ServiceNow

What's New?

UCSF Enterprise

Information Technology Services

November 2011

Version 1.1

Contents

Introduction 3

Logging In 3

Service Desk/Incident – Application Navigation 4

Incident Form – Upper Section 5

Incident Form – Work Info tab 6

Incident Form – System Info tab 7

Incident Form – Financials tab 7

Incident Form – Related Records tab 8

Incident Form – Lower Section, Related Applications tabs 8

Incident – Customer Notifications 8

Employee (Customer) Self Service [ESS] 9

Service Catalog 10

ServiceNow - What's New?

Introduction

This document will assist users who are already familiar with ServiceNow in current Production. These changes can be viewed on the Project Stage server and will be in Production 11/15/2011. In reviewing these changes, ***please consider how a change may affect your current business processes and reporting***.

Logging In

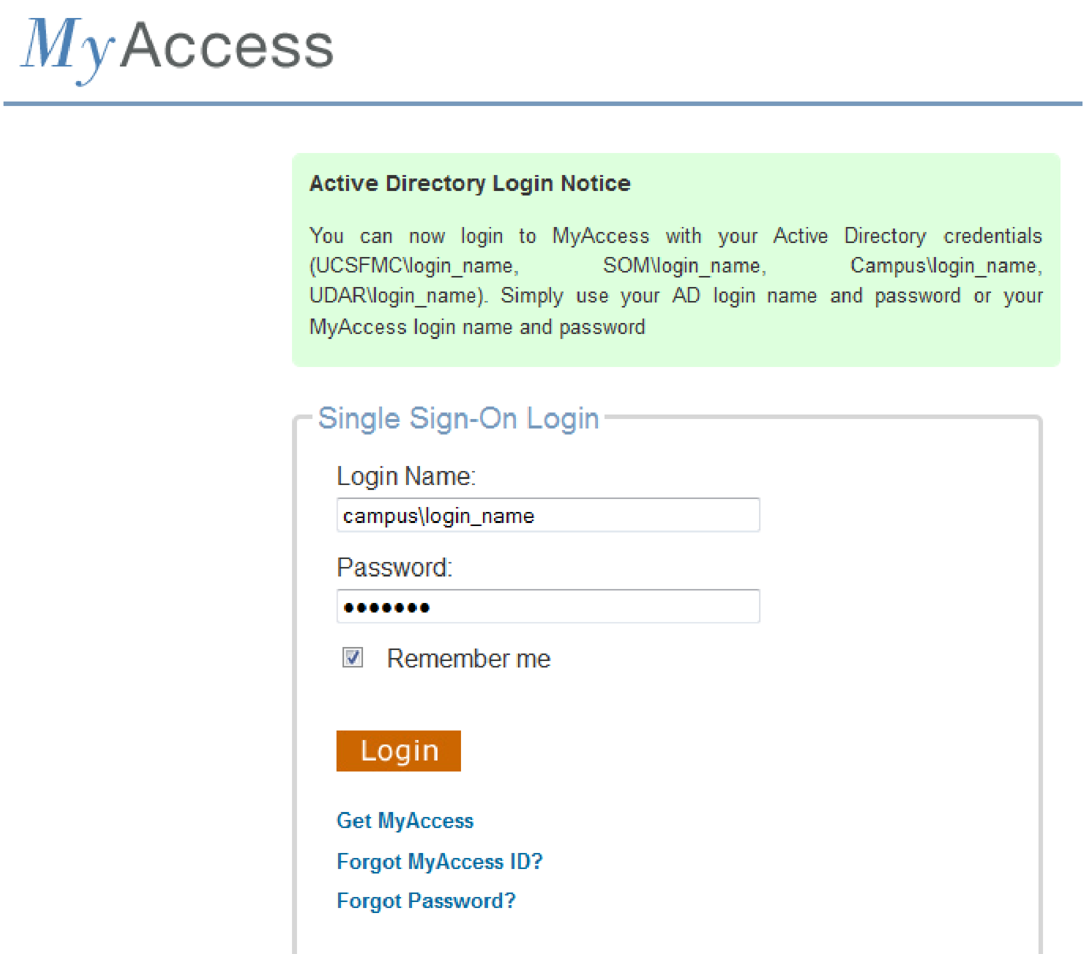
1. To avoid login problems, starting 11/15/2011, ***all users should clear their browser's cache before going to the login URL***. This only needs to be done once. The primary Production URL is https://servicenow.ucsf.edu [all other URLs will be forwarded].

2. Login authentication is now provided by MyAccess.

    - You may use your MyAccess credentials; or

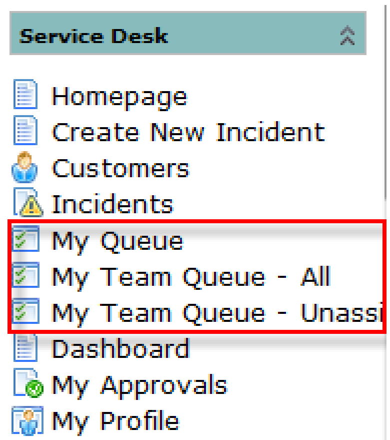
    - You may use your AD credentials

3. Since the login authentication is now MyAccess, the login page is branded as MyAccess.

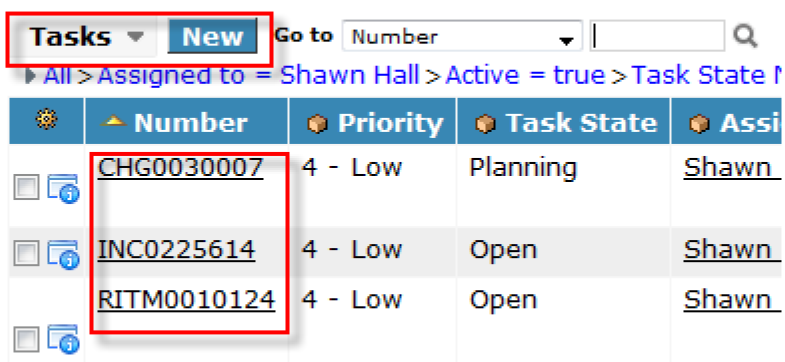


Service Desk/Incident – Application Navigation

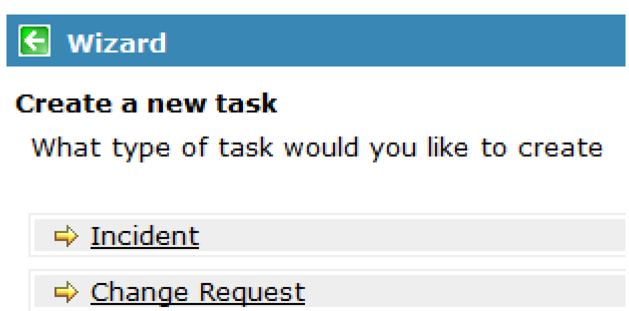
1. The Service Desk navigation items **Queues** has been expanded to list multiple kinds of tickets assigned, including Incident, Service Request Items, and Change. (You may still opt to click the “Incidents” or “Create New Incident” link.)



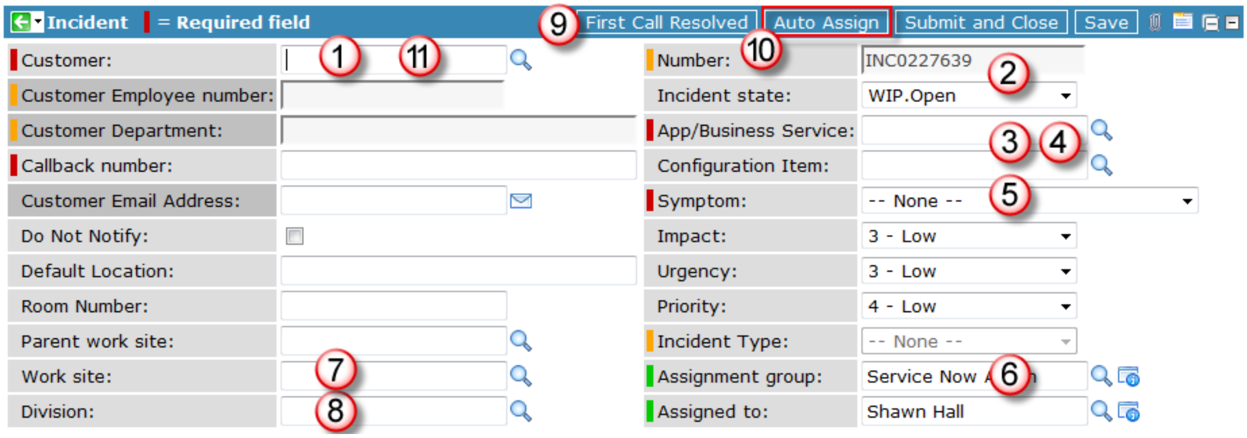
2. The list view for **Queues** is now “Tasks”, which is the base table in ServiceNow.



3. If you click the “New” button from Tasks, you will be prompted with a Wizard to make your selection.



Incident Form – Upper Section



1. **Customer** fields are grouped together on the left side.

2. (ticket) **Number** and **Incident State** are moved to the right side.

3. Item is replaced with two fields: **App/Business Service** and **Configuration Item** (CI). **App/Business Service** is a shorter version of the full CI table, contains Applications (Eclipse, STOR, MyAccess, etc.) and Business Services (Desktop Support, Exchange, Landline, Keyboard, etc.). **Note**: All the items that were previously in the "Item" field can be found in this new App/Business Service field. This field will be used to auto-route tickets. For example, when "Desktop Support" business service is selected, you can auto-route tickets to the correct desktop support group based on the customer's location and department.
   Configuration Item (CI) contains the full list of CIs. To assist with reporting, you may wish to select a CI that further categorizes the App/Business Service selected. To make auto-routing more efficient, we have auto-routing based on application or business service. **Example**: there are over 30 CIs relating to Desktop Support such as laptop, keyboard, desktop, mouse, etc. Instead of setting up routing rules for 30 CIs, the routing rule is only set up for one business service of Desktop Support. The 2nd Configuration Item field which is optional allows you to further categorize for reporting purposes.

4. Category & SubCategory fields have been hidden. These fields are still populated by what is selected in App/Business Service. They are hidden, but available for reporting purposes.

5. The **Symptom** drop-down list is a **NEW** field [u_short_description] and has new global symptoms. The old Symptom field is hidden [u_symptom], and still available for reporting. There may be specific symptoms that only appear when certain CIs are populated in App/Business Service. **Example**: The App/Business Service value "APEX (EPIC)" provides several CI specific Symptoms like "InBasket Issue" or "Encounter Issue".

6. **Assignment Group** is restricted by workflow. Service Desk staff may assign tickets to any group and any individual in that group. Non-Service Desk staff may only assign tickets at the group level, unless they are a member of that group.

7. **Work Site** may be a required field based on the value in App/Business Service. Categories of CIs that require Work Site are: Networking, Desktop, and Telecom.

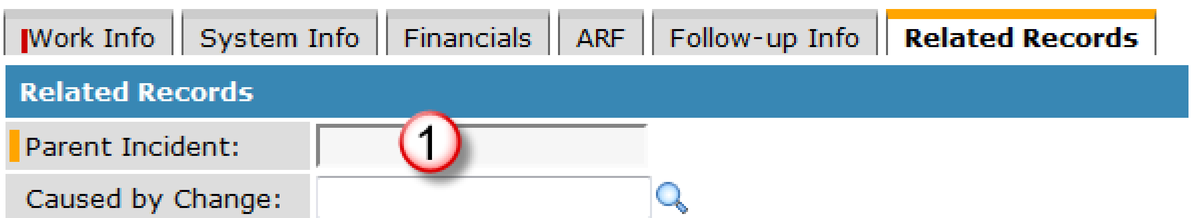
8. **Division** is a new field under Work site. Initially, this field will only be used by SFGH-IT to further classify the department of a customer.

9. The **First Call Resolve** checkbox is now a button near the Save button. It is viewable/usable when the ticket has not yet been submitted. The ticket will resolve and close. There is also a First Call Resolve reference field on the System Info tab for reporting purposes.

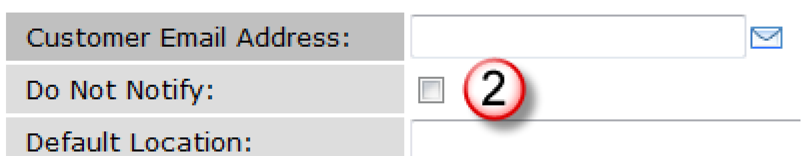
10. Service Desk staff see a new button called **Auto Assign** near the Save button. Pressing the Auto Assign button will select the appropriate Assignment group based on a combination of values from the fields, Company, Desktop Provider, Work site, Symptom, App/Business Service. Group assignment is no longer automated when field values are selected.

11. Since ServiceNow requires a customer to be in the user table, MedCtr users have been using a customer called "MCIT Customer" in those cases when they can't find a user in the system. A second option is now provided with the customer name of **External Customer**. Using External Customer adds two required fields **Actual Name** and **Callback number**. A third non-required field is also available called **Non-UCSF Email**.

Incident Form – Work Info tab

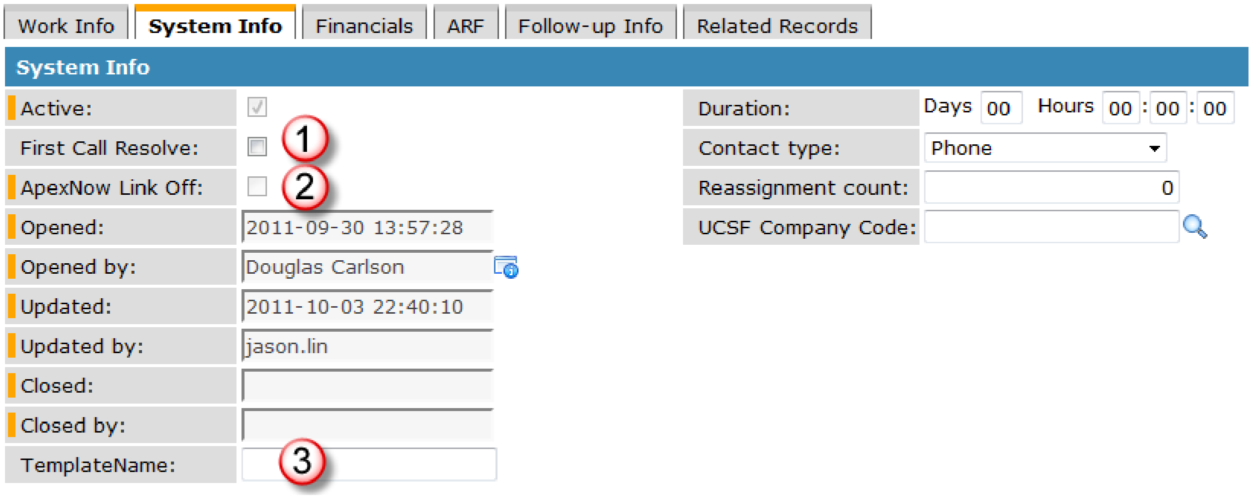


1. The **Parent Incident** field has been moved to a new tab "Related Records"



2. The **Do Not Notify** checkbox has been moved under Customer Email Address in the Upper Section, as it relates to the customer and not Work Info.

Incident Form – System Info tab

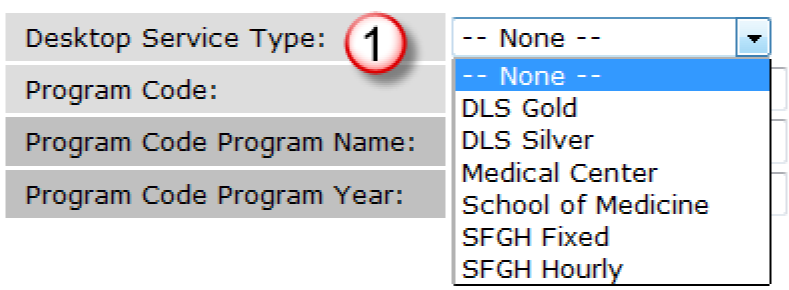


1. The **First Call Resolve** checkbox appears here for reporting purposes.

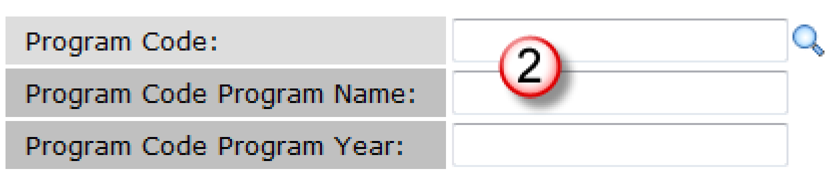
2. The **ApexNow Link Off** checkbox is new. This checkbox denotes an APEX ticket in ServiceNow is no longer linked to the ApexNow ticket, because it has been reassigned to another assignment group other than APEX.

3. The **TemplateName** field is to ensure functionality of the templates feature.

Incident Form – Financials tab

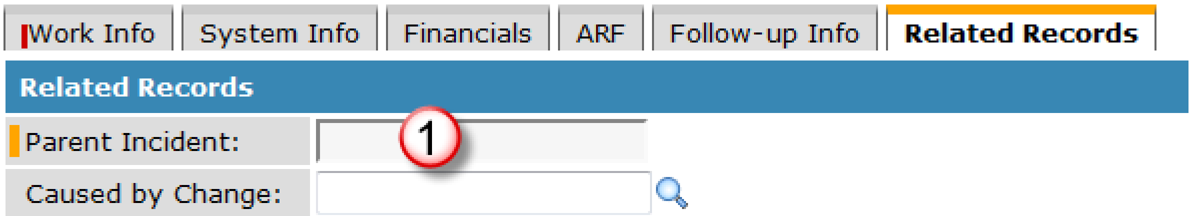


1. A new field **Desktop Service Type** displays the desktop provider and a corresponding service level based on the Customer selected. It is used for SLA and reporting purposes.



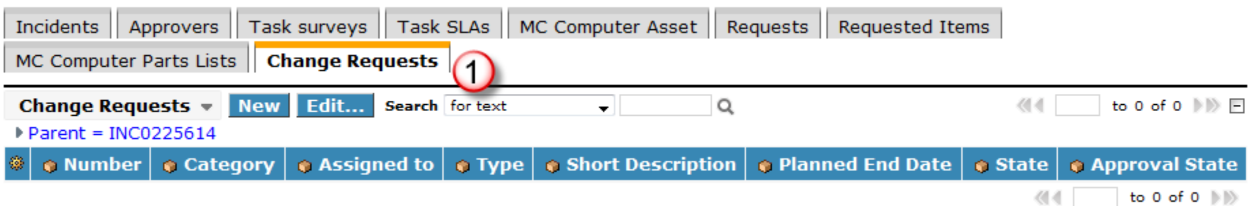
2. New fields **Program Code**, **Program Code Program Name**, and **Program Code Program Year**, display additional financial data needed by campus.

Incident Form – Related Records tab



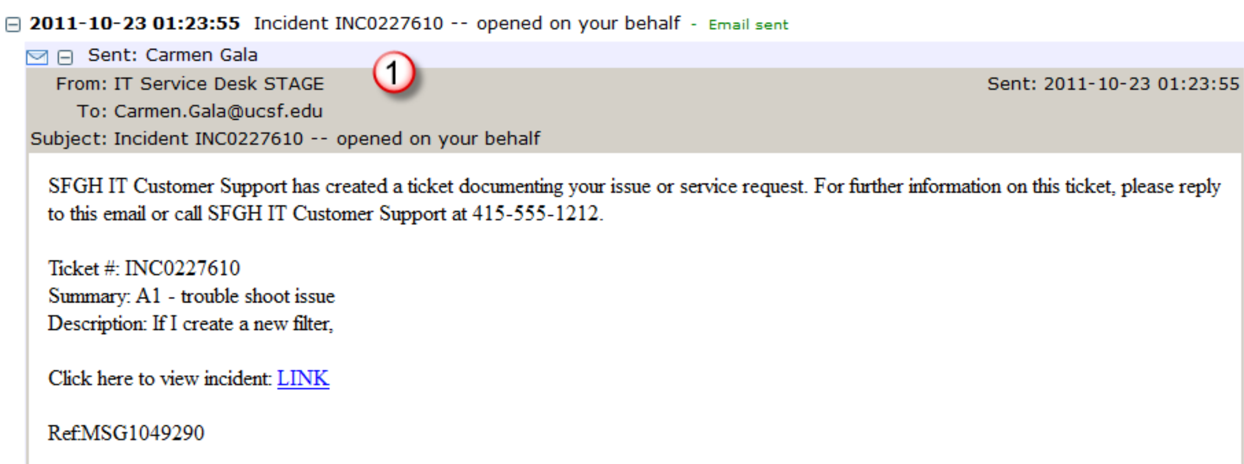
1. The **Related Records** tab is new. It lists the **Parent Incident** field, formerly located at the bottom of the Work Info tab. It also lists a new field **Caused by Change**, which displays the Change Number that created the Incident, if applicable.

Incident Form – Lower Section, Related Applications tabs



1. The **Change Requests** tab is new. It will list any related Change tickets.

Incident – Customer Notifications



SFGH IT Customer Support has created a ticket documenting your issue or service request. For further information on this ticket, please reply to this email or call SFGH IT Customer Support at 415-555-1212.

Ticket #: INC0227610
Summary: A1 - trouble shoot issue
Description: If I create a new filter,

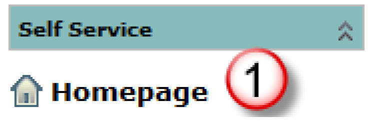
Click here to view incident: LINK

Ref:MSG1049290

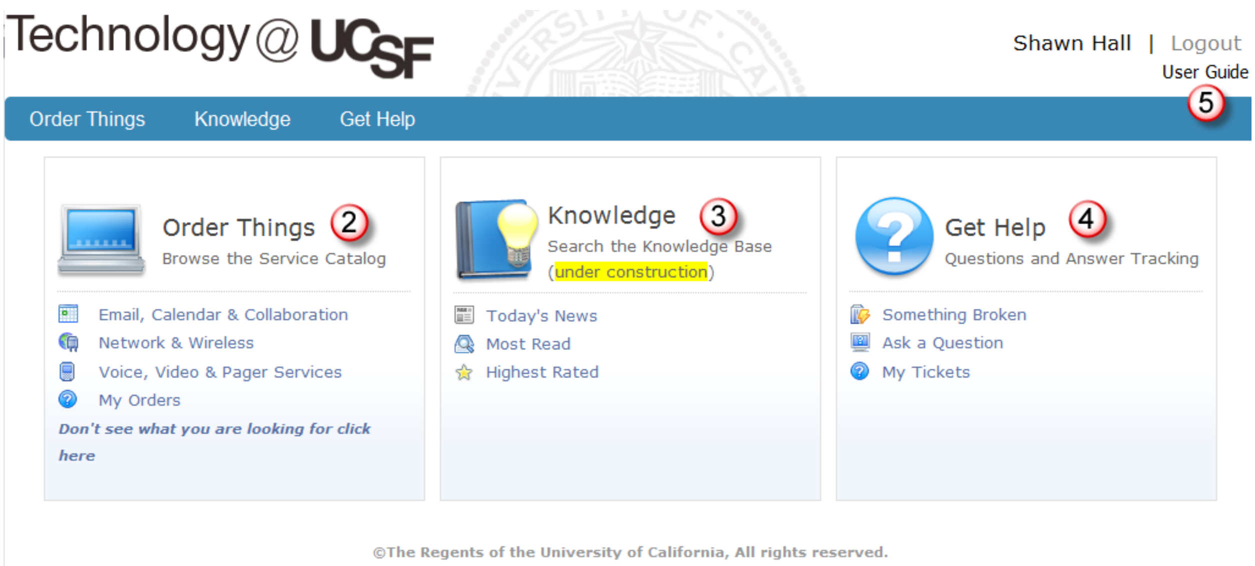
1. Notifications to customers will now show IT department specific wording depending on the assignment group. [example: ITS Customer Support has created a ticket documenting your issue…]

2. Notifications will no longer be sent to YOU if you assign an Incident to yourself. If you assign the ticket to the group level that you are a member of, you still receive the group notification.

Employee (Customer) Self Service [ESS]



1. The application list/left navigation for **Self Service** only lists Homepage. The new Homepage is a newly designed ESS landing page for customers to submit Service Catalog requests and Incidents. Clicking the Homepage link under **Self Service** from the standard UI (ITIL version) opens the ESS in a new tab. It is available here so as to be used as a reference or guide for ITIL users to assist customers if they have questions about the ESS. Starting 11/15, all Customers will see the ESS main landing page for service catalog requests and self-service incident tickets.



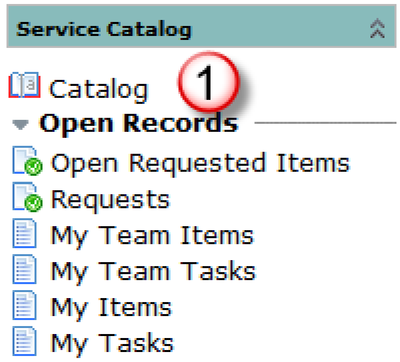
2. **Order Things** – This section provides a selection of service catalog request items such as: Campus AD Email Enable request; Listserv Mailing List request; DNS request; Network Port request; Pager Request; and Telephone Hardware and Voice Services request. There is also a link: "Don't see what you are looking for, click here" which submits a General request. Additional service catalog items will be added in the coming weeks after November.

3. **Knowledge** – This section is "coming soon" and will provide knowledge base items for customers, announcements, outage notices, etc. This section will be built out in the coming weeks after November.

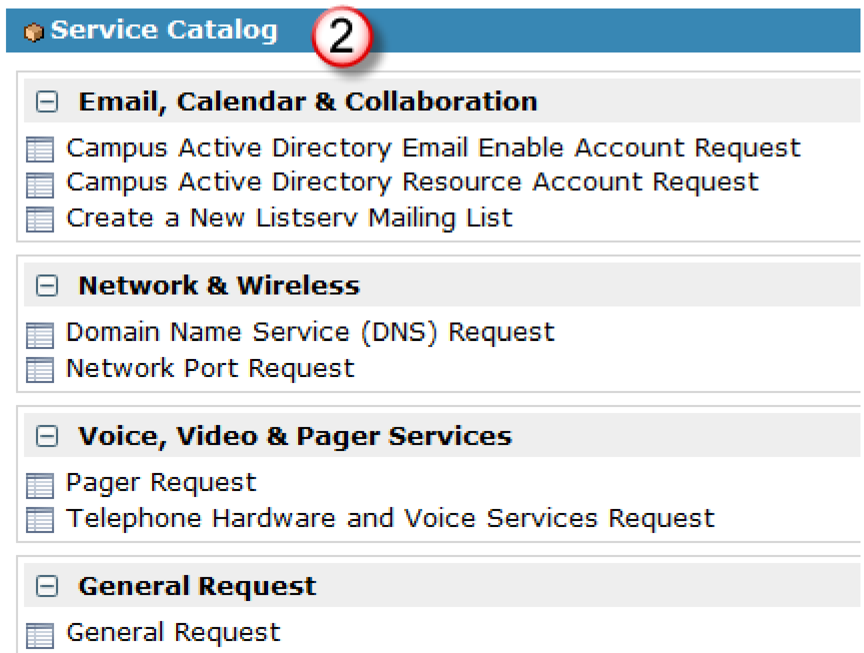
4. **Get Help** – This section submits an Incident ticket with the options being "Something Broken" or "Ask a Question".

5. A "user guide" link will be on the ESS which will provide a tutorial document for customers who have questions on how to use the ESS.

Service Catalog



1. The application list/left navigation for **Service Catalog** lists a **Catalog** view.



2. The Catalog view provides another view of the service catalog items and the ability to submit a service catalog request from the standard UI (ITIL version).