LOGICALIS
Architects of Change

Datasheet

Standardize Access Request for ServiceNow

Overview

Our approach to Access Request standardizes the way in which your customers request access to applications, shared drives, web sites, servers, mailboxes, or any other virtual request, delivering quicker time to value.

Standard Approach

Give the power to onboard access requests without the need to enlist your ServiceNow Administrator. This offering enables your service owners to create a one-time setup for a named access request service. They will define the associated approvals and tasks needed to fulfill the request. The configured workflow does the rest!

The robust workflow allows for multiple approvals, tasks, and notifications to be assigned to every unique access request service.

End users have a simplified screen to search for access based on their role, or they can simply scroll through a list of all the services available. Multiple access request services can be added at once, thus making it simple and fast for users to request everything they need to do their jobs.

Get Results

Employee Onboarding and Current Employees— The process allows the access request service to be used for new employee onboarding and current employees. For new employees, utilizing access request services will ensure proper system access, making them productive sooner. Current employees or contractors can place a request from the service

catalog to change their current system access as their job functions change.

Approval Process—This service is designed to allow you to configure the approval based on your requirements. The business owner can define the approvals needed and in which order and the workflow takes over.

Temporary Access—This service provides a feature that allows you to create end tasks that will remove access at a future date when the access is no longer needed.

**Task Completion**—Define what tasks are needed to fulfill each individual request.

Audit History—Requests are logged in the audit log with the action (add/ change/ removal).

Filtering—Filter by job functions, existing access, pending access, access other users may have.

Power to the Business—Business can have adds/updates to the needed system. Does not require a developer to maintain the data.
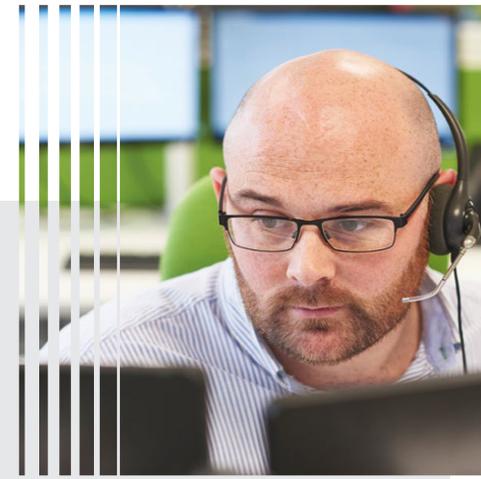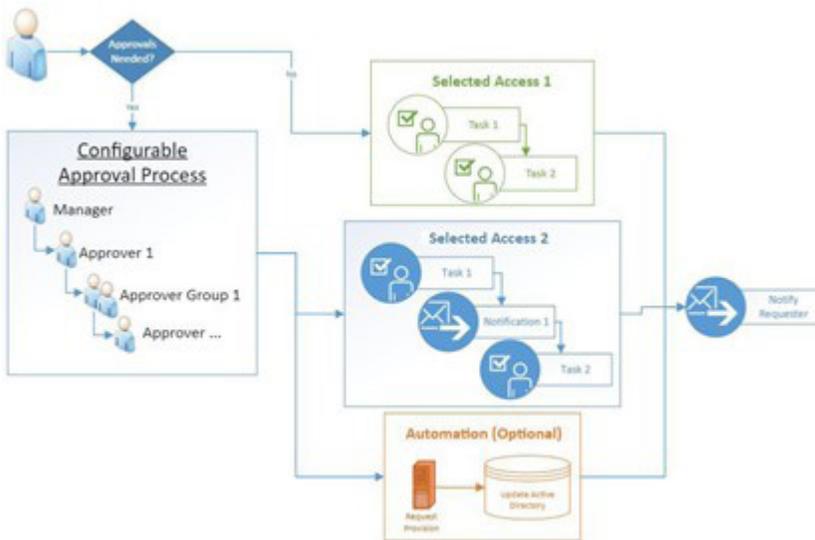
Simplified Request Screen

Ability for the end user to request multiple access requests on the same screen. No need to submit each request separately.
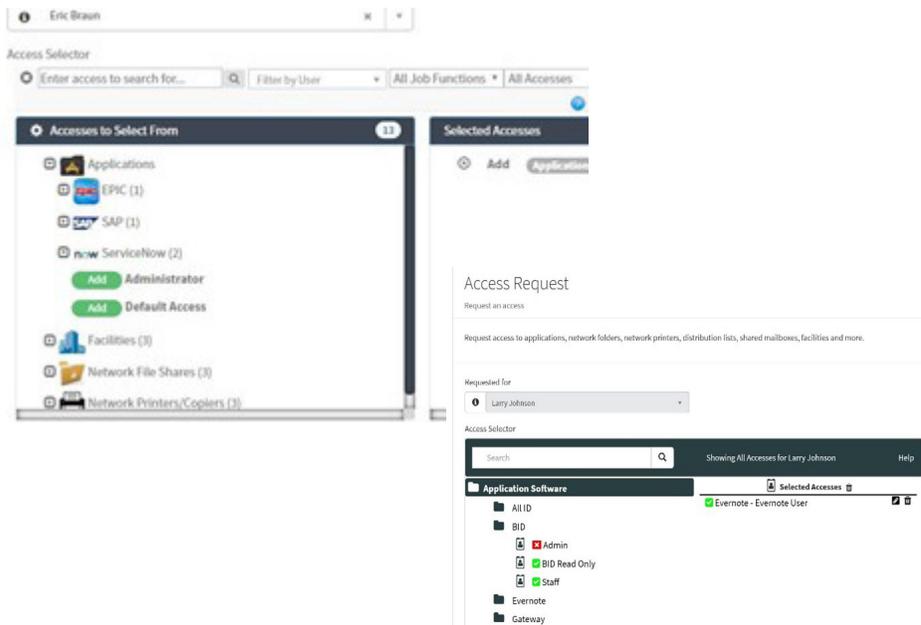

Repeatable Workflow

Workflow to be used on all requests, regardless on the number of approvals or steps.

Functionality

- **Automation**—Once approved, automatically provision the rights to Active Directory using ServiceNow IntegrationHub vs. relying on your service desk to provision

- **Separation of Duties**—Ensure a user does not have overlapping rights and separate permissions based on role hierarchy

- **Bulk User Loads**—Batch upload of new employees from service catalog

- **Existing User Rights**—For existing employees, load their current rights so they can be removed in the future

- **Employee Onboarding**— Incorporate Access Request with employee onboarding process

servicenow
Partner

Elite
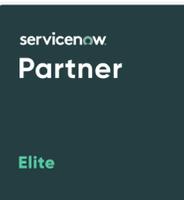
What we can do for your organization?

Contact Logicalis to learn how we can help.

Visit
www.us.logicalis.com

Call
866 456 4422