SERVICE NOW WIFI ACCESS REQUEST SYSTEM

Head of Project: **Sivaranjan K / Sriraj R**

PROJECT OVERVIEW:

The **ServiceNow WiFi Access Request System** revolutionizes the process of granting WiFi access to employees by replacing outdated, manual workflows with a streamlined, automated solution. Leveraging ServiceNow's powerful automation capabilities, the system ensures faster request approvals, efficient provisioning, and enhanced network security.

The project encompasses the complete implementation process, including catalog setup, workflow design, and notification management. By modernizing the WiFi access workflow, this initiative improves operational efficiency while reinforcing control over network access.

OBJECTIVES:

Simplify Employee Requests: Provide new employees with an intuitive and accessible platform to request WiFi access effortlessly.

Workflow Automation: Implement automated workflows to minimize response times, streamline approval processes, and enhance overall operational efficiency.

Enhanced Security: Ensure that all WiFi access requests are systematically reviewed, securely approved, and logged for accountability and compliance.

Multi-Device Accessibility: Enable employees to submit WiFi access requests conveniently through both desktop and mobile devices.

KEY FEATURES AND CONCEPTS:

Service Catalog Setup: User-friendly forms for WiFi access requests.

Automated Workflows: Streamlined approvals and provisioning processes.

Notification Management: Automated status updates and alerts.

Multi-Device Support: Accessible via desktop and mobile devices.

Access Logging: Secure tracking of approvals and network access.

STEPS AND WORKFLOWS:

Service Catalog Setup:

- Create a catalog item specifically for WiFi Access Requests.
- Design forms with fields for device details, purpose of access, and request duration.
- Configure conditional logic for dynamic field visibility based on user input.

Automated Workflows:

- Set up workflows to automatically route requests to the appropriate approver based on user roles or department.
- Incorporate SLA (Service Level Agreement) timers to ensure timely approvals.
- Automate provisioning tasks upon approval to grant network access without manual intervention.

Notification Management:

- Configure email and mobile push notifications to inform users of request status (e.g., submitted, approved, denied).
- Set up reminders for pending approvals and escalations for overdue requests.

Multi-Device Support:

- Ensure the catalog item and request forms are fully responsive and optimized for desktop, tablet, and mobile devices.
- Test workflows and notifications for seamless operation across all platforms.

Access Logging:

- Implement audit trails to log every request and approval action for security compliance.
- Generate reports to monitor access trends, review request volumes, and identify potential misuse.

TESTING AND VALIDATION :

- **Functional testing** confirmed that the Service Catalog forms were intuitive, captured all required details accurately, and that the workflows successfully routed requests for approval and provisioning. Multi-device compatibility was validated by testing the system on desktop, mobile, and tablet platforms, ensuring seamless operation across all devices.
- **Integration testing** verified that the ServiceNow workflows integrated seamlessly with network provisioning systems. Notifications were tested to ensure accurate delivery to users via email and mobile channels, providing timely updates on request statuses.

- **Security testing** focused on maintaining the integrity of access logs and ensuring only authorized personnel could view or modify them. Additionally, credentials were verified to be securely provisioned and revoked.
- **Performance testing** assessed the system's ability to handle multiple concurrent requests efficiently, with minimal delays. Metrics for response times in form submissions, approval workflows, and provisioning were closely monitored to ensure optimal performance.
- **User acceptance testing (UAT)** involved end-users to validate usability and confirm that the solution addressed all business needs. The final validation step ensured that all configurations aligned with security standards and predefined requirements, resulting in a robust, user-friendly, and secure system.

KEY SCENARIOS ADDRESSED:

- Simplified onboarding for new employees by streamlining WiFi access requests.
- Automated workflows to reduce delays in approvals and provisioning.
- Enhanced security with access approvals and detailed logging.
- Enabled employees to request WiFi access via desktop and mobile devices.
- Improved monitoring with real-time request tracking and oversight.

CONCLUSION:

The implementation of the ServiceNow WiFi Access Request System successfully modernized and streamlined the WiFi access process. By automating workflows, improving accessibility across devices, and enhancing security through approval and logging mechanisms, the project achieved faster response times and greater operational efficiency. This solution not only simplifies the employee experience but also strengthens network control and compliance for the organization.