ServiceNow Helpful Hints

|  |  |  |
| --- | --- | --- |
| Change Request - A change request allows you to implement a controlled process for the addition, modification, or removal of approved and supported configuration items (CIs). A change request records the detailed information about the change, such as the reason of the change, the priority, the risk, the type of change, and the change category. Change Management supports the three types of service changes ITIL describes — standard, emergency, and normal. The change type determines which state model is invoked and the change process that must be followed. | | |
| * Standard Change | | Standard changes are preapproved, low risk changes with a proven history of success. The standard change catalog contains the changes that have been approved by the Change Management application as standard changes. |
| * Emergency Change | | A change that must be implemented as soon as possible, for example to resolve a major incident or implement a security patch. This change is of such a high priority that it bypasses group and peer review and approval and goes straight to the Authorization state for approval by the CAB approval group.  Emergency changes cover the following types of emergencies:   * Fix on fail or retroactive situations where the impact to service has already been experienced. * Fail or fail situations where the impact to service is imminent if action is not taken.   These changes do not follow the complete life cycle of a normal change due to the speed with which they must be authorized. Therefore, they progress directly to the **Authorize** state for approval from the CAB Approval group.  During an emergency change, there are chances that an unplanned CI change activity occurs. During such a case, an unauthorized change request is created and sent for approvals. |
| * Normal Change | | Normal change requests follow a prescriptive process which requires two levels of approval before being implemented, reviewed, and closed. These changes require a full range of assessments and authorizations such as peer or technical approval, change management, and Change Advisory Board (CAB) authorization, to ensure completeness, accuracy, and the least possible disruption to service. These changes are most often scheduled outside of defined change blackout windows or during defined maintenance windows. The normal type is used to implement beneficial change for any change to a service that is not a standard or emergency change. |
| Copying a request | | You can copy details of an active or canceled change request to a new change request.   * In the Context menu, right-click and then click **Copy Change** to copy change details.   A preview of the new change record appears with values from the original source change record. |
| Copying a task | |  |
|  | |  |
| Incident: The goal of Incident Management is to restore normal service operation while minimizing impact to business operations and maintaining quality. ServiceNow Incident Management supports the incident management process in the following  You can create and Incident from:  Service Catalog  Self service portal  Change request | | |
| Knowledge Articles | | |
| Project | A project | |
| Project Template  Previous we would use a job plan for these tasking | A project template defines the basic structure of a project.  Project templates can include project tasks and subtasks, attachments, checklists, and other project information. Because projects often get repeated, templates enable you to create, save, and reuse project structure. You can also modify existing templates, create projects from templates, and apply templates to empty projects. A project is considered empty when it does not contain any subtasks. | |
| Queues and Services | Currently we have 55 queues names and service will be identified in the following link | |
| Request for New Catalog ltem | A link to the Catalog template is ???. Fill out the form and submit to the GOS ServiceNow team. | |
| Dashboard/Reports |  | |
|  |  | |