GSD. Bad Homburg – Network - Request File Directory Access Rights on Folders

Article ID: KB0040809
Created: 2025-03-03 13:57:52
Updated: 2025-03-03 16:56:53
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/e26fbaa71bf90a5470dacaa3604bcb11', 'value': 'e26fbaa71bf90a5470dacaa3604bcb11'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/acee49bac3d716940acd33001501318c', 'value': 'acee49bac3d716940acd33001501318c'}

General Information:

Possible symptoms/errors:

User wants to know how to Request File Directory Access Rights on Folders

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

This article describes how to apply for access rights to directories in Bad Homburg or Friedberg. User can order "New File Directory Access" from service catalog under category "Network Services".

Details:

To apply for "New File Directory Access" from service catalog under category "Network Services", advise user to click on:

https://fnc.service-now.com/sp id=sc_category&sys;_id=b11889006f1da10070f4ee4dbb3ee4fe

Now user must select the appropriate form depending on location and type of your request. The following table explains the different types of access rights:

Request

Description

New File Directory Access (Bad Homburg)

Order access rights for one employee on one or more directories in Bad Homburg

New File Directory Access (Friedberg)

Order access rights for one employee on one or more directories in Friedberg

Enhancement of access rights for an existing directory

Order access rights for several employees on one directory

New Network drive/project directory

Order a new project directory or its "protection" by creation of an access group

Guide user to fill out the needed information in form and click on Submit once done

Once the form has been submitted, user can check the status of the request by going to My Requests.

Assignment Group:

Ext_WW_OCC-User-Administration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

My Requests: https://fnc.service-now.com/sp?id=indexNetwork Services Request: https://fnc.service-now.com/sp id=sc_category&sys;_id=b11889006f1da10070f4ee4dbb3ee4fe