# Software Access Request Approval Flow – Workflow Documentation

## Use Case

Ensure that all software license access requests submitted via the service catalog are routed through both departmental and information security review before fulfillment. This enhances compliance and auditability across IT environments.

## Trigger

Service Request is raised

## Condition

Requested Item = Software Access

## Actions

* Send approval to the department manager
* If approved, send approval to Information Security
* Create a task: 'Provision software' to the Desktop Support team
* Log audit event in ticket note

## ITIL Practices Involved

* Access Management
* Change Enablement
* Information Security Management

## Workflow Node Breakdown (Freshservice)

1. Event Node – Service Request is raised
2. Condition Node – Requested Item = Software Access
3. Approval Node – Department Manager Approval
4. Approval Node – Information Security Approval (if department approved)
5. Action Node – Create task: 'Provision software' assigned to Desktop Support
6. Action Node – Add note to ticket for audit log