Project Document Template

**Setting Up a ServiceNow Developer Instance and Workflow for WiFi Request**

## Project Overview

This project focuses on establishing a personal ServiceNow developer instance and configuring a workflow for requesting WiFi access. The aim is to demonstrate the capabilities of ServiceNow in managing service requests and approvals. By leveraging ServiceNow's tools, we will enhance user experience and streamline the WiFi access request process.

# Objectives

**Business Goal:** Improve efficiency in WiFi access provisioning for users.

**Specific Outcomes**:

* Create a ServiceNow developer instance.
* Design a workflow for requesting and approving WiFi access.
* Integrate the workflow with a service catalog item for WiFi requests.
* Enable users to submit WiFi requests through the Service Portal.

# Key Features and Concepts Utilized

* Personal Developer Instance from ServiceNow Developer Program.
* **Service Catalog:** Creation and management of service offerings.
* **Workflow Editor:** Designing automated processes for approvals and notifications.
* **Service Portal:** User interface for accessing service catalog items and submitting requests.

# Detailed Steps to Solution Design

**Step 1:**

* Sign Up and Create Instance
* Register for a developer account on the ServiceNow developer site (https://developer.servicenow.com).
* Navigate to the "Personal Developer Instance" section and request a new instance.
* Set up the instance using the provided credentials.

**Step 2:**

* Create Service Catalog Item for WiFi
* Navigate to "Service Catalog" -> "Maintain Items."
* Click on "New" to create a new item.
* Enter a title (e.g., "Request WiFi Access").
* Select the appropriate category and catalog.
* Save the item.

**Step 3:**

* Design Workflow for WiFi Request
* Go to "Workflow" -> "Workflow Editor."
* Click "New" and create a workflow named "WiFi Request Approval."
* Set the table name to "sc\_req\_item."
* Add conditions to trigger the approval process for the "WiFi Request" item.
* Configure an approval task and notification for the approver.
* Design workflows for subsequent steps based on approval (e.g., email notification to user upon approval).

**Step 4:**

* Integrate Workflow with Service Catalog Item
* Navigate to "Maintain Items" and open the "WiFi" item.
* Go to the "Process Engine" tab.
* Select the created "WiFi Request Approval" workflow.

# Testing and Validation

* + Conduct unit testing to ensure the workflow functions as intended.
  + Perform user interface testing in the Service Portal to verify the request submission process.

## Key Scenarios Addressed by ServiceNow in the Implementation

* + Service Request Management: Streamline user requests for WiFi access.
  + Workflow Automation: Automate approvals and notifications for efficient request processing.
  + User Self-Service: Empower users to request WiFi access through the Service Portal.

1. **Conclusion**

## 

## This project successfully established a ServiceNow developer instance and implemented a workflow for requesting and approving WiFi access. This demonstrates the platform's capabilities in managing service requests and improving user experience.