



Functional Requirement Specification (FRS)
On
Customer Onboarding – Multitenant

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1. Introduction

1.1 Background

Systems are a critical component of efficient business operations. Without them, businesses run the risk of losing productivity as a result of missed work, breached deadlines or duplicated efforts. By creating a system for tasks that need to be repeated, such as Onboarding a new customer, businesses can ensure that all the data is entered completely and timely, maximizing time and resources for higher productivity and ultimately higher profits.

1.2 Purpose

This Functional Requirements Specification document will develop a repeatable step-by-step process to bring a new customer into the ServiceNow environment. The Onboarding process defined here will help ensure that new customers are set up, in the separate domains (in a multi-tenant instance), and with their data imported so that the customer can immediately begin utilizing ServiceNow.

The following system tables will be updated via transform maps:

Name	System Table
Locations	cmn_location
Departments	cmn_department
Cost Centers	cmn_cost_center
Business Units	business_unit
Users	sys_user
Users Role	sys_user_has_role
Groups	sys_user_group
Group Members	sys_user_grmember
User Roles	sys_user_has_role
Windows	cmdb_ci_win_server
Linux	cmdb_ci_linux_server
Unix	cmdb_ci_unix_server
Oracle/SQL	cmdb_ci_database

1.3 Scope

The successful update of the preceding tables constitutes Onboarding of a new customer. Additionally, Service Level Agreements (SLAs) and required schedules will be created as received from the customer and re-iterated in Section 5.

Finally, the customer specified the following number of entries be created for each table listed:

- Location – 10
- Department – 10
- Cost Center – 10
- Business Units – 10
- Users - 20
- Groups – 10
- Group Members – 2 members per group
- User Roles – 4 Users will have “ITIL” role.
- Group Roles – 3 Groups will have “ITIL” role

Configuration Items for each table listed:

- Windows – 5
- Linux – 5
- Unix – 5
- SQL – 5
- Oracle – 5

Manual Activities for each table listed:

- SLA – 10 (Response & Resolution for each Priority)
- Schedule – 24*7, 24*5, 9*3
- Holidays – Any 2 Dates per Month (Indian Holidays)

1.4 Document Convention

In this project by using of multi-tenant environment we onboard five customer in ServiceNow first we create Fantastic 4S domain as MSP and onboard 4 company as Fantastic 4S domain child domain and make FRS about the project and start importing users, group, location, department, cost center, business unit, roles, group roles with use of import set then we manually create 5 SLA with response and resolution and then after that we import 5 Windows, 5 UNIX, 5 Linux, 5 Oracle, 5 SQL with help of import set in CMDB.

1.5 Release Date

The Project will be released on 2nd September, 2022

2. Onboarding Process

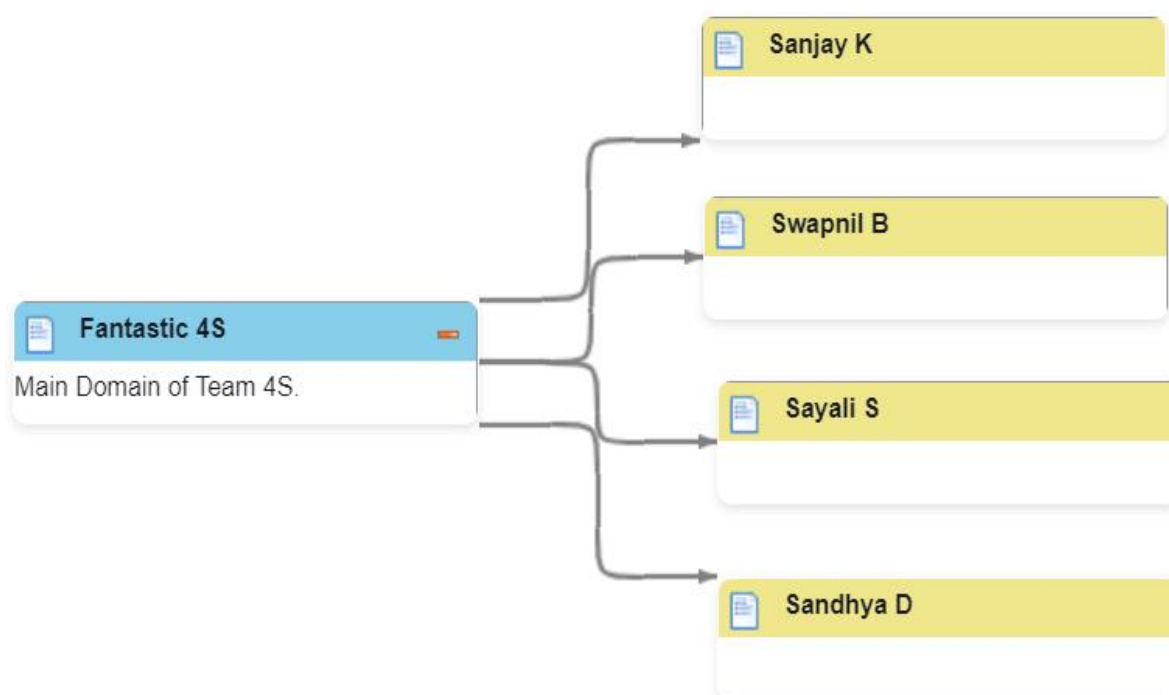
2.1 Process

The following process is to be followed to Onboard a new customer:

- Set a new ServiceNow instance for Onboarding the Customer
- Domain Specification: Create customer domain as child of our client (parent/top) domain
- Transform Map: Create transform maps for each system table
- Create Service Level Agreements (SLAs)

2.2 Domain Specification

The domain hierarchy contains the top/parent domain (Fantastic 4S) and child domains (Sanjay K, Sayali S, Sandhya D, Swapnil B), each will contain the customer to be Onboarded into the ServiceNow platform.



2.3 Transform Maps

This process should incorporate the use of multiple customized transform maps. These maps will take incoming information from external sources and translate them in a manner where they can be read and defined by the parent instance. These translations begin after the incoming data is loaded into an import set, when the map is originally constructed. It links fields already found in ServiceNow tables to parameters defined in the new data.

Within each transform map, specific fields will be coalesced to ensure the uniqueness of each input. Coalescing fields allows information to be correctly read, updated and created based on how it interacts with the predefined table information. In this process, transform maps will be constructed by using fields from already existing tables and specifying the correlating system table field. Once sent through the transforms, the new information will be accurately inserted into the system and available for use.

2.4 Service Level Agreement (SLA)

Service Level Agreements are the timeframe within which a specified task is required to be completed. Failure to complete the task within the timeframe will result in a breach of contract, which will trigger reviews for the assigned user.

3. Import Sets

In order to import customer data, the following system tables will be used in transform maps to correctly associate customer data with system fields. For each table, the specified fields are required either by the system or for meaningful input into the system.

Note: System Mandatory fields are indicated in **red**. The remaining fields indicated for each table are the *minimum* recommended data for a healthy record system.

3.1 Locations [cmn_location]

Where all of our Data centers and field offices are store.

3.1.1 Import Table Fields

Label	Field Name	Data Type	Reference To	Field Referenced	Coalesce	Choice Action
Name	name	String	NA	NA	True	NA
Company	company	Reference	sys_company	Name	True	Reject
Street	street	String	NA	NA	True	NA
City	city	String	NA	NA	True	NA
State	state	String	NA	NA	True	NA
Zip	zip	String	NA	NA	True	NA
Contact	contact	Reference	sys_user	Email	True	Ignore
Phone	phone	String	NA	NA	True	NA

3.2 Departments [cmn_department]

This reference field works, it displays the different departments.

3.2.1 Import Table Fields

Label	Field Name	Data Type	Reference To	Field Referenced	Coalesce	Choice Action
Name	name	String	NA	NA	True	NA
Company	company	Reference	sys_company	Name	True	Reject
ID	id	String	NA	NA	NA	NA
Cost Center	cost_center	Reference	cmn_cost_center	Name	NA	Ignore

3.3 Cost Centers [cmn_cost_center]

The main function of a cost center is to track expenses.

3.3.1 Import Table Fields

Label	Field Name	Data Type	Reference To	Field Referenced	Coalesce	Choice Action
Name	name	String	NA	NA	True	NA
Location	location	Reference	cmn_location	Name	False	Ignore
Company	company	Reference	sys_company	Name	False	Reject
Manager	manager	Reference	sys_user	Email	NA	Reject
Account No		string	NA	NA	False	NA

3.4 Business Units [business_unit]

Business units typically comprise departments and are associated with a company.

3.4.1 Import Table Fields

Label	Field Name	Data Type	Reference To	Field Referenced	Coalesce	Choice Action
Name	name	String	NA	NA	True	NA
Company	company	Reference	sys_company	Name	False	Reject

3.5 Users [sys_user]

User is the table for accessing user records in ServiceNow.

3.5.1 Import Table Fields

Label	Field Name	Data Type	Reference To	Field Referenced	Coalesce	Choice Action
User ID	user_id	String	NA	NA	True	NA
First Name	first_name	String	NA	NA	False	NA
Last Name	last_name	String	NA	NA	False	NA
Company	company	Reference	sys_company	Name	True	Reject
Email	email	Email	NA	NA	True	NA
Department	department	Reference	cmn_department	Name	False	Ignore
Phone	phone	Phone Number	NA	NA	False	NA
Location	location	Reference	cmn_location	Name	True	Ignore
Password	user_password	Password	NA	NA	NA	NA
Password Needs Reset	password_needs_reset	Yes/No	NA	NA	NA	NA

3.6 Groups [sys_user_group]

A group is one record stored in the Group [sys_user_group] table.

3.6.1 Import Table Fields

Label	Field Name	Data Type	Reference To	Field Referenced	Coalesce	Choice Action
Name	name	String	NA	NA	True	NA
Company	company	Reference	sys_company	Name	False	Reject
Manager	manager	Reference	sys_user	Email	False	Ignore

3.7 Group Members [sys_user_grmember]

The information which users are assigned to which group is stored in table sys_user_grmember.

3.7.1 Import Table Fields

Label	Field Name	Data Type	Reference To	Field Referenced	Coalesce	Choice Action
User	user	Reference	sys_user	Email	True	Ignore
Group	group	Reference	sys_user_group	Group	True	Ignore

3.8 User Roles [sys_user_has_role]

sys_user_has_role table (User Roles) contains empty role references, or roles that appear as a sys_id instead of a name.

3.8.1 Import Table Fields

Label	Field Name	Data Type	Reference To	Field Referenced	Coalesce	Choice Action
User	name	Reference	sys_user	Email	True	Ignore
Role	role	Reference	sys_user_role	Name	True	Ignore

4. Configuration Items(CI's)

Configuration items can be created or maintained either using tables, lists, and forms within the platform, or using the Discovery application.

Note: System Mandatory fields are indicated in **red**. The remaining fields indicated for each table are the *minimum* recommended data for a healthy record system.

4.1 Windows Server [cmdb_ci_win_server]

Windows Server is a group of operating systems designed by Microsoft

4.1.1 Import Table Fields

Label	Field Name	Data Type	Reference To	Field Referenced	Coalesce	Choice Action
Name	name	String	NA	NA	True	NA
Company	company	Reference	sys_company	Name	True	Reject
Location	location	Reference	cmn_location	Name	False	Ignore
Serial Number	serial_number	String	NA	NA	True	NA
Asset Tag	asset_tag	String	NA	NA	True	
Class	class	String	NA	NA	NA	NA

4.2 Linux Server [cmdb_ci_linux_server]

A Linux server is a server built on the Linux open-source operating system.

4.2.1 Import Table Fields

Label	Field Name	Data Type	Reference To	Field Referenced	Coalesce	Choice Action
Name	name	String	NA	NA	True	NA
Company	company	Reference	sys_company	Name	True	Reject
Location	location	Reference	cmn_location	Name	False	Ignore
Serial Number	serial_number	String	NA	NA	True	NA
Asset Tag	asset_tag	String	NA	NA	True	NA
Class	class	String	NA	NA	NA	NA

4.3 UNIX Server [cmdb_ci_unix_server]

Unix servers are widely used as application servers and database servers

4.3.1 Import Table Fields

Label	Field Name	Data Type	Reference To	Field Referenced	Coalesce	Choice Action
Name	name	String	NA	NA	True	NA
Company	company	Reference	sys_company	Name	True	Reject
Location	location	Reference	cmn_location	Name	False	Ignore
Serial Number	serial_number	String	NA	NA	True	NA
Asset Tag	asset_tag	String	NA	NA	True	NA
Class	class	String	NA	NA	NA	NA

4.4 Oracle / SQL [cmdb_ci_database]

Oracle SQL provides an easy, elegant, performing architecture for accessing, defining, and maintaining data. The "cmdb_ci_database" table is a legacy table and is not populated by Discovery or Service Mapping

4.4.1 Import Table Fields

Label	Field Name	Data Type	Reference To	Field Referenced	Coalesce	Choice Action
Name	name	String	NA	NA	True	NA
Class	class	String	NA	NA	NA	NA
Type	type	Reference	Servers	NA	NA	NA

5 Service Level Agreement

Service Level Agreements are the timeframe within which a specified task is required to be completed. Failure to complete the task within the timeframe will result in a breach of contract, which will trigger reviews for the assigned user. **contract_sla** is the table where you can create/modify any SLA as per your requirement.

Table: contract_sla

5.1 Response Conditions:

Priority	Duration	Schedule	Start Condition	Stop Condition
1	15 minutes	24x7, 24*5, 9*3	Active is true --AND-- Priority is 1	Assigned to is not empty
2	1 hours	24x7, 24*5, 9*3	Active is true --AND-- Priority is 2	Assigned to is not empty
3	2 hours	24x7, 24*5, 9*3	Active is true --AND-- Priority is 3	Assigned to is not empty
4	4 hours	24x7, 24*5, 9*3	Active is true --AND-- Priority is 4	Assigned to is not empty
5	8 hours	24x7, 24*5, 9*3	Active is true --AND-- Priority is 5	Assigned to is not empty

5.2 Resolution Conditions:

Priority	Duration	Schedule	Start Condition	Stop Condition	Pause Condition	Reset Condition
1	2 hours	24x7, 24*5, 9*3	Active is true --AND-- Priority is 1	State is closed --OR-- cancelled	State" field is on hold --AND-- on-hold reason is one of the following: Awaiting Caller, Awaiting vendor, Awaiting Change or Awaiting Problem	State changes from on-hold --AND-- State changes to New
2	8 hours	24x7, 24*5, 9*3	Active is true --AND-- Priority is 2	State is closed --OR-- cancelled	State is on hold --AND-- on-hold reason is one of the following: Awaiting Caller, Awaiting vendor, Awaiting Change or Awaiting Problem	State changes from on-hold --AND-- State changes to New
3	1 day	24x7, 24*5, 9*3	Active is true --AND-- Priority is 3	State is closed --OR-- cancelled	State is on hold --AND-- on-hold reason is one of the following: Awaiting Caller, Awaiting vendor, Awaiting Change or Awaiting Problem	State changes from on-hold --AND-- State changes to New
4	2 days	24x7, 24*5, 9*3	Active is true --AND-- Priority is 4	State is closed --OR-- cancelled	State is on hold --AND-- on-hold reason is one of the following: Awaiting Caller, Awaiting vendor, Awaiting Change or Awaiting Problem	State changes from on-hold --AND-- State changes to New
5	5 days	24x7, 24*5, 9*3	Active is true --AND-- Priority is 5	State is closed --OR-- cancelled	State is on hold --AND-- on-hold reason is one of the following: Awaiting Caller, Awaiting vendor, Awaiting Change or Awaiting Problem	State changes from on-hold --AND-- State changes to New

5.3 Holiday Schedule:

Below holidays are from January 2022 to December 2022.

Month	Holiday Name	Date
January	Makar Sankranti	14 th Jan
January	Republic Day	26 th Jan
February	Chhatrapati Shivaji Maharaj Jayanti	19 th Feb
February	Valentine Day	14 th Feb
March	Marathi New Year	28 th March
March	Mahashivratri	19 th March
April	Dr. Babasaheb Ambedkar Jayanti	14 th April
April	Good Friday	18 th April
May	Maharashtra Day	1 st May
May	Ravindranath Tagore Jayanti	7 th May
June	Maharana Pratap Jayanti	2 nd June
June	Rain Day	7 th June
July	Bakri Eid	10 th July
July	Guru Purnima	13 th July
August	Independence Day	15 th Aug
August	Shree Ganesh Chutrathi	31 st Aug
September	Teacher's Day	5 th Sept
September	Onam	8 th Sept
October	Mahatma Gandhi Jayanti	2 nd Oct
October	Dasara	10 th Oct
November	Children's Day	14 th Nov
November	Diwali	18 th Nov
December	Christmas Day	25 th Dec
December	New Year Night	31 st Dec

6 Summary

By utilizing this document, the person(s) responsible for integrating new customers into ServiceNow will be able to quickly and succinctly complete the task. Domain Separation allows a ServiceNow team member to bring in customers on a multi-tenant instance and give them their own domains without any data security issues. With Import Sets, a ServiceNow team member can use data given to them by the customers and place it within an existing table in ServiceNow. Lastly, SLAs allow both the customer and the ServiceNow provider to keep abreast of the amount of time remaining on a ticket.