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.

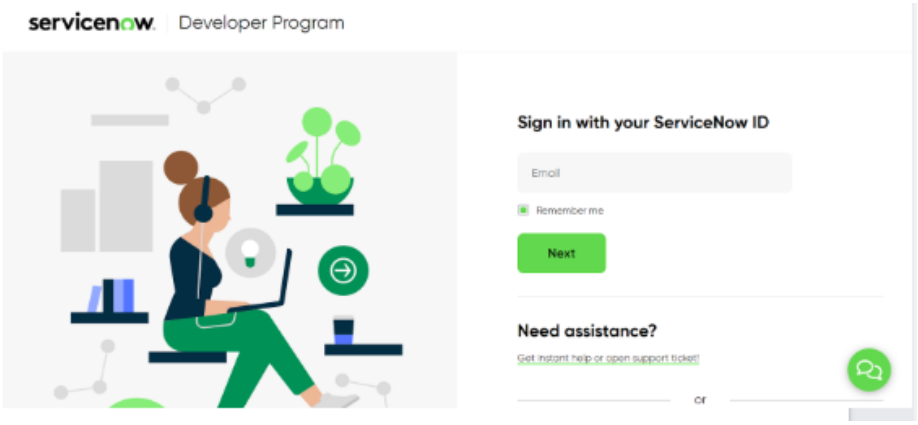
Data Analytics and Reporting:

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.

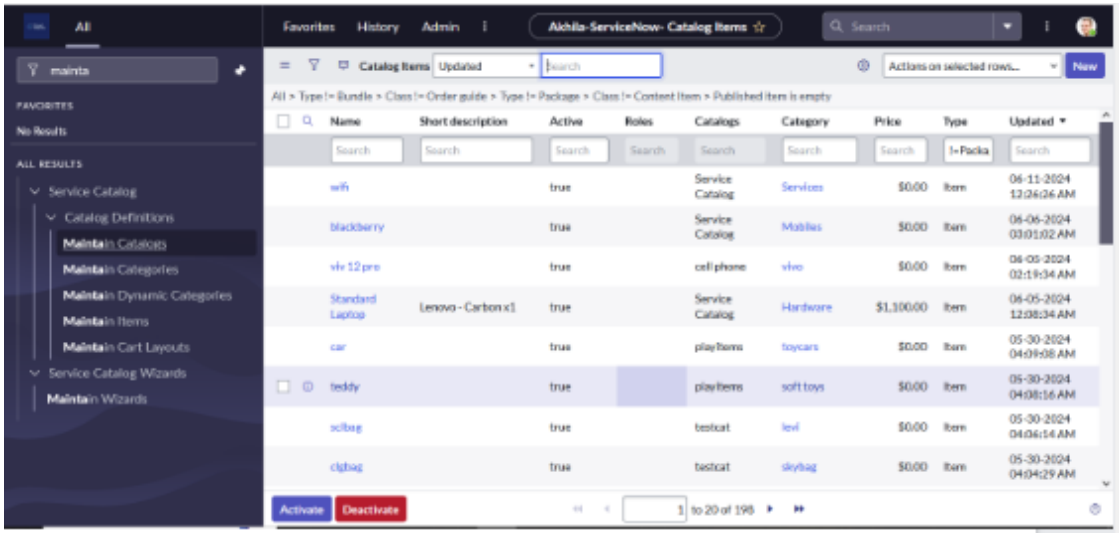
Step 4 : Fill out the required information and submit the request.

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.

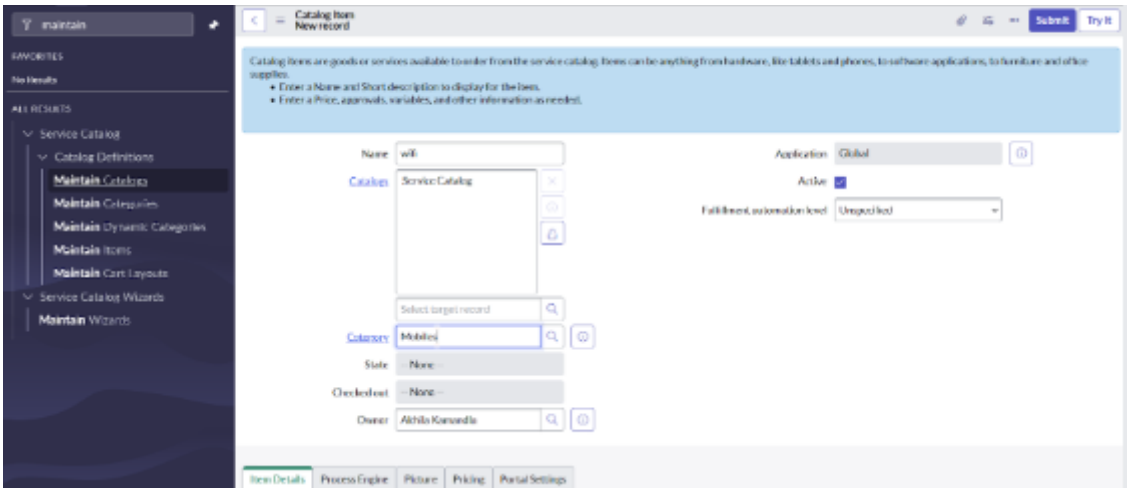
Now you will navigate to the ServiceNow.

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

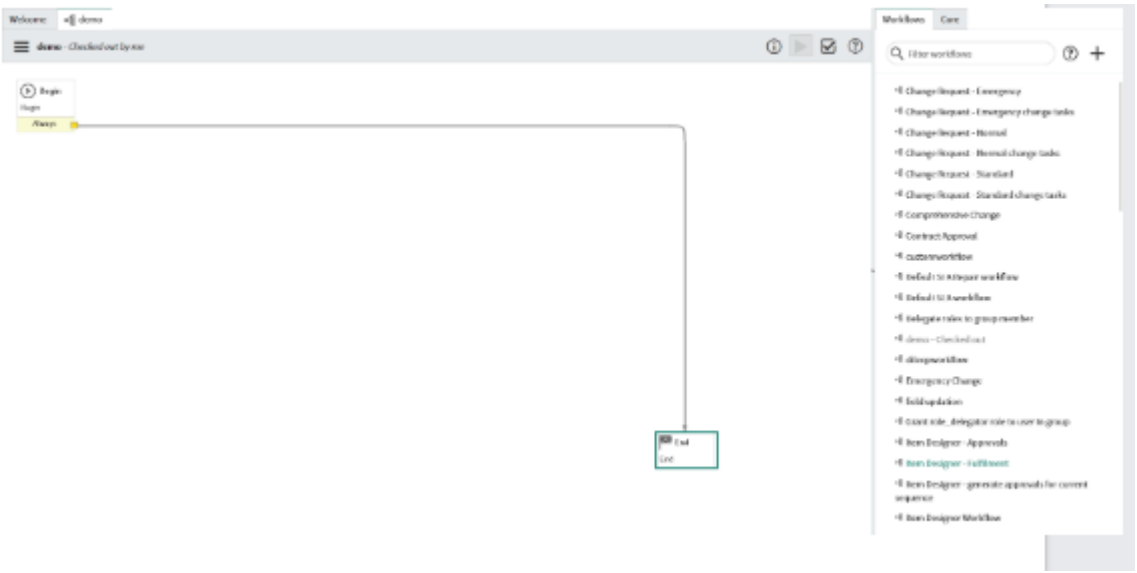


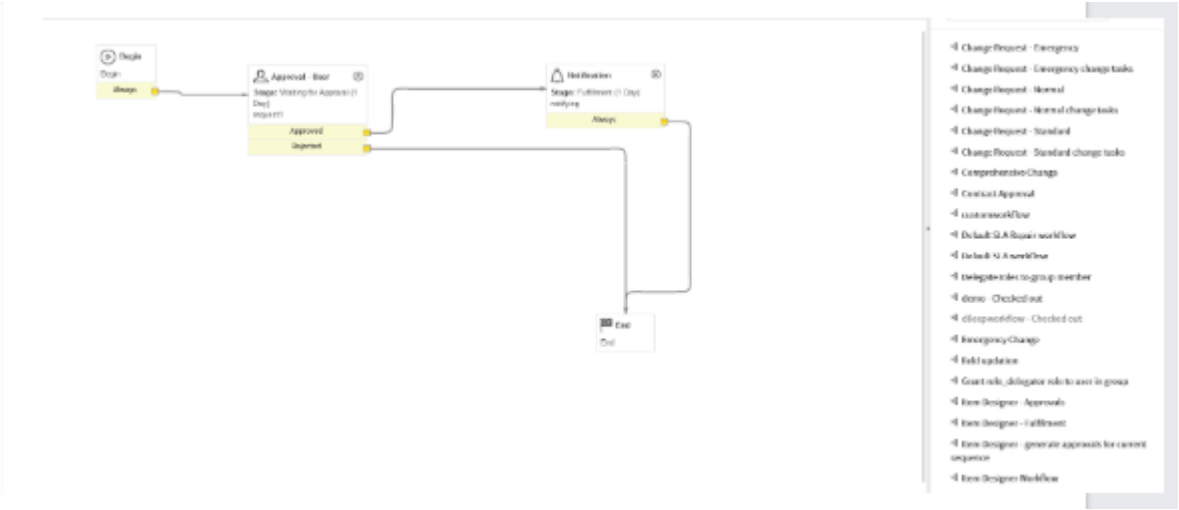
Step 8 : To add a new Service Catalog item in ServiceNow, follow these steps to enter a title for the item, select the category,select the catalog, and upload the images. Here’s a step-by-step guide:

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

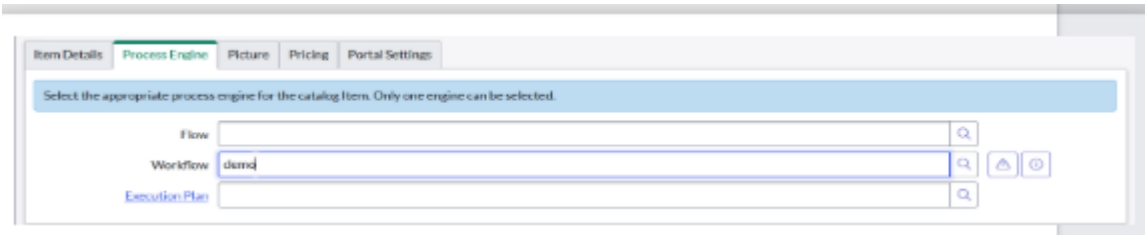


Step 9 : Create a Workflow as per your requirements. Workflow>> “Workflow Editor”.





Step 10: Add created Workflow to Catalog item.



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