

Service Now Details for Demand Management

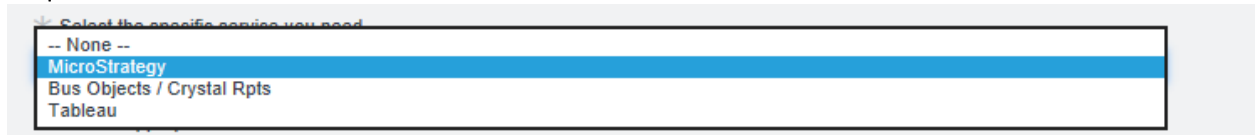
This document provides the necessary details to follow while raising Service Now Requests for Request, Incident, Change Task and Enhancements

Demand Management Provides Details on # of tickets opened under selected Manager and Assignment Group for the Selected Date Range in Report

Following are the details provided in Report

Summary Details

- ✓ Various Tickets Count by User Application
- ✓ Tickets by Category
- ✓ Tickets count by Technology
- ✓ As of now we have Following Technology distributed in “Select the Specific Service you need” Request



For our Team we are getting the Technology dropdown since we have **Custom form** submitted with all details including Technology. (Request Form attached Page 3 has more details which can be included in Custom Form

Note: If you are in need of Tickets on basis of Technology you will have to submit Custom Form to the Service now Team. Once they include the custom form details then you will get drop down for technologies while submitting any request. It is not available in “Application Service Request”

- ✓ Various Tickets opened (Incident, change Request and Requested Item)
- ✓ Tickets by Priority
- ✓ OTD, FTR and BMI
- ✓ Tickets by Status

Resource Utilization

- ✓ Tickets by Category
- ✓ Resource Utilization
- ✓ Hours Spent on tickets by Category
- ✓ Resource Occupancy by Application

Project Task

- ✓ Project Task by Business Unit
- ✓ Project Task by Status
- ✓ Project Task Details

Now to get the Report data correct and accurate and to make effective use of report Users have to make all the entries mentioned in this document in Service now.

Service Now Details for Demand Management

Sample Ticket

Following is one ticket which will provide more details as to what will be the details needed to generate better Demand Management Dashboard.

This was the ticket generated for Adding users to specified Group for Access on Tableau Server.

[RITM0533658](#)

| | | |
|--------------------------|--|----------------|
| Number | RITM0533658 | ← Request # |
| Request | ← REQ0507954 | Type |
| Requestor | Shirish Kohale | Requestor Name |
| Requested For | Shirish Kohale | |
| Location | US, NJ, Englewood Cliffs, 904 Sylvan Ave | |
| Region | NBCUniversal | |
| Additional Contact Info. | | |
| Contact type | Email | |
| *Impact | 2 - Medium | |
| *Urgency | 2 - Medium | |
| Priority | 3 - Moderate | |
| Estimated Due date | Jul-29-2016 10:34:33 AM | |

| | | |
|---------------------|--------------------|---|
| Approval | Requested | |
| Stage | Fulfilling | |
| State | Fulfilled | ← Status of ticket |
| Close code | Fulfilled | |
| *Category ? | Identity/Access | ← Category Name |
| *Subcategory | Application Access | ← Subcategory Name |
| Action | Create | |
| Configuration Item | Ecoview | ← Configuration Item (Application Name) |
| *Assignment group ? | Domain Services | ← Assignment Group |
| *Assigned to | Luis Estevez | |
| Watch list ? | | |

Service Now Details for Demand Management

Request Form

The screenshot shows the 'Request Details' section of a Service Now form. It contains several dropdown menus and input fields. A purple arrow points from the 'Technology' label to the 'Tableau' dropdown. Another purple arrow points from the 'Request completion Time' label to the 'Requested Completion Time' field.

Request Details

* What is this request for?
Create

* Select the specific service you need
Reporting

* Select the specific service you need
Tableau

Select the appropriate environment
Production

* Application
Ecoview

* Hosting Environment
Tableau (Shared DNA Tableau Environment)

* Site
Ecoview

Pre-Defined SLA (in Hrs)
72

Estimated Completion Time
Jul-29-2016 10:34:33 AM

Requested Completion Time
Jul-29-2016 10:34:33 AM

Technology

Request completion Time

For Time worked Calculation Navigate to Additional Info tab >> Time Worked

**** Please fill efforts only in “Time Worked” on daily basis for Better Tracking and not in “Applied Effort” under Additional Info tab.**

The screenshot shows the 'Time Worked' tab in the Service Now interface. It displays a list of tasks with columns for 'Task', 'User', and 'Time worked'. A purple arrow points from the 'Time Worked' label to the '2 Hours' value in the 'Time worked' column. Another purple arrow points from the 'Resource Name who worked on ticket' label to the 'Manoranjan Kumar Singh' name in the 'User' column.

Task = RITM0497639

User: Manoranjan Kumar Singh

Time worked: 2 Hours

Time Worked

Resource Name who worked on ticket


Service Now Details for Demand Management

The screenshot displays the Service Now interface for Demand Management. At the top, there are dropdown menus for 'Subcategory' (set to 'Enhancement'), 'Action' (set to 'Change'), and 'Configuration Item' (set to 'Ecoview'). Below these is a text field for 'Assignment group' containing 'EDW Reporting Services Support - Tableau / MicroStrategy'. A purple arrow points from the text 'Assignment Group' to this field. Below the main form is a modal window titled 'Group' with the following details:

| | | | |
|-------------|-------------------------------------|------------------------------------|-------------------------------------|
| Name | EDW Reporting Services Support - T | Parent | DnA |
| Manager | Steven Koller | Is Parent | <input type="checkbox"/> |
| Group email | SNTQMDnAReportingServices@nbc | Security | <input type="checkbox"/> |
| Active | <input checked="" type="checkbox"/> | Assignment | <input checked="" type="checkbox"/> |
| | | Membership | <input checked="" type="checkbox"/> |
| | | Approved Change Request Notify All | <input type="checkbox"/> |
| Description | | | |

**** Please follow and fill similar details for Incident, Enhancement and Change Request.**

For Service requests:

- Configuration Item:** All requests must have Configuration Item properly filled. Configuration Item should be user Application
 - Example: Any request from Digital team, should be marked as CDW digital
 - In case of big data, Please refer to attached excel for mapping application data feed to configuration item

BigData Data
Ingestion Team- Con
- Category, Subcategory & Action:** Should reflect the correct nature of work.
 - Example,** in case of enhancement requests, category should be application. Sub-category should be Enhancement
 - Put appropriate category/Sub-category and avoid using "Big Data Services" sub-category unless applicable
- Time Worked:** Should be properly added on daily basis.
 - Monitoring should not be more than 25%
- Requested for:** Apart for Admin Activities or activities initiated by our team, requested for should be the Business user.
- Estimated Due Date:** Please ensure to close the ticket before estimated due date or extend the estimated due date if the request continues. This is important to show OTD in dashboard

Service Now Details for Demand Management

Priority

Estimated Due date

For Change Requests:

1. Parent Change Request should have user **configuration Item** like O&TS Dashboard, Sports CDW Digital etc.
2. Change Task should have working **configuration item** (Application Name) like CDW Digital, CDW linear.
3. **Category, Subcategory**: Should reflect the correct nature of work.
4. **Change Task -Actual Start Date & Actual End Date**: Should be filled properly based on time spent.

For Incident:

6. **Configuration item**: All requests must have Configuration Item properly filled. Configuration Item should be user Application
1. **Category & subcategory** should be selected properly.
2. **Time Worked** Should be filled properly

For Enhancement:

1. **Configuration item** should have Application Name Supported/technology application like MicroStrategy shared, Tableau (Shared DNA Tableau Environment), Tableau SRA (Sales, Research & Analytics) or Tableau for NBCU Corporate Systems.
2. **Category & subcategory** should be Application / Enhancement
3. **Time Worked** Should be filled properly