

Field Service Management

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Introduction

Field Service Management provides coordination of field service operations like scheduling, dispatching, labor tracking, and invoicing which helps organizations to manage and record details, necessary skills, and required parts in work orders and work order tasks, so that these tasks can be assigned to employees based on skill, location, and inventory.

Features of Field Service Management:

Management of work orders

It allows a company to allocate and track who was in charge of a specific task.

It allows the assignee to keep track of how long it took them to complete their task.

Job scheduling and dispatching

Job scheduling establishes work order completion timelines, employee schedules and service appointments.

Dispatch management designates which field technician is sent where and when they are sent out.

Contract management

It involves managing service level agreements and ensuring that providers meet their SLA commitments. SLAs specify the type of service provided and the standards that the provider will meet.

Customer self-service components

It enables customers to pay for, schedule and track a job, as well as communicate with staff.

Inventory management

It allows us to track parts and supplies as they are ordered, stored, used and sold. It helps workers know what to order, when to order and reorder, and how much to order.

Benefits of Field Service Management:

Customer experience:

This tool promotes better customer experience by giving customers real-time insight into the work being done. It helps them to communicate directly with technicians and back-office personnel in real time.

Efficiency:

It allows companies to improve operational efficiencies by optimizing work order routing and technician scheduling. It lets companies spend less time documenting details and increases the task completion rate and the timely resolution of issues.

Flexibility:

It makes customer service nimbler. Management has more insight into the work process and customer experience using FSM tools, and they can coordinate jobs in ways that satisfy everyone.

Increased productivity:

It Improves data insight and access to better back-office support through real-time communication allows field technicians to cut down on errors. These capabilities also improve technicians' first-time-fix rates and increase the quality and quantity of work.

Improved safety and compliance:

It allows technicians to attach digital proof of work to their work orders and preserve a compliance audit trail. This approach helps organizations comply with safety and other regulations.

Reduced cost:

This tool digitizes paper-based tasks such as invoicing and data entry, lowering administrative costs.

Reporting and monitoring:

It provides technicians and back-office staff with easy-to-understand information about their jobs, improving decision-making, Job completion rate and average revenue per job.

Field Service Management Roles:

- **Administrator [wm_admin]**
Used to manage data and perform setup and configuration tasks, with this role we can create, approve, qualify, and dispatch work orders and tasks.
- **Initiator [wm_initiator]**
Used to create work orders and assign qualification groups.
- **Approver user [wm_approver_user]**
Used to Approve work orders before they are qualified or assigned to field service agents.
- **Qualifier [wm_qualifier]**
Used to Qualify work orders by assigning dispatch groups, creating work order tasks, and adding part requirements.
11111111111111111111
- **Agent [wm_agent]**
Used to Perform work at customer locations and records details in the work order form, including parts used and incidental expenses.

Activating Field Service Management:

Install the plugins

Navigate to **All > System Applications > All Available Applications > All.**

Field service management (com.snc.work management)

This plugin activates related plugins, if they are not already active.

Servicenow All Favorites History Workspaces Admin Applications

All Applications Find in Store Request Pricing

FILTERS

- Listing type
 - ☐ Applications
 - ☐ ServiceNow Products
- Obtained
 - ☐ Installed
 - ☐ Not installed
 - ☐ Updates
 - ☐ Customized
 - ☐ Installation Scheduled
- Price
 - ☐ Free
 - ☐ Paid
- License Status
 - ☐ Subscription not required
 - ☐ Subscribed
 - ☐ Subscription unknown
- Product family
 - ☐ Governance, Risk, and Compliance

Search com.snc.work_management

5 results for "com.snc.work_management"

Sort by A - Z

Field Service Management
Field Service Management

The Field Service Management application provides support for scheduling and managing on-location work tasks.

Id: com.snc.work_management | Paid | by ServiceNow

Install

Field Service Management
12 licensed | 0 not licensed
[Matching Apps \(3\)](#) Field Service Management Demo Data, Field Service Management, Field Service Management Geolocation Demo Data

Created by ServiceNow

Licensed (12) Not Licensed (0)

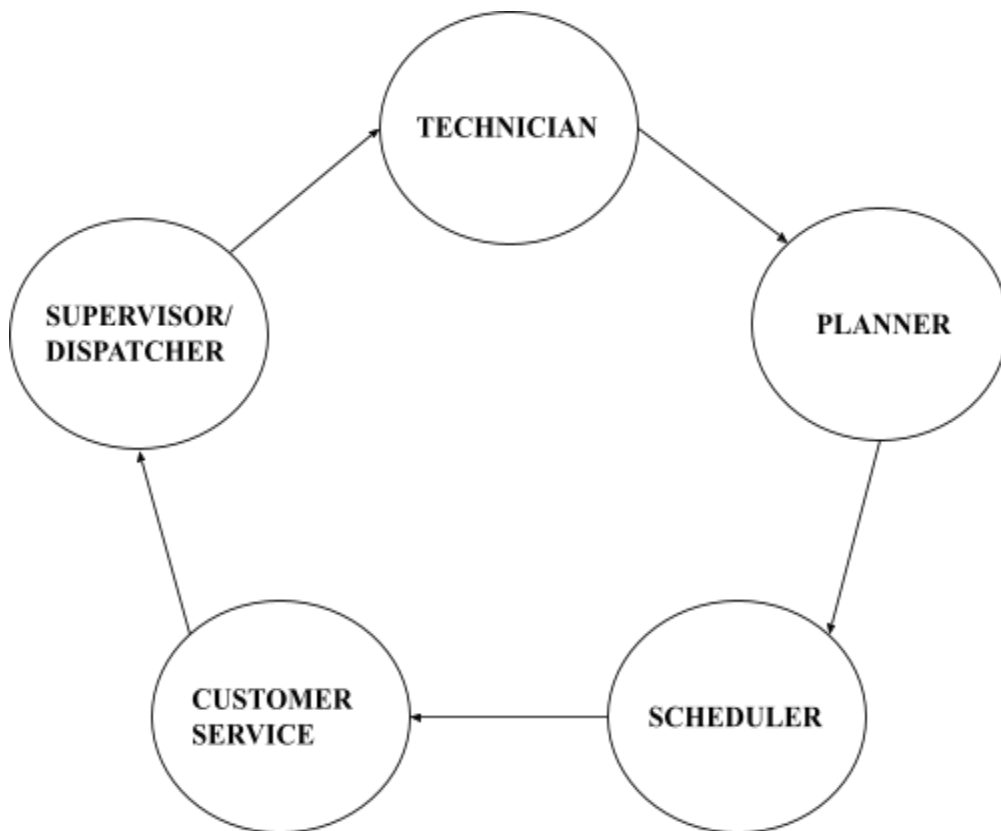
Install/Update All (12)

Clear All

12 of 12 application(s) has been installed :

- ✓ Field Service - Questionnaire
- ✓ Dynamic Scheduling
- ✓ FSM Agent Workspace
- ✓ Automatic Assignment
- ✓ Field Service Management Demo Data
- ✓ Field Service Map
- ✓ Field Service - Signature Pad
- ✓ Field Service Management
- ✓ Field Service Management Geolocation Demo Data
- ✓ Field Service Mobile
- ✓ Central Dispatch
- ✓ Time Recording for Field Service

Work Flow of Field Service Management:



PLANNER:

- It is used for model work steps in job Plans and Routes
- It defines Preventive maintenance frequencies and forecast long term work and cost.
- It uses hysterical data to adjust the plan

SCHEDULER:

- It creates rolling work schedules
- It contains Schedule windows and network dependencies.

CUSTOMER SERVICE:

- To book appointments based on customer preference, technology availability, work zone, etc.

SUPERVISOR/ DISPATCHER:

- It is used to assign scheduled work, monitoring and to assign emergencies.
- It refine schedules based on real-time field progress.
- It Incorporates traffic and weather.

TECHNICIAN:

- Technician receives assignments, optimized routes and directions.
- Technician reports on progress and work completion

Field Service Management configuration

Work Order:

Work orders created from Incident, Problem, Change or Project task records in order to track and assign to off-site agents.

To create work orders we need an Initiator [**wm_initiator**] or Administrator [**wm_admin**] role.

Creating a Work Order:

- Login as a system administrator.
- Assign the work order Initiator and administrator role to user
- Navigate to Field Service > Work Order > Create new

After Submitting the form there is a related list tab at the bottom of the Work Order Form.

Configuration Item	Class	Support group	Owned by	Applied	Applied date	Manual proposed change	Updated
IBM-T42-DLG	Computer	(empty)	(empty)	false	(empty)	false	2022-11-29 15:27:50

Affected CIs:

It is a primary item that requires work, such as a broken laptop or a printer.

This is a configuration item lookup list based on the selected company.

Work Order Task:

It allows qualifiers to define separate activities that must be performed to complete a work order.

Part Requirements:

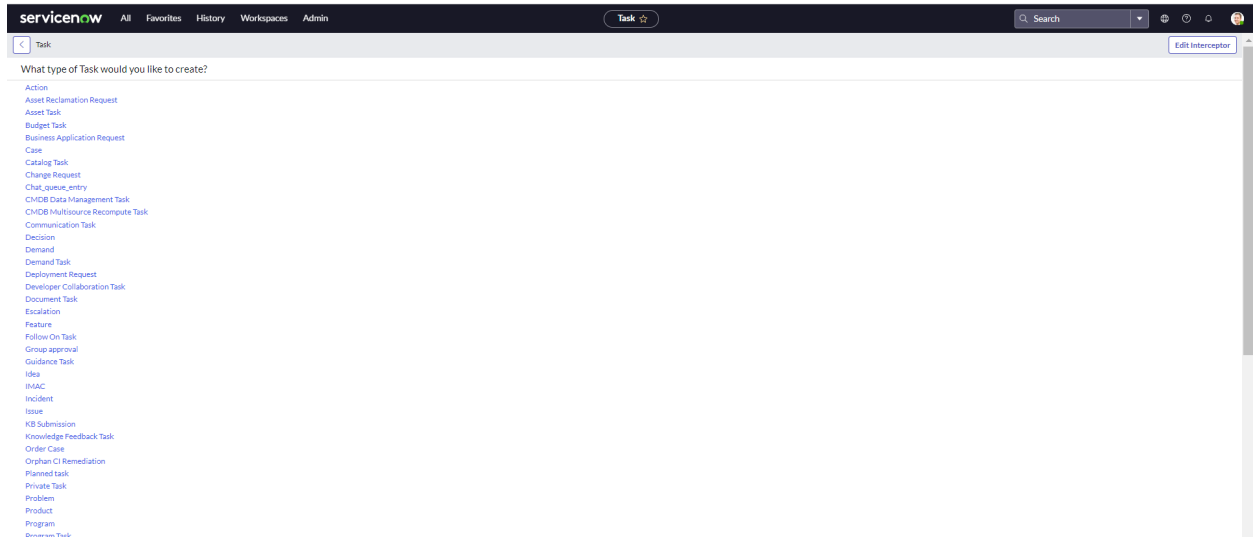
It allows access to the parts which are required to complete the task.

Task SLA:

It shows the amount of time spent to complete a particular task.

Relationships:

It allows us to create a relationship between work order and other tables.



There are FOUR types of Work Orders:

1. On-demand work order:

It is an unscheduled work order for problems that are noticed by someone which currently exist.

For example: A leaky pipe in the kitchen.

2. Preventive Maintenance work order:

A scheduled routine maintenance task performed on individual assets or groups of assets.

For example: cleaning and lubricating essential equipment

3. Internal/Manual Entry work order:

An internal document, detailing maintenance work that has been approved for execution.

For example: A machine operator might submit a work request when equipment breaks down.

4. External/Third Party work order:

Someone on the team does the work(the work needs to be done that is outside the technical abilities of the maintenance team)

For example: A collection agency.

Work Order Questionnaire:

It gathers different types of information from field service agents like verifying their compliance with the generic field service process while working on the task.

Navigate to **Field Service > Administration > Questionnaire.**

Fill the form and submit, and then click on the questionnaire designer to create questionnaires.

The screenshot shows the 'Questionnaire Designer' interface for a task named 'task'. At the top, there are buttons for 'Update', 'Questionnaire Designer' (highlighted in yellow), and 'Delete'. Below this is a blue instruction bar: 'Click Questionnaire Designer to add questions and publish.' The main form includes a 'Name' field with the value 'task', an 'Active' checkbox which is checked, and a 'Not published' button. There is a 'Description' text area and an 'Introduction' section with a rich text editor. The rich text editor has a toolbar with options for bold, italic, underline, link, unlink, text color, background color, text alignment, and list creation. The introduction text area is currently empty.

The screenshot shows the 'Survey Designer' interface. The top navigation bar includes 'Design', 'Configuration', and 'Availability' tabs, with 'Design' selected. A 'New Survey' button is on the right. On the left, there is a 'Controls' panel with a grid of question types: Attachment, Boolean, Choice, Date, Date/Time, Number, Percentage, Scale, Numeric Scale, String, Template, Reference, Image Scale, Multiple Selection, and Ranking. The main area on the right shows a 'Name' field with the value 'task' and a large light blue box with the text 'Drag content, drop it here'.

Dispatcher Workspace:

It is a configurable scheduling application.

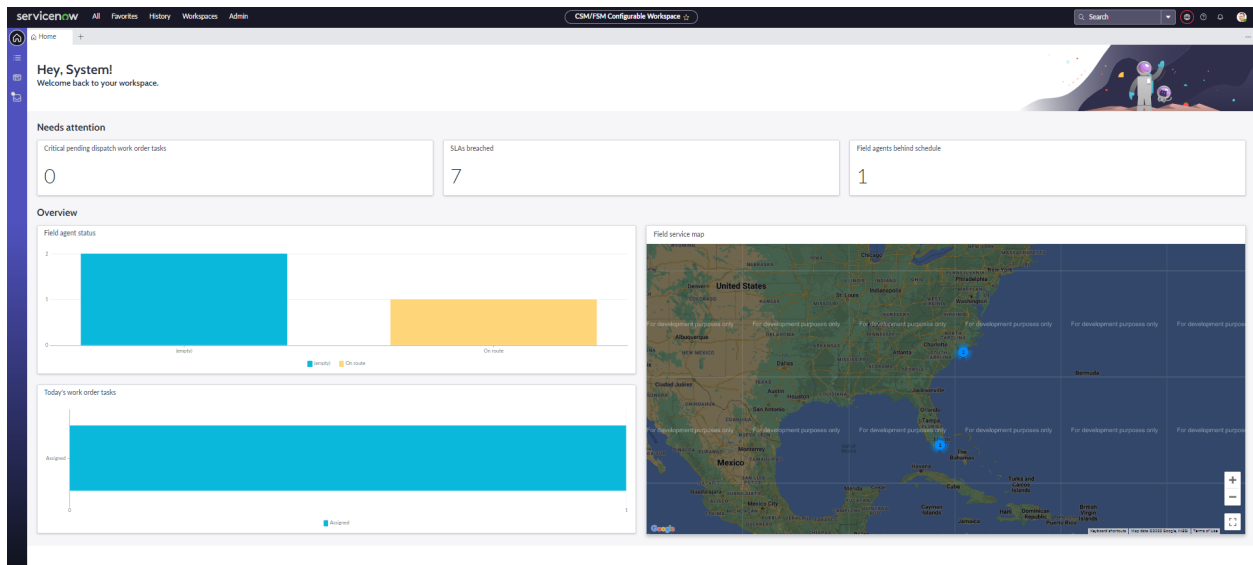
It gives service dispatchers and managers a complete view of tasks, teams, locations, and status.

Navigate to Field Service>Dispatching>Dispatcher Workspace

Features:

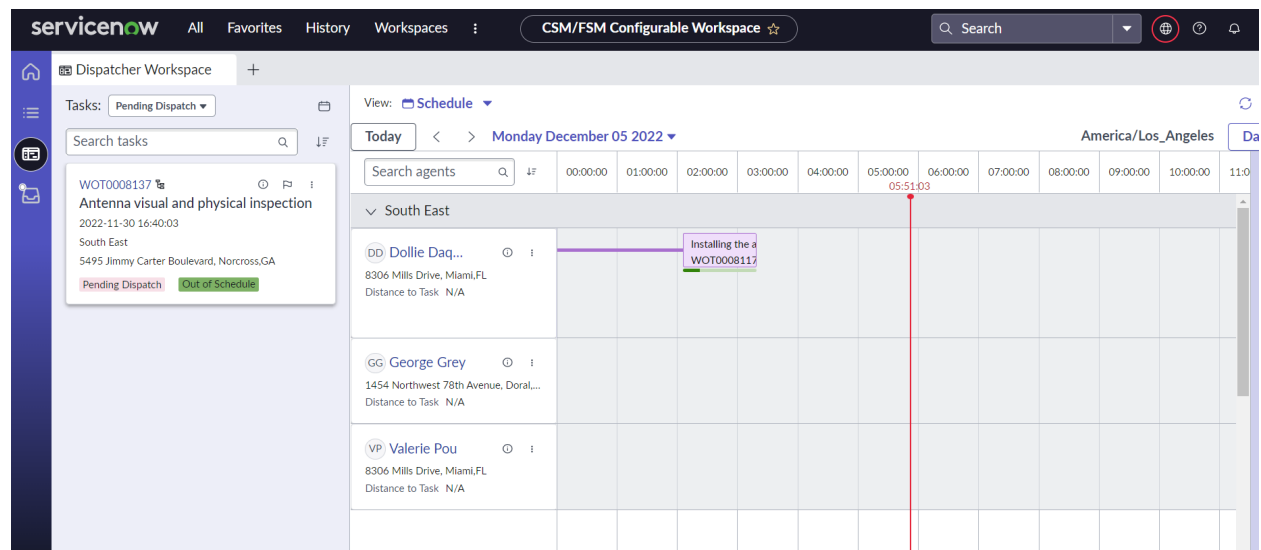
Dispatcher dashboard:

It displays the real-time data of the operations and performance of field service agents across their assignments.



Dispatcher workspace:

Dispatchers can view everything in one single screen, from unassigned tasks to technician schedules and location maps.



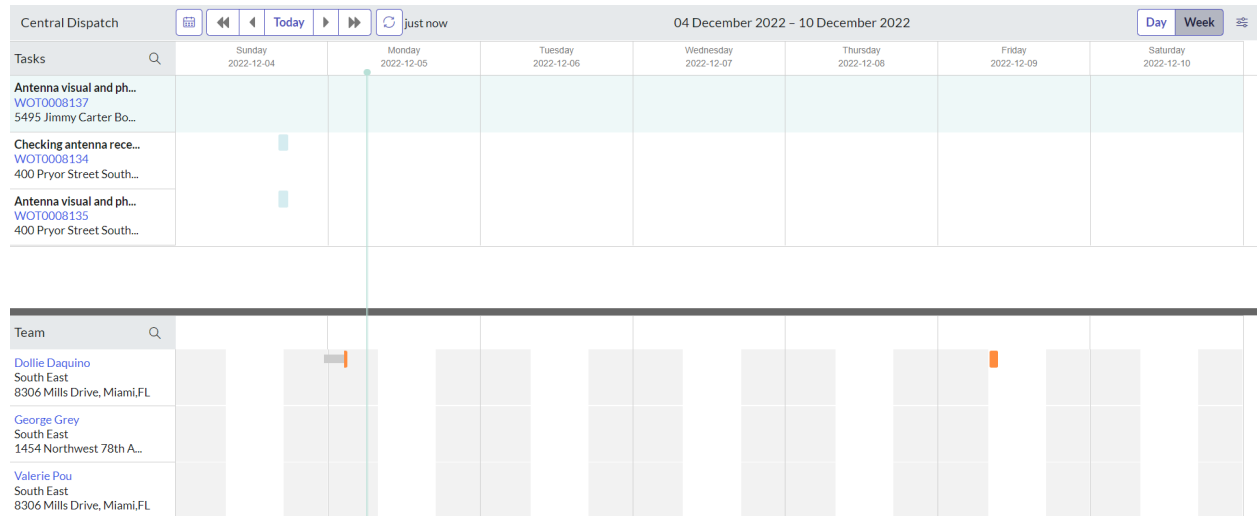
Automated work assignment:

Schedule work orders fast based on technician skills, parts, distance, and recommendations.

Central Dispatch:

Here we can assign the work order task to agents just by dragging and dropping to the desired agent schedule and time slot.

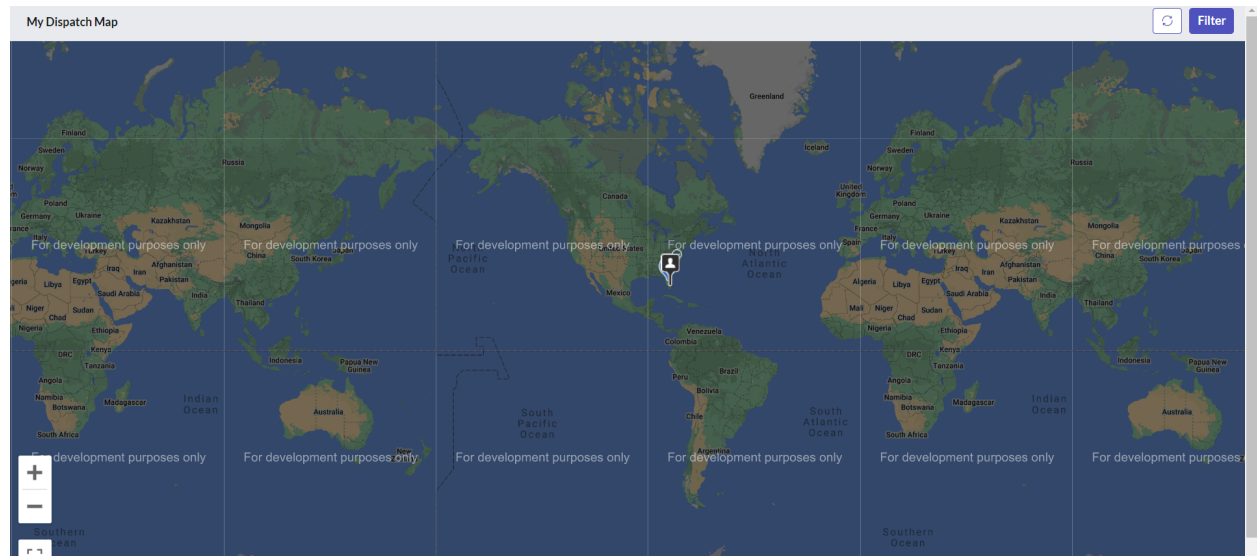
It provides the list view and the calendar view of the unassigned tasks.



Dispatch Map:

It uses the geolocation data to show tasks and agents in the field.

It provides tasks and agents provide access to scheduling information and links to related records.



Field Service Management Best Practices

- **Organized and accurate scheduling:**

Scheduling is paramount for field service. Mobile apps that integrate with back-office software like inventory management tools will provide real-time data to update delivery schedules. This system keeps things orderly and correct without the hassle of unnecessary paperwork or unproductive phone calls. Consider organizing data, field service and customer feedback to establish accurate customer and employee schedules.

- **Streamline recurring projects:**

Identify and streamline repetitive tasks and recurring projects so they don't hinder customer service. Getting bogged down in the minutiae is a recipe for disaster. Once a job is complete, review and analyze improvement opportunities.

- **Real-time data and communication:**

Establish well-defined procedures for reporting problems. This process shouldn't be an obstacle to employees or customers. The data you collect for real-time reporting makes communication, inventory control and scheduling more efficient.

- **Field-service employee follow-up:**

Employees with field service experience offer valuable insight. Workers who have knowledge, background and expertise to help provide nuances to your field service processes. Develop a plan to assess, review and listen to field service employees. Without feedback, it's hard to improve processes and best practices. They may have new ideas or concerns that will lead to refinements. Reviewing their schedules, projects and experiences with them adds to field service management success.

- **Automated reminders**

Automatic reminders are a non-invasive way to give your workforce and customers useful information that otherwise may not be accessible, like service outages, software updates or traffic jams that delay an appointment.

- **Workforce empowerment:**

Give the field service team the authority to solve unforeseen problems in the field. Field service management tools provide your workforce with a meaningful way to report

problems and receive useful feedback in real time. Additionally, employees can give customers correct information or alternatives to allay any fears of missed delivery times or the like.

- **Turn loyal customers into evangelists:**

High quality field service management will improve customer service, maintain long-standing relationships and help find new opportunities. With FSM, customers are more likely to receive prompt and efficient service, and it gives them more options like accessing reports, quotes and invoices through an online portal.

Dispatcher Workspace Example

Example:1

Create the following new work order:

Template: Antenna Bi-Annual Maintenance

Short description will be automatically populated as Bi-Annual Maintenance

Description: Antenna check

Submit the work order.

Create the following work order task to above work order:

Dispatch group: California Dispatchers

Assignment group: NorCal Technicians

Work type: Planned Maintenance

Skills: Telephony Wiring, Routers/Switches, SAP Basis

Short description: assign work order task to agent based on skill match in dispatcher workspace

Assign to an agent in the dispatch workspace.

PROCESS:

Step-1:

Creating work order

The screenshot shows the ServiceNow 'Work Order - Create WO0010008' form. At the top, there's a navigation bar with 'servicenow' logo and tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main header includes the title 'Work Order - Create WO0010008' and a search bar. Below the header is a progress bar with stages: Draft, Awaiting Qualification, Qualified, Assigned, Work in Progress, and Complete. The form fields are organized into two columns. The left column contains: Number (WO0010008), Company, Contact, Asset, Affected CI, Location, Template (Antenna Bi-Annual Maintenance), and a short description field (Bi-Annual Maintenance). The right column contains: Opened (2022-12-08 06:10:16), Priority (4 - Low), State (Draft), Qualification group, Initiated from, and a Billable checkbox. At the bottom, there are fields for Description (Antenna check) and Work notes (a large yellow box). A footer note states 'Additional comments (Customer visible)'.

Click on Ready for Qualification then state changes to Qualified.

The screenshot shows the 'Work Order' interface for WO0010008. The top navigation bar includes buttons for 'Update', 'Source', 'Suspend', 'Cancel', and 'Delete'. Below this is a progress bar with stages: Draft, Awaiting Qualification, Qualified (highlighted), Assigned, Work in Progress, and Complete. The form contains the following fields:

- Number: WO0010008
- Company: [Search]
- Contact: [Search]
- Asset: [Search]
- Affected CI: [Search]
- Location: [Search]
- Template: Antenna Bi-Annual Maintenance [Info]
- Opened: 2022-12-08 06:10:16
- Priority: 4 - Low
- State: Qualified
- Qualification group: [Search]
- Initiated from: [Search]
- Billable: ☐
- * Short description: Bi-Annual Maintenance [Info] [Edit]
- Description: Antenna check
- Work notes: [Text area] [Info]
- Additional comments (Customer visible): ☐ [Post]
- Activities: 2
 - System Administrator: Automatically set to Qualified. Work notes: 2022-12-08 07:13:05 [Info]
 - Field Service: 2022-12-08 07:13:05

Step-2:

Creating work order task

The screenshot shows the 'Work Order Task' interface for WOT0010004. The top navigation bar includes buttons for 'Update', 'Auto Assign', 'Source', 'Record Time', 'Qualified', 'Cancel Task', and 'Delete'. Below this is a progress bar with stages: Draft (highlighted), Pending Dispatch, Assigned, Accepted, Work in Progress, and Complete. The form contains the following fields:

- Number: WOT0010004
- Parent: WO0010008 [Info]
- Cloned from: [Search]
- Asset: [Search]
- Location: [Search]
- Template: [Search]
- Skills: [Add] Telephone Wiring, Routers/Switches, SAP Basis
- Under warranty: ☐
- * Short description: assign work order task to agent based on skill match in dispatcher workspace [Info]
- State: Draft
- Dispatch group: California Dispatchers [Search] [Info]
- Assignment group: NorCal Technicians [Search] [Info]
- Assigned to: [Search]
- Work type: Planned Maintenance [Search] [Info]
- Allow assignment override: ☐
- Related Search Results: [Link]
- Description: [Text area]
- Work notes: [Text area] [Info]

Click on qualified then state changes to pending dispatch

Work Order Task
WOT0010004

Update Auto Assign Source Record Time Central Dispatch Request More Information Cancel Task Delete

Draft ✓ Pending Dispatch Assigned Accepted Work In Progress Complete

Number WOT0010004 State Pending Dispatch

Parent WOT0010008

Cloned from

Asset

Location

Template

Skills
Telephony Wiring, Routers/Switches, SAP Basis

Under warranty

* Dispatch group California Dispatchers

Assignment group NorCal Technicians

Assigned to

Work type Planned Maintenance

Allow assignment override

* Short description assign work order task to agent based on skill match in dispatcher workspace

Related Search Results

Description

Work notes

Additional comments (Customer visible) Post

Step-3:

Assigning to agents based on skill matching.

Navigate to Field Service>Dispatching>Dispatcher Workspace

servicenow All Favorites History Workspaces Admin CSM/FSM Configurable Workspace

Dispatcher Workspace Alex Ray

Tasks: Pending Dispatch

Search tasks

WOT90010009 Router fan maintenance 2022-11-29 13:39:53 NorCal Technicians 2200 Powell Street, San Francisco,CA Pending Dispatch

WOT90010007 Router repair 2022-11-29 14:00:00 NorCal Technicians 2200 Powell Street, San Francisco,CA Pending Dispatch

WOT90010002 Backup lights 2022-11-29 16:00:00 NorCal Technicians 2200 Powell Street, San Francisco,CA Pending Dispatch

WOT90010010

Showing 1-42 of 42

View: Schedule

Today Thursday December 08 2022

Search agents

NorCal Technicians

Alex Ray 2200 Powell Street, San Francisco,CA Distance... N/A Matchin... N/A

Alisa Chinoy 2200 Powell Street, San Francisco,CA Distance... N/A Matchin... N/A

Anthony R... 2200 Powell Street, San Francisco,CA Distance... N/A Matchin... N/A

Cindy Lisa 2200 Powell Street, San Francisco,CA Distance... N/A Matchin... N/A

Showing 1-15 of 36 resources Load more

Assign WOT0010004 to Alex Ray

Drag and drop in the workspace next to agent

Dispatcher Workspace WOT0010004

Tasks: Pending Dispatch

View: Schedule

Today < > Friday December 09 2022

America/Los_Angeles Day

Search agents

NorCal Technicians

Alex Ray
NorCal Technicians
Matchin... N/A
Agent St... N/A
Schedule... Behind

Alisa Chinoy
NorCal Technicians
Matchin... N/A
Agent St... N/A
Schedule... Behind

Anthony R...
NorCal Technicians
Matchin... N/A

Task is assigned to Alex Ray and State is automatically changed to Assigned

Work Order Task WOT0010004

Update Auto Assign Source Record Time Central Dispatch Request More Information Cancel Task Delete

Draft ✓ Pending Dispatch Assigned Accepted Work In Progress Complete

Number WOT0010004

Parent WO0010008

Cloned from

Asset

Location

Template

Skills

Telephony Wiring, Routers/Switches, SAP Basis

Under warranty

* Short description assign work order task to agent based on skill match in dispatcher workspace

State Assigned

* Dispatch group California Dispatchers

* Assignment group NorCal Technicians

Assigned to Alex Ray

Work type Planned Maintenance

Allow assignment override

Related Search Results >

Description

Work notes

Additional comments (Customer visible) Post

Activities: 3

System Administrator Assigned to Alex Ray Field Changes • 2022-12-08 07:51:54

System Administrator Assigned to [Empty] was Alex Ray Field Changes • 2022-12-08 07:51:22

System Administrator Assigned to Alex Ray Field Changes • 2022-12-08 07:50:24

Planned Actual Scheduling

Window start 2022-12-08 09:12:21

Window end

* Scheduled travel start 2022-12-08 23:00:00

* Scheduled start 2022-12-09 00:00:00

Estimated end 2022-12-09 01:00:00

Is fixed window

Acceptance duration Days 00 Hours 00 00 00

Estimated travel duration Days 0 Hours 01 00 00

Estimated work duration Days 0 Hours 01 00 00

Update Auto Assign Source Record Time Central Dispatch Request More Information Cancel Task Delete

Related Links

Create Special Handling Notes

Record Time

Field Service Management Use Case

UseCase 1:

Problem Statement:

Attach the questionnaire to the work order task based on the category.

SOLUTION:

Step-1:

Adding new field on work order task

New field: category

Type: Choice

Choices: ITSM, ITBM, FSM

Navigate to Field Service > All Work Order Tasks

The screenshot displays the ServiceNow interface for a Work Order Task (WOT0005001). The form is in the 'Draft' state. A context menu is open over the 'category' field, showing options like 'Save', 'Add to Visual Task Board', 'Configure', 'Export', 'View', 'Create Favorite', 'Copy URL', 'Copy sys_id', 'Show XML', 'History', and 'Reload form'. The 'Form Layout' option is highlighted in yellow. The form includes fields for Number (WOT0005001), Parent (WO0005001), Cloned from, Asset (P1000046 - Sony VAIO F Series), Location (13308 Midland Road, Poway, CA), Template, Skills, Under warranty, category (ITSM), Short description (Printer has crashed), and Description.

servicenow All Favorites History Workspaces : Dictionary Entry - category

Search

Create Choice List Delete Column Update

A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the field **Type** of the new column. Also enter a column label, which becomes the field label, and the column name. If necessary, set a **Max length** for text String type fields, make the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. [More Info](#)

* Table: Work Order Task [wm_task]

* Type: String

* Column label: category

* Column name: u_category

* Max length: 40

Application: Global

Active: ☒

Function field: ☐

Read only: ☐

Mandatory: ☐

Display: ☐

Choice List Specification Default Value

Displays a list of suggested values in a **Choice list**. In the Advanced view you can select the **Choice table** and the **Choice field** to take choice values from, plus a **Dependent** field.

Choice: Dropdown with -- None --

Create Choice List Delete Column Update

Create Choice List Delete Column Update

Related Links

[Show Table](#)

[Advanced view](#)

Access Controls Choices (3) Attributes (1) Labels (1)

Label Search

Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
ITSM	itsm	en	1	false	2022-12-07 05:49:30
ITBM	itbm	en	2	false	2022-12-07 05:49:36
FSM	fsm	en	3	false	2022-12-07 05:49:43

1 to 3 of 3

Step-2:

- Creating a Questionnaire for ITSM, ITBM, FSM
- Navigate to Field Service > Administration > Questionnaire

Click on NEW

servicenow All Favorites History Workspaces : Questionnaire - New Record

Search

Submit

* Name: FSM Questionnaire

Active: ☒

Description:

Introduction:

System Font 12pt

End note:

System Font 12pt

< Questionnaire New record Submit

* Table: Work Order Task

To create a questionnaire record that is assigned to the user when the state of a work order or work order task changes to Work in Progress, select the following in the Trigger Condition field: "State - changes to - Work in Progress." This configuration creates one questionnaire on the state change.

* Trigger condition Add Filter Condition Add "OR" Clause

All of these conditions must be met

Active	is	true	AND	OR	X
State	is	Assigned	AND	OR	X
category	is	FSM	AND	OR	X

Mandatory ☐

Submit

Click on Submit.

- Click Questionnaire Designer to add questions and publish.

Adding FSM Questionnaire:

servicenow All Favorites History Workspaces Questionnaire - FSM Questionnaire Search Update Questionnaire Designer Delete

< Questionnaire FSM Questionnaire

* Name: FSM Questionnaire Active ☒

Not published

Description

Introduction

B I U System Font 12pt Grid Text Image Link Unlink Table Table of Contents Table of Contents Table of Contents

Survey Designer Design Configuration Availability New Survey

Controls Questions Categories

Name: FSM Questionnaire

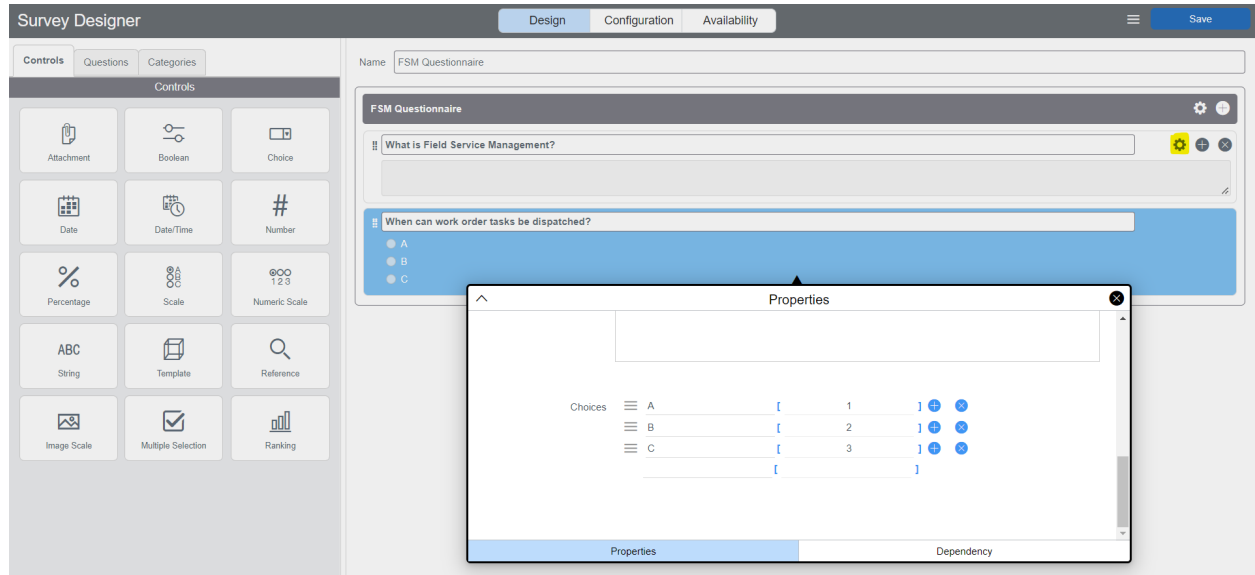
FSM Questionnaire Settings Help

Drag content, drop it here

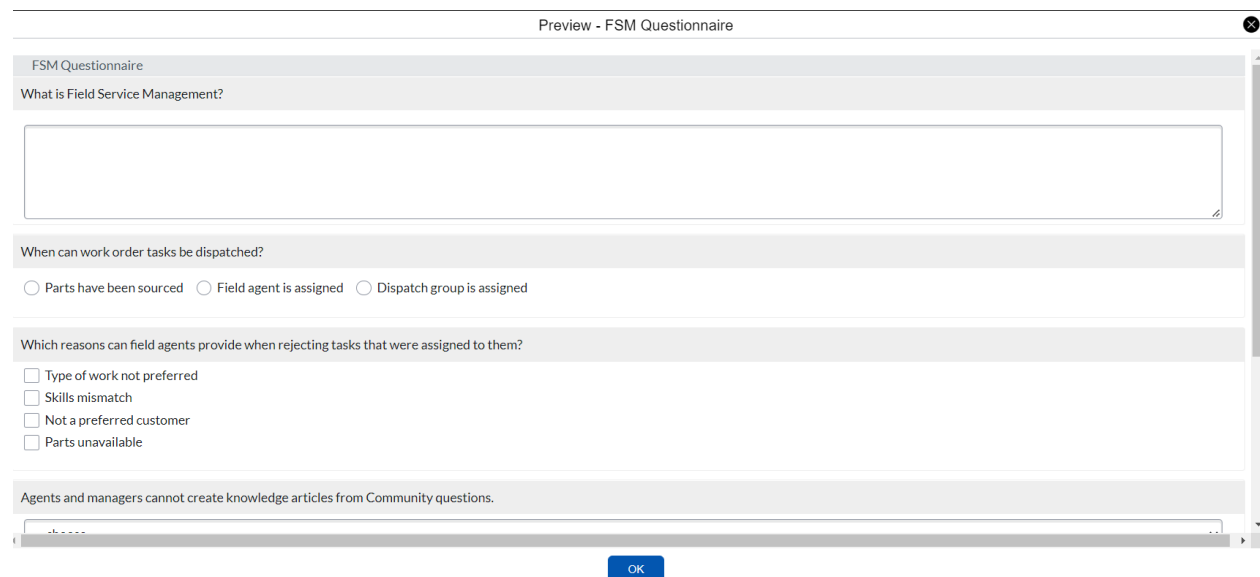
Controls

Attachment	Boolean	Choice
Date	Date/Time	Number
Percentage	Scale	Numeric Scale
String	Template	Reference
Image Scale	Multiple Selection	Ranking

- To add questions Drag from the controls.
- Click on Edit this question to add choices



Click on Save AND Publish
Click on preview



In the same way create for ITSM and ITBM

Questionnaires					
Name	Active	Table	Mandatory	Close before	
FSM Questionnaire	true	Work Order Task [wm_task]	false		
Inspection Questionnaire	true	Work Order Task [wm_task]	false		
ITBM questionnaire	true	Work Order Task [wm_task]	false		
ITSM questionnaire	true	Work Order Task [wm_task]	false		

ITBM Questionnaire

Survey Designer

Design Configuration Availability

Controls Questions Categories

Controls

- Attachment
- Boolean
- Choice
- Date
- Date/Time
- Number
- Percentage
- Scale
- Numeric Scale
- String
- Template
- Reference
- Image Scale
- Multiple Selection
- Ranking

Name: ITBM questionnaire

ITBM questionnaire

What is ITBM?

When you approve a retire a Business Application request, which system property determines whether a project or ademand is created?

Which attributes can be used to categorize business applications?

- ☐ Application Score
- ☐ Application Name
- ☐ Application Family
- ☐ Portfolio
- ☐ Business Unit.

What relationship type is used to describe a relationship between a business capability and a business application?

- ☐ Used: Used by
- ☐ Depends on: Used by
- ☐ Provides: Provided by
- ☐ Runs on: Runs

The capability map provides a hierarchical view of the business capabilities in an organization. How many levels does the capability hierarchy support in its series?

0 1 2 3 4 5 6 7 8

ITSM Questionnaire

Survey Designer

Design Configuration Availability

Controls Questions Categories

Controls

- Attachment
- Boolean
- Choice
- Date
- Date/Time
- Number
- Percentage
- Scale
- Numeric Scale
- String
- Template
- Reference
- Image Scale
- Multiple Selection
- Ranking

Name: ITSM questionnaire

ITSM Questions:

What is ITSM?

What are the four perspectives or attributes of IT Service Management (ITSM)?

- ☐ Protocols, People, Process, & Products/Technology
- ☐ Partners/Suppliers, Process, People, & Products/Technology
- ☐ Procurement, Policies, People, & Production Support
- ☐ Services Transition, Service Design, Service Strategy, & Service Operation

In ITSM, Which process ensures good relationship between service provider and the customer.

- ☐ Business Relationship Management
- ☐ Service Catalogue Management
- ☐ Demand Management
- ☐ Finance Management

There are _____ levels of risk that must be considered from a service management

0 1 2 3 4 5

Select the three things with Development Manager works

- ☐ technology
- ☐ infrastructure
- ☐ resources
- ☐ schedule
- ☐ structured integration

Step-3:

Observe the Output How questionnaire was added!

Create a work order:

Click on ready for qualification

Create Work order task on work order:

Click on Qualified

Searching...

Work Order Task
WOT0010006

UpdateQuestionnairesSourceView Task On MapRecord TimeCancel TaskDelete

Draft ✓Pending Dispatch ✓AssignedAcceptedWork in ProgressComplete

NumberWOT0010006

ParentWO0010009

Cloned from

AssetP1000479 - Apple MacBook Pro 15"

Location2500 West Daming Road, Shanghai

Template

Skills

Under warranty

* Short descriptionadding the questionnaire

StateAssigned

* Dispatch groupCalifornia Dispatchers

* Assignment groupNorCal Technicians

Assigned toCindy Lisa

categoryITSM

Work type

Allow assignment override

Related Search Results >

Description


Work notes

Additional comments (Customer visible)Post

Work order

Click on questionnaire

<Questionnaires



ITSM questionnaire

Assigned to: Cindy Lisa

State: Ready to take

Due Date: 2023-12-09

Work Order Task: WOT0010006

View

Click on view

ITSM questionnaire

This questionnaire is associated with Work Order Task: WOT0010006

ITSM Questions:

What is ITSM?

What are the four perspectives or attributes of IT Service Management (ITSM)?

☐ Protocols, People, Process, & Products/Technology

☐ Partners/Suppliers, Process, People, & Products/Technology

☐ Procurement, Policies, People, & Production Support

☐ Services Transition, Service Design, Service Strategy, & Service Operation

In ITSM, Which process ensures good relationship between service provider and the customer.

☐ Business Relationship Management

☐ Service Catalogue Management

☐ Demand Management

☐ Finance Management

There are _____ levels of risk that must be considered from a service management

☐ 0

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

Select the three things with Development Manager works

☐ technology

☐ infrastructure

☐ resources

☐ schedule

We observe that questionnaire form is read only.

Step-4:

Impersonate to cindy lisa

Open the work order task WOT0010006

The screenshot shows the ServiceNow interface for a Work Order Task (WOT0010006). The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a 'ServiceNow' button. Below the navigation bar, there are tabs for 'Update', 'Questionnaires', 'Source', 'Record Time', 'Accept', 'Reject', 'Cancel Task', and 'Delete'. The main form is divided into several sections. The top section contains a progress bar with stages: Draft, Pending Dispatch, Assigned, Accepted, Work in Progress, and Complete. The 'Assigned' stage is currently active. The form fields are organized into two columns. The left column includes fields for Number (WOT0010006), Parent (WOT0010009), Cloned from, Asset (P1000479 - Apple MacBook Pro 15"), Location (2500 West Daming Road, Shanghai), Template, Skills, Under warranty, and a short description (adding the questionnaire). The right column includes fields for State (Assigned), Dispatch group (California Dispatchers), Assignment group (NorCal Technicians), Assigned to (Cindy Lisa), category (ITSM), Work type, Allow assignment override, Assigned vendor, and Vendor reference. Below the form fields, there is a 'Description' field, a 'Work notes' section with a 'Post' button, and an 'Activities' section showing a single activity by 'System Administrator' on '2022-12-09 07:42:10'.

Click on the questionnaires

The screenshot shows the ServiceNow interface for the 'Questionnaires' list. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a 'ServiceNow' button. Below the navigation bar, there is a 'Questionnaires' tab. The list displays a single entry for the 'ITSM questionnaire'. The entry details include: 'Assigned to: Cindy Lisa', 'State: Ready to take', 'Due Date: 2023-12-09', and 'Work Order Task: WOT0010006'. A 'Start' button is located at the bottom right of the entry.

Click on start

Fill the form and submit it.

servicenow All Favorites History Workspaces ServiceNow

ITSM questionnaire Submit Save Cancel

This questionnaire is associated with Work Order Task: WOT0010006

ITSM Questions:

What is ITSM?

What are the four perspectives or attributes of IT Service Management (ITSM)?

☐ Protocols, People, Process, & Products/Technology ☐ Partners/Suppliers, Process, People, & Products/Technology ☐ Procurement, Policies, People, & Production Support ☐ Services Transition, Service Design, Service Strategy, & Service Operation

In ITSM, Which process ensures good relationship between service provider and the customer.

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There are _____ levels of risk that must be considered from a service management

☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Select the three things with Development Manager works

☐ technology ☐ infrastructure ☐ resources ☐ schedule ☐ structured integration

Submit Save Cancel

Once you submit the form becomes read only

servicenow All Favorites History Workspaces ServiceNow

ITSM questionnaire Cancel

This questionnaire is associated with Work Order Task: WOT0010006

ITSM Questions:

What is ITSM?

It is a set of processes used to manage the design, plan, and delivery of services.

What are the four perspectives or attributes of IT Service Management (ITSM)?

☐ Protocols, People, Process, & Products/Technology ☒ Partners/Suppliers, Process, People, & Products/Technology ☐ Procurement, Policies, People, & Production Support ☐ Services Transition, Service Design, Service Strategy, & Service Operation

In ITSM, Which process ensures good relationship between service provider and the customer.

☒ Business Relationship Management ☐ Service Catalogue Management ☐ Demand Management ☐ Finance Management

There are _____ levels of risk that must be considered from a service management

☐ 0 ☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5

Select the three things with Development Manager works

☒ technology ☐ infrastructure ☒ resources ☒ schedule ☐ structured integration

References:

TITLE	LINK
FSM Best Practices	best practices
FSM Roles	Roles

Created By: Tummala Divya Sree(12/09/2022)

Last Update: Divya(12/09/2022)