

# ServiceNow WiFi Access Request System

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## Executive Summary

The ServiceNow WiFi Access Request System modernizes how employees obtain WiFi access, streamlining the process from request to approval and provisioning. By integrating ServiceNow's automation capabilities, this system replaces outdated, manual procedures, ensuring quick access and strengthened network security. This project description covers the entire implementation process, from catalog setup to notification management, highlighting its benefits in efficiency and network control.

## Project Background and Need

To foster an efficient and secure network environment, [Company Name] requires a reliable, user-friendly system to handle WiFi access requests. With ServiceNow as the platform, this solution allows:

New employees to independently request WiFi access.

Managers and IT teams to oversee and approve access requests swiftly.

Secure access that is auditable and aligned with compliance requirements.

## Project Objectives

Objective 1: Provide new employees an easy and accessible way to request WiFi.

Objective 2: Automate the workflow to reduce response time and improve efficiency.

Objective 3: Ensure all WiFi access is reviewed, approved, and securely logged.

Objective 4: Allow flexibility for employees to request access through multiple devices (desktop and mobile).

## Project Components and Roles

1. Catalog Item Creation: Design a structured catalog item specific to WiFi access requests.

2. Service Portal Accessibility: Place the item in the Service Portal for immediate access.
3. Workflow Development: Implement a workflow for approvals and provisioning.
4. Notifications and Alerts: Configure alerts for approvals, completions, and status updates.
5. Reporting and Analytics: Set up tracking to monitor workflow performance and user satisfaction.

### **Key Roles:**

ServiceNow Admin: Responsible for setting up catalog items and configurations.

IT Security Manager: Monitors compliance and approves access based on criteria.

HR Liaison: Ensures onboarding processes include WiFi access.

### **System Design and Workflow**

#### **Step 1: WiFi Access Catalog Item Creation**

Action: Navigate to ServiceNow > Service Catalog > Catalog Definitions and create an item titled "Request WiFi Access."

Fields: Include Name, Department, Access Duration, and Justification fields.

Security Consideration: Include checkboxes to ensure employees agree to terms of network use.

#### **Step 2: Integration into Service Portal**

Location: Add the WiFi access catalog item under Employee Services for easy access.

Access Points: Ensure item visibility on both desktop and mobile, supporting flexible submission.

#### **Step 3: Approval Workflow Configuration**

1. Navigate to Workflow Editor: Create a workflow specific to WiFi access requests.
2. Route Approvals: Configure multi-level approvals, if necessary, by department heads and/or IT security.
3. Automate Notifications: Set automated notifications to inform users of approval status and next steps.

#### **Step 4: Request Submission**

User Flow: Employees access the Service Portal, complete the WiFi request form, and submit.

System Notifications: ServiceNow automatically routes requests to designated approvers.

#### Step 5: Credential Provisioning and Monitoring

1. Automatic Provisioning: Configure ServiceNow to issue credentials automatically upon approval or manually by IT.
2. Tracking: Log access to ensure compliance and provide IT with visibility over issued credentials.

### Implementation Strategy

1. Developer Setup: Sign in to ServiceNow and request an instance through the developer portal.
2. Catalog Setup: Add and customize the WiFi Access catalog item as per user needs.
3. Workflow Development: Use Workflow Editor to build a rule-based approval workflow.
4. Testing Phase: Conduct end-to-end testing with dummy data, covering request submission, approval, and provisioning.
5. Feedback Loop: Gather feedback from users and adjust configurations to maximize usability and security.

### Anticipated Outcomes and Benefits

Reduced Processing Time: Automated workflows cut down approval times, from days to minutes.

Enhanced Security: Logs ensure all WiFi access is approved and auditable.

Improved User Experience: Employees gain a quicker and more reliable path to network access.

Operational Efficiency: IT staff reduce time spent on manual approval tasks, focusing on high-value activities.

### Sample Workflow Visualization

Employee Submits Request → Manager Review → IT Security Approval → Credentials Provisioned

### Project Success Metrics

1. Processing Time Reduction: 50% decrease in request-to-provision time.
2. User Satisfaction Score: Achieve a user satisfaction rating of at least 90%.

3. Compliance Rate: Ensure 100% compliance with access request protocols.

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## **Conclusion**

The WiFi Access Request System in ServiceNow equips [Company Name] with a streamlined, secure process for network access. Automated workflows, easy-to-use request forms, and robust compliance measures all contribute to a seamless user experience and efficient management. This system not only enhances productivity but also reinforces data security, positioning [Company Name] as a leader in IT efficiency and network management.