

**SERVICENOW PROJECT SUBMISSION**  
**REQUESTING WI-FI ACCESS THROUGH SERVICENOW**

Submitted by

Dubbala Adi kesava Reddy au723921244017

Ramanaboyina Kulashekar au723921244042

Bandi Mysura Reddy au723921244006

Avula Vamsi Reddy au723921244003

**Arjun College of Technology, Coimbatore**  
**Anna University Chennai – 600 025**

## **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

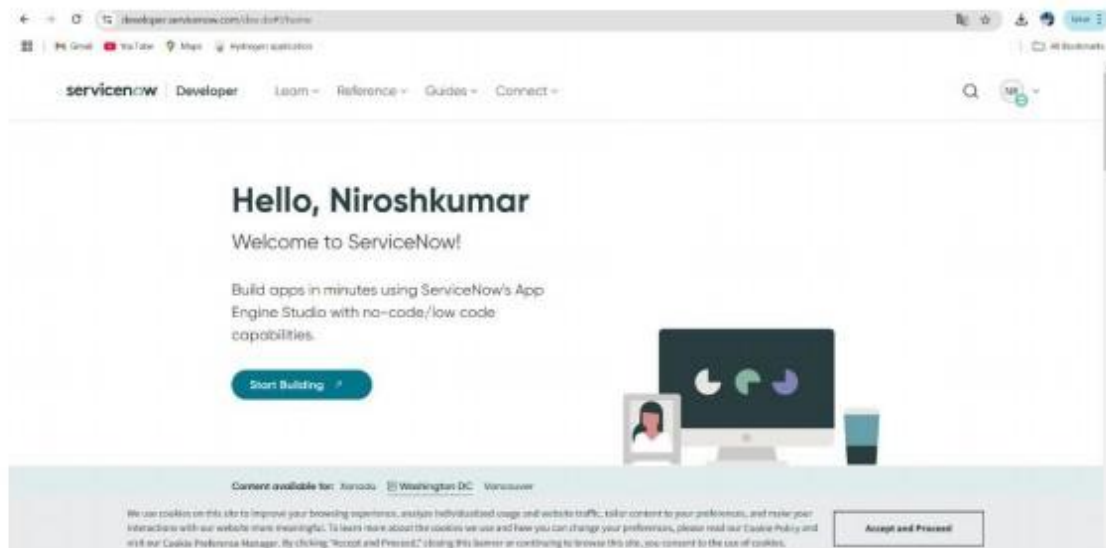
### **Key Features and Concepts Used :**

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

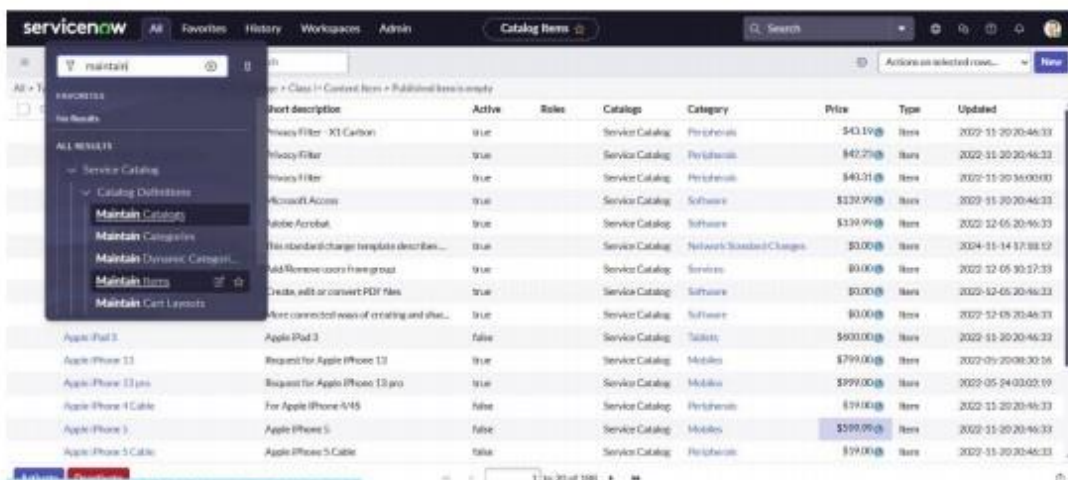
## **Detailed Steps To Solution Design :**

### **Implementation :**

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

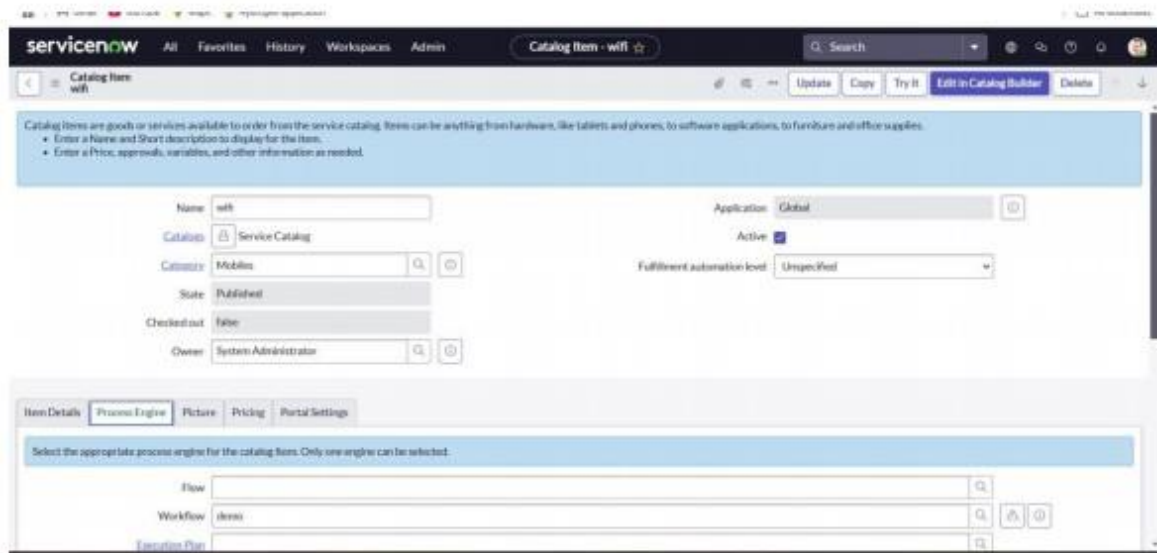


3. Click on All >> Open "Service Catalog" >> maintain items.



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:

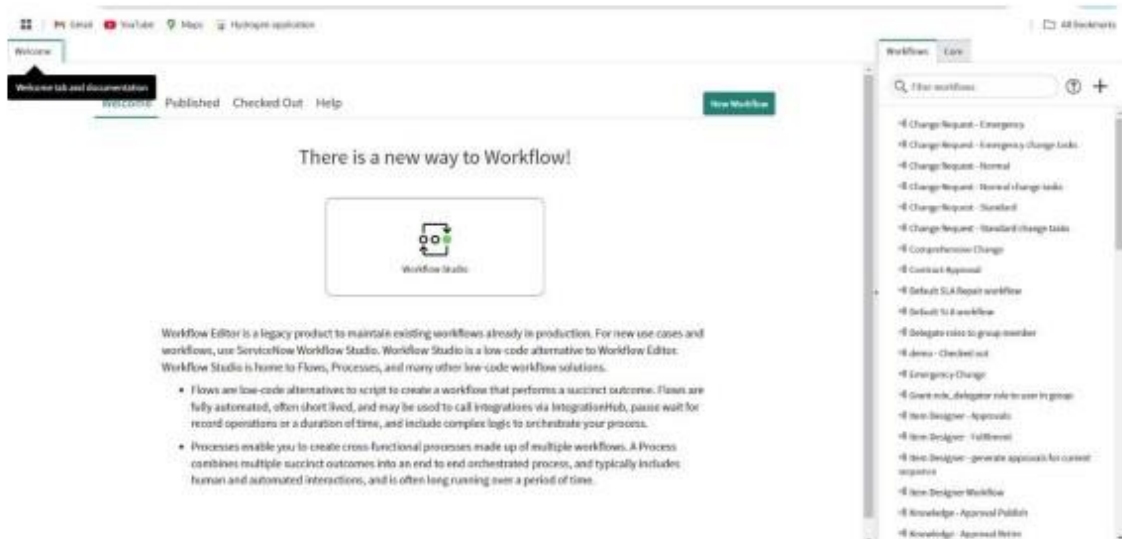
1. Give a Name for the Catalog Item
2. Select the Catalog
3. Select the Category
4. Save the Item



The screenshot shows the 'Catalog Item - wifi' form in ServiceNow. The form includes fields for Name (wifi), Application (Global), Catalog (Service Catalog), Category (Mobiles), State (Published), Checked out (false), and Owner (System Administrator). There are also tabs for Item Details, Process Engine, Picture, Pricing, and Portal Settings. The Process Engine tab is selected, showing a message to select an appropriate process engine for the catalog item. Below this, there are fields for Flow, Workflow (demo), and Execution Plan.

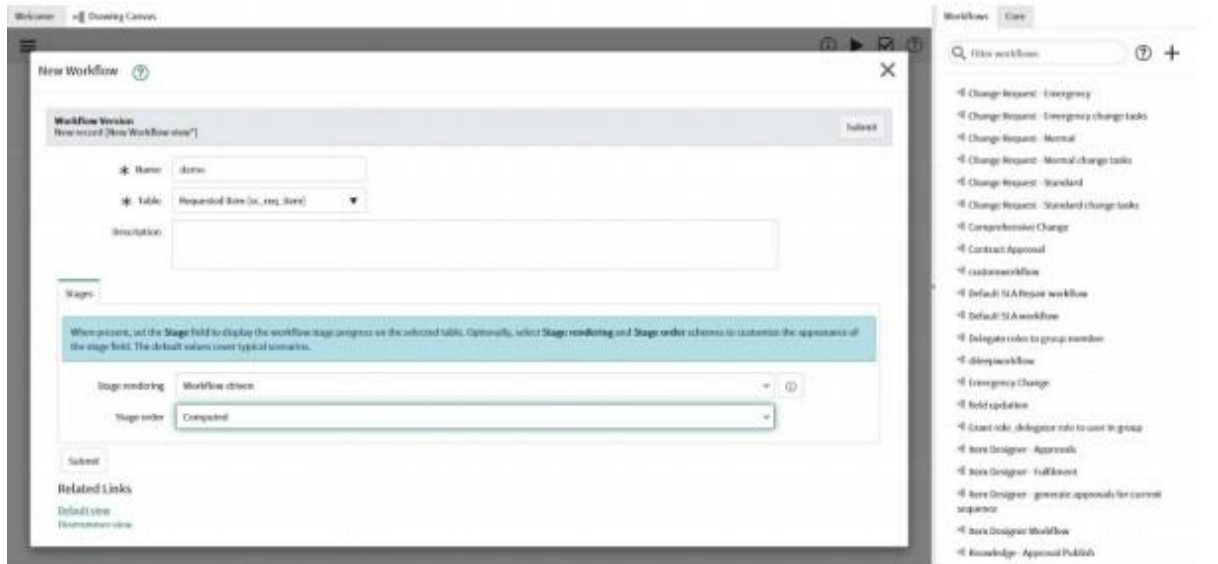
The created items which are under service catalog are uploaded directly in service portal.

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

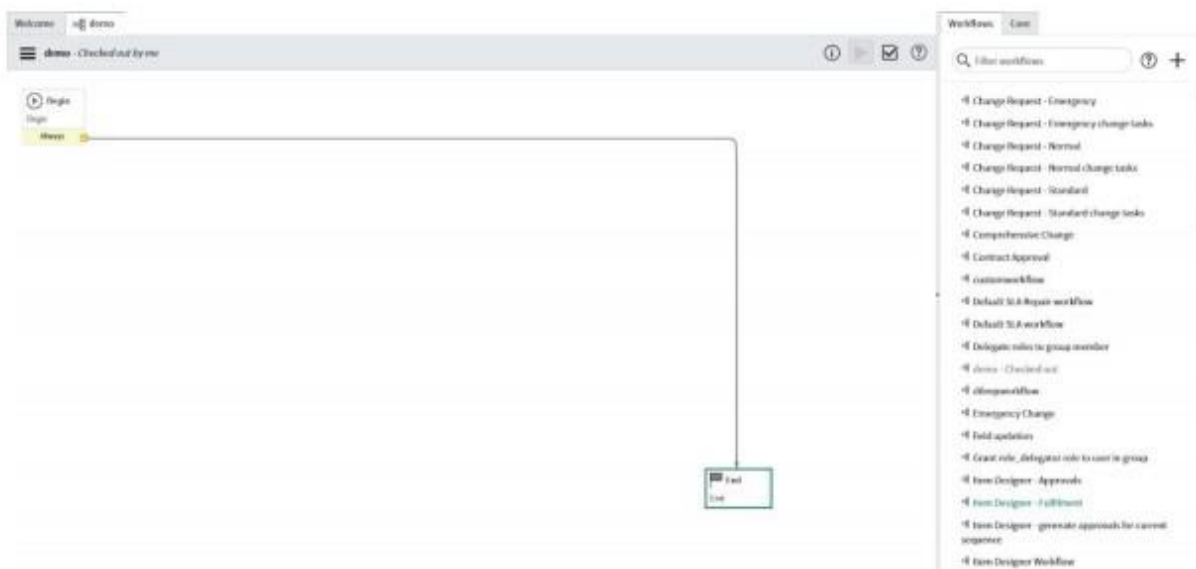


The screenshot shows the ServiceNow Workflow Editor interface. It features a 'Welcome' message and a 'New Workflow' button. A central box displays the 'Workflow Studio' logo. Below this, there is a detailed explanation of Workflow Studio as a low-code alternative to Workflow Editor. The right sidebar shows a list of workflow templates, including '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 to a workflow', 'Delegate roles to group member', 'demo - Checked out', 'demo - Emergency Change', 'Gen reqs, delegate role to user in group', 'New Designer - Approvals', 'New Designer - Fulfillment', 'New Designer - generate approvals for current requests', 'New Designer Workflow', 'Knowledge - Approval Publish', and 'Knowledge - Approval Review'.

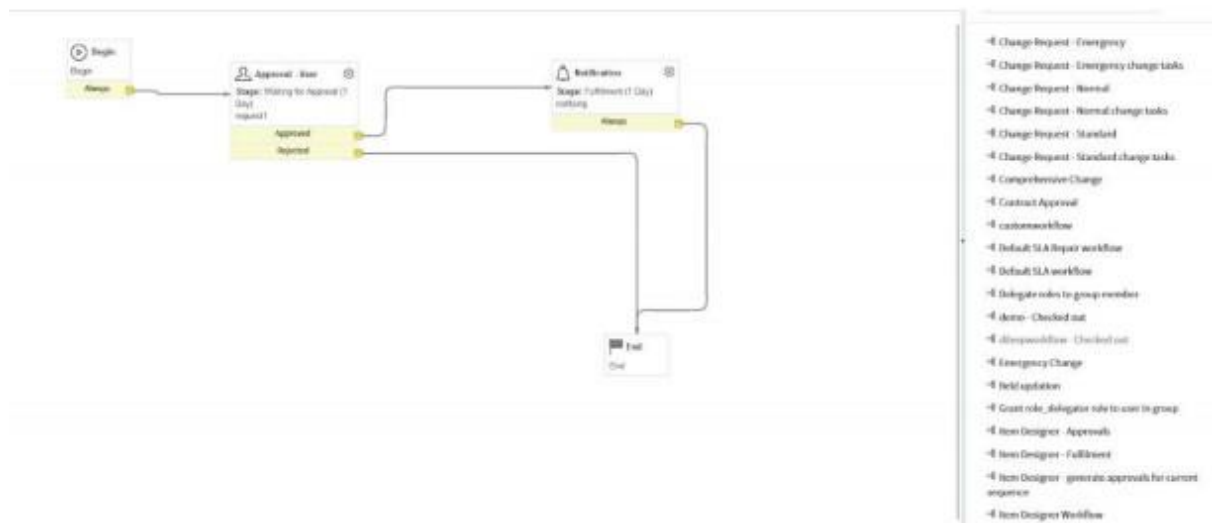
1. Click on create “New”.



1. Enter the name of the workflow.
2. Select table name as "sc\_req\_item".
3. Click on "Submit".



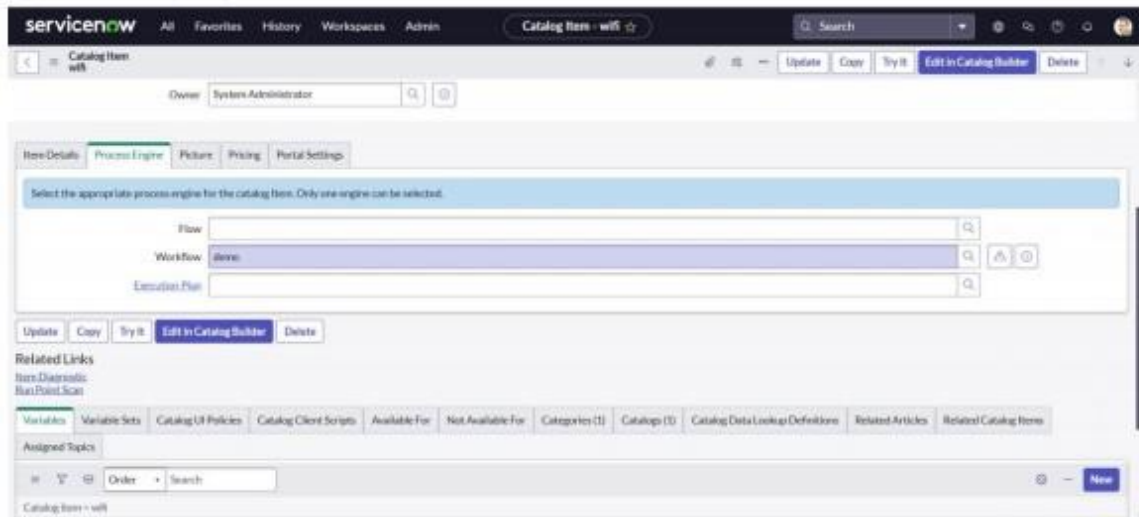
1. This the outlook of workflow.
2. So we should add needed condition.



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.

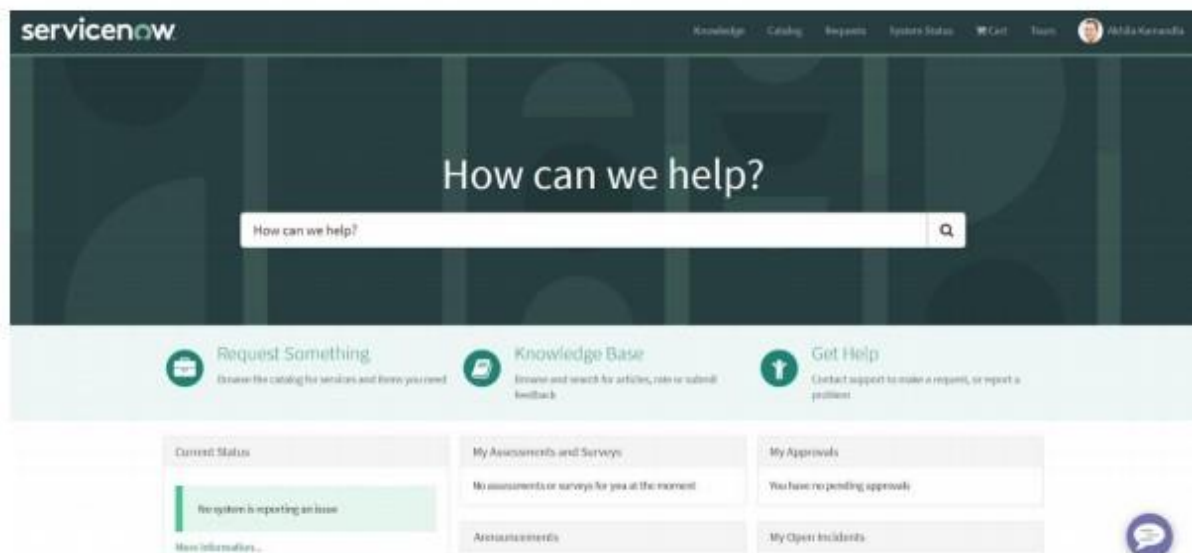




The screenshot shows the ServiceNow interface for configuring a Catalog Item named 'wifi'. The 'Process Engine' tab is selected. A message states: 'Select the appropriate process engine for the catalog item. Only one engine can be selected.' Below this, there are three selection fields: 'Flow', 'Workflow' (which is currently set to 'demo'), and 'Execution Plan'. At the bottom, there are tabs for 'Related Links' (Item Diagnostic, Run Point Scan), 'Variables', 'Variable Sets', 'Catalog UI Policies', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', 'Catalog Data Lookup Definitions', 'Related Articles', and 'Related Catalog Items'. There is also an 'Assigned Topics' section with a search bar.

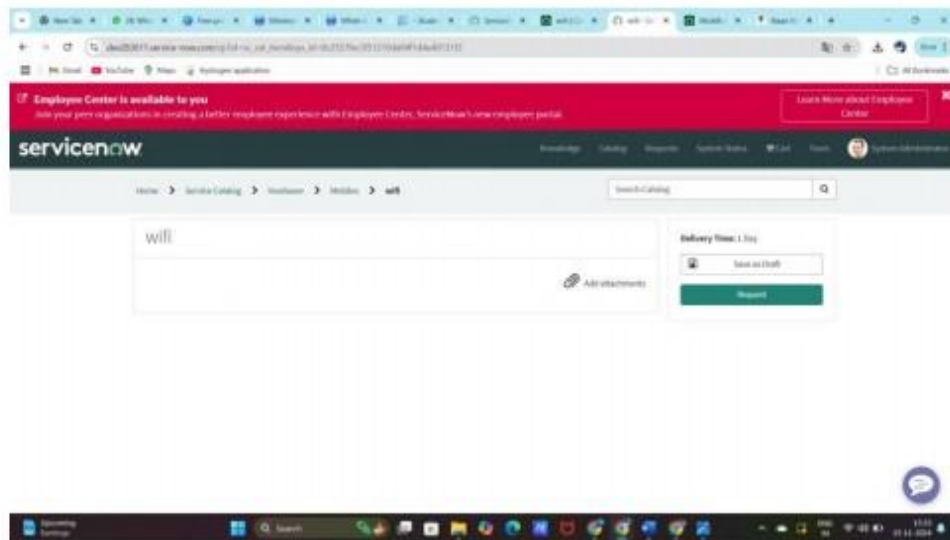
1. Go to "maintain items", Open "wifi" item ,then open it's "Process Engine".
2. Select the Workflow to be performed, that is "demo".

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

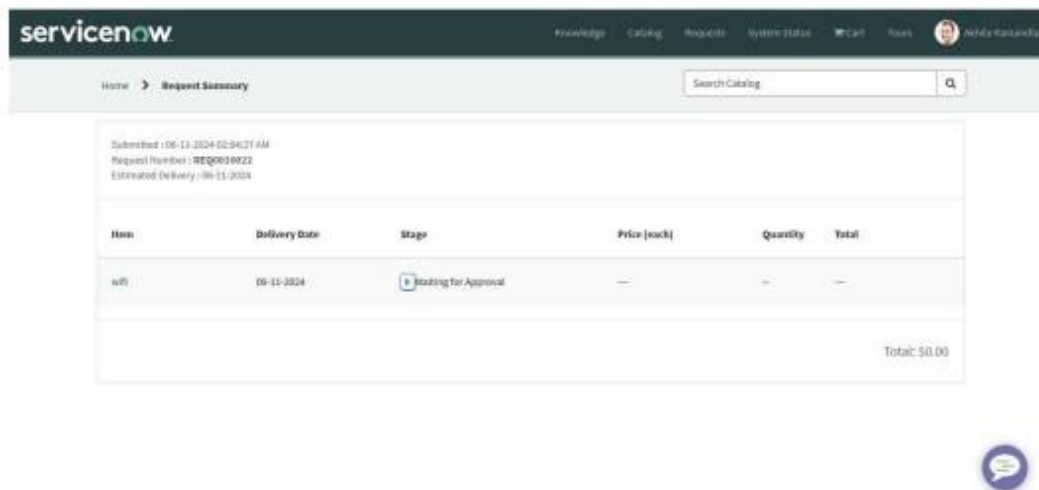


The screenshot shows the ServiceNow Service Portal home page. The header includes the ServiceNow logo and navigation links: Knowledge, Catalog, Requests, System Status, Chat, and Team. The main content area features a large heading 'How can we help?' with a search bar below it. Below the search bar are three main action buttons: 'Request Something' (Browse the catalog for services and items you need), 'Knowledge Base' (Browse and search for articles, role or submit feedback), and 'Get Help' (Contact support to make a request, or report a problem). At the bottom, there are several status boxes: 'Current Status' (No system is reporting an issue), 'My Assessments and Surveys' (No assessments or surveys for you at the moment), 'My Approvals' (You have no pending approvals), and 'My Open Incidents'.

1. Go and search for item "wifi"



2. Click on "Request".



## Result

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

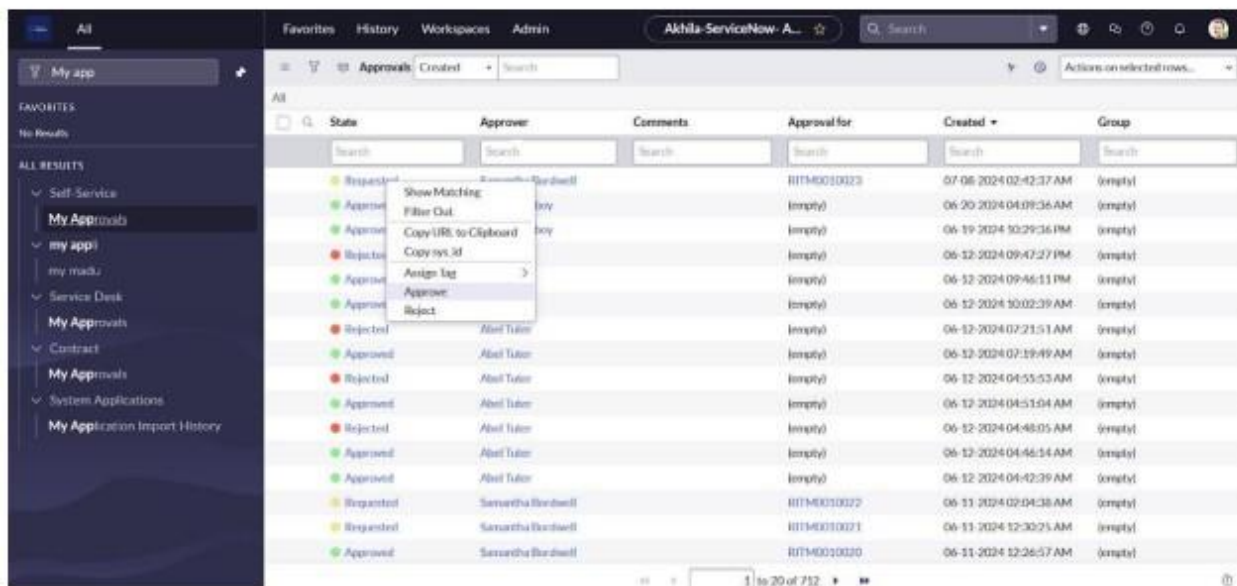
Once the request item and workflow are created, it's important to test the process to ensure that it's functioning correctly.

#### Steps for Testing:

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



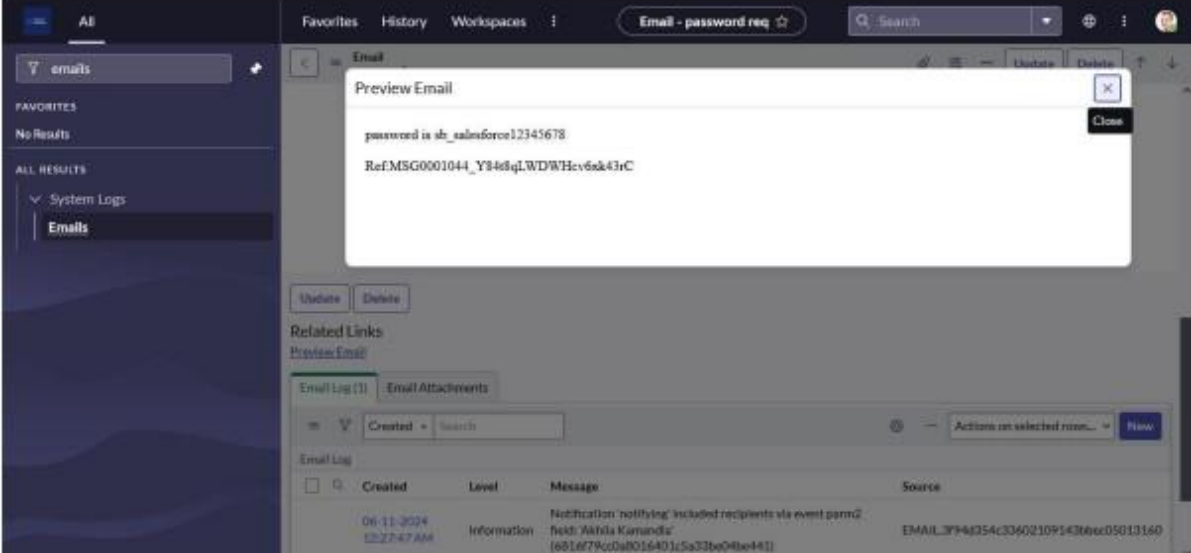
- Submit a request for Wi-Fi access as an end user.
  - Check if all fields are being captured correctly, and ensure the approval workflow is triggered.
2. **Check Approval Process:**
- Ensure that the request is routed to the correct approver.
  - Verify that the approval or rejection notifications 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	Sensurtha Bardwell		RTM0010023	07-06-2024 02:37 AM	(empty)
Approved	Abel Tuter		(empty)	06-20-2024 04:09:36 AM	(empty)
Approved	Abel Tuter		(empty)	06-19-2024 10:29:36 PM	(empty)
Rejected	Abel Tuter		(empty)	06-12-2024 09:47:27 PM	(empty)
Approved	Abel Tuter		(empty)	06-12-2024 09:46:11 PM	(empty)
Approved	Abel Tuter		(empty)	06-12-2024 10:02:39 AM	(empty)
Rejected	Abel Tuter		(empty)	06-12-2024 07:21:51 AM	(empty)
Approved	Abel Tuter		(empty)	06-12-2024 07:19:49 AM	(empty)
Rejected	Abel Tuter		(empty)	06-12-2024 04:55:53 AM	(empty)
Approved	Abel Tuter		(empty)	06-12-2024 04:51:04 AM	(empty)
Rejected	Abel Tuter		(empty)	06-12-2024 04:48:05 AM	(empty)
Approved	Abel Tuter		(empty)	06-12-2024 04:46:54 AM	(empty)
Approved	Abel Tuter		(empty)	06-12-2024 04:42:39 AM	(empty)
Requested	Sensurtha Bardwell		RTM0010022	06-11-2024 02:04:38 AM	(empty)
Requested	Sensurtha Bardwell		RTM0010021	06-11-2024 12:30:25 AM	(empty)
Approved	Sensurtha Bardwell		RTM0010020	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. On the left, a sidebar contains a search bar with 'emails' entered, and a list of 'ALL RESULTS' including 'System Logs' and 'Emails'. The main content area is titled 'Email - password req' and features a 'Preview Email' modal window. The modal displays the following text:

```
password is sh_salesforce12345678
RefMSG0001044_Y34d9LWD/WHcv6xk43rC
```

Below the modal, there are buttons for 'Update' and 'Delete'. A 'Related Links' section contains a 'Preview Email' link. At the bottom, there is an 'Email Log' table with columns for 'Created', 'Level', 'Message', and 'Source'.

Created	Level	Message	Source
06-11-2024 10:27:47 AM	Information	Notification: 'notifying' included recipients via event param2: 'text: Akhila Kamandla' (6816f79cc0a8016401c5a33be08be441)	EMAIL_3f948254c3340210914386ac05013160

## 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.