

Guidelines for requesting and obtaining temporary administrative access to the ServiceNow Production

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Requesting Admin Access in the ServiceNow Production Instance

Introduction

Purpose:

To ensure that administrative access to the ServiceNow Production environment is granted securely, consistently, and only for approved work, following the defined request and approval process.

Scope:

This process applies to all technicians and developers who require administrative access to ServiceNow Production for specific tasks (e.g., working on Stories, Incidents, Tasks).

Procedure

Step 1: Accessing the Request Form

Navigate to the Self-Service application in the ServiceNow native UI. Open the Technical Catalog. Locate and click on Request Admin Access - ServiceNow Production catalog item.

Step 2: Submitting the Request

Complete the request form with all required information, including:

The record(s) (Story, Incident, Task, etc.) you will be working on during the access period. Justification for the request. Desired start time and duration (access is granted for a limited time only).

Submit the request.

Step 3: Approval Process

Once submitted, post the Request number in the "Admin Access Request - Production" Teams chat. The Core Team will review and approve or reject the request based on the information provided. Note: Multiple access requests should not be submitted in advance. If you anticipate multiple needs, you must first consult with the Core Team.

Step 4: Access Granted

Upon approval, temporary administrative access will be provisioned for the requested and approved period only. Once the approved time expires, access will be revoked automatically.

Important Notes

Requests must be tied to an active work item (Story, Incident, Task, etc.). Advance or bulk requests without Core Team approval are not permitted. Access is temporary and purpose-driven — misuse or unauthorized activity may result in disciplinary action. Any extensions or unexpected changes must be re-requested through the same process and re-approved.

Escalation Process

If access is urgently needed or there are issues with the request process, escalate by messaging the Core Team directly in the Admin Access Request - Production Teams chat.

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