

Employee Onboarding Automation – Scenario 1: Technical Portal

Scenario Overview

This scenario demonstrates an automated employee onboarding process built in ServiceNow. The solution captures employee information and onboarding requirements, routes elevated permissions for manager approval, and automatically creates fulfillment tasks for the appropriate teams based on the selections made in the request.

The workflow coordinates activities across HR, IT Service Desk, Hardware Support, Messaging & Collaboration, Corporate Real Estate/Security, Business Application Support, and IT Security & Compliance. Automated notifications keep the appropriate stakeholders informed throughout the onboarding process.

Technical Portal View

The onboarding request captures employee details, work location, equipment requirements, application access, and any elevated permissions required for the new employee.

[Service Catalog](#) > [Onboarding](#) > [Employee Onboarding](#)

Search catalog



Employee Onboarding Request

This onboarding request automates the creation and fulfillment of new employee tasks, including HR processing, IT account setup, equipment provisioning, and access assignment. The workflow streamlines approvals, notifications, and fulfillment activities to ensure a smooth, efficient onboarding experience across HR, IT, and management teams.

Order this Item

Delivery time0 Days

Order Now

* First Name

* Last Name

* Job Title

* Department

* Employment Type

-- None --

* Manager Name

* Start Date

* Work Location

-- None --

* Building Location

-- None --

* Personal Email Address

Phone Number (Personal)

* Laptop Required?

-- None --

* Email Account Needed?

-- None --

* Access Required?

-- None --

* Special Permissions Required?

-- None --

Business Justification

Technical Portal View / IF IT Requirements OR IT Access and Permissions

[Service Catalog](#) > [Onboarding](#) > [Employee Onboarding](#)

Employee Onboarding Request

This onboarding request automates the creation and fulfillment of new employee tasks, including HR processing, IT account setup, equipment provisioning, and access assignment. The workflow streamlines approvals, notifications, and fulfillment activities to ensure a smooth, efficient onboarding experience across HR, IT, and management teams.

Order this Item

Delivery time 0 Days

[Order Now](#)

Employee Details

* First Name

* Last Name

* Job Title

* Department

* Employment Type

* Manager Name

* Start Date

* Work Location

* Building Location

* Personal Email Address

Phone Number (Personal)

IT Requirements

* Laptop Required?

* Laptop Type

* Email Account Needed?

* Distribution Lists

IT Access and Permissions

* Access Required?

* Access Requirements

* Special Permissions Required?

* Special Permissions

* Business Justification for Special Permissions

Business Justification

Order Status

[Back to Catalog](#)
[Continue Shopping](#)
[Home](#)

Thank you, your request has been submitted

Order Placed: 2026-08-07 22:39:44

Request Number: REQ0010020

Estimated Delivery Date of Complete Order: 2026-08-07

Description	Delivery Date	Waiting for Approval	Price (ea.)	Quantity	Total
Employee Onboarding Request	2026-08-07				
Total					

[Back to Catalog](#)
[Continue Shopping](#)
[Home](#)

When special permissions are requested, the workflow automatically routes the request to the employee's manager for approval before the elevated access is provisioned.

Manager Approval Email

KoreTech Automation

Enterprise ServiceNow Consulting & Workflow Automation

Hello Bruno Nancy,

Your approval is required for elevated permissions requested as part of an employee onboarding request.

Reason for approval

The onboarding request includes special permissions that must be approved before the related access can be provisioned.

Employee Details

Employee	Andrew John
Job Title	ServiceDesk III
Department	IT
Employment Type	Full-Time
Start Date	2026-08-10
Manager	Bruno Nancy

Requested Access	
Applications and Systems	ServiceNow
Special Permissions	Power User

Please select an action below:

[Click here to approve RITM0010020](#) [Click here to reject RITM0010020](#)

When rejecting the request, please include the reason in the response email. Standard onboarding will continue, but the rejected special permissions will not be provisioned.

Approval record:

KoreTech Automation LLC

Automating Business. Accelerating Growth.

This is an automated notification generated by the KoreTech Automation platform.

Ref:MSG0002605_S0LFvJA1lw4SybzDFpLx

Approval Request

Catalog Tasks

Approvers (1)

Approvers

Search

Actions on selected rows...

Edit

Approval for = RITM0010020

Approver

State

Approval Reason

Comments

Created

Bruno Nancy

Requested

Manager approval for special permissions.

2026-08-07 22:39:46

1

to 1 of 1

Flow Designer Process

Workflow Studio Employee Onboarding					
EXECUTION DETAILS					
Show Action Details					
FLOW STATISTICS					
TRIGGER					
Catalog Item Requested					
ACTIONS					
1	Get Catalog Variables from Employee Onboarding	Core Action	Completed	2026-08-07 22:39:46	29ms
2	If Special Permissions Required? = Yes	Flow Logic	Evaluated - True	2026-08-07 22:39:46	127ms
3	Ask For Approval	Core Action	Waiting	2026-08-07 22:39:46	127ms
4	If Manager Approved	Flow Logic	Not Run		Approved
5	Employee Onboarding Process		Not Run		

Requested Item View

Requested Item

RITM0010020

Number

RITM0010020

Item

Employee Onboarding

Request

REQ0010020

Requested for

System Administrator

Configuration Item

Backordered

Watch list

Opened

2026-08-07 22:39:44

Opened by

System Administrator

Stage

Waiting for Approval

State

Open

Variables

Employee Details

First Name

Andrew

Last Name

John

Job Title

ServiceDesk III

Department

IT

Employment Type

Full-Time

Manager Name

Bruno Nancy

Start Date

2026-08-10

Work Location

Onsite

Building Location

Newark HQ

Personal Email Address

Andrew.John@gmail.com

Phone Number (Personal)

IT Requirements

Laptop Required?

Yes

* Laptop Type

Windows

Email Account Needed?

Yes

Distribution Lists

IT

IT Access and Permissions

Access Required?

Yes

Access Requirements

ServiceNow

Business Justification for Special Permissions

New ServiceDesk

Business Justification

New ServiceDesk

Special Permissions Required?

Yes

Special Permissions

Power User

Work notes

Comments (Customer visible)

Post

Activities: 1

System Administrator

Impact

3 - Low

Field changes

2026-08-07 22:39:44

After approval, the onboarding process automatically creates and routes fulfillment tasks to the appropriate teams. Tasks are generated dynamically based on the requirements selected in the original request.

First Three Catalog Tasks

UpdateDelete

Related Links
[Flow Context](#)

Catalog Tasks (3) | Approvers (1)

Number Search

Request item = RITM0010020

Number	Assignment group	Assigned to	State	Short description	Actual start	Actual end	Order
SCTASK0010191	Corporate Real Estate	(empty)	Open	Issue employee ID badge and building access.	2026-08-07 22:46:16	(empty)	
SCTASK0010190	IT Service Desk	(empty)	Open	Create and configure IT accounts for new employee	2026-08-07 22:46:16	(empty)	
SCTASK0010189	Human Resources	(empty)	Open	HR Onboarding - New Employee	2026-08-07 22:46:16	(empty)	

1 to 3 of 3

Catalog Task
SCTASK0010191

NumberSCTASK0010191

Request itemRITM0010020

RequestREQ0010020

Requested forSystem Administrator

Configuration item

StateClosed Complete

Priority-- None --

Assignment groupCorporate Real Estate

Assigned toBow Ruggeri

Variables

Employee Details

* First Name
Andrew

* Last Name
John

* Start Date
2026-08-10

* Work Location
Onsite

* Building Location
Newark HQ

Short description

Issue employee ID badge and building access.

Description

Prepare and activate a building access card for the new employee based on their work location. Ensure the badge is printed, configured, and ready for use on the employee's start date. Coordinate with Security for any additional access levels required.

Work notes

Work notes

Post

Activities: 2

System Administrator

Assigned toBow Ruggeri

StateClosed Complete was Open

Field changes • 2026-08-07 22:55:13

Catalog Task

SCTASK0010190

FollowUpdateDelete

Employee Details

* First Name

Andrew

* Last Name

John

* Job Title

ServiceDesk III

* Department

IT

* Manager Name

Bruno Nancy

* Email Account Needed?

Yes

Distribution Lists

IT

* Start Date

2026-08-10

Short description

Create and configure IT accounts for new employee

Description

Create the employee's corporate account and complete the initial account configuration.
Tasks include:

- Create the user account.
- Configure the mailbox.
- Apply the appropriate naming standards.
- Verify account readiness before the employee's start date.

Review the catalog variables for account requirements.

Work notes

Work notes

Catalog Task

SCTASK0010189

FollowUpdateDelete

Variables

Employee Details

* First Name

Andrew

* Last Name

John

* Job Title

ServiceDesk III

* Department

IT

* Employment Type

Full-Time

* Manager Name

Bruno Nancy

* Start Date

2026-08-10

* Personal Email Address

Andrew.John@gmail.com

Phone Number (Personal)

Short description

HR Onboarding - New Employee

Description

Complete the HR onboarding activities for the new employee.
Tasks include:

- Verify employee information.
- Prepare onboarding documentation.
- Coordinate new hire orientation.
- Confirm all required HR records are completed before the employee's start date.

Review the catalog variables on this task for the employee details and onboarding requirements.

Work notes

Work notes

Post

Email notification to the HR - Prepare Orientation Materials for Andrew John

KoreTech Automation

Enterprise ServiceNow Consulting & Workflow Automation

Hello HR Team,

Please prepare orientation materials for **Andrew John**, who is scheduled to start on **2026-08-10**.

Required Items

- Welcome packet, digital or physical
- Benefits overview
- First-day agenda
- HR contact information

For remote employees, ensure all materials are delivered electronically.

For onsite or hybrid employees, prepare physical materials as needed.

Thank you,

Onboarding Workflow

KoreTech Automation LLC

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This is an automated notification generated by the KoreTech Automation platform.

The workflow uses conditional logic to create only the tasks required for each employee. For example, building access is generated for non-remote employees, while email, distribution list, application access, and special-permission tasks are created only when requested.

Other Catalog Tasks

Catalog Task
SCTASK0010192

Variables

Employee Details

* First Name	Andrew	* Work Location	Onsite
* Last Name	John		
* Department	IT		
* Manager Name	Bruno Nancy		
* Laptop Required?	Yes		
* Laptop Type	Windows		

Short description: Provision and assign required IT equipment.

Description: Prepare the requested equipment for the employee.

Tasks include:

- Provision the requested laptop.
- Configure the operating system.
- Install standard software.
- Prepare the equipment before the employee's start date.

Review the catalog variables for hardware requirements.

Work notes: Work notes

Post

If Work Location IS NOT Remote

Catalog Task
SCTASK0010193

Number: SCTASK0010193

Request item: RITM0010020

Request: REQ0010020

Requested for: System Administrator

Configuration item:

State: Closed Complete

Priority: -- None --

Assignment group: Messaging & Collaboration Services

Assigned to: Antony Thierauf

Variables

* First Name	Andrew
* Last Name	John
* Email Account Needed?	Yes
Distribution Lists	IT

Short description: Create and configure email account

Description: Provision the employee's corporate email account.

Tasks include:

- Create the mailbox.
- Configure email access.
- Verify mailbox functionality.

Review the catalog variables for messaging requirements.

Work notes: Work notes

Post

If Email Account Needed = Yes

Catalog Task
SCTASK0010193

Number: SCTASK0010193
Request item: RITM0010020
Request: REQ0010020
Requested for: System Administrator
Configuration item:

State: Closed Complete
Priority: -- None --
Assignment group: Messaging & Collaboration Services
Assigned to: Antony Thierauf

Variables

* First Name: Andrew
* Last Name: John
* Email Account Needed?: Yes
Distribution Lists: IT

Short description: Create and configure email account
Description: Provision the employee's corporate email account.
Tasks include:
• Create the mailbox.
• Configure email access.
• Verify mailbox functionality.
Review the catalog variables for messaging requirements.
Work notes: Work notes

Post

If Distribution List Access = Yes

Catalog Task
SCTASK0010194

Number: SCTASK0010194
Request item: RITM0010020
Request: REQ0010020
Requested for: System Administrator
Configuration item:

State: Closed Complete
Priority: -- None --
Assignment group: Messaging & Collaboration Services
Assigned to: Antony Thierauf

Variables

☒ Employee Details
* First Name: Andrew
* Last Name: John
* Email Account Needed?: Yes
Distribution Lists: IT

Short description: Add user to department distribution lists
Description: Assign the employee to the requested distribution lists.
Review the catalog variables for the required distribution list memberships.
Work notes: Work notes

Post

If Access Required = Yes

Catalog Task
SCTASK0010195

Full-Time

* Manager Name
Bruno Nancy

☐ IT Access and Permissions

* Access Required?
Yes

Access Requirements
ServiceNow

Business Justification for Special Permissions
New ServiceDesk

Business Justification
New ServiceDesk

* Special Permissions Required?
Yes

Special Permissions
Power User

Short description
Grant access to requested business systems.

Description
Provision the requested business application access for the employee.
Tasks include:

- Grant access to the requested business applications.
- Verify that access has been successfully provisioned.
- Complete all access requests before the employee's start date.

For contractor accounts, ensure access is configured to expire on the specified Access Expiration Date.
Review the catalog variables for the requested applications and business justification.

Work notes
Work notes

Post

If Special Permissions Required = Yes

Catalog Task
SCTASK0010195

* Access Required?
Yes

Access Requirements
ServiceNow

Business Justification for Special Permissions
New ServiceDesk

Business Justification
New ServiceDesk

* Special Permissions Required?
Yes

Special Permissions
Power User

Short description
Grant access to requested business systems.

Description
Provision the requested business application access for the employee.
Tasks include:

- Grant access to the requested business applications.
- Verify that access has been successfully provisioned.
- Complete all access requests before the employee's start date.

For contractor accounts, ensure access is configured to expire on the specified Access Expiration Date.
Review the catalog variables for the requested applications and business justification.

Work notes
Work notes

Post

Activities: 2

System Administrator

Assigned to
State
Andrew Jackson
Closed Complete was Open

Field changes • 2026-08-07 23:14:37

Once the onboarding activities have been initiated and routed to the appropriate teams, the manager receives an automated confirmation with employee details and recommended next steps.

Hello **Bruno Nancy**,

The onboarding process for **Andrew John** has been initiated successfully. The required onboarding tasks have been assigned to the appropriate teams. Below are a few recommended next steps to help ensure a smooth first day.

 Recommended Next Steps

- ☒ Confirm workspace readiness.
- ☒ Schedule a welcome meeting with the team.
- ☒ Review the employee's role expectations.
- ☒ Prepare any department-specific resources.

 Employee Details

Employee	Andrew John
Start Date	2026-08-10
Department	IT

If you have any questions regarding the onboarding process, please contact **HR Operations**.

Thank you,

Onboarding Team

Total Catalog Tasks:

Update

Delete

Related Links

Flow Context

Catalog Tasks (8)

Approvers (1)

Number

Search

Actions on selected rows...

Request item = RITM0010020

Number	Assignment group	Assigned to	State	Short description	Actual start	Actual end	Order
SCTASK0010196	IT Security & Compliance	Ashley Parker	Closed Complete	Review and provision special access permissions.	2026-08-07 23:14:38	2026-08-07 23:21:19	
SCTASK0010195	Messaging & Collaboration Services	Andrew Jackson	Closed Complete	Grant access to requested business systems.	2026-08-07 23:08:20	2026-08-07 23:14:37	
SCTASK0010194	Messaging & Collaboration Services	Antony Thierauf	Closed Complete	Add user to department distribution lists	2026-08-07 23:04:12	2026-08-07 23:08:19	
SCTASK0010193	Messaging & Collaboration Services	Antony Thierauf	Closed Complete	Create and configure email account	2026-08-07 22:59:44	2026-08-07 23:04:10	
SCTASK0010192	IT Hardware Support	Barbara Hindley	Closed Complete	Provision and assign required IT equipment.	2026-08-07 22:55:28	2026-08-07 22:59:43	
SCTASK0010191	Corporate Real Estate	Bow Ruggeri	Closed Complete	Issue employee ID badge and building access.	2026-08-07 22:46:16	2026-08-07 22:55:13	
SCTASK0010190	IT Service Desk	Barbara Hindley	Closed Complete	Create and configure IT accounts for new employee	2026-08-07 22:46:16	2026-08-07 22:55:19	
SCTASK0010189	Human Resources	Allie Pumphrey	Closed Complete	HR Onboarding - New Employee	2026-08-07 22:46:16	2026-08-07 22:55:26	

1 to 8 of 8

The solution centralizes employee onboarding into a single ServiceNow request and automates approvals, task routing, notifications, and fulfillment coordination. This reduces manual handoffs, ensures the appropriate teams are engaged, and provides a consistent onboarding process from request submission through fulfillment.

Scenario 2: Service Portal Request

This scenario demonstrates the employee onboarding process submitted through the Service Portal. The request is for a remote employee who requires standard application access but does not require special permissions. The workflow evaluates the submitted requirements and automatically creates only the applicable fulfillment tasks while bypassing unnecessary approval and building-access activities.

Home > Service Catalog > Onboarding > Employee Onboarding

Search Catalog

Employee Onboarding

Employee Onboarding Request

 This onboarding request automates the creation and fulfillment of new employee tasks, including HR processing, IT account setup, equipment provisioning, and access assignment.

The workflow streamlines approvals, notifications, and fulfillment activities to ensure a smooth, efficient onboarding experience across HR, IT, and management teams.

*** Indicates required**

Employee Details

* First Name: * Start Date:

* Last Name: * Work Location:

* Job Title: * Personal Email Address:

* Department: Phone Number (Personal):

* Employment Type:

* Manager Name:

IT Requirements

* Laptop Required?: * Email Account Needed?:

* Laptop Type: * Distribution Lists:

IT Access and Permissions

* Access Required?: * Special Permissions Required?:

* Access Requirements:

Business Justification

Add attachments

 Choose a file or drag it here.
Copy and paste clipboard files here.

After the form is submitted

Home > Request Summary - REQ0010022

Search Catalog

Submitted : 2026-08-08 00:12:09
Request Number : REQ0010022
Estimated Delivery : --

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Employee Onboarding	--	☐ Waiting for Approval (Pending - has not started) ☐ Approved (Pending - has not started) ☐ Special Permissions Rejected (Pending - has not started) ☒ Fulfillment (Pending - has not started)	--	--	--

Total: \$0.00

Initial Catalog Tasks

UpdateDelete

Related Links
[Flow Context](#)

Catalog Tasks (2)Approvers

Number Search

Actions on selected rows... New

Request item = RITM0010022

☐	Number	Assignment group	Assigned to	State	Short description	Actual start	Actual end	Order
☐	SCTASK0010200	IT Service Desk	(empty)	Open	Create and configure IT accounts for new employee	2026-08-08 00:12:10	(empty)	
☐	SCTASK0010199	Human Resources	(empty)	Open	HR Onboarding - New Employee	2026-08-08 00:12:10	(empty)	

<< < 1 to 2 of 2 > >>

Generated Fulfillment Tasks

UpdateDelete

Related Links
[Flow Context](#)

Catalog Tasks (5)Approvers

Number Search

Actions on selected rows... New

Request item = RITM0010022

☐	Number	Assignment group	Assigned to	State	Short description	Actual start	Actual end	Order
☐	SCTASK0010203	Messaging & Collaboration Services	Andrew Och	Closed Complete	Add user to department distribution lists	2026-08-08 00:17:28	2026-08-08 00:17:36	
☐	SCTASK0010202	Messaging & Collaboration Services	Antony Thierauf	Closed Complete	Create and configure email account	2026-08-08 00:17:12	2026-08-08 00:17:26	
☐	SCTASK0010201	IT Hardware Support	Bart Hachey	Closed Complete	Provision and assign required IT equipment	2026-08-08 00:16:56	2026-08-08 00:17:11	
☐	SCTASK0010200	IT Service Desk	Avery Parbol	Closed Complete	Create and configure IT accounts for new employee	2026-08-08 00:12:10	2026-08-08 00:16:47	
☐	SCTASK0010199	Human Resources	Alfonso Griglen	Closed Complete	HR Onboarding - New Employee	2026-08-08 00:12:10	2026-08-08 00:16:47	

<< < 1 to 5 of 5 > >>

The Service Portal request successfully triggered the onboarding workflow. Because the employee is remote and special permissions were not requested, the workflow bypassed building-access and special-permission approval activities while generating the applicable HR, IT, email, distribution-list, equipment, and application-access tasks.