Session Agenda

- Project Overview
- Important Dates
- ServiceNow Overview
- Employee Self Service
- ServiceNow Support
- Demo
- Questions?
Project Overview

ServiceNow is the chosen platform for the IT Enterprise

Phase I – November 14 Rollout:

• Incident, ESS, SC – ITS, ISU, MC, SFGH
• Change – ITS only
Important Dates

• Q&A Sessions 11/14/11 – 11/16/11
• Production Rollout 11/14/11
• Training 11/09/11 – 11/10/11
ServiceNow Overview

- SaaS – Software as a Service
- 100% Web based
- MyAccess Authentication
- Supported on all browsers, but recommended in this order by Service-now:
  - Firefox (1.5 and up) for Windows, Mac, and Linux
    Firefox is the recommended browser for the best speed and user experience.
  - Safari (3.0 and up) for Windows, Mac
  - Production versions of Google Chrome for Windows, Mac
  - Internet Explorer (6 and up) for Windows
  - Internet Explorer 8: Compatibility View
Employee Self-Service (ESS)

ESS
- Create Incident Tickets
- Create Service Catalog Request Tickets
- Ask a Question
- Search Knowledgebase (Future)

Help.ucsf.edu
ServiceNow Support

Subject Matter Experts (SME) List

<table>
<thead>
<tr>
<th>Al Bedrosian</th>
<th>John Tran Luu</th>
<th>Peter Loo</th>
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<tr>
<td>Alex Robinson</td>
<td>Johnny Frias</td>
<td>Richmark Sy</td>
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<td>Andrei Mattes</td>
<td>Kerry Chao</td>
<td>Robert Weinberg</td>
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<td>Angelo De La Fuente</td>
<td>Kevin Barney</td>
<td>Rodney Medina</td>
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<td>Audrey Hatten-Milholin</td>
<td>Lalit Lakshmanan</td>
<td>Ron Aquino</td>
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<td>Beatrice Cardona</td>
<td>Lei Li</td>
<td>Rosemary Mau</td>
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<td>Bill Chartier</td>
<td>Leroy Hill</td>
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<td>Cesar Gudiel</td>
<td>Lyo Kori</td>
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<td>Charles Koehler</td>
<td>Margaret Hom</td>
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<td>Dan Pucillo</td>
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<td>Danice Rausse</td>
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<td>Denise Dube</td>
<td>Mike Sorensen</td>
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<td>Ed Martinek</td>
<td>Mohana Athuluru</td>
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<td>Ian Gwin</td>
<td>Ned Hamilton</td>
<td>Walter Sevillano</td>
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<td>James Thomassen</td>
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ServiceNow Support Con’t

Customer Support

- **Web:** [http://help.ucsf.edu](http://help.ucsf.edu)
- **Email:** customersupport@ucsf.edu
- **Phone:** (415) 514-4100 Option 2-1
- **Hours:** 7:00 a.m. to 6:00 p.m., Monday - Friday

Documentation

*In ServiceNow, on the Title Bar, find the blue question mark button*

[http://itservices.ucsf.edu/projects/servicenow.html](http://itservices.ucsf.edu/projects/servicenow.html)
ServiceNow URLs

Training URL
https://ucsfsandbox.service-now.com/

Production URL
https://servicenow.ucsf.edu
Questions?