



PIE Tech

POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY

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sky is the limit

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ServiceNow Administrator Project

Requesting WIFI Access Through ServiceNow

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Semester : 07

Requesting WIFI Access Through ServiceNow

Abstract:

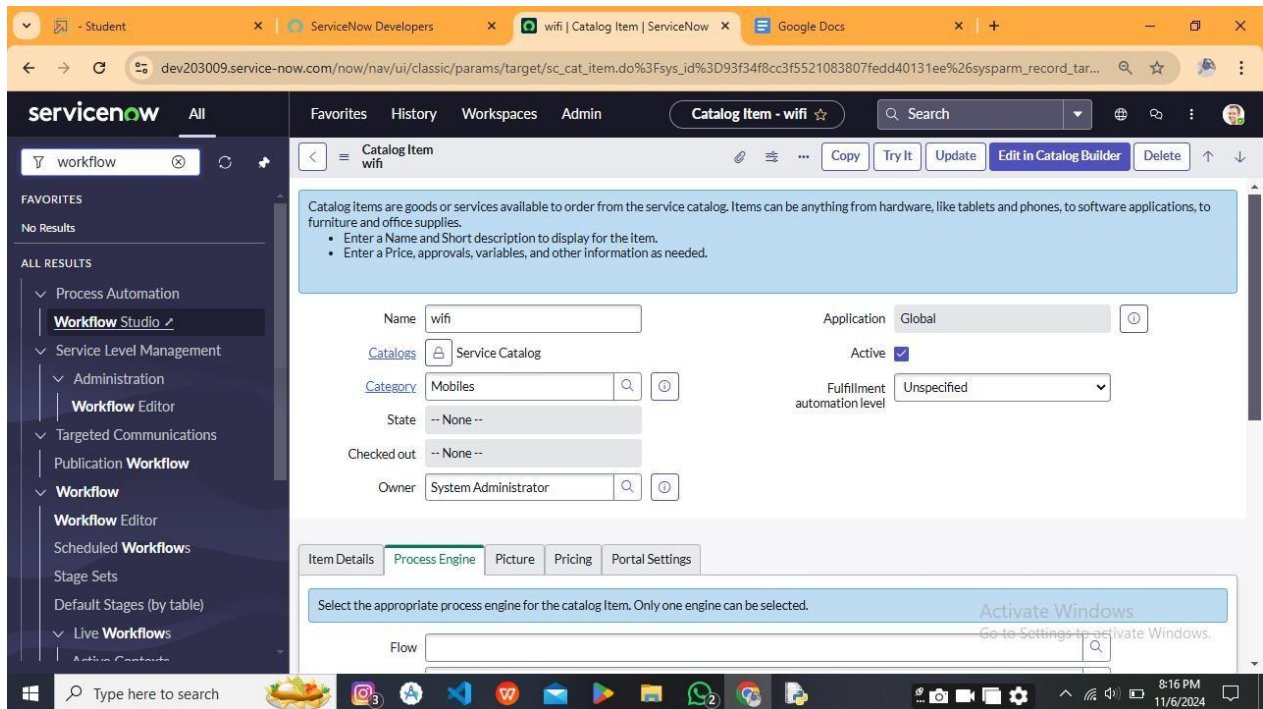
This document provides a structured approach for requesting Wi-Fi access using ServiceNow, a widely used digital workflow platform. ServiceNow offers an efficient, streamlined process for IT service requests, including network access provisioning. The process described here outlines how users can request Wi-Fi access within an organization, enabling secure, reliable connectivity for authorized devices. Key components include submitting a request through ServiceNow, detailing user credentials, specifying device information, and ensuring adherence to security policies. The aim is to facilitate a user-friendly experience while maintaining network integrity. By utilizing ServiceNow's automated workflows, the process minimizes manual intervention and accelerates access approval, enhancing productivity and supporting organizational connectivity requirements effectively.

Two Major Method:

- Implementation
- Result

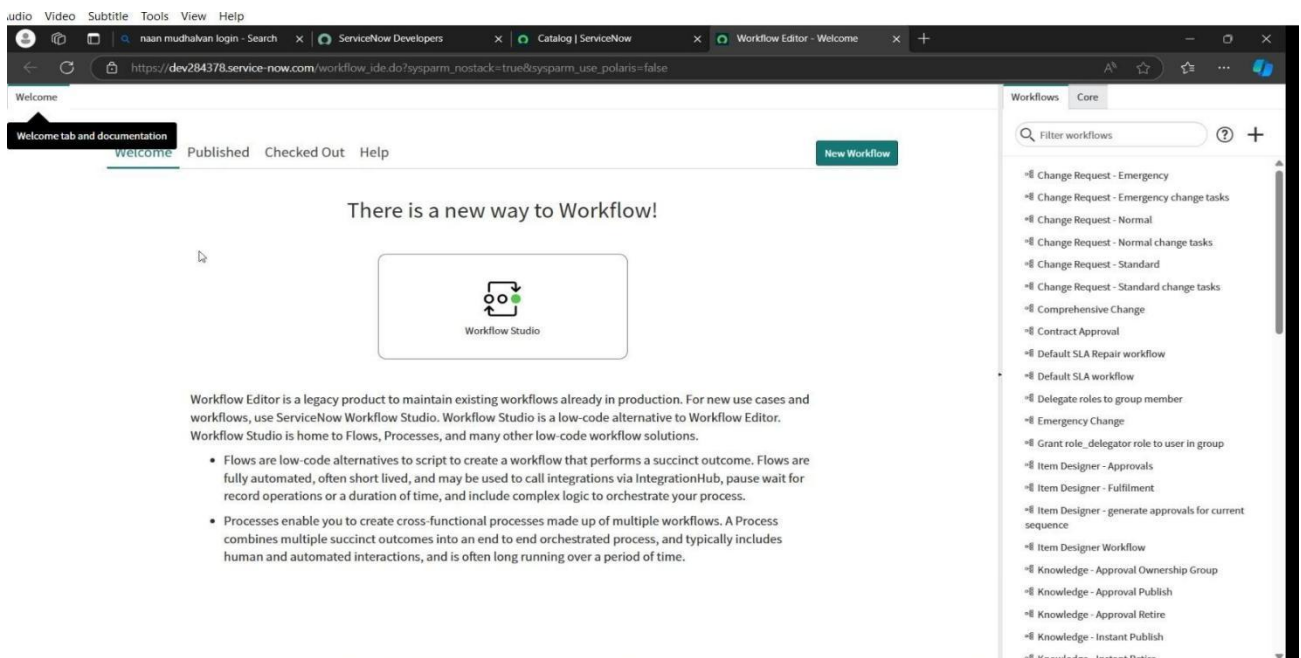
Implementation:

1. Sign in to ServiceNow.
2. Sign up for a developer account on the ServiceNow Developer site
3. Go to personal developer site and click on request instance and create new service now instance.
4. We should fill the required information and submit it.
5. Then we will receive the email that the instance is ready.
6. Log in to service now instance and do the tasks to request the wifi.
7. Select All and then search service catalog in that select maintain items.
8. 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:
 - Give a Name for the Catalog Item
 - Select the Catalog
 - Select the Category
 - Save the Item

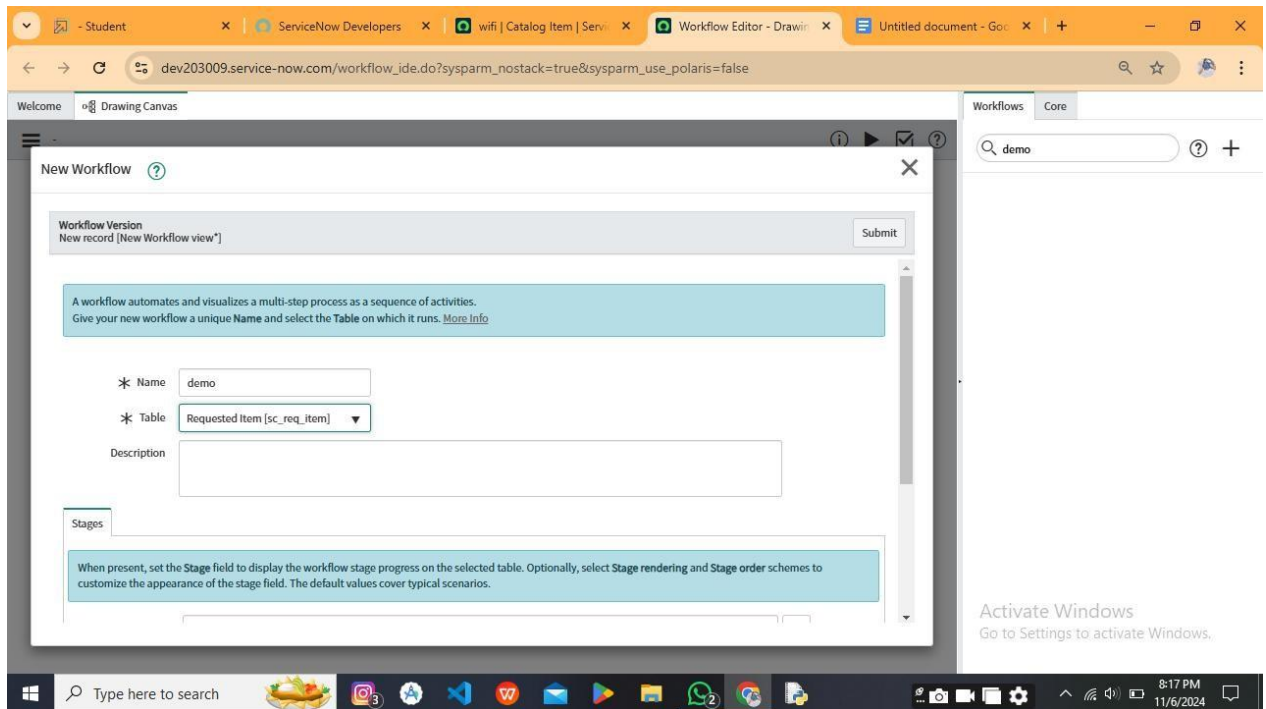


9. Create a Workflow as per your requirements.to create it go to Workflow >> Workflow editor

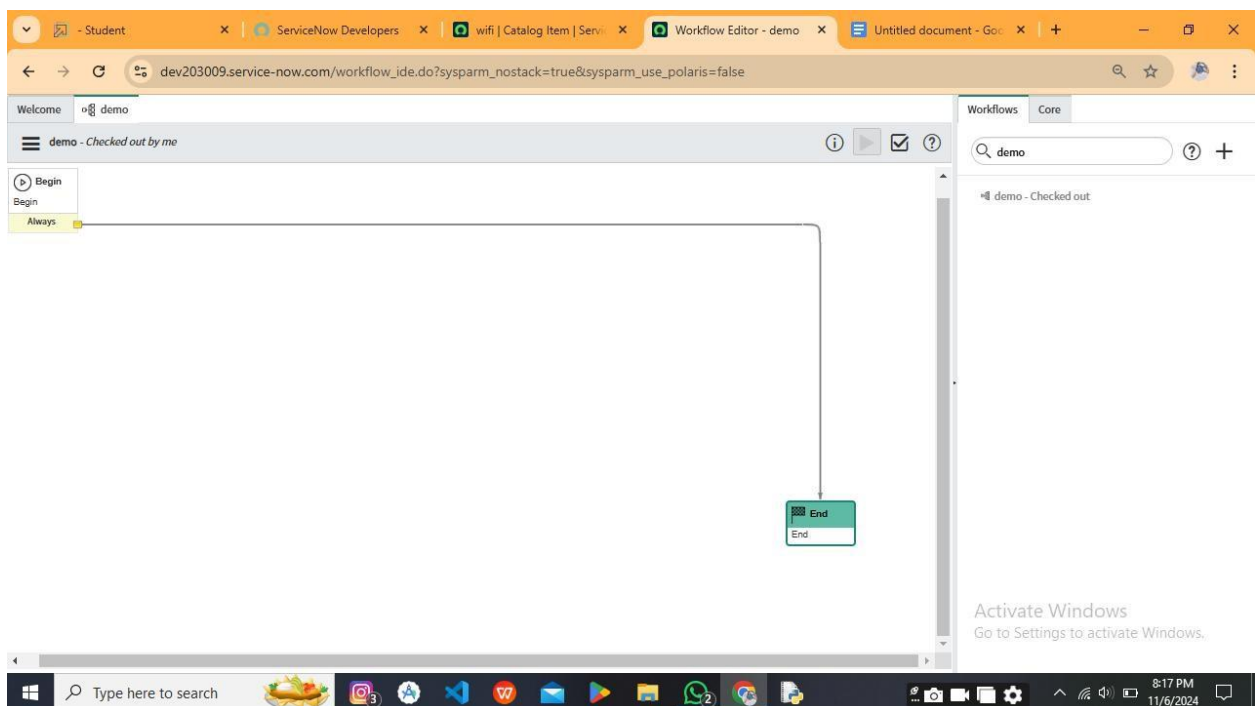
- Click the new work flow



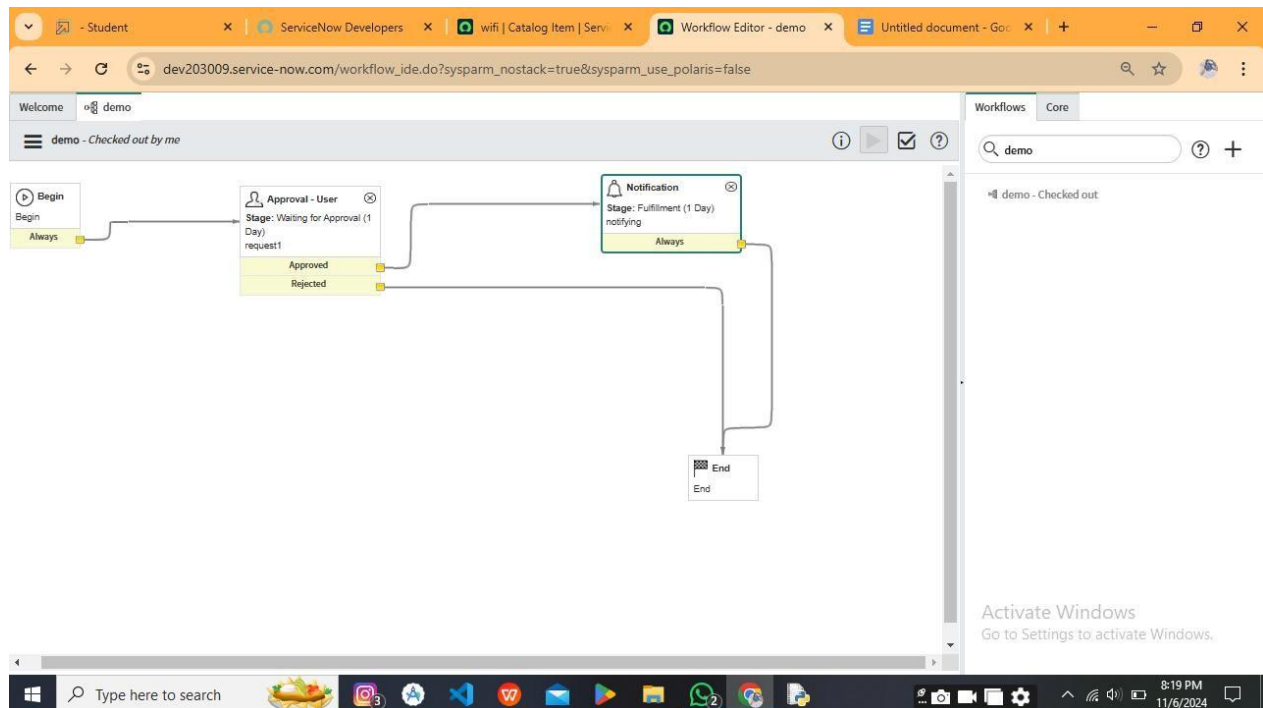
- Enter the name of the workflow.
- Select table name as sc_req_item.
- Click on Submit.



- This is the workflow window here we are going add what are the step we need



- After inserting the condition the workflow will be look this like



10. Add created Workflow to Catalog item.

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

Open '<https://dev203009.service-now.com/sp>'.

- Search for wifi
- Click the request

After clicking the request the interface will be

Submitted :2024-11-06 06:51:14
Request Number : REQ0010006
Estimated Delivery : 2024-11-08

Item	Delivery Date	Stage	Price (each)	Quantity	Total
wifi	2024-11-08	Assess or Scope Task	---	1	---

Total: \$0.00

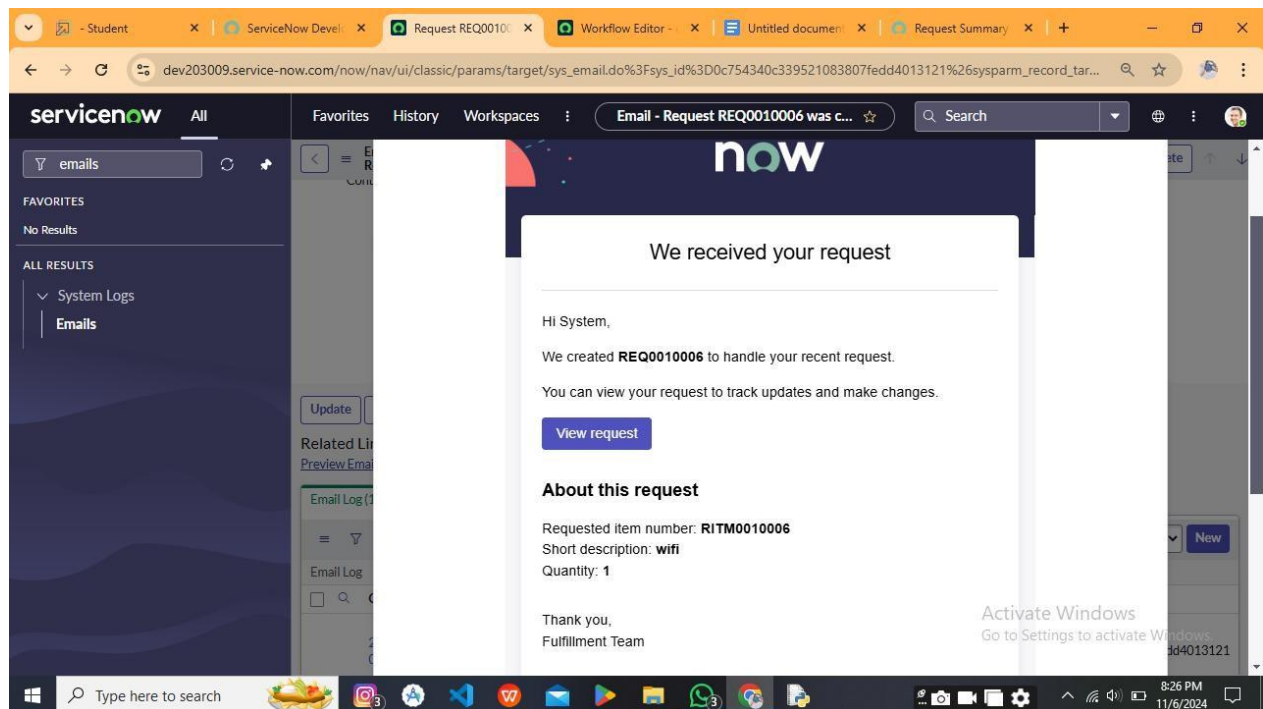
Result:

12. Open my approvals

- make the requested to approve

13. Now go to emails

- Click on the preview email
- Then you get the body of the email
-



Conclusion:

In conclusion, using ServiceNow to request Wi-Fi access significantly enhances efficiency, security, and user satisfaction within an organization. The streamlined, automated workflows reduce the need for manual processing, allowing IT teams to focus on higher-level tasks while users experience quicker and more reliable access to network resources. By adhering to security protocols and ensuring proper access control, this process supports the organization's commitment to data protection and connectivity standards. ServiceNow's intuitive interface and automated approval system make it an ideal solution for handling network access requests, ultimately contributing to a well-connected, productive workforce.