

# Functional Overview

## 1 Purpose

The Functional Overview defines how the Automated Employee Onboarding & Offboarding system operates from a user and process perspective. It explains the key variables, approval logic, task automation, and lifecycle tracking that together ensure a seamless and auditable employee lifecycle.

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## 2 Key Variables

Variable Name	Type	Description
Request Type	Choice	Determines whether the request is Onboarding or Offboarding
Employee ID	String	Unique identifier for the employee
Department	Reference (cmn_department)	Department to which the employee belongs
Joining Date	Date	Applicable only for onboarding requests
Exit Date	Date	Applicable only for offboarding requests
Manager	Reference (sys_user)	The reporting manager is responsible for approval
Assets	Multi-select Choice	Assets to be issued or collected (Laptop, ID Card, etc.)
Access Details	Multi-line Text	Special access requirements or revocations

← → ⌂ dev319156.service-now.com/nav/ui/classic/params/target/sys\_db\_object.do?sys\_id=3De7afdb354746f610228cbb30116d4370... ☆ School All Bookmarks

## servicenow

All Favorites History Admin : Table - Employee Lifecycle ★

[Table](#) Employee Lifecycle

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

\* Label: Employee Lifecycle Application: Global (i)

\* Name: u\_employee\_lifecycle

Columns Controls Application Access

Table Columns for text Search 1 to 15 of 15 New (i)

Column label	Type	Reference	Max length	Default value	Display
Exit Date	Date	(empty)	40	false	
Created by	String	(empty)	40	false	
Department	Reference	Department	32	false	
RITM	Reference	Requested Item	32	false	
Created	Date/Time	(empty)	40	false	
Sys ID	Sys ID (GUID)	(empty)	32	false	
Updated by	String	(empty)	40	false	
Employee ID	String	(empty)	40	false	
Updates	Integer	(empty)	40	false	
Request type	Choice	(empty)	40	false	
Manager	Reference	User	32	false	
Joining date	Date	(empty)	40	false	
Updated	Date/Time	(empty)	40	false	
Requested for	Reference	User	32	false	
Status	Choice	(empty)	40	false	
+ Insert a new row...					

Delete Update Delete All Records

Related Links

- Form Builder
- Design Form
- Layout Form
- Layout List
- Show Form
- Show List
- Show Schema Map
- Add to Service Catalog
- Run Point Scan
- Explore REST API

Access Controls (4) Security Data Filters Labels (1) Database Indexes (5) Table Subscription Configuration (1)

Name Search Actions on selected rows...

Access Controls

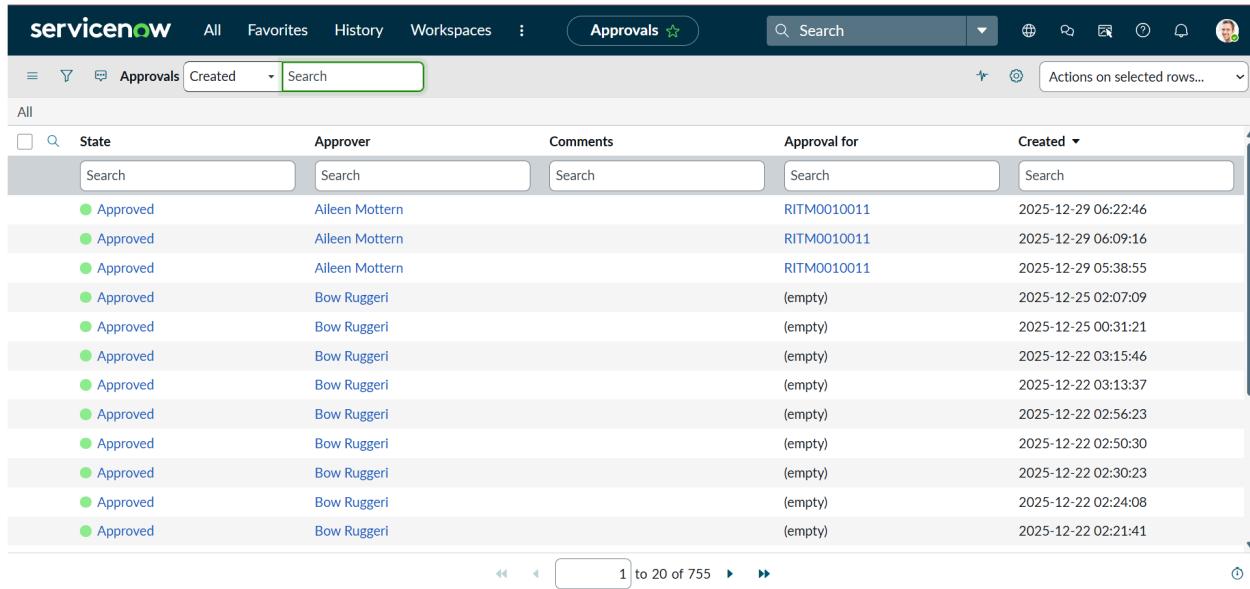
Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_employee_lifecycle	Allow If	read	record	true	admin	2025-12-26 21:54:19
u_employee_lifecycle	Allow If	delete	record	true	admin	2025-12-26 21:54:19
u_employee_lifecycle	Allow If	write	record	true	admin	2025-12-26 21:54:19
u_employee_lifecycle	Allow If	create	record	true	admin	2025-12-26 21:54:19

1 to 4 of 4

## 3 Approval Use Cases

### Manager Approval (Mandatory)

- All onboarding and offboarding requests require manager approval
- Approval is dynamically assigned based on the selected Manager variable
- Requests cannot proceed until approval is granted

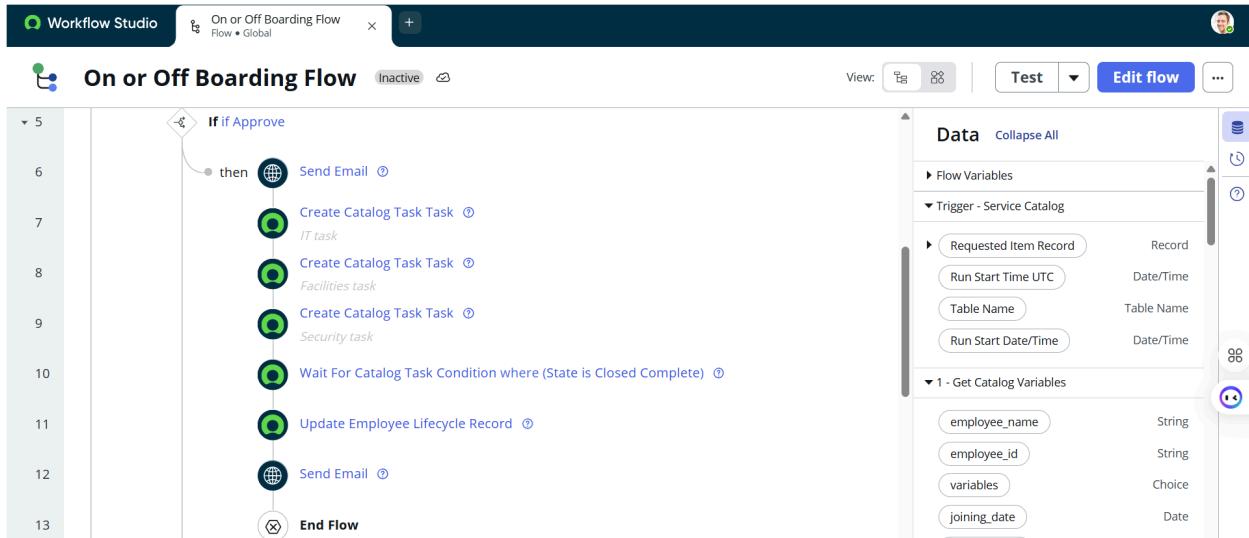


The screenshot shows the ServiceNow Approvals list view. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Approvals' (with a star icon), 'Search', and user profile icons. Below the header is a toolbar with filters ('Created'), a search bar, and a 'Actions on selected rows...' dropdown. The main area displays a table with columns: State, Approver, Comments, Approval for, and Created. The 'State' column shows all entries as 'Approved'. The 'Approver' column lists names like Aileen Mottern and Bow Ruggeri. The 'Comments' column contains mostly '(empty)' or short notes. The 'Approval for' column shows RITM0010011 for most entries. The 'Created' column shows dates ranging from December 2025 to December 2022. At the bottom of the table is a pagination bar with '1 to 20 of 755'.

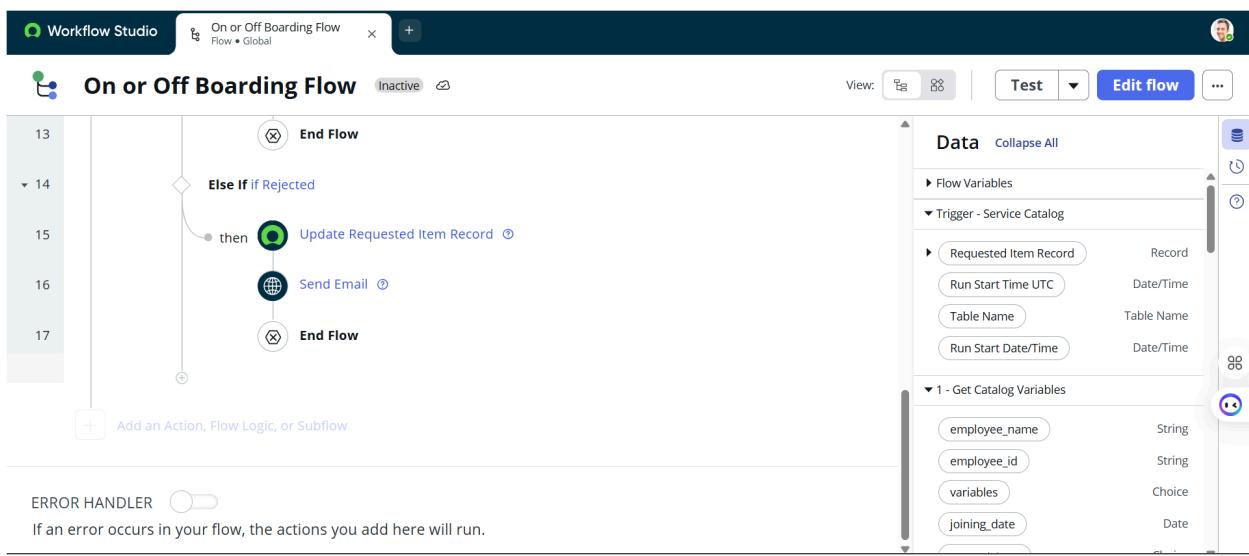
State	Approver	Comments	Approval for	Created
Approved	Aileen Mottern		RITM0010011	2025-12-29 06:22:46
Approved	Aileen Mottern		RITM0010011	2025-12-29 06:09:16
Approved	Aileen Mottern		RITM0010011	2025-12-29 05:38:55
Approved	Bow Ruggeri	(empty)		2025-12-25 02:07:09
Approved	Bow Ruggeri	(empty)		2025-12-22 00:31:21
Approved	Bow Ruggeri	(empty)		2025-12-22 03:15:46
Approved	Bow Ruggeri	(empty)		2025-12-22 03:13:37
Approved	Bow Ruggeri	(empty)		2025-12-22 02:56:23
Approved	Bow Ruggeri	(empty)		2025-12-22 02:50:30
Approved	Bow Ruggeri	(empty)		2025-12-22 02:30:23
Approved	Bow Ruggeri	(empty)		2025-12-22 02:24:08
Approved	Bow Ruggeri	(empty)		2025-12-22 02:21:41

### Approval Outcomes

- **Approved** → Departmental tasks are auto-generated



- **Rejected** → Request is closed with rejection status and notification



## 4 Task Automation & Assignment

Once approved, tasks are automatically created and routed to the appropriate teams:

### Department      Task Description

HR	Employee lifecycle tracking & coordination
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IT              Account creation/deactivation and asset provisioning

Facilities      Workspace setup or clearance

Security        ID card issuance or access revocation

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## 5 Lifecycle Tracking

All requests are tracked in the **Employee Lifecycle (u\_employee\_lifecycle)** table, providing end-to-end visibility.

### Status Flow:

- New
- In Progress
- Completed
- Rejected

Each status update is automated through Flow Designer based on approvals and task completion.

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## 6 Functional Flow Diagram

[ Catalog Submission ]



[ Capture Variables ]



[ Manager Approval ]



Approved?



Yes    No

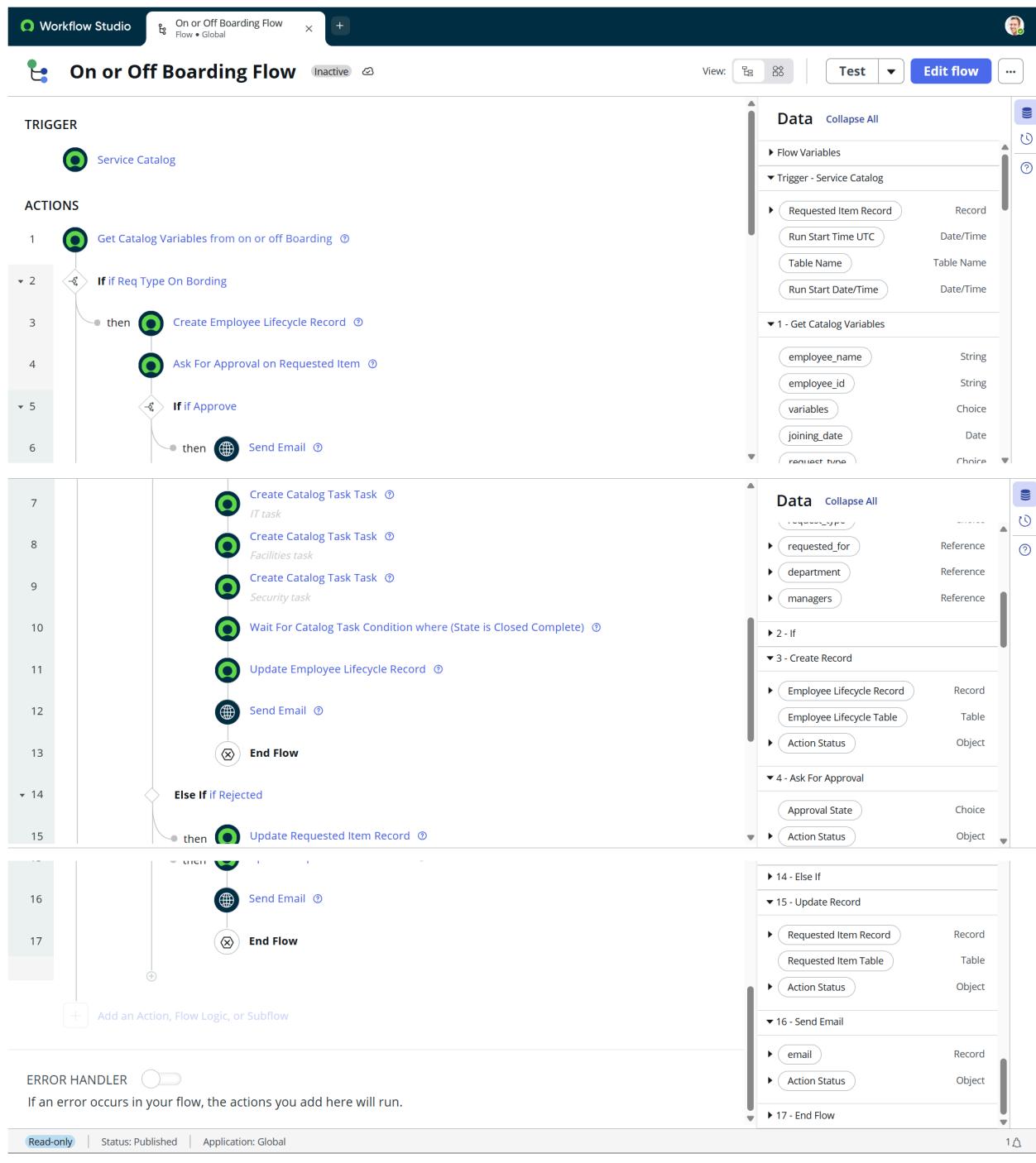


[ Auto-Create Tasks ] [ Close Request ]



v  
[ Track in Lifecycle Table ]

|  
v  
[ Update Status & Notify Stakeholders ]



## **7 Business Impact**

- Single source of truth for employee lifecycle data
  - Faster turnaround through automated approvals and tasks
  - Reduced errors via conditional variables and validations
  - Improved audit readiness with complete status history
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