



Enterprise Service Management Quick Reference Guide

This Quick Reference Guide (QRG) provides WSI team members with an overview of how to register for Enterprise Service Management (ESM), and the work requests and permits available through ESM in ServiceNow, along with the key steps to complete each submission.

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Company and User Registration

- Go to <http://servicenow.wsiairport.com.au/esm>
- Click '**Register**' in the top left corner
- Fill out the registration form using the unique Registration Code provided by WSI or your administrator
- Submit the form and your request will be reviewed by WSI
- Once approved, you will receive login credentials via email

Airport Work Plan (AWP) Requests

- Log in to the ESM Portal
- Navigate to '**Request Plans / Permits**'
- Select '**Airport Work Plan (AWP) Application**'
- Fill out the form with required details and submit
- Track the status of your submission via the portal

Airport Work Plan (AWP) Extensions

- Log in to the ESM Portal
- Navigate to '**Request Plans / Permits**'
- Select '**Airport Work Plan (AWP) Extension**'
- Choose the existing approved AWP to extend
- Fill out the extension form and submit

Sub-Permit Requests

- Log in to the ESM Portal.
- Navigate to '**Request Plans / Permits**'

- Select '**Sub-Permit Applications**'
- Choose the appropriate sub-permit type
- Download, complete, and upload the PDF form
- Select the associated AWP and Work Order
- Submit the request

Sub-Permit Acceptance

- Log in to the ESM Portal.
- Navigate to '**Request Plans / Permits**'
- Select '**Sub-Permit Actions**'
- Select '**Sub-Permit Acceptance**'
- Choose the issued sub-permit
- Upload the signed copy and submit

Sub-Permit Completion / Closure

- Log in to the ESM Portal.
- Navigate to '**Request Plans / Permits**'
- Select '**Sub-Permit Actions**'
- Select '**Sub-Permit Completion / Cancellation**'
- Choose the accepted sub-permit.
- Upload the signed completion form and submit.

Monitoring Existing AWP and Sub-Permit Records

- Log in to the ESM Portal.
- Navigate to '**Request Plans / Permits**'
- Use the dashboard to view submitted AWPs and Sub-Permits.
- Click on individual records to view status and details.

Fault Reporting

- Log in to the ESM Portal.
- Navigate to '**Fault Reporting**'
- Fill out the fault report form with relevant details.
- Submit the report and track its resolution status.