# Employee Leave Request App

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## 1. Project Title

Employee Leave Request App

## 2. Problem Statement

Employees face delays and errors in applying for leave and tracking approvals manually. Manual processes are inefficient, lack transparency, and require repeated follow-ups.

## 3. Objectives

- Automate leave requests and approvals
- Reduce manual communication between employees and managers
- Provide real-time notifications
- Maintain accurate records of leave requests
- Streamline approval workflow for managers and HR

## 4. Scope

- Applicable to all employees within the organization
- HR and managers can view and approve/reject requests
- Employees can submit and track requests via ServiceNow
- Provides audit trail and notifications

## 5. Features

- Custom table 'Leave Requests'
- Record Producer for easy leave submission
- Business Rule to set default status as 'Pending'
- Flow Designer for automated approval workflow
- Notifications for approval/rejection
- Role-based access control for security

## 6. Table Design

| Field Name | Type | Description |
| --- | --- | --- |
| Employee Name | Reference | Reference to sys_user table |
| Start Date | Date | Leave start date |
| End Date | Date | Leave end date |
| Reason | String | Reason for leave |
| Status | Choice | Pending / Approved / Rejected |
| Completed Date | DateTime | Date when request is completed (optional) |

## 7. Step-by-Step Working

Step 1: Create Application
- Use Studio to create a Scoped Application named 'Employee Leave Request App'.
- Provides workspace for all components (tables, scripts, flows).

Step 2: Create Custom Table
- Table: 'Leave Requests' with all necessary fields.
- Employee Name references 'sys_user' to link employee with manager.
- Ensures structured data storage.

Step 3: Business Rule
- Trigger: Before Insert
- Script sets Status = Pending automatically.

Step 4: Record Producer
- Creates form in Service Catalog named 'Apply for Leave'.
- Employees fill details → Record created.

Step 5: Flow Designer — Approval Workflow
- Trigger: When request is created.
- Manager approves/rejects.
- Status updates automatically.

Step 6: Notifications
- Automatic emails on approval/rejection.

Step 7: Access Control
- Employees view own requests.
- Managers/HR view all requests.

## 8. Flow Diagram

Employee submits leave request → Record created in Leave Requests table
↓
Business Rule sets Status = Pending
↓
Flow Designer triggers → Manager Approval
↓
Approved → Status = Approved → Notification sent
Rejected → Status = Rejected → Notification sent
*Placeholder for actual diagram image*

## 9. Benefits

- Reduces manual processing and approval delays.
- Enhances transparency and accountability.
- Provides automated notifications.
- Easy tracking and reporting of leave requests.
- Streamlines workflow for managers and HR.

## 10. Conclusion

The Employee Leave Request App automates the leave management process, reducing human errors and time. It improves communication, provides real-time updates, and ensures proper workflow and documentation.

## 11. References

- ServiceNow Studio Documentation
- ServiceNow Flow Designer Guides
- ServiceNow Record Producer & Business Rule Documentation