Supporting Tools

4. Supporting Tools

Service Now (Snow)

Ticketing software allows organizations to resolve their internal IT issues by streamlining the resolution process. The elements they handle, called tickets, provide context about the issues, including details, categories, and any relevant tags.

What is a ticket?

Within an employee IT ticketing system, a ticket is a special document or record that represents an incident, alert, request, or event that requires action from the IT department. It often contains additional contextual details and may also include relevant contact information of the individual who created the ticket.

Tickets are usually employee-generated, but automated tickets may also be created when specific incidents occur and are flagged. Once a ticket is created, it is assigned to an IT agent to be resolved. Effective ticketing systems allow tickets to be submitted via a variety of methods. These include submissions through virtual agents, phone, email, service portals, live agents, walk-up experience, etc.

There are a number of work types used for IT Service Management. When assigned to the correct type, work gets the handling appropriate to it.

The types are:

- Service request
- Incident
- Change

TechData-Infinity-Devops with MultiCloud

Tech Data
INFINITY

servicenow Service Management

System Administrator ▾

Filter navigator

| | Change Requests | **New** | Go to | Number ▾ | Search | | | ◀◀ ◀ | 1 | to 20 of 34 | ▶ ▶▶ |

All > Active = true

Self-Service

Service Desk

Incident

Problem

Change

Create New
Open
Closed
All
Overview
▼ Standard Change
  Standard Change Catalog
  My Proposals
  Open Proposals
  All Templates
▼ Schedules
  Change Schedule
▼ Administration
  Change Properties
  Risk Conditions

			≡ Number ▲	≡ Short description	≡ Approval	≡ Type	≡ State	≡ Planned start date	≡ Planned end date	≡ Assigned to
	☐	ⓘ	CHG0000001	Rollback Oracle Version	● Requested	Normal	New	2015-09-03 16:00:00	2015-09-03 18:00:00	ITIL User
	☐	ⓘ	CHG0000004	Upgrade to Oracle 11i	Not Yet Requested	Normal	Review	2015-09-04 00:00:00	2015-09-04 06:00:00	ITIL User
	☐	ⓘ	CHG0000005	Install new PBX	● Approved	Normal	Implement	2015-09-07 00:00:00	2015-09-10 16:46:31	David Loo
	☐	ⓘ	CHG0000006	Put another 100 Gb drive on the 2nd Floor Server	Not Yet Requested	Normal	Scheduled	2015-09-11 23:00:00	2015-09-11 23:45:00	ITIL User
	☐	ⓘ	CHG0000007	R&D wants to know what it'd cost to switch them over to Linux desktops	● Rejected	Normal	Authorize	2015-09-12 16:00:00	2015-09-12 20:00:00	ITIL User
	☐	ⓘ	CHG0000008	Install new Cisco	● Requested	Normal	Authorize	2015-09-09 12:30:00	2015-09-09 17:30:00	ITIL User
	☐	ⓘ	CHG0000009	Apply patches 10.2.0.1 to 10.2.0.3	● Approved	Normal	New	2015-09-07 03:00:00	2015-09-07 08:00:15	Bow Ruggeri
	☐	ⓘ	CHG0000010	Java Application Server change	● Approved	Normal	New	2015-10-02 03:00:00	2015-10-02 08:00:00	Don Goodliffe
	☐	ⓘ	CHG0000011	Another Java Application Server change	● Approved	Normal	New	2016-04-16 03:00:00	2016-04-17 06:00:00	David Loo
	☐	ⓘ	CHG0000012	Java App Server	● Approved	Normal	New	2016-04-08 18:00:00	2016-04-08 20:00:00	Charlie Whitherspoon
	☐	ⓘ	CHG0000013	Oracle FLX (Java App Dependency)	● Approved	Normal	New	2016-04-17 12:00:00	2016-04-17 14:00:00	Fred Luddy
	☐	ⓘ	CHG0000014	CMS App FLX (depends on Java Apps FLX)	● Approved	Normal	New	2016-04-19 01:00:00	2016-04-19 02:59:59	Christen Mitchell

THE TICKET LIFE CYCLE

1 A BREAKDOWN HAPPENS

2 REPORTING AN INCIDENT

3 MANAGING AN INCIDENT

4 RESOLVING AN INCIDENT

ASSESSMENT

ASSIGNMENT

INVESTIGATION

TechData-Infinity-Devops with MultiCloud

Service request

A service request is a request from a user for information, advice, or access to an IT service, such as:

- Associate asks for a access of particular server.
- A telecom coordinator requests a new desk phone on behalf of someone they support.

Incident

Let's suppose you work in an organization, and you are using outlook for connectivity, then you face issue while opening the outlook you are not able to connect to the outlook.

Then you will raise this concern to the related team (who is responsible for outlook).

Problem

The corresponding team will look into it, and try to fix it. If they don't find any root cause for the incident and if they get multiple incidents for the same underlying cause then the incident will be considered as a problem. They will give you some workaround until the root cause is determined.

- If multiple users are facing the same issue with the outlook.

Change

If after investigation, the technical team found that the outlook server requires patching to resolve this issue. the respective team will raise the change request to apply OS patch on the server.
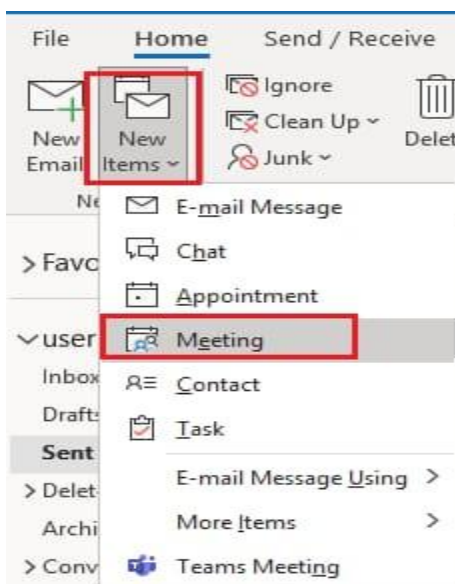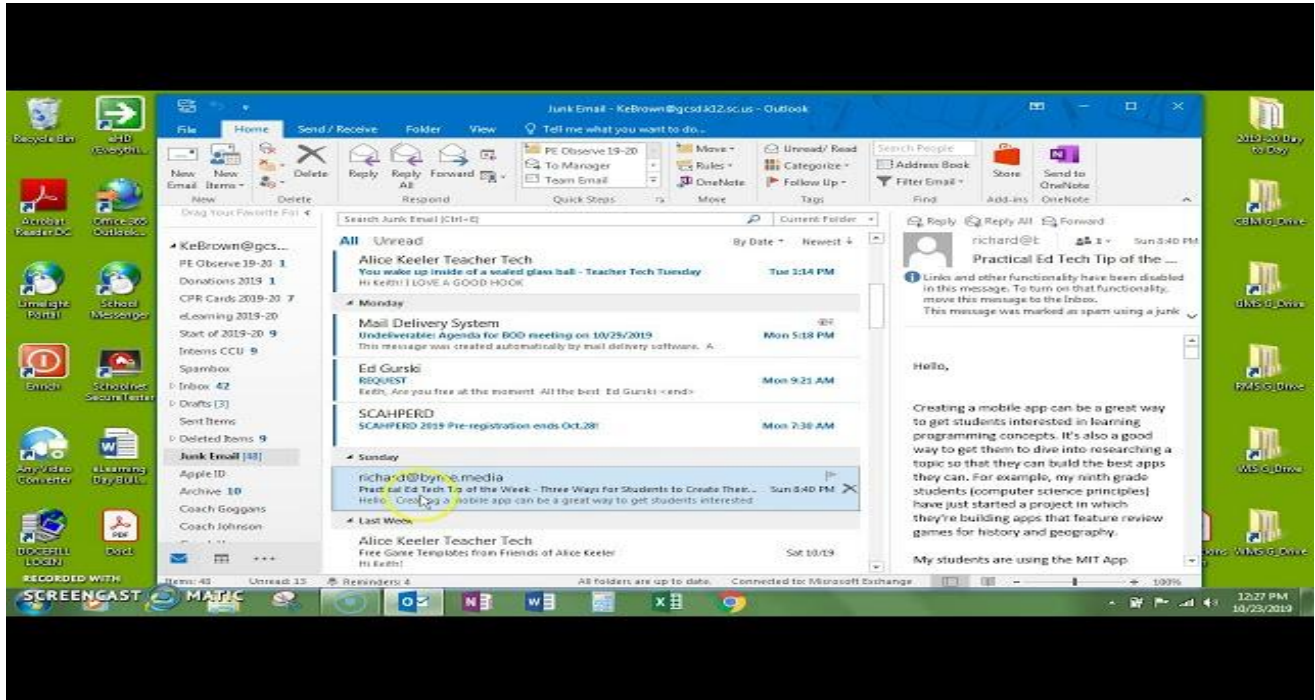
A change is an addition, modification, or removal of anything that could affect Production. This may include IT services, configuration items, processes, documentation, and other related elements.
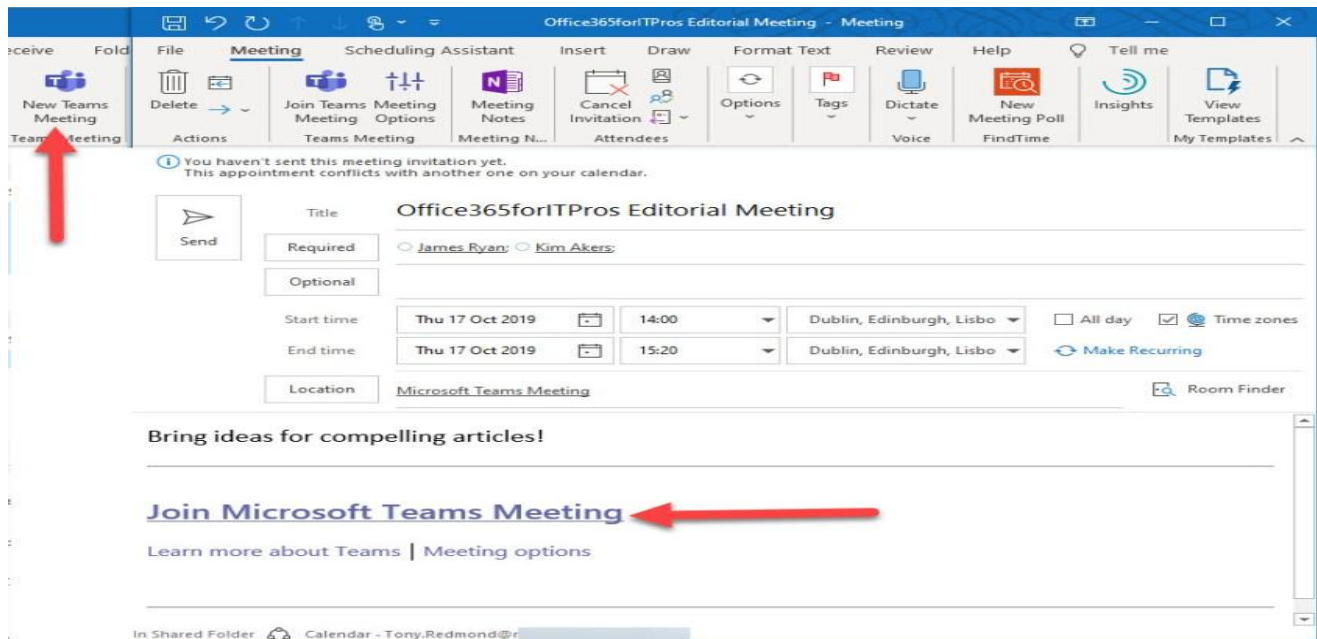
TechData-Infinity-Devops with MultiCloud

Outlook:

Outlook allows you to send and receive email messages, manage your calendar, store names and numbers of your contacts, and track your tasks. However, even if you use Outlook every day, you might not know some of the cool things it can do to help you be more productive.

TechData-Infinity-Devops with MultiCloud

Teams: