

SSERVICENOW PROJECT SUBMISSION

## Requesting WiFi Access Through ServiceNow

Submitted by

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**Requesting WiFi Access Through ServiceNow**

## Project Overview :

Thomas is a new employee at XYZ Corporation. As part of his onboarding, he needs access to the company's WiFi network to perform his job duties. XYZ Corporation uses ServiceNow to manage all access requests, including WiFi passwords. ServiceNow is also available on mobile devices, allowing Thomas to raise a request conveniently from his smartphone.

## Objectives :

- To provide a centralized platform for users to request WiFi access.
- To automate the approval and provisioning process for WiFi access requests.
- To ensure compliance with network security policies during the request and approval process.
- To enhance the user experience by providing a simple, self-service interface for WiFi requests

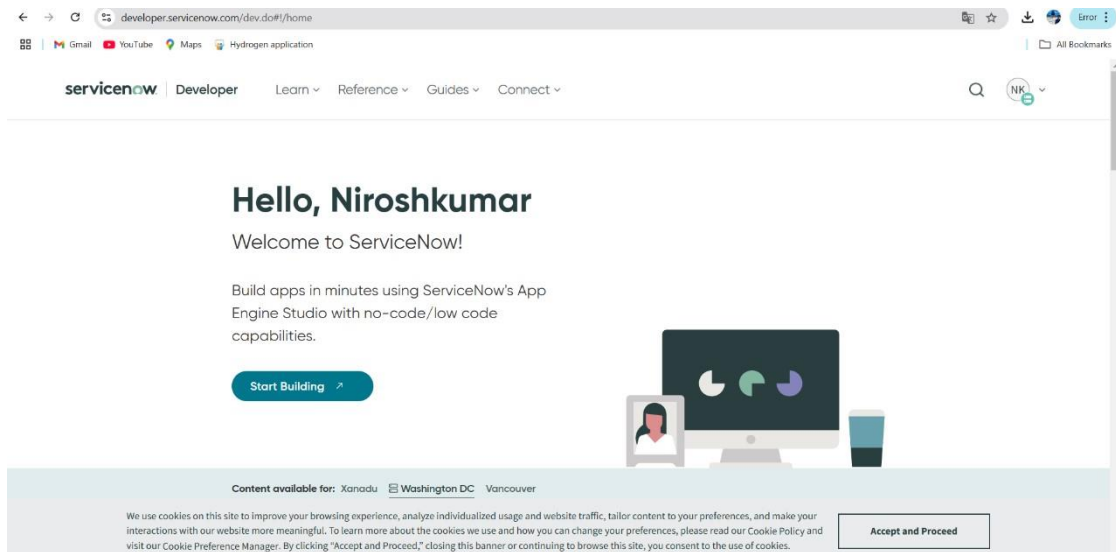
## Key Features and Concepts Used :

- Service Catalog,
- Catalog items,
- Variables,
- Portal,
- Service Portals, □ Workflows,
- Email Notification.

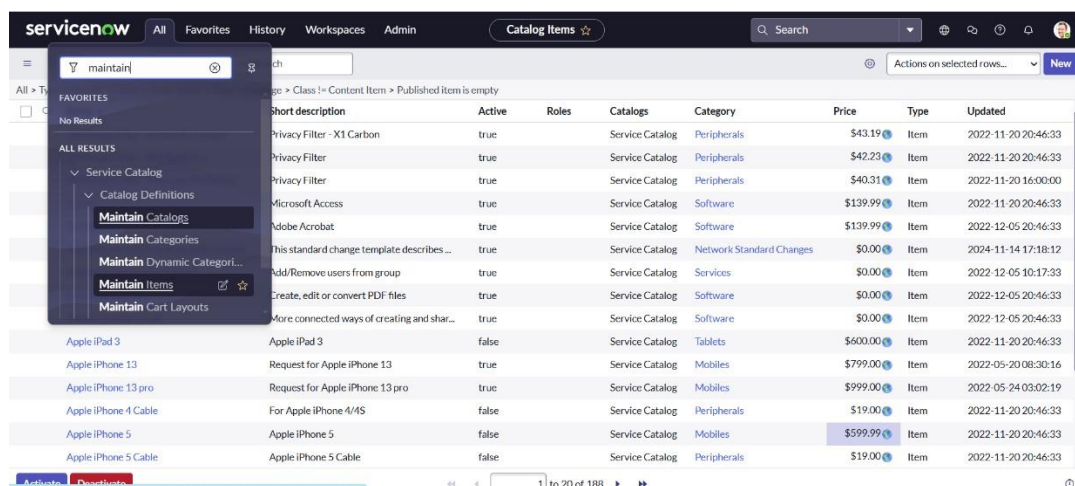
## Detailed Steps To Solution Design :

## Implementation :

1. Open service now.
2. Log in to your ServiceNow instance using the provided credentials. Now you will navigate to the ServiceNow.

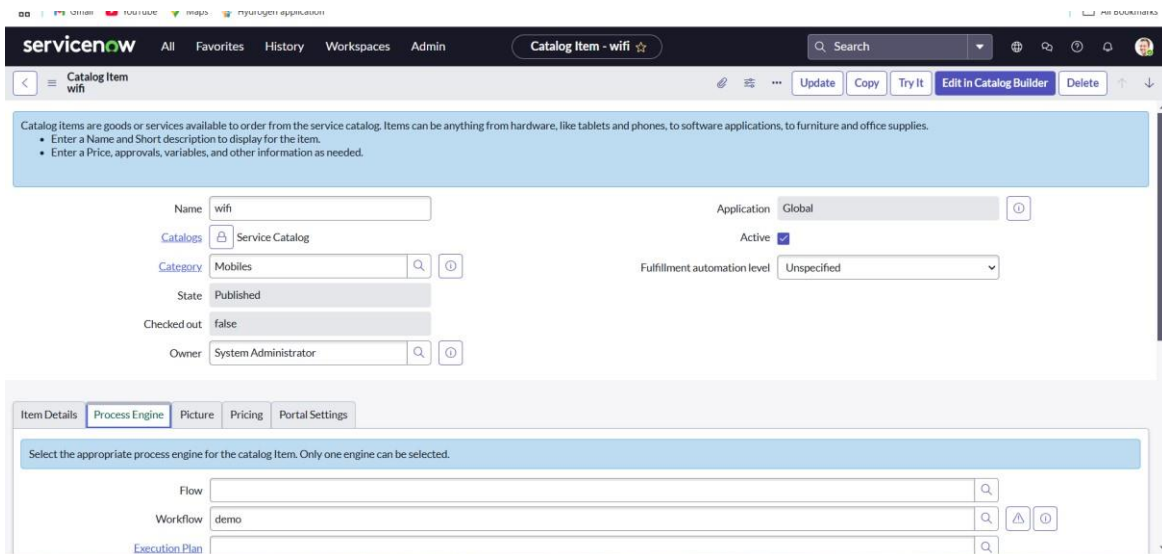


3. Click on All >> Open "Service Catalog" >> maintain items.



4. 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:

1. Give a Name for the Catalog Item
2. Select the Catalog
3. Select the Category
4. Save the Item



**servicenow** All Favorites History Workspaces Admin Catalog Item - wifi

Search

Update Copy Try It Edit In Catalog Builder Delete

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: wifi Application: Global

Catalogs: Service Catalog Active: ☒

Category: Mobiles Fulfillment automation level: Unspecified

State: Published

Checked out: false

Owner: System Administrator

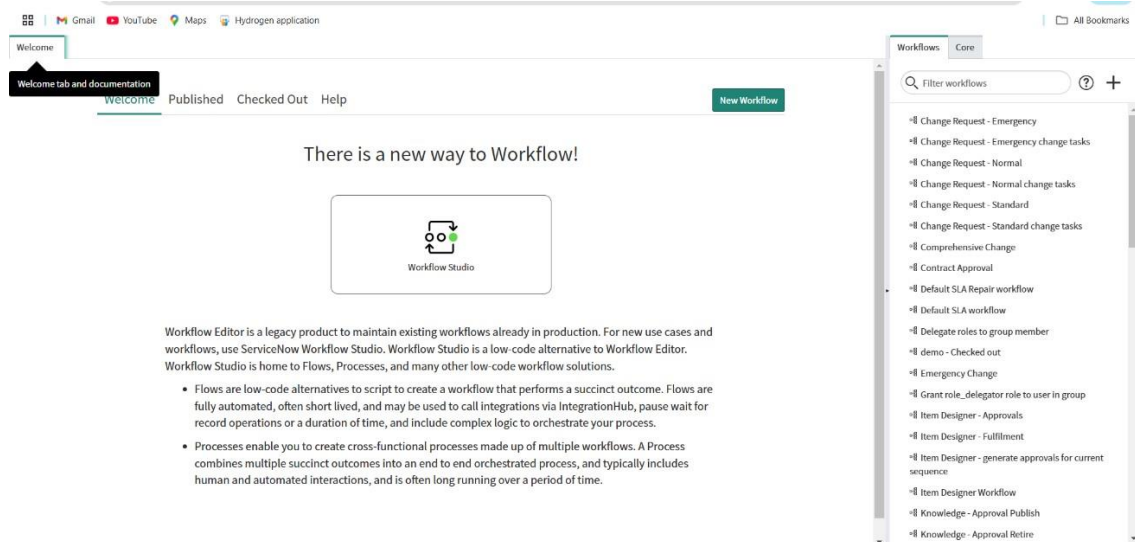
Item Details Process Engine Picture Pricing Portal Settings

Select the appropriate process engine for the catalog item. Only one engine can be selected.

Flow: Workflow: demo Execution Plan:

The created items which are under service catalog are uploaded directly in service portal.

- Create a Workflow as per your requirements. Workflow>> “Workflow Editor”.



Welcome

Welcome tab and documentation Welcome Published Checked Out Help New Workflow

There is a new way to Workflow!

Workflow Studio

Workflow Editor is a legacy product to maintain existing workflows already in production. For new use cases and workflows, use ServiceNow Workflow Studio. Workflow Studio is a low-code alternative to Workflow Editor. Workflow Studio is home to Flows, Processes, and many other low-code workflow solutions.

- Flows are low-code alternatives to script to create a workflow that performs a succinct outcome. Flows are fully automated, often short lived, and may be used to call integrations via IntegrationHub, pause wait for record operations or a duration of time, and include complex logic to orchestrate your process.
- Processes enable you to create cross-functional processes made up of multiple workflows. A Process combines multiple succinct outcomes into an end to end orchestrated process, and typically includes human and automated interactions, and is often long running over a period of time.

Workflows Core

Filter workflows

- Change Request - Emergency
- Change Request - Emergency change tasks
- Change Request - Normal
- Change Request - Normal change tasks
- Change Request - Standard
- Change Request - Standard change tasks
- Comprehensive Change
- Contract Approval
- Default SLA Repair workflow
- Default SLA workflow
- Delegate roles to group member
- demo - Checked out
- Emergency Change
- Grant role\_delegator role to user in group
- Item Designer - Approvals
- Item Designer - Fulfillment
- Item Designer - generate approvals for current sequence
- Item Designer Workflow
- Knowledge - Approval Publish
- Knowledge - Approval Retire

- Click on create “New”.

Welcome | Drawing Canvas

### New Workflow

**Workflow Version**  
New record [New Workflow view]

**Name**: demo

**Table**: Requested Item [sc\_req\_item]

**Description**

**Stages**

When present, set the **Stage** field to display the workflow stage progress on the selected table. Optionally, select **Stage rendering** and **Stage order** schemes to customize the appearance of the stage field. The default values cover typical scenarios.

**Stage rendering**: Workflow driven

**Stage order**: Computed

**Submit**

**Related Links**

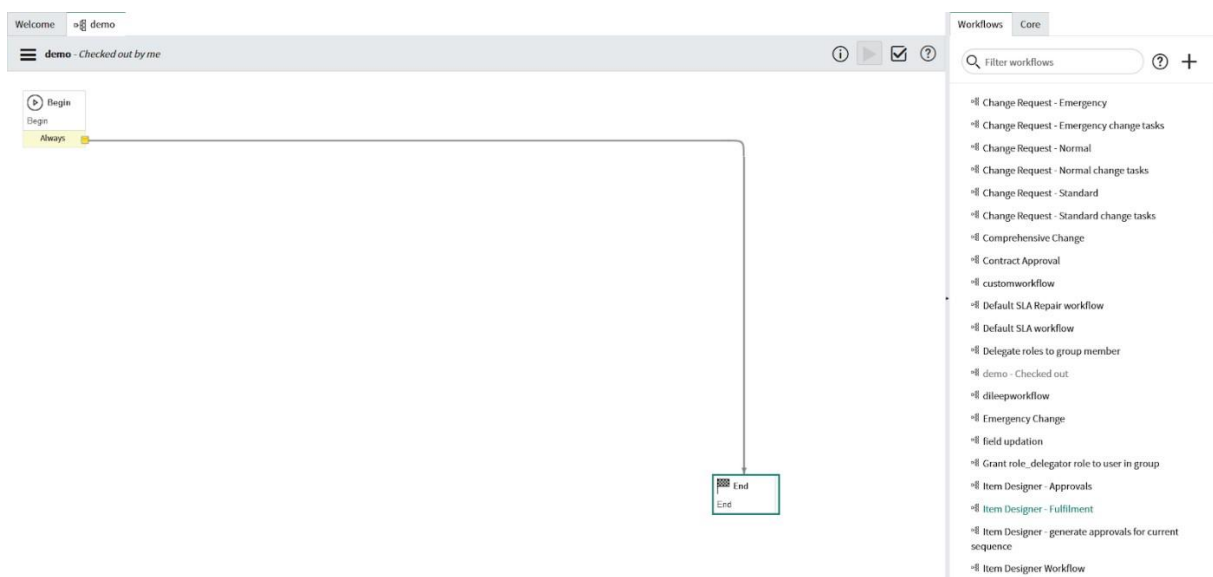
- [Default view](#)
- [Diagrammer view](#)

**Workflows** | **Core**

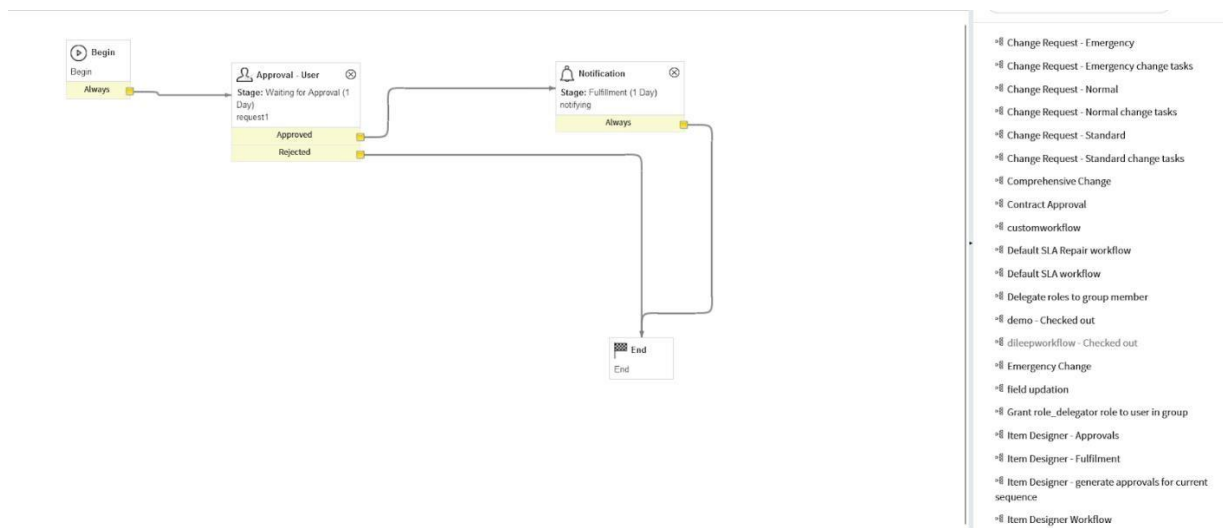
Filter workflows

- Change Request - Emergency
- Change Request - Emergency change tasks
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- Item Designer Workflow
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1. Enter the name of the workflow.
2. Select table name as "sc\_req\_item".
3. Click on "Submit".

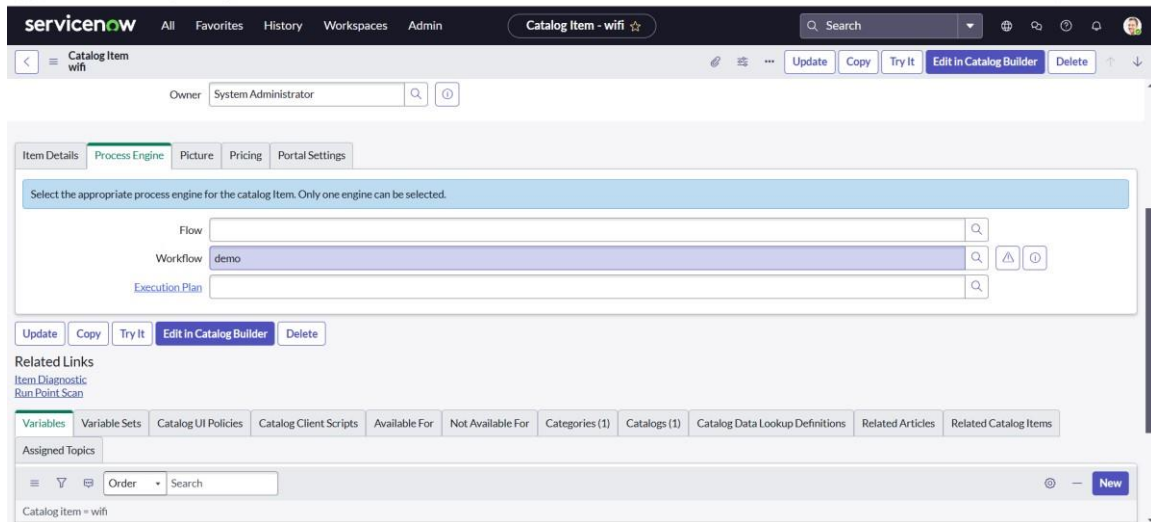


1. This the outlook of workflow.
2. So we should add needed condition.



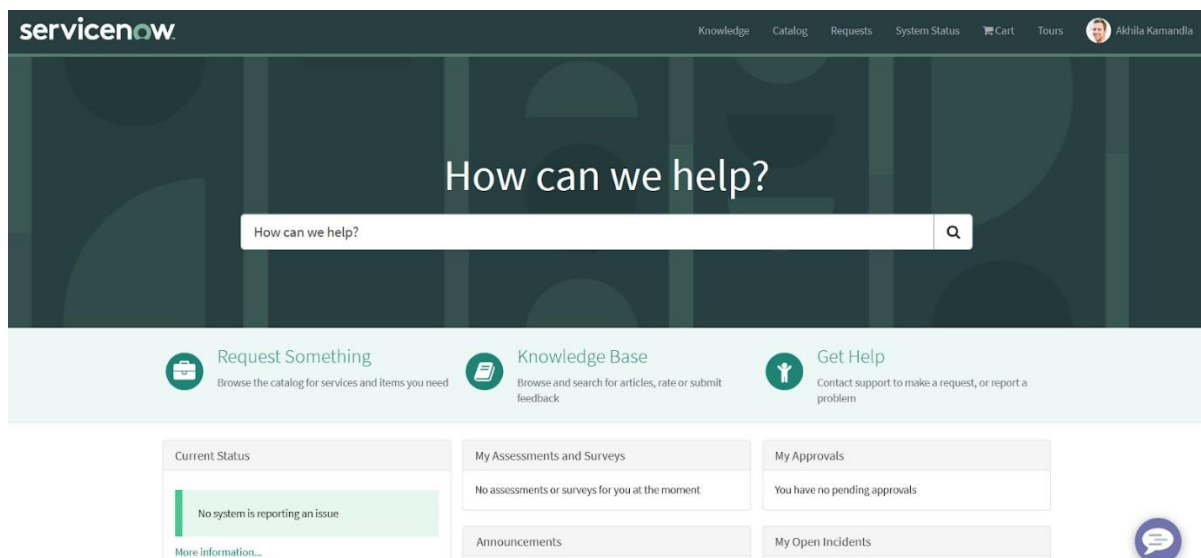
1. This is the workflow after adding needed conditions.  
When the request is generated, the Approval request automatically generated, After
2. approving the approval the user will get notification about their order.

6. Add created Workflow to Catalog item.

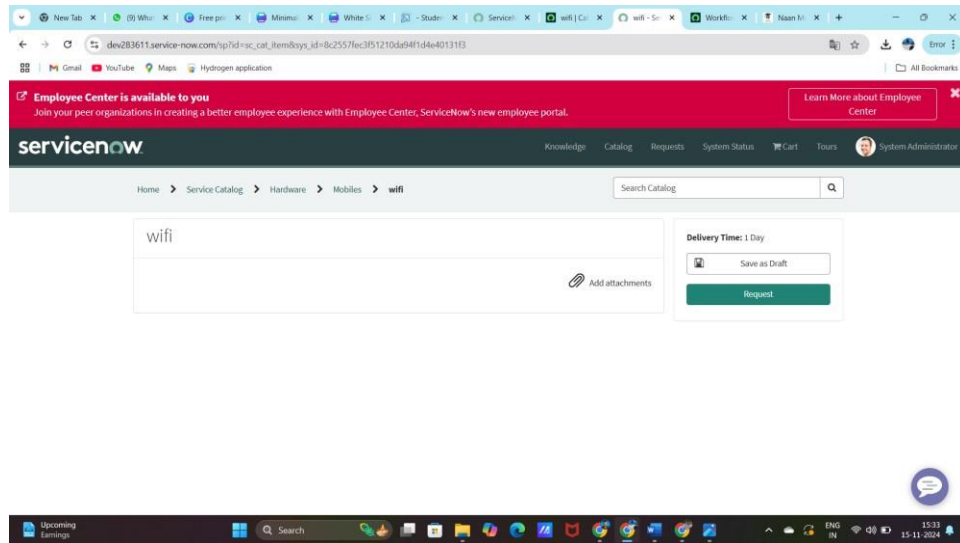


1. Go to “maintain items”, Open “wifi” item ,then open it’s “Process Engine”.
2. Select the Workflow to be performed, that is “demo”.

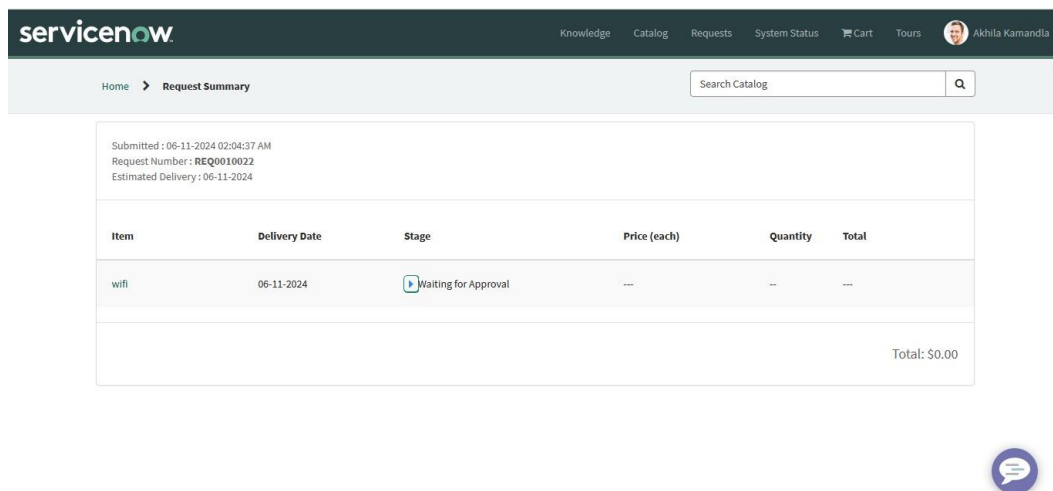
7. Open Service Portal, and request for your created item



1. Go and search for item “wifi”



2. Click on “Request”.



## Result

### 1. Testing Wi-Fi Access Request:

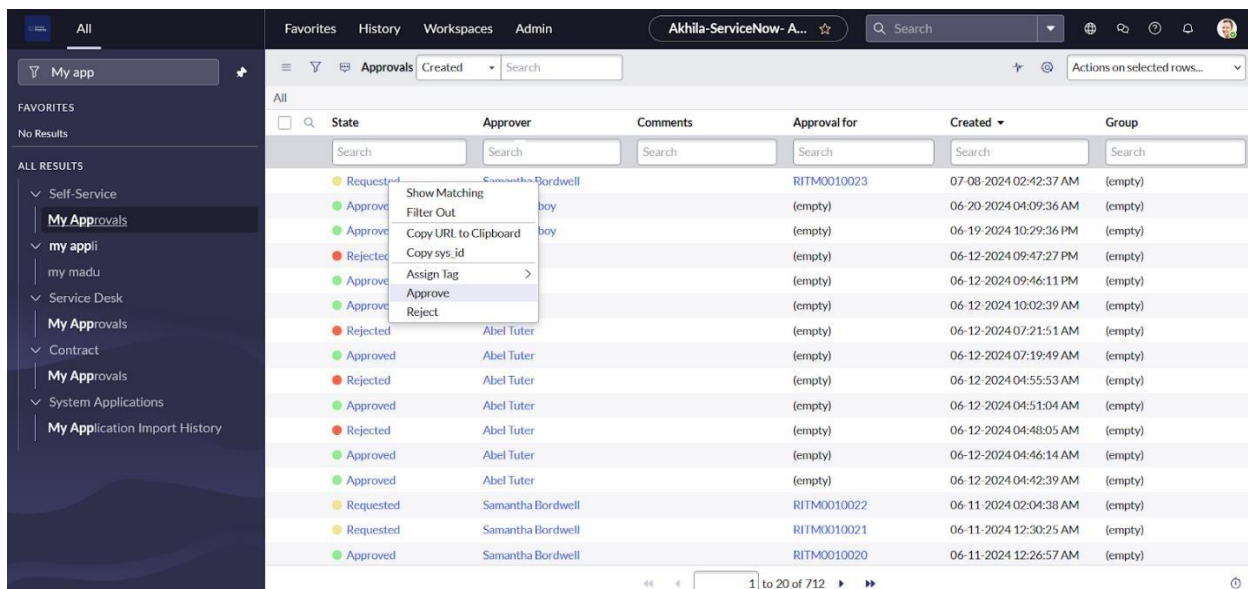
Once the request item and workflow are created, it's important to test the process to ensure that it's functioning correctly.

#### Steps for Testing:

##### 1. Submit a Test Request:



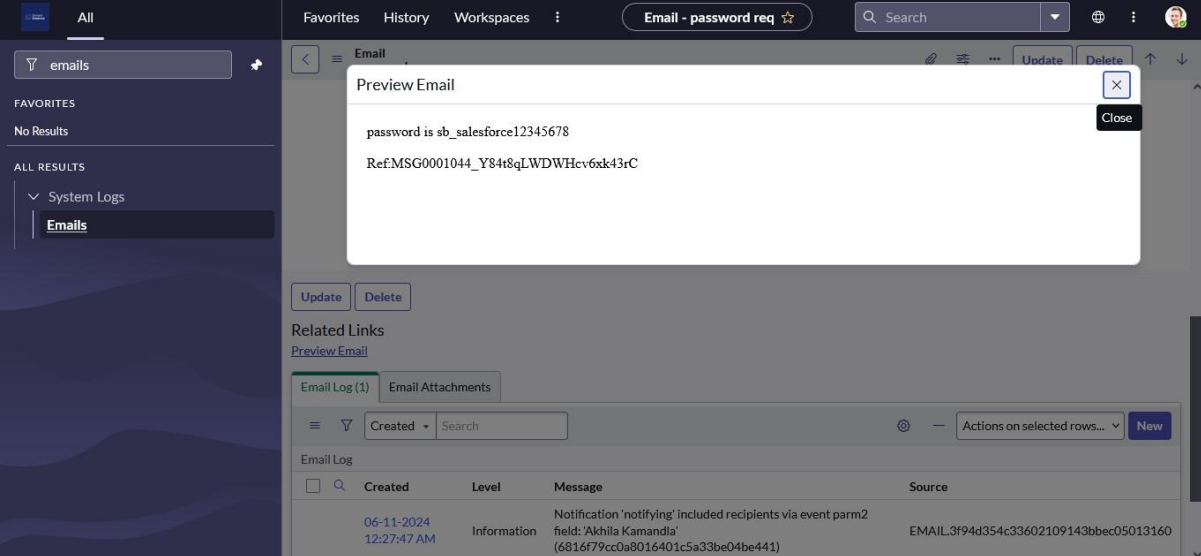
- Submit a request for Wi-Fi access as an end user.
  - Check if all fields are being captured correctly, and ensure the approval workflow is triggered.
2. **Check Approval Process:**
- Ensure that the request is routed to the correct approver.
  - Verify that the approval or rejection notifications are sent out correctly.
3. **Verify Access Provisioning:**
- If Wi-Fi access is provisioned automatically, ensure the relevant team (e.g., network team) is notified, and verify that the user is granted Wi-Fi access.
  - If the process is manual, confirm that the network admin can grant access based on the approved request.
4. **End-User Experience:**
- Check the end-user experience by confirming the approval and whether they can access Wi-Fi after the request is fulfilled.
  - Ensure that they receive relevant notifications (e.g., when access is granted or denied).



State	Approver	Comments	Approval for	Created	Group
Requested	Samantha Bordwell		RITM0010023	07-08-2024 02:42:37 AM	(empty)
Approved	Abel Tutor		(empty)	06-20-2024 04:09:36 AM	(empty)
Approved	Abel Tutor		(empty)	06-19-2024 10:29:36 PM	(empty)
Rejected	Abel Tutor		(empty)	06-12-2024 09:47:27 PM	(empty)
Approved	Abel Tutor		(empty)	06-12-2024 09:46:11 PM	(empty)
Approved	Abel Tutor		(empty)	06-12-2024 10:02:39 AM	(empty)
Rejected	Abel Tutor		(empty)	06-12-2024 07:21:51 AM	(empty)
Approved	Abel Tutor		(empty)	06-12-2024 07:19:49 AM	(empty)
Rejected	Abel Tutor		(empty)	06-12-2024 04:55:53 AM	(empty)
Approved	Abel Tutor		(empty)	06-12-2024 04:51:04 AM	(empty)
Rejected	Abel Tutor		(empty)	06-12-2024 04:48:05 AM	(empty)
Approved	Abel Tutor		(empty)	06-12-2024 04:46:14 AM	(empty)
Approved	Abel Tutor		(empty)	06-12-2024 04:42:39 AM	(empty)
Requested	Samantha Bordwell		RITM0010022	06-11-2024 02:04:38 AM	(empty)
Requested	Samantha Bordwell		RITM0010021	06-11-2024 12:30:25 AM	(empty)
Approved	Samantha Bordwell		RITM0010020	06-11-2024 12:26:57 AM	(empty)

1. Open "My Approvals" 2. Right Click on "Requested", and click on Approve.

3. Now go to emails, You will get a password in email.



The screenshot shows the Smart Internz web application interface. A modal window titled "Preview Email" is open, displaying the following information:

```
password is sb_salesforce12345678
Ref:MSG0001044_Y84t8qLWDWHcv6xk43rC
```

Below the modal, the "Email Log" section is visible, showing a table of email logs. The table has columns for "Created", "Level", "Message", and "Source".

Created	Level	Message	Source
06-11-2024 12:27:47 AM	Information	Notification 'notifying' included recipients via event parm2 field: 'Akhila Kamandla' (6816f79cc0a8016401c5a33be04be441)	EMAIL.3f94d354c33602109143bbec05013160

## Conclusion

In conclusion, deploying a Wi-Fi access request process through ServiceNow streamlines access management while ensuring security and compliance. By creating a catalog item, automating workflows, and setting up approval processes, you can simplify user requests and improve efficiency. Thorough testing and validation ensure the process works as intended, with proper access control and data integrity. Once deployed, the system can be monitored to ensure smooth operation and optimal performance. Ultimately, this solution enhances user experience while maintaining robust network security.