This has led JAX network team to create and maintain a new AD user group (GRP-AmazonBusiness) for Amazon Business login. The initial members of the group where bulk loaded prior to the release of Amazon Punchout on March 1, 2021. This list only included punchout users that were configured before that date. This means, to avoid unhappy users that could find themselves getting permission denied when trying to connect to Amazon Business from Lawson, there is a manual step that is required – within the workflow - to update the AD group for any new punchout user configured on of after Amazon release.

## The Problem

Currently, in task 2, purchasing would add a comment - in the “Additional comment” field that signals to Lawson team that the new requester has punchout access. Lawson team would then use that information to create a ticket requesting the network team to add the new user to the Amazon Business (GRP-AmazonBusiness) AD user group. Sounds pretty straightforward – so what could go wrong? Well, a lot - for example, Lawson team may forget to create the ticket even though purchasing explicitly commented that punchout access was granted.

## Tasks Summary

1. RQC Access Request form is submitted to service-now
2. **Task 1:** A ticket will be created in service-now and assigned to Lawson team
   1. Lawson team configures the employee listed in the new request with Lawson requestor security role
   2. Lawson team closes this first task which triggers a new task to setup the requestor profile
3. **Task 2:** The Requestor profile setting task is created and assigned to Lawson team as a proxy to purchasing team (Purchasing is added to the watchlist)
   1. System sends Email out to purchasing with the request to setup a new requestor profile in Lawson
   2. Purchasing setup the requestor profile and updates the task that this step is complete
      1. Note: If Punchout access was granted to this requester, Purchasing should update the task with that information – set the punchout access flag (default not set)
4. Lawson team close the task - Closing the requestor profile setup task triggers:
   1. **Task 3:** System to create Requestor training task and assigns task to Lawson team as proxy to purchasing team (Purchasing is added to the watch list)
   2. **Task 4:** Note: if Punchout access was granted, the system should create and IT ticket to add the user to GRP-AmazonBusiness AD user group
      1. Ticket title: “Add new user to AD Group GRP-AmazonBusiness”
      2. Ticket content: inherited
5. Lawson team updates and closes task 3
6. Done