

SAAM IN SERVICENOW • STEP-BY-STEP GUIDE

Raising a Site Access Request

Six stages. One complete request.

Use the site facts, restrictions and job scope to get the request right first time.

SITE ACCESS REQUEST

6 STAGES

Start & site

1

Restrictions

2

Work & asset

3

Dates & details

4

Engineers & safety

5

Submit request

6

Insufficient detail may lead to cancellation and resubmission.

Mandatory means mandatory

Complete every field marked * before moving on.

Use a Standard permit

Select the standard Site Access Permit type unless instructed otherwise.

Describe the full job

The job description and scope cannot be amended after submission.

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STAGE 01

Before continuing

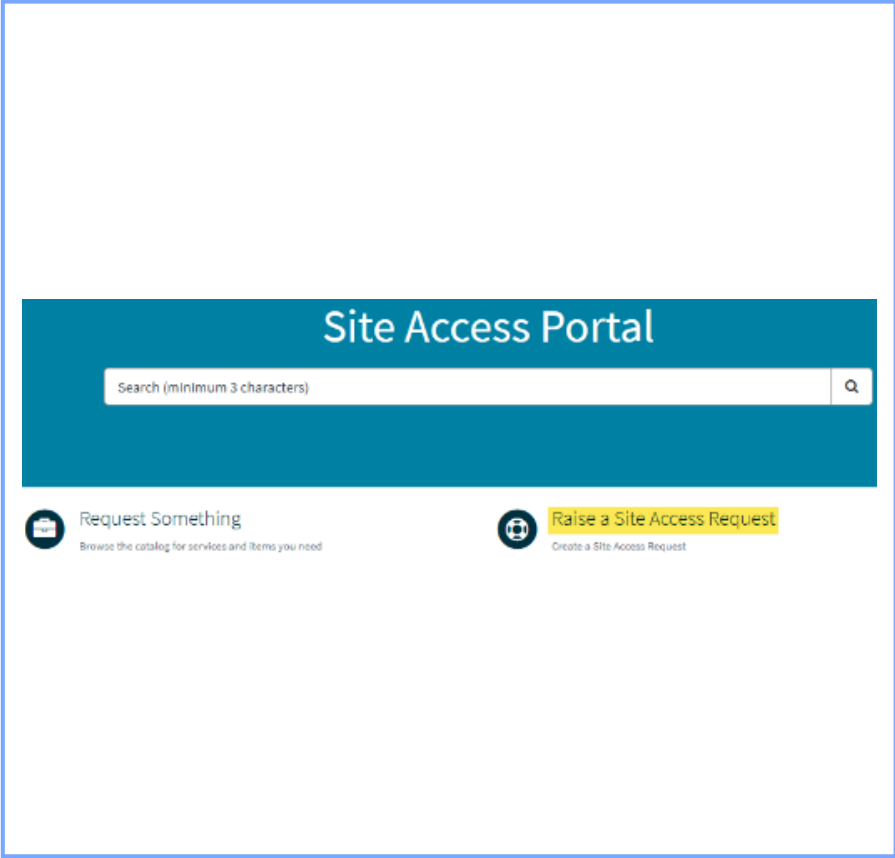
Confirm the correct site and complete every field marked with an asterisk.

ARQIVA

Access Site Access Portal and input Site details

Log in to ServiceNow, open the Site Access Portal and search for the site you need to access.

1 Open the Site Access Portal



2 Search for and confirm the site

Site Access Request Guide

Requestor Details

Requestor Name: Requestor Email:

Requestor Phone: Requestor Company:

Site Details

Primary Relationship:

Responsibility:

* Find Site:

* Site Access Permit Type:

Asset Selection

* Work Type: * Asset Type:

Asset: Climbing status:

Read the site restrictions before you continue

Check temporary restrictions, permanent risks and every access condition shown for the site or structure.

Read restrictions, risks and access conditions

Temporary Access Restrictions 1

Structure Temporary Access Restrictions

Temporary Risk 8

Access Conditions 4

Site Temporary Access Restrictions

New

All

Number	Site	Owner	TAR Type	Category	Created	Next Review Date	Temporary Access Restriction Description
STAR0005091	CRAWLEY COURT	Structural_Engineering	Partial	Work At height	17/04/2024 16:03:40	01/02/2027	Please be aware that the eyebolts on the...

<

>

Rows 1 - 1 of 1

Generate RR + AIR Report

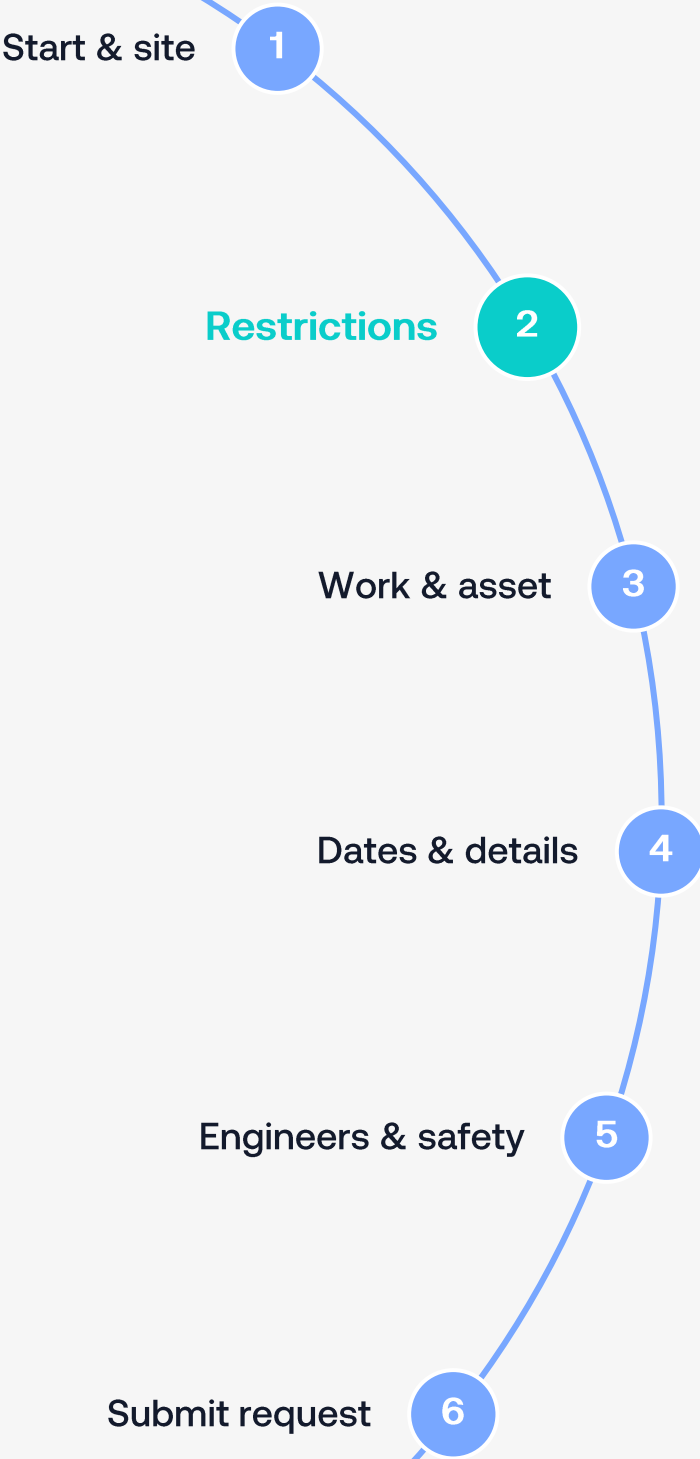
Save (Ctrl + s)

Cancel

OK

SITE ACCESS REQUEST

6 STAGES



Pause and read

Review temporary restrictions, permanent risks and site-specific attendance conditions.

Choose the work type and the exact asset

Select the correct work category and asset — including the correct structure where a site has more than one.

Open the form

Site Access Request Guide

Site Access Request Guide

Describe Needs

Choose Options

Summary

Included Items:

Mandatory Fields

Site Access Request

Site Access Request

Options

Site Query

Site Access Task Query

Options

Previous

Next

Work type

Asset Selection

Work Type

-- None --

-- None --

FAULT

MAINTENANCE

CONSTRUCTION

SURVEY

Asset type

Asset Type

Building

Cabin

Cabinet

Rooftop

Site

Site Structure

Confirm the Selections

Asset Selection

Work Type

FAULT

Asset Type

Site

Asset

Climbing status

Next

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Complete dates, times and job details

Enter the visit window and acknowledge every mandatory additional-information instruction.

Complete the permit details

Dates

* Start Date

DD/MM/YYYY

* End Date

DD/MM/YYYY

* Start Time

-- None --

* End Time

-- None --

Notice Period(days)

2

Notice Period Exception Reason - Justification reason

Work Details

Daily Working Hours

Specific Daily Working Hours Only

Yes

* Additional Information Answer

Additional Information Question

1. Is access required to the Teleport Area (Satellite field, Baseband Rooms and MCR)? - please indicate - YES or NO
Please provide the exact location of where engineers need to attend, if this is not provided we will refer your access request back to you.

2. Is access required into the DCC Secure equipment area within the Data Centre?
Please indicate YES or NO as an SC cleared escort will be required.

3. Please ensure the following are contained in the job description;
Contractors name
Engineer's name's
WO number
Clear job description
Precise on-site location where necessary, i.e. floor/wing etc
Crawley Court contact (if works are on behalf of Arqiva).

4. ACCESS FOR VIRGIN MEDIA PLEASE ENSURE WHEN BOOKING A REQUEST ON SERVICENOW THAT YOU PROVIDE EITHER THE ECAM OR CAL REFERENCE IN THE JOB DESCRIPTION OTHERWISE YOUR REQUEST WILL BE CANCELLED - IF YOU CARRYING OUR WORK ON VIRGIN MEDIA EQUIPMENT THEN YOU MUST SUBMIT YOUR REQUEST ON AGORA

Work description - Working with Others

Is the uploaded file the final Version of RAMS?

RAMS should be specific to the Site and compliant with requirements.

-- None --

* Job Description

Visit window

Enter start date, end date, start time and finish time.

Acknowledgements

Read and acknowledge every asterisked instruction including Additional Information.

Job scope

Include a complete description and scope before submission.

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Assign engineers and complete safety checks

Add appropriately accredited engineers, answer Health & Safety questions and attach RAMS where required.

Assign engineers and complete safety information

Is the uploaded file the final Version of RAMS?

Yes

3. Please ensure the following are contained in the job description;
Contractors name
Engineer's name's
WO number
Clear job description
Precise on-site location where necessary, i.e. floor/wing etc
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* Job Description

Work description - plant and equipment

Engineers

* Lead Engineer

x

Engineer Contact Number

Ground Other Engineers

Accredited engineers

For climbing permits, assign the correct number of engineers for the climb height.

If someone is unavailable

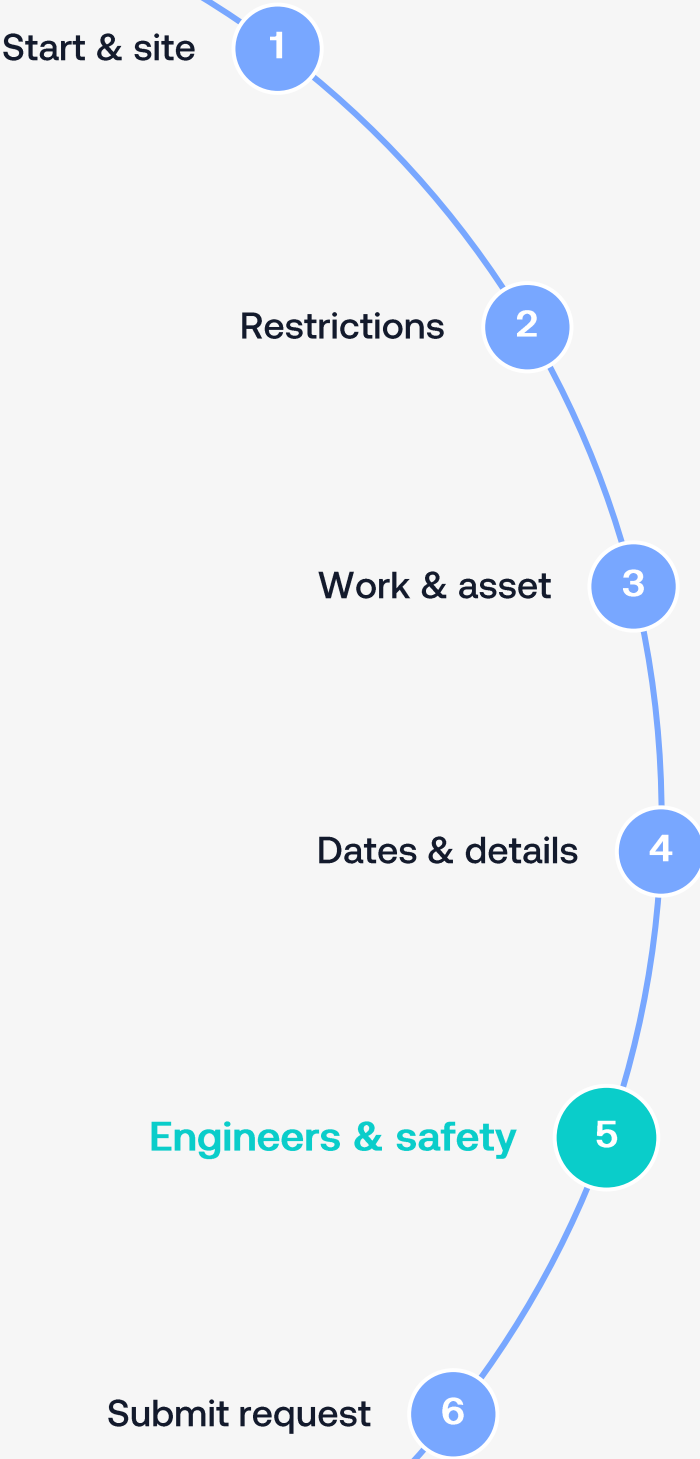
Contact Accreditation to confirm whether their certificates remain in date.

RAMS and site forms

Use the paper clip at the bottom of the form to attach RAMS or site forms when requested.

SITE ACCESS REQUEST

6 STAGES



Review the request, then submit

Complete every mandatory field, click Next, review the summary and send the permit to the ServiceNow queue.

Review the request summary

Site Access Request Guide

Site Access Request Guide

Describe Needs

Choose Options

Summary

Order Guide Details	Quantity	Price (ea.)	Recurring (ea.)
Site Access Request	1	---	---
Site Query	1	---	---

Total : £0.00

Edit Options

Submit

1 Complete

Resolve every mandatory field and attachment.

2 Click Next

Review the summary and answer any final questions.

3 Click Submit

The permit enters the ServiceNow queue for processing.

Your request is now in the queue!

SITE ACCESS REQUEST

6 STAGES

