1. **ServiceNow Workflow - Snowflake Access Request**
2. **What We Do After the Request Comes to Our Queue**

Once the request reaches our queue, our team performs the following actions:

* Add the user to the appropriate Snowflake group in Active Directory (AD).
* Update ServiceNow with comments, such as “Username added to Snowflake group”, to maintain proper tracking and transparency.

1. **What Automation Does After the Workflow Is Completed**

Once the ServiceNow workflow is completed and the request reaches our automation process, the following actions take place:

* **Validation:** The automation checks and validates the request type in ServiceNow.
* **Access Provisioning:** The user is automatically added to the appropriate **Snowflake group in Active Directory (AD)** without manual intervention.
* **Audit Logging:** ServiceNow is updated with a status comment (e.g., *“User added to Snowflake group via automation”*) to maintain transparency and traceability.

1. **Explaining the Automation**

The automation process is designed to handle all Snowflake access requests efficiently and consistently. It works as follows:

1. **API Data Fetch:**
   * An API fetches the **entire day’s Snowflake request details** from ServiceNow.
2. **Validation & Logging:**
   * Each request is validated to confirm the user and request type.
   * The validated details are stored in a **CSV file** in a secure folder for future checking, audit, and compliance validation.
3. **Access Provisioning with PowerShell:**
   * A **PowerShell script** processes the validated requests.
   * The script automatically **adds users to the appropriate Snowflake group in Active Directory (AD)**.
4. **Scheduling & Execution:**
   * The PowerShell script is **integrated with Task Scheduler**.
   * It runs automatically **every day at 9:00 AM IST / 4:30 AM BST** to process all requests in one batch.
5. **Automatic Request Closure:**
   * After successful user addition, the automation **closes the ServiceNow request** using API configuration.
   * This ensures all requests and user additions are **completed and updated by 9:00 AM IST / 4:30 AM BST** daily.

**5.Advantages of Automation**

* Faster Processing – Requests are completed in minutes instead of hours or days.
* Improved Accuracy – Eliminates manual errors in Active Directory updates.
* Transparency – Automatic ServiceNow updates ensure clear tracking and auditability.
* 24x7 Availability – Automation works continuously, including weekends, without dependency on manual effort.
* Better Resource Utilization – The team can focus on complex, high-value tasks instead of repetitive work.
* Reduced SLA Breaches – Requests are handled consistently within defined timelines.