**Business Application Record Creation – ServiceNow**

**(for Smart Engineering Product Line)**

**06/26/2024 (revised)**

To create a SNOW/CSDM application service, the following information is required. The business contact, PO (Product Owner) or SME (Subject Matter Expert) can provide this information before you get started:

1. **Before creating a new application, follow the guidelines for business application contacts/roles in Smart Engineering Product Line:**

* **Business Owner** –Product Manager Delegate ([PDM](https://chevron.sharepoint.com/:p:/r/sites/Surface-SmartEngineeringProductLine/_layouts/15/Doc.aspx?sourcedoc=%7BE0F9227B-B123-4326-AA37-0493C797CA81%7D&file=SEPL%20Application%20Optimization%20and%20Modernization.pptx&action=edit&mobileredirect=true&DefaultItemOpen=1&login_hint=ealvarez%40chevron.com&ct=1712702133864&wdOrigin=OFFICECOM-WEB.START.EDGEWORTH&cid=b69a6c03-9909-42c9-af1f-64b4e5ffa9f2&wdPreviousSessionSrc=HarmonyWeb&wdPreviousSession=864ba4d5-a4d4-4878-9bcf-9b6b041ebdfe)) or Product Manager (PM= Ruby Baldwin for ALPHA ART/Leanah Heather for SIGMA ART)
* **Technical Owner** – Team Ford PO (Everth Alvarez) or MSP (MSP Tech Representative)
* **Information Steward** - the SME that knows the data/content to help the Technical Owner to make decisions.

**Note:** if you are creating a business application for another product line or segment, find the correct PM. PLA and PO from the Digital Platform Hub site **-** [Digital Platforms Hub - Digital Platforms Hub (sharepoint.com)](https://chevron.sharepoint.com/sites/DigitalPlatforms)

1. Check if a business application exists before creating a service: [SNOW Business App Link](https://chevron.service-now.com/nav_to.do?uri=%2Fcmdb_ci_business_app_list.do%3Fsysparm_query%3Dsys_class_name%3Dcmdb_ci_business_app%5Eu_app_classification!%3DModule%5EEQ%26sysparm_userpref_module%3Db823442213dbfa40f4cbb3776144b05e%26sysparm_clear_stack%3Dtrue)
   1. If one Exists, proceed with step 2
   2. If one does not exist, contact your Architect (Bedingfield, Shaun/ Cauley, Michael) to create a new Business Application in [SNOW Business App](https://chevron.service-now.com/nav_to.do?uri=%2Fcmdb_ci_business_app_list.do%3Fsysparm_clear_stack%3Dtrue%26sysparm_userpref_module%3Db823442213dbfa40f4cbb3776144b05e%26sysparm_query%3Dsys_class_name%3Dcmdb_ci_business_app%5Eu_app_classification!%3DModule%5EEQ) (Clicking on the “New” button). Your architect will need the following information:
   3. After the Business App record is created, go to step 2.

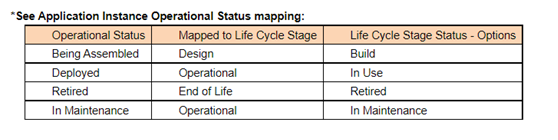
|  |  |
| --- | --- |
| **Application Name**: | Plan Matrix |
| **Version:** | 1.0 |
| **Life Cycle Stage** (Operational, Design) | Design |
| **Life Cycle Stage Status** (In-use, Build, Retired) | Build |
| **App Description:** | An Overtime and Role tracking application for process operations personnel within Chevron. |
| **Operational Status:** Being Assembled or Deployed | Being Assembled |
| **Primary Business capability (Product Group: Third level):** example: CFD, CAD, Mechanical Design – Refer to your Product Line List of [Products / Families](https://chevron.sharepoint.com/sites/Surface-SmartEngineeringProductLine/Shared%20Documents/Forms/AllItems.aspx?FolderCTID=0x012000229238938BA0474D810C50039AD587C4&id=%2Fsites%2FSurface%2DSmartEngineeringProductLine%2FShared%20Documents%2FTeam%20SE%20Application%20Optimization%20and%20Modernization%2FApplication%20Portfolio%20Optimization%20Onboarding&viewid=9fec212e%2D3dbd%2D4568%2Db3aa%2D7718105bb219) | Productivity Application – Data Extraction subset |
| **Application Management Style** (Choose: COTS, SaaS, Homegrown) - COTS = Commercial Off-The-Shelf) | Homegrown |
| **Risk Calculator / Asset Cybersecurity Rating (ACR) – full apps = yes, utilities = no :** Yes or NO | No |
| **External Visibility:** Externalor Internal | Internal |
| **Relaying Mail:** Yes or No | Yes |
| **Hosting Type:** SaaS/PaaS/IaaS/On-Premise | On-Premise |
| **Host Provider:** (Chevron, Vendor, Azure, AWS) | Chevron |
| **Application Delivery:** GOP, MD, Desktop Other, Appliance Web, Server – SharePoint, etc. | Modern Desktop |
| **Technology Stack:** (programming languages) | Python 3.12.4 |
| **Personal Data Classification:** Not Applicable/Personal data/Sensitive Personal data | Personnel names, worked hours and scheduled roles throughout the year. |
| **In scope for SOX: (Yes, No)** | No |
| **PCN / SCADA Flag:** Yes or No | No |
| **Business Owner** (someone from BU or key contact from platform): | Developer: Matthew Dunaway (CAI: MDGL) |
| **Information Steward** (typically the PO or SME): | Developer: Matthew Dunaway (CAI: MDGL) |
| **Technical Owner** (Typically the Architect or SME): | Developer: Matthew Dunaway (CAI: MDGL) |
| **Support Group:** | Developer: Matthew Dunaway (CAI: MDGL) |
| **Application Model (**Manufacturer name + App Name**)**  eg. Autodesk Navisworks or Chevron Fitness for service | Plan Matrix (No named business. Application in an internal utility) |

**Step2: Application Service Creation**

1. Go to [Application Services | ServiceNow (service-now.com)](https://chevron.service-now.com/nav_to.do?uri=%2Fcmdb_ci_service_auto_list.do%3Fsysparm_clear_stack%3Dtrue%26sysparm_query%3Dsys_class_name!%253Dcmdb_ci_alert_group) (Note: you must have SNOW admin access or be part of a Support group to create a new instance).
2. Search if the app exists first (use the \* or abbreviated names instead of full name to search)
3. If the app does not exist, click on “New” button to create a new one
4. Be sure to fill out all the required properties (above table)
5. Click Save

**Reference:**

[Self Service - CSDM - How to Create or Update an Application Instance (service-now.com)](https://chevron.service-now.com/kb?sys_kb_id=9d3656258782dd58f2ae8735dabb3580&id=kb_article_view&sysparm_rank=2&sysparm_tsqueryId=ffbd2118871a1990f2ae8735dabb3598)



**Application Model Creation**

If an application model does not exist in CSDM, follow the steps to create one:

1. If a vendor is already available in CSDM, go to ServiceNow IT Portal and fill out the automated form: [Service Catalog - IT Service Portal (service-now.com)](https://chevron.service-now.com/itserviceportal?id=sc_cat_item&sys_id=12045ee9db602450182e1dca489619b3)
2. If a vendor is not in CSDM, fill out this form to have the manufacturer/vendor created in CSDM by ITSM Team: [Service Catalog - IT Service Portal (service-now.com)](https://chevron.service-now.com/itserviceportal?id=sc_cat_item&sys_id=8dfd63011bb240544e0a10ad2d4bcb30)