

## SSERVICENOW PROJECT SUBMISSION

### Requesting WiFi Access Through ServiceNow

Submitted by

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### **Requesting WiFi Access Through ServiceNow Project Overview :**

Thomas is a new employee at XYZ Corporation. As part of his onboarding, he needs access to the company's WiFi network to perform his job duties. XYZ Corporation uses ServiceNow to manage all access requests, including WiFi passwords. ServiceNow is also available on mobile devices, allowing Thomas to raise a request conveniently from his smartphone.

#### **Objectives :**

- To provide a centralized platform for users to request WiFi access.
- To automate the approval and provisioning process for WiFi access requests.

- To ensure compliance with network security policies during the request and approval process.
- To enhance the user experience by providing a simple, self-service interface for WiFi requests

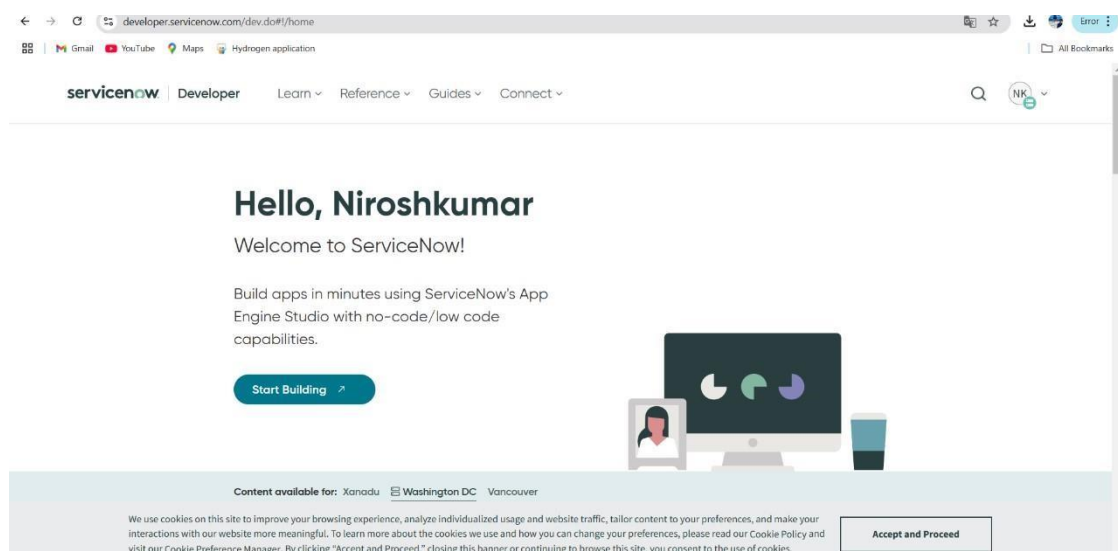
## Key Features and Concepts Used :

- Service Catalog,
- Catalog items,
- Variables,
- Portal,
- Service Portals, ☐ Workflows,
- Email Notification.

## Detailed Steps To Solution Design :

### Implementation :

1. Open service now.
2. Log in to your ServiceNow instance using the provided credentials. Now you will navigate to the ServiceNow.



3. Click on All >> Open "Service Catalog" >> maintain items.

servicenow

Search

maintain

Actions on selected rows...

New

Class Item > Published Item is empty

Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2024-11-14 17:18:12
Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2022-05-20 08:30:16
Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-24 03:02:19
For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33

1 to 20 of 188

4. To add a new Service Catalog item in ServiceNow, follow these steps to enter a title for the item, select the category ,select the catalog , and upload the images. Here's a step-by-step guide:

1. Give a Name for the Catalog Item
2. Select the Catalog
3. Select the Category
4. Save the Item

servicenow

Search

Catalog Item - wifi

Update Copy Try It Edit in Catalog Builder Delete

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: wifi

Application: Global

Catalogs: Service Catalog

Category: Mobiles

State: Published

Checked out: false

Owner: System Administrator

Active: ☒

Fulfillment automation level: Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Select the appropriate process engine for the catalog item. Only one engine can be selected.

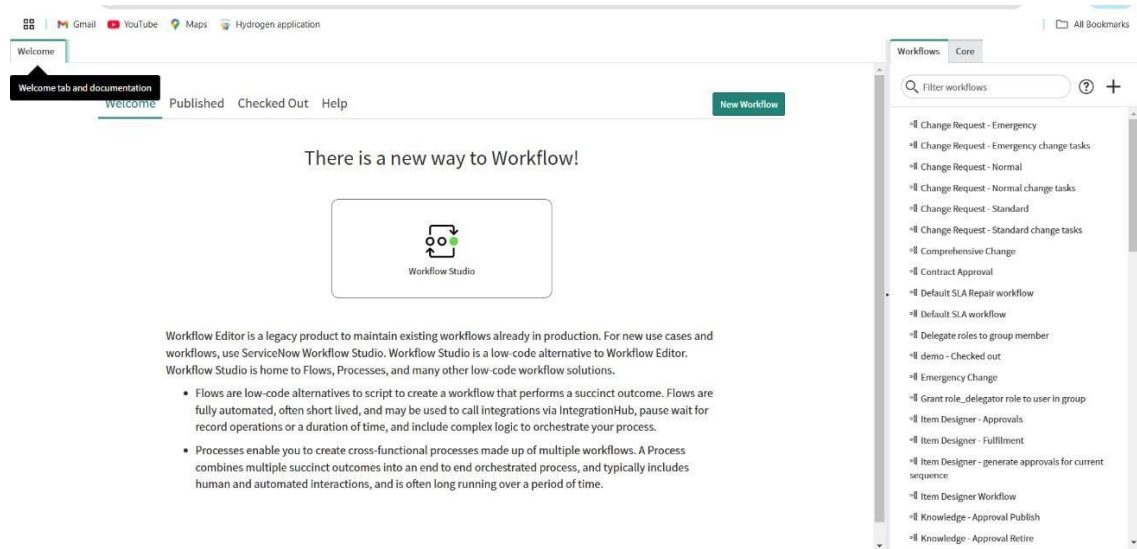
Flow:

Workflow: demo

Execution Plan:

The created items which are under service catalog are uploaded directly in service portal.

5. Create a Workflow as per your requirements. Workflow>> “Workflow Editor”.



1. Click on create “New”.

Welcome | o8 Drawing Canvas

Workflows | Core

Filter workflows

New Workflow

Workflow Version  
New record [New Workflow view]

Submit

\* Name: demo

\* Table: Requested Item [sc\_req\_item]

Description

Stages

When present, set the Stage field to display the workflow stage progress on the selected table. Optionally, select Stage rendering and Stage order schemes to customize the appearance of the stage field. The default values cover typical scenarios.

Stage rendering: Workflow-driven

Stage order: Computed

Submit

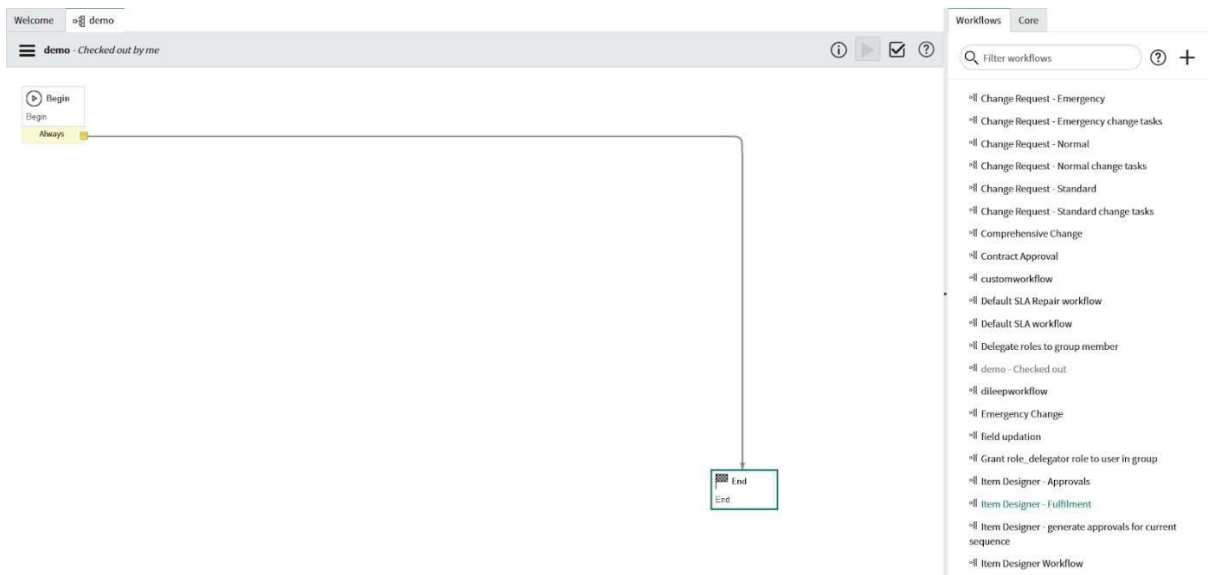
Related Links

[Default view](#)

[Diagrammer view](#)

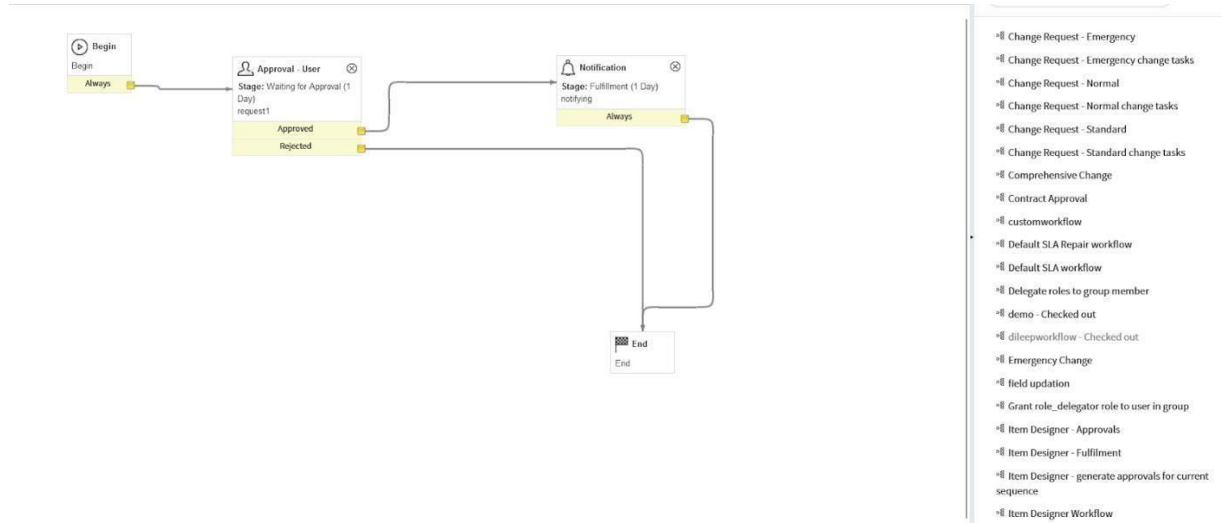
- Change Request - Emergency
- Change Request - Emergency change tasks
- Change Request - Normal
- Change Request - Normal change tasks
- Change Request - Standard
- Change Request - Standard change tasks
- Comprehensive Change
- Contract Approval
- customworkflow
- Default SLA Repair workflow
- Default SLA workflow
- Delegate roles to group member
- dileepworkflow
- Emergency Change
- field updation
- Grant role, delegator role to user in group
- Item Designer - Approvals
- Item Designer - Fulfillment
- Item Designer - generate approvals for current sequence
- Item Designer Workflow
- Knowledge - Approval Publish

1. Enter the name of the workflow.
2. Select table name as "sc\_req\_item".
3. Click on "Submit".



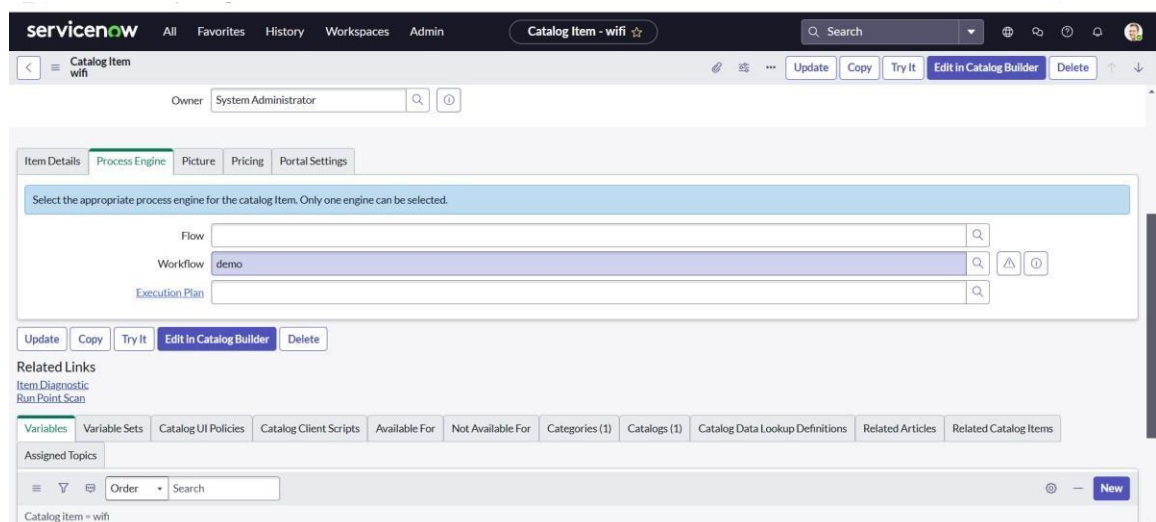
1. This the outlook of workflow.

2. So we should add needed condition.



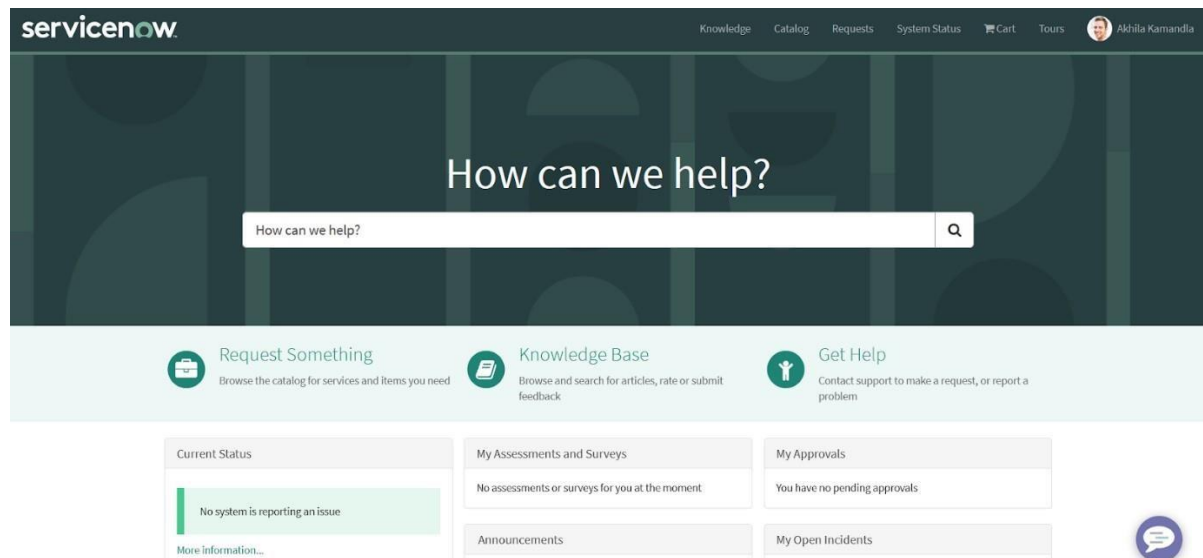
1. This is the workflow after adding needed conditions.  
When the request is generated, the Approval request automatically generated, After
2. approving the approval the user will get notification about their order.

6. Add created Workflow to Catalog item.

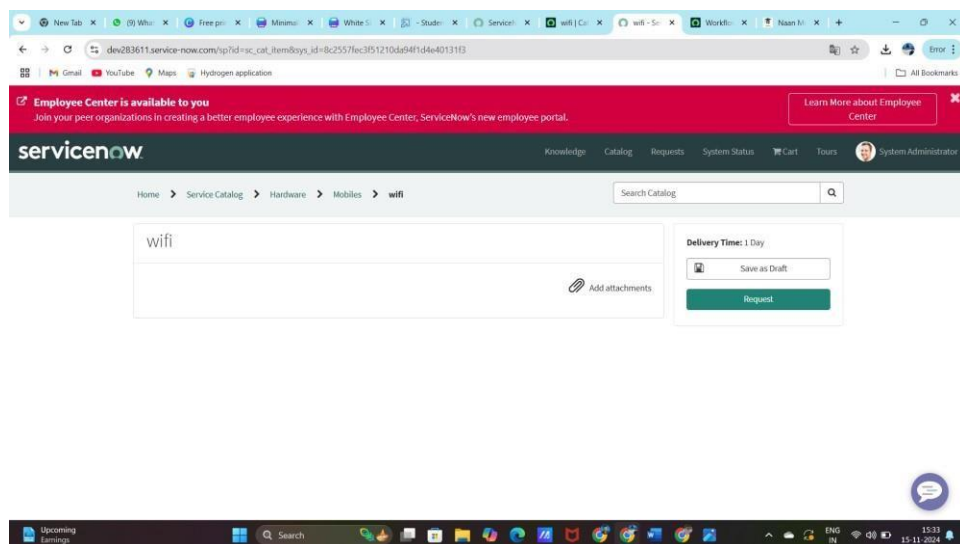


1. Go to "maintain items", Open "wifi" item, then open its "Process Engine".
2. Select the Workflow to be performed, that is "demo".


## 7. Open Service Portal, and request for your created item



### 1. Go and search for item “wifi”





### 2. Click on “Request”.


Knowledge Catalog Requests System Status Cart Tours
Akhila Kamandla

Home > Request Summary
Search Catalog

Submitted : 06-11-2024 02:04:37 AM  
 Request Number : **REQ0010022**  
 Estimated Delivery : 06-11-2024

Item	Delivery Date	Stage	Price (each)	Quantity	Total
wifi	06-11-2024	 Waiting for Approval	---	--	---
					Total: \$0.00



## Result

### 1. Testing Wi-Fi Access Request:

Once the request item and workflow are created, it's important to test the process to ensure that it's functioning correctly.

#### Steps for Testing:

##### 1. Submit a Test Request:

- Submit a request for Wi-Fi access as an end user.
- Check if all fields are being captured correctly, and ensure the approval workflow is triggered.

##### 2. Check Approval Process:

- Ensure that the request is routed to the correct approver.
- Verify that the approval or rejection notifications are sent out correctly.

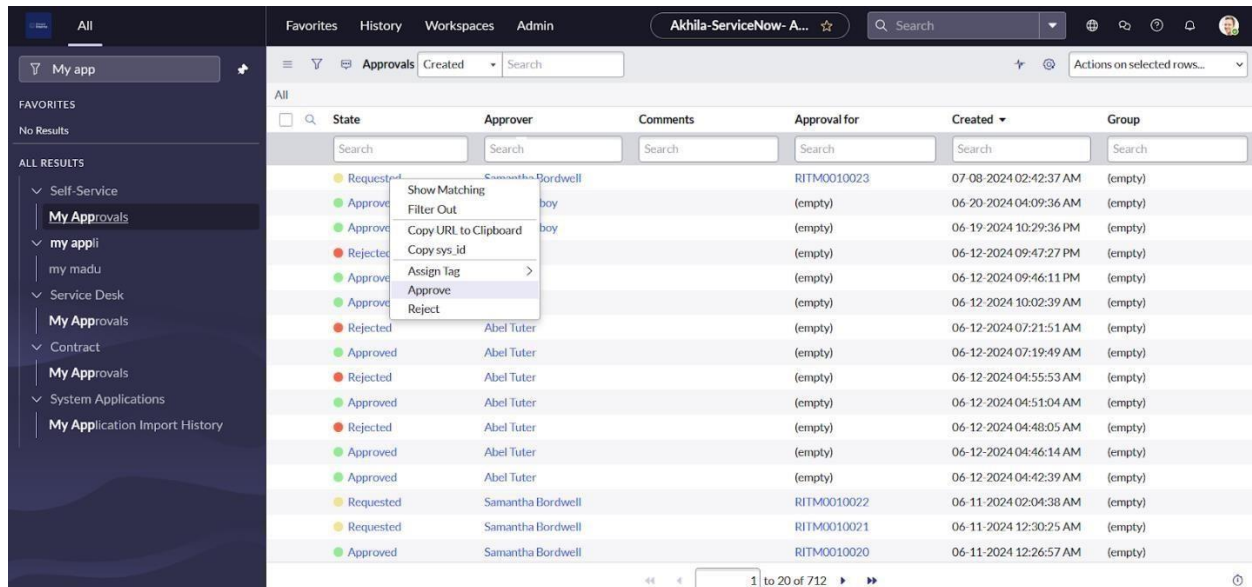
##### 3. Verify Access Provisioning:

- If Wi-Fi access is provisioned automatically, ensure the relevant team (e.g., network team) is notified, and verify that the user is granted Wi-Fi access.
- If the process is manual, confirm that the network admin can grant access based on the approved request.

##### 4. End-User Experience:

- Check the end-user experience by confirming the approval and whether they can access Wi-Fi after the request is fulfilled.
- Ensure that they receive relevant notifications (e.g., when access is granted or denied).

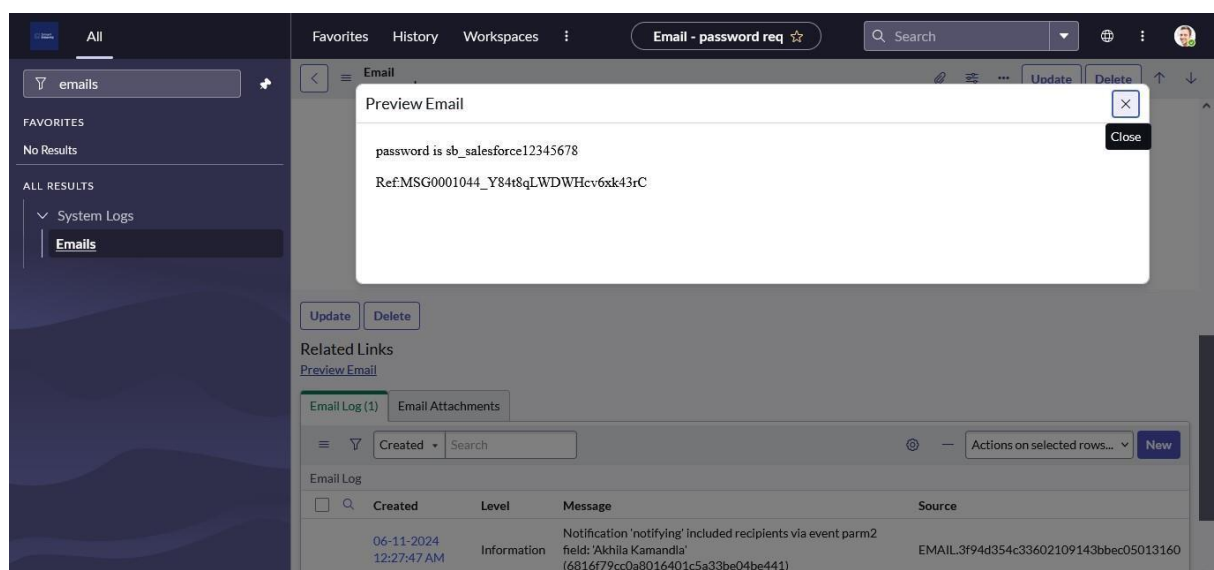




State	Approver	Comments	Approval for	Created	Group
Requested	Samantha Bordwell		RITM0010023	07-08-2024 02:42:37 AM	(empty)
Approved	Abel Tuter		(empty)	06-20-2024 04:09:36 AM	(empty)
Approved	Abel Tuter		(empty)	06-19-2024 10:29:36 PM	(empty)
Rejected	Abel Tuter		(empty)	06-12-2024 09:47:27 PM	(empty)
Approved	Abel Tuter		(empty)	06-12-2024 09:46:11 PM	(empty)
Approved	Abel Tuter		(empty)	06-12-2024 10:02:39 AM	(empty)
Rejected	Abel Tuter		(empty)	06-12-2024 07:21:51 AM	(empty)
Approved	Abel Tuter		(empty)	06-12-2024 07:19:49 AM	(empty)
Rejected	Abel Tuter		(empty)	06-12-2024 04:55:53 AM	(empty)
Approved	Abel Tuter		(empty)	06-12-2024 04:51:04 AM	(empty)
Rejected	Abel Tuter		(empty)	06-12-2024 04:48:05 AM	(empty)
Approved	Abel Tuter		(empty)	06-12-2024 04:46:14 AM	(empty)
Approved	Abel Tuter		(empty)	06-12-2024 04:42:39 AM	(empty)
Requested	Samantha Bordwell		RITM0010022	06-11-2024 02:04:38 AM	(empty)
Requested	Samantha Bordwell		RITM0010021	06-11-2024 12:30:25 AM	(empty)
Approved	Samantha Bordwell		RITM0010020	06-11-2024 12:26:57 AM	(empty)

1.Open “My Approvals” 2.Right Click on “Requested”, and click on Approve.

3. Now go to emails, You will get a password in email.



password is sb\_salesforce12345678

Ref:MSG0001044\_Y84t8qLWDWHcv6xk43rC

Created	Level	Message	Source
06-11-2024 12:27:47 AM	Information	Notification 'notifying' included recipients via event parm2 field: 'Akhila Kamandla' (6816f79cc0a8016401c5a33be04be441)	EMAIL:3f94d354c33602109143bbec05013160

## **Conclusion**

In conclusion, deploying a Wi-Fi access request process through ServiceNow streamlines access management while ensuring security and compliance. By creating a catalog item, automating workflows, and setting up approval processes, you can simplify user requests and improve efficiency. Thorough testing and validation ensure the process works as intended, with proper access control and data integrity. Once deployed, the system can be monitored to ensure smooth operation and optimal performance. Ultimately, this solution enhances user experience while maintaining robust network security.