

Requesting WiFi Access Through ServiceNow

1. Project overview:

This project focuses for creating an automated and streamlined process for employees and users to request WiFi access through the ServiceNow platform. By integrating RADIUS Remote Authentication Dial-In User Service, Identity Management Systems (IdM), Active Directory (AD). The solution leverages workflows, Import Sets, mapping and data transformation mechanisms for seamless integration. This initiative will increase workflow efficiency, The workflow for WiFi access requests through ServiceNow will be designed to automate the process from submission to provisioning while ensuring security, compliance, and efficiency.

2. Objectives:

Business Goals:

- Automating WiFi access requests reduces the manual work involved in handling requests and approvals
- Automated workflows, with clear approval paths, allow for faster decision-making and provisioning.
- By moving to a self-service model, users can submit their requests directly through the ServiceNow portal, reducing the number of service desk tickets for WiFi access
- Integrating the WiFi access request system with network access control (NAC) systems and requiring device checks (e.g., up-to-date antivirus, encryption) ensures that only compliant and secure devices are granted network access.
- Every request, approval, denial, and modification is logged and tracked.

3 . Key Features and Concepts Utilized

Service Catalog Customization:

The **Service Catalog** in ServiceNow is a key component for presenting WiFi access as a requestable service to end-users Custom request items for WiFi access based on roles (employee, guest, contractor, etc.) Dynamic form fields like duration, device details, and access type, which can be adjusted based on user input. The **WiFi Access Request System** through **ServiceNow** integrates a variety of features and concepts to streamline, automate, and secure the process of granting WiFi access. Below are the key features and concepts that are utilized in the development and operation of this system.

Role -Based Access Control(RBAC):

RBAC (Role-Based Access Control) is a security model used to restrict system access based on the roles of individual users within an organization. It ensures that users only have access to the resources and functionalities necessary for their specific job duties, helping maintain a secure and organized system.

- Employee: Full access to internal resources and WiFi.
- Contractor: Limited access, often for temporary periods.
- Guest: Temporary, restricted access to a guest network.
- IT Admin: Has permissions to approve or reject access requests, manage network configurations, and handle escalated requests.
- Submit Requests: Only authenticated users (e.g., employees, contractors) can request WiFi access.
- Approval Permissions: Managers, IT admins, or security officers may have permission to approve or reject WiFi access based on role requirements.
- Access Level: The role determines the type of access granted (e.g., guest WiFi for guests, full internal network access for employees).

User Interface Enhancement:

The **User Interface (UI)** of the **WiFi Access Request System** in **ServiceNow** plays a crucial role in providing a seamless and intuitive experience for users, from requesting WiFi access to tracking their request's status.

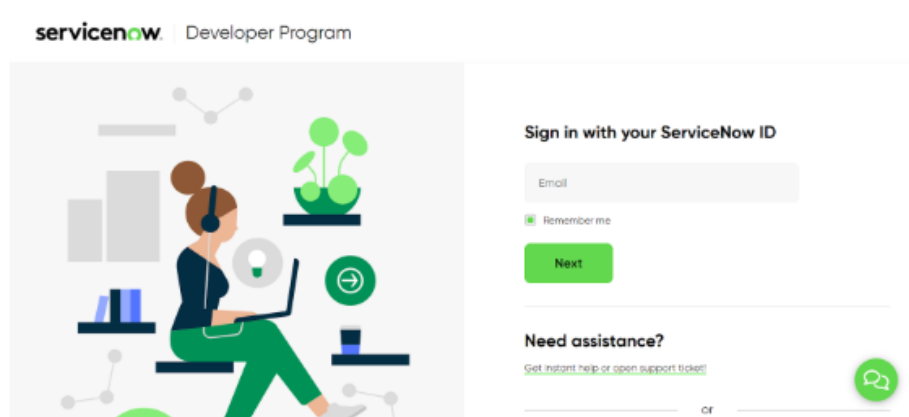
Data Analytics and Reporting:

Data Analytics and Reporting are essential components of the **WiFi Access Request System** in ServiceNow, providing insights into the performance, usage patterns, and compliance of the system. By integrating robust analytics and reporting capabilities, organizations can monitor the efficiency of the request process, ensure compliance with security policies, and identify opportunities for optimization.

4 .Detailed Steps to Solution Design

Implementation

Step 1 : Sign in to ServiceNow.



Step 2 : Sign up for a developer account on the ServiceNow Developer site “https://developer.servicenow.com”.

Step 3 : Once logged in, navigate to the "Personal Developer Instance" section.

Click on "Request Instance" to create a new ServiceNow instance.

Step 4 : Fill out the required information and submit the request.

Step 5 : You'll receive an email with the instance details once it's ready.

Step 6 : Log in to your ServiceNow instance using the provided credentials.

Now you will navigate to the ServiceNow.

Step 7 : Open “Service Catalog” >> maintain items.

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
wifi		true		Service Catalog	Services	\$0.00	Item	06-11-2024 12:26:26 AM
blackberry		true		Service Catalog	Mobiles	\$0.00	Item	06-06-2024 03:01:02 AM
vivo i2 pro		true		cell phone	vivo	\$0.00	Item	06-05-2024 02:19:34 AM
Standard Laptop	Lenovo - Carbon x1	true		Service Catalog	Hardware	\$1,100.00	Item	06-05-2024 12:08:34 AM
car		true		playItems	toycars	\$0.00	Item	05-30-2024 04:09:08 AM
teddy		true		playItems	soft toys	\$0.00	Item	05-30-2024 04:08:16 AM
sclbag		true		testcat	levl	\$0.00	Item	05-30-2024 04:06:14 AM
cltbag		true		testcat	skybag	\$0.00	Item	05-30-2024 04:04:29 AM

Step 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:

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

maintain

FAVORITES
No Results

ALL RESULTS

- Service Catalog
 - Catalog Definitions
 - Maintain Catalogs**
 - Maintain Categories
 - Maintain Dynamic Categories
 - Maintain Items
 - Maintain Cart Layouts
 - Service Catalog Wizards
 - Maintain Wizards

Catalog Item New record

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:

Application:

Active: ☒

Fulfillment automation level:

Catalogs:

Select target record:

Category:

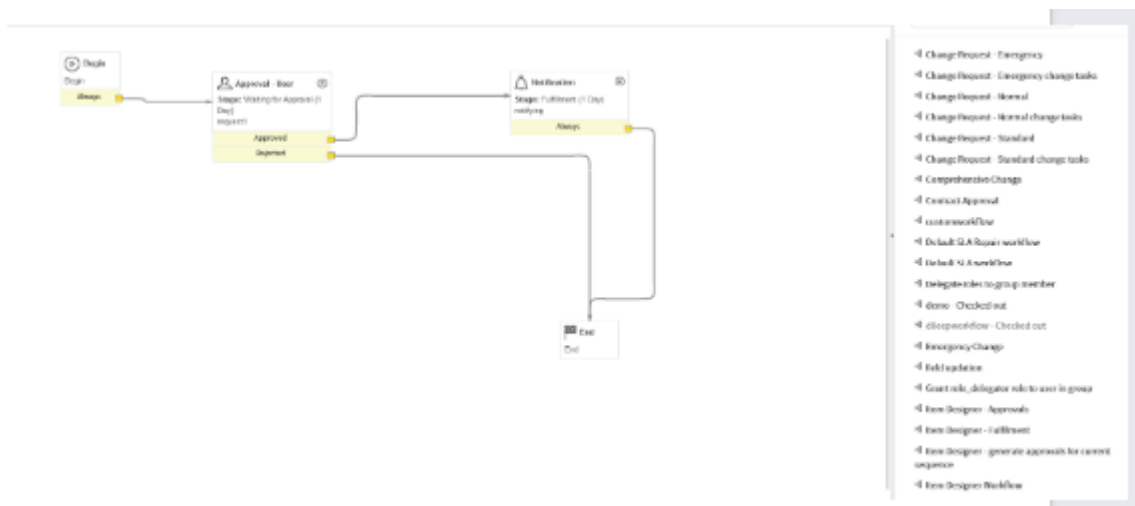
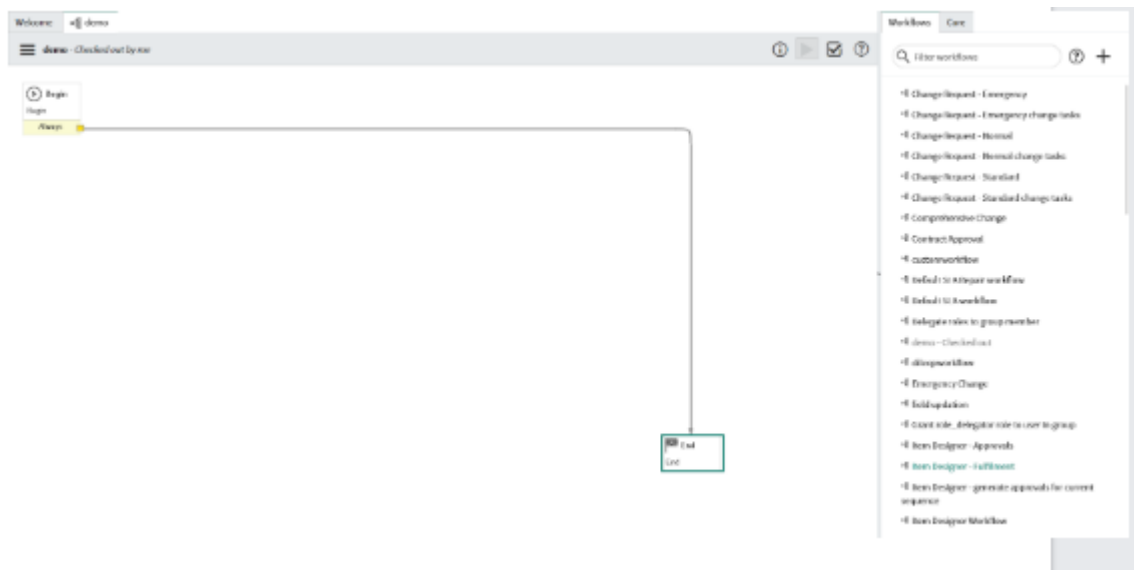
State:

Checked out:

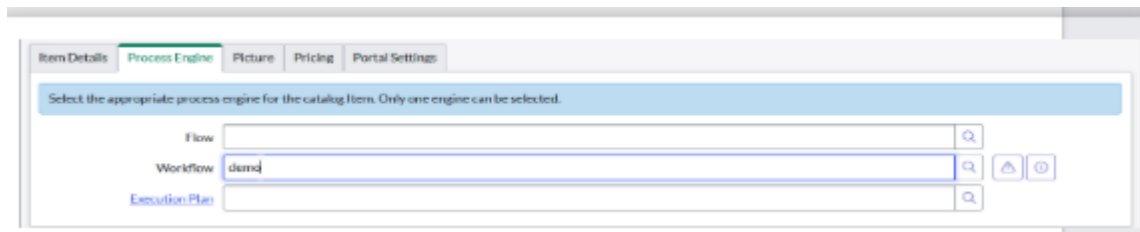
Owner:

Item Details | Process Engine | Picture | Pricing | Portal Settings

Step 9 : Create a Workflow as per your requirements. Workflow>> “Workflow Editor”.

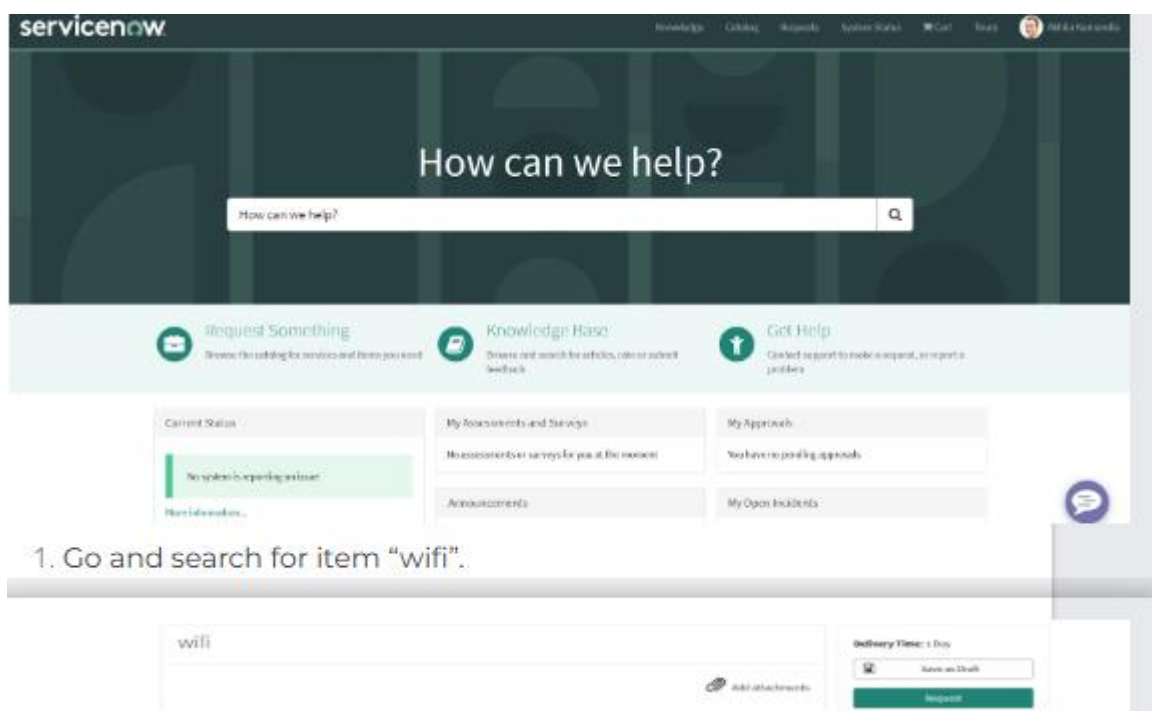


Step 10: Add created Workflow to Catalog item.



The screenshot shows the 'Process Engine' tab in the ServiceNow interface. At the top, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. Below the tabs, a blue banner reads: 'Select the appropriate process engine for the catalog item. Only one engine can be selected.' There are three input fields: 'Flow' (empty), 'Workflow' (containing 'demo'), and 'Execution Plan' (empty). Each field has a search icon to its right. To the right of the 'Workflow' field, there are two icons: a plus sign and a refresh/clear icon.

Step 11: Open Service Portal, and request for your created item.
Open '<https://dev256276.service-now.com/sp>'.



The screenshot shows the ServiceNow Service Portal home page. The header includes the 'servicenow' logo and navigation links: 'Knowledge', 'Catalog', 'Requests', 'System Status', 'Get', 'Tools', and a user profile icon. The main heading is 'How can we help?' with a search bar below it. Below the search bar, there are three main sections: 'Request Something' (Browse the catalog for services and items you want), 'Knowledge Base' (Browse and search for articles, rate or submit feedback), and 'Get Help' (Contact support to make a request, or report a problem). Below these sections, there are four boxes: 'Current Status' (No system is experiencing an issue), 'My Assessments and Surveys' (No assessment or survey surveys for you at the moment), 'My Approvals' (You have no pending approvals), and 'My Open Incidents' (No open incidents). At the bottom, there is a search bar with the text 'wifi', a button to 'Add attachments', and a 'Delivery Time: 1 Day' section with a 'Save as Draft' button and a 'Request' button.