

Service Now – User Guide

Prepared for
NBCUniversal

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REVISION HISTORY OF WORK PRODUCT (to be maintained by projects)

#	Date	Version #	Section Changed	Details of changes made	Approved By
1	10/24/14	1.0	Initial Draft		
2	11/21/2014	1.1		Change Request section	
3	01/19/2016	1.2		Added Time Management	
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5	02/22/2016	1.3		Added Enhancement Management	
6	04/04/2016	1.3.1		Added Section 4.2 & 4.3	
7	11/01/2016	1.3.2		Added Section 6.3	
8	11/01/2016	1.3.3		Modified 6.3 to 6.2.1 Added ServiceNow Full Access Request details in LOGIN	

TABLE OF CONTENTS

1. SERVICE NOW - INTRODUCTION	4
2. LOGIN	4
2.1 SERVICENOW FULL ACCESS REQUEST	5
3. SERVICE NOW TRANSITION	7
4. TIME MANAGEMENT	8
4.1 HOW TO ENTER EFFORT	9
4.2 HOW TO CHECK EFFORT	10
4.3 HOW TO ENTER TIME CARD	13
5. CHANGE MANAGEMENT	14
5.1 CHANGE REQUEST CREATION STEPS	15
6. SERVICE CATALOG REQUEST	26
6.1 APPLICATION SERVICE REQUEST - ASR	27
6.2 INFRASTRUCTURE SERVICE REQUEST – ISR	30
6.2.1 TERADATA SERVICE REQUEST	36
7. ENHANCEMENT MANAGEMENT	41

1. SERVICE NOW - INTRODUCTION

ServiceNow is a leading provider of cloud-based services that automate enterprise IT operations. Focuses on transforming enterprise IT by automating and standardizing business processes, transforming IT's relationship to its customers, and consolidating IT across the global enterprise. Organizations deploy our service to create a single system of record for enterprise IT, lower operational costs, and enhance efficiency. Additionally, our customers use our extensible platform to build custom applications for automating activities unique to their business requirements.

ServiceNow offers the following services and benefits.

1. On-demand IT Service Management and IT governance functions.
2. Guaranteed performance, availability, and continuity of service.
3. Data confidentiality and data integrity.

2. LOGIN

The ServiceNow is accessible through the following URL: <https://nbcu.service-now.com>

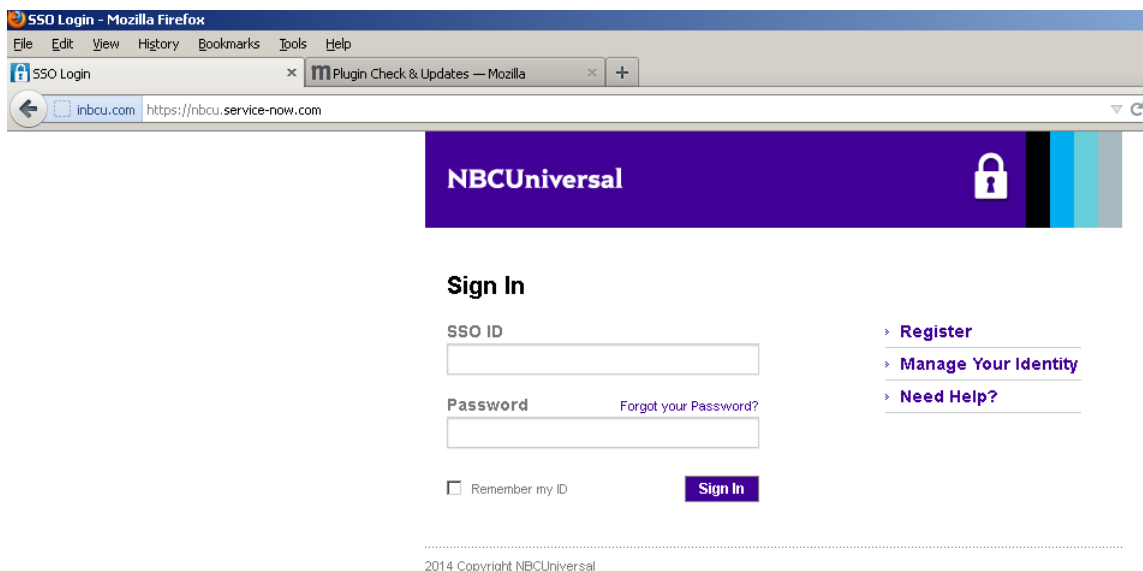
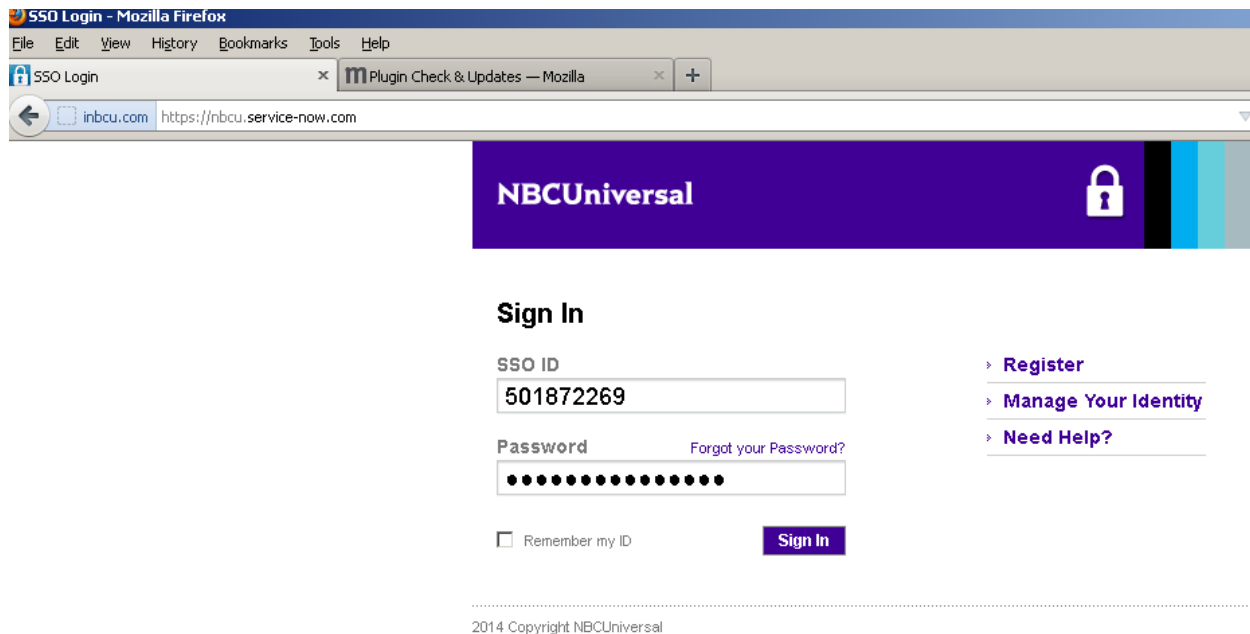


Fig 1.0 – Service Now Startup screen

Use NBCUniversal credentials for accessing the ServiceNow portal.



SSO Login - Mozilla Firefox

File Edit View History Bookmarks Tools Help

SSO Login x Plugin Check & Updates — Mozilla x +

inbcu.com https://nbcu.service-now.com

NBCUniversal

Sign In

SSO ID
501872269

Password [Forgot your Password?](#)

☐ Remember my ID **Sign In**

[Register](#)
[Manage Your Identity](#)
[Need Help?](#)

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Fig 2.0 Login Credentials

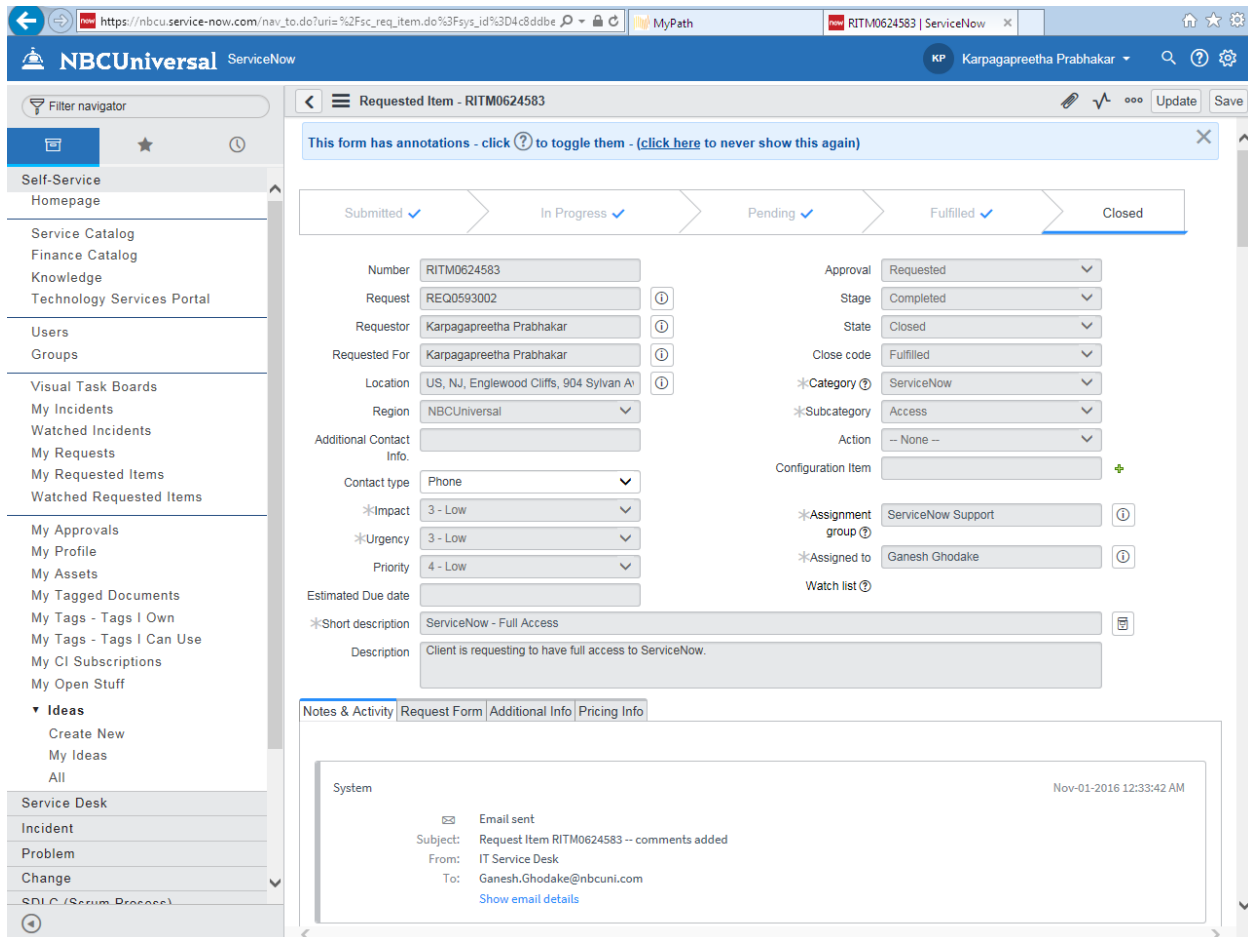
Successful login will direct to Service Now Home page.

2.1 SERVICENOW FULL ACCESS REQUEST

Initially when a ServiceNow access is granted, the user do not have full access to raise change requests, infrastructure requests or application. To create such requests, a full access is mandatory.

Note: To Create any ServiceNow Request, the user must have full access to ServiceNow. To get full access, you can call the NBCU helpdesk: 60018883326221 and ask them to raise a ticket for the same.

An example for a ticket raised by the helpdesk is given in Fig.3.0



The screenshot displays a ServiceNow interface for a ticket titled "Requested Item - RITM0624583". The ticket is in the "Closed" state, with a progress bar showing stages: Submitted, In Progress, Pending, Fulfilled, and Closed. The ticket details include:

- Number: RITM0624583
- Request: REQ0593002
- Requestor: Karpagapreetha Prabhakar
- Requested For: Karpagapreetha Prabhakar
- Location: US, NJ, Englewood Cliffs, 904 Sylvan Av
- Region: NBCUniversal
- Additional Contact Info: (empty)
- Contact type: Phone
- *Impact: 3 - Low
- *Urgency: 3 - Low
- Priority: 4 - Low
- Estimated Due date: (empty)
- *Short description: ServiceNow - Full Access
- Description: Client is requesting to have full access to ServiceNow.

The ticket is assigned to "ServiceNow Support" with the assigned user "Ganesh Ghodake". The ticket is categorized as "ServiceNow" with the subcategory "Access". The ticket is closed with the close code "Fulfilled".

The "Notes & Activity" tab is selected, showing a system message dated Nov-01-2016 12:33:42 AM:

System
Email sent
Subject: Request Item RITM0624583 -- comments added
From: IT Service Desk
To: Ganesh.Ghodake@nbcuni.com
[Show email details](#)

Fig 3.0 ServiceNow Full Access Request

Once the full access is granted, the ServiceNow page will seen as in Fig3.1

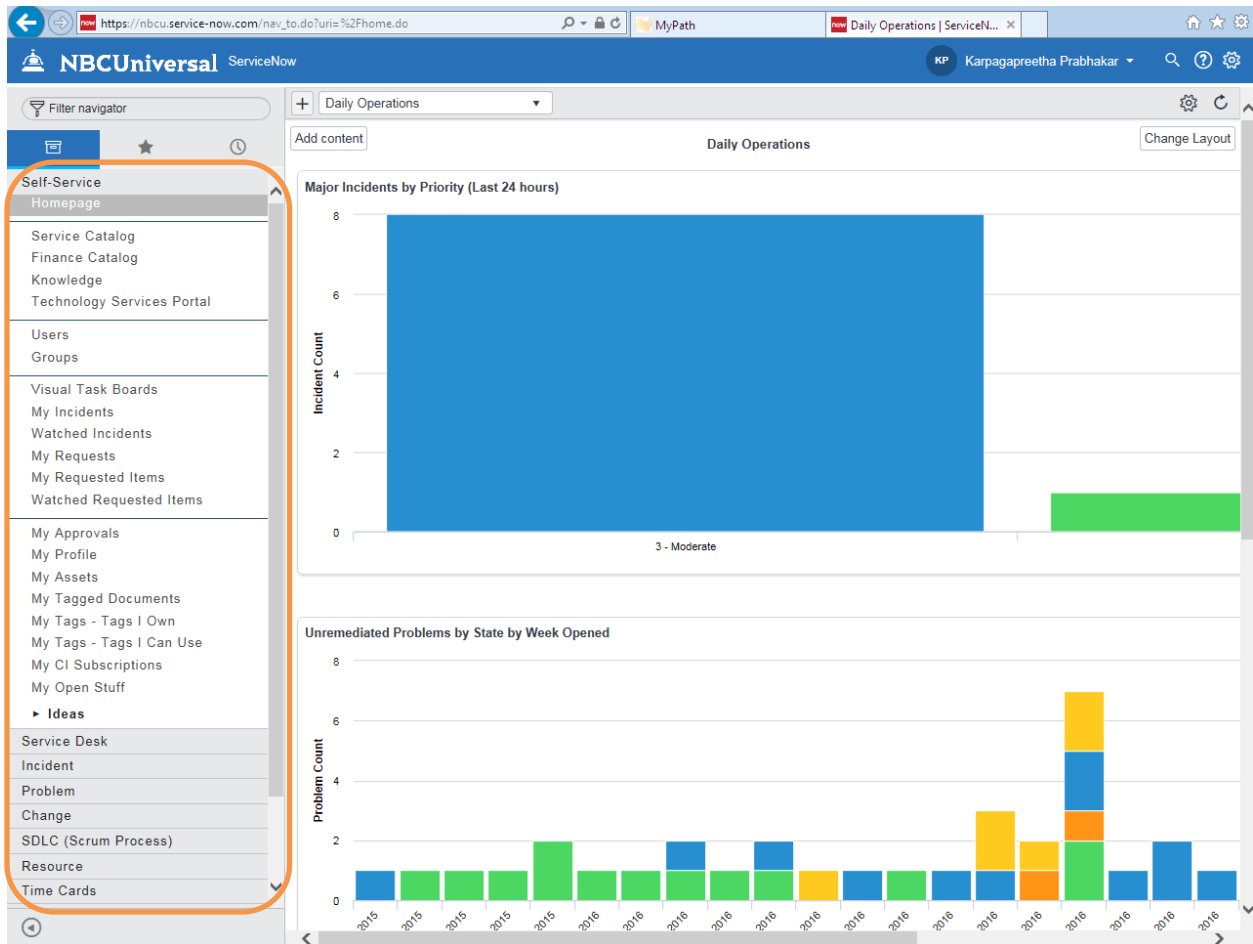


Fig 4.0 Home Page

3. SERVICE NOW TRANSITION

While the transition from PPMC to ServiceNow focuses on the sunset of PPMC requests and the new use of ServiceNow process, it is important to take note of the business scenarios that trigger their use. Below are a few scenarios that illustrate these relationships.

<u>Business User Scenario</u>	<u>ITIL User Scenario</u>	<u>PPMC Request</u>	<u>ServiceNow Process</u>
	I need to make a change to a production system.	RFC	Change Management
	I need to add a new application or update information associated with my application (support group, new ownership, compliance standards, etc).	AMS	Configuration Management
	I'm requesting something from an IT Infrastructure team or need to report an infrastructure related issue.	ISR	Incident Management and Service Request (Catalog)
	I am experiencing a production issue i.e. the application is down.	IMC	Incident Management
A business user finds an issue with the application or wants to make an application related request.	My business user calls me to report an issue or indicates there is something they'd like to see added to an application.	ASR	Incident Management, Service Request (Catalog) and Release Management (Enhancements and Defects)
	I want to group several application related changes together.	APR	Release Management
	I want to track issues related to a change I'm making in my application or issues found in testing.	APD	Release Management (Defect)

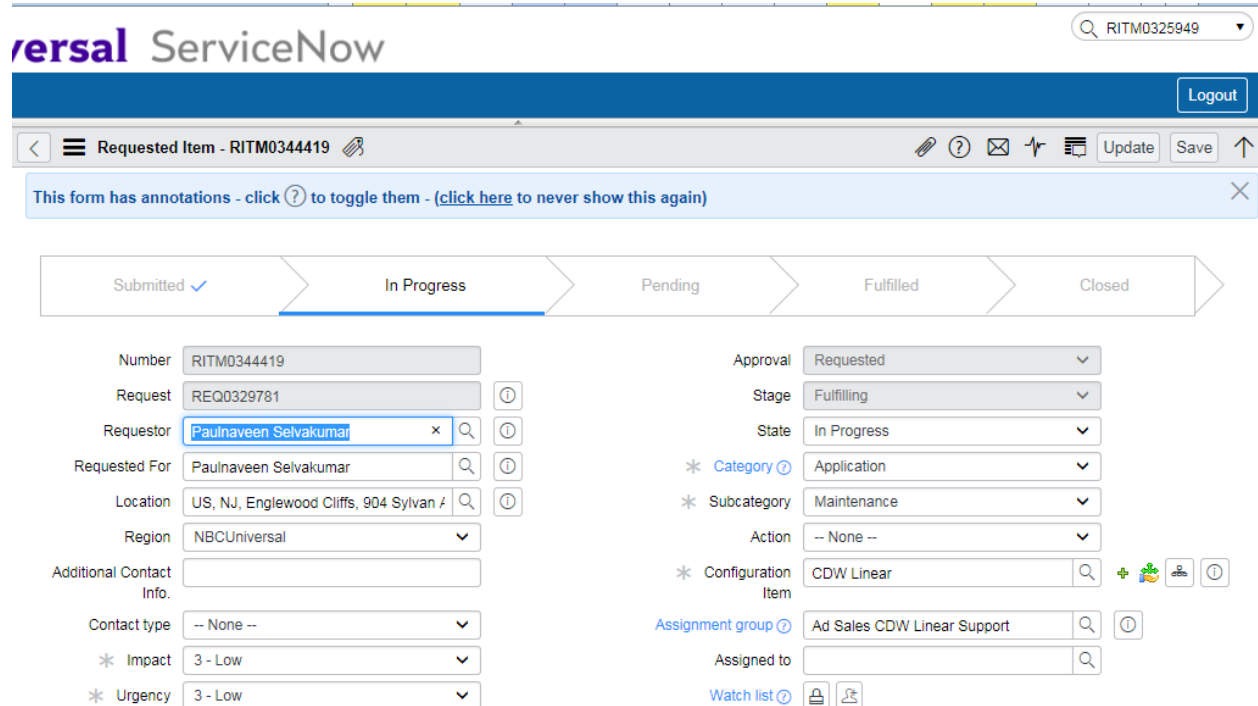
Fig 5.0 PPMC to Service Now Mapping

4. TIME MANAGEMENT

Team members will track the effort on daily/weekly basis on each request created in Service now. This will help to focus on demand management

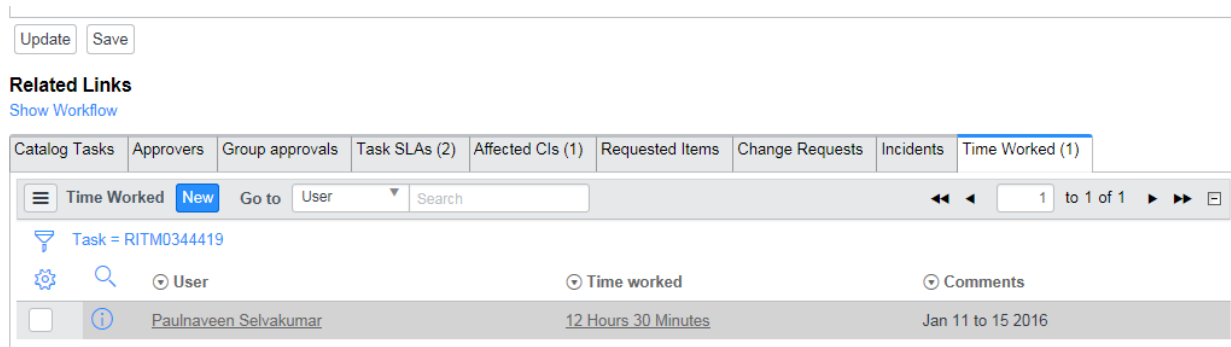
4.1 HOW TO ENTER EFFORT

Step1: Open the request for which effort needs to be created,



Number: RITM0344419
 Request: REQ0329781
 Requestor: Paulnaveen Selvakumar
 Requested For: Paulnaveen Selvakumar
 Location: US, NJ, Englewood Cliffs, 904 Sylvan /
 Region: NBCUniversal
 Additional Contact Info:
 Contact type: -- None --
 * Impact: 3 - Low
 * Urgency: 3 - Low
 Approval: Requested
 Stage: Fulfilling
 State: In Progress
 * Category: Application
 * Subcategory: Maintenance
 Action: -- None --
 * Configuration Item: CDW Linear
 Assignment group: Ad Sales CDW Linear Support
 Assigned to:

Step 2: Go all the way now to the request and select “Time Worked” tab



Update Save

Related Links
[Show Workflow](#)

Catalog Tasks Approvers Group approvals Task SLAs (2) Affected CIs (1) Requested Items Change Requests Incidents **Time Worked (1)**

Time Worked New Go to User Search 1 to 1 of 1

Task = RITM0344419

	User	Time worked	Comments
<input type="checkbox"/>	Paulnaveen Selvakumar	12 Hours 30 Minutes	Jan 11 to 15 2016

Step 3: To put a effort entry to the request, click on New button,

Catalog Tasks Approvers Group approvals Task SLAs (2)

Time Worked New Go to User Search

Task = RITM0344419

Step 4:

Select the user, effort, and enter comment. Then click on submit button.

Time Worked - Created

Task RITM0344419 Time worked Days 00

* User Paulnaveen Selvakumar Hours 15 00 00

Comments Support for week 18 to 22 Jan 2016

Submit Save

Once you submitted, you can see a row created the main request below Time Worked tab

Catalog Tasks Approvers Group approvals Task SLAs (2) Affected CIs (1) Requested Items Change Requests Incidents Time Worked (2)

Time Worked New Go to User Search 1 to 2 of 2

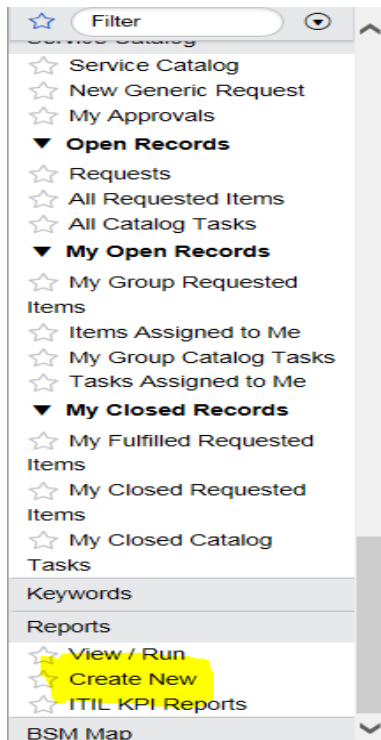
Task = RITM0344419

User Time worked Comments

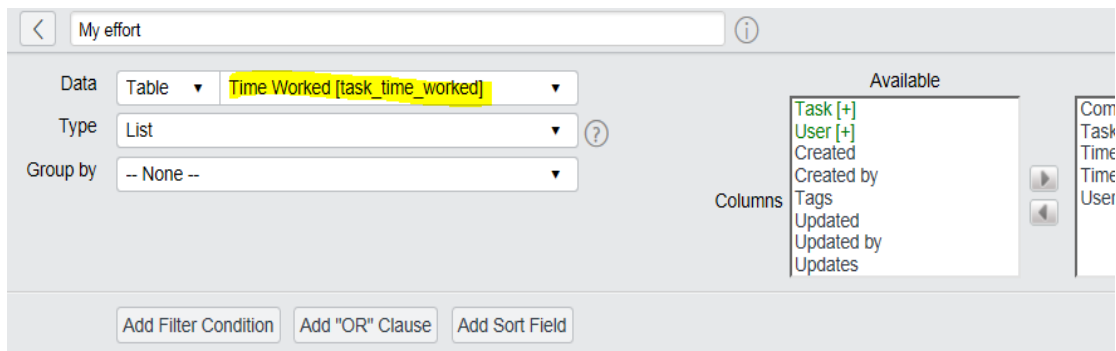
Paulnaveen Selvakumar 15 Hours Support for week 18 to 22 Jan 2016

4.2 HOW TO CHECK EFFORT

Step1: Create a New report to track your efforts



Step2: Data Table to be Used 'Time Worked[task_time_worked]'. Required columns can be added based on the needs.



Step3:

Add Filter conditions on User and Created Columns. Created column can be modified for every corresponding week.

Add Filter Condition
Add "OR" Clause
Add Sort Field

All of these conditions must be met

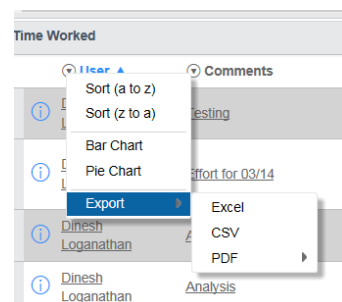
User
is
Ganesh Chidella
AND OR X

Created
between
Mar-28-2016 12:00:00 AM
and
Apr-01-2016 11:59:59 PM

Step4: Report Generated will give the effort entered for that particular week. This report can be used to quickly check the week's efforts (Ideally greater than or equal to 40)

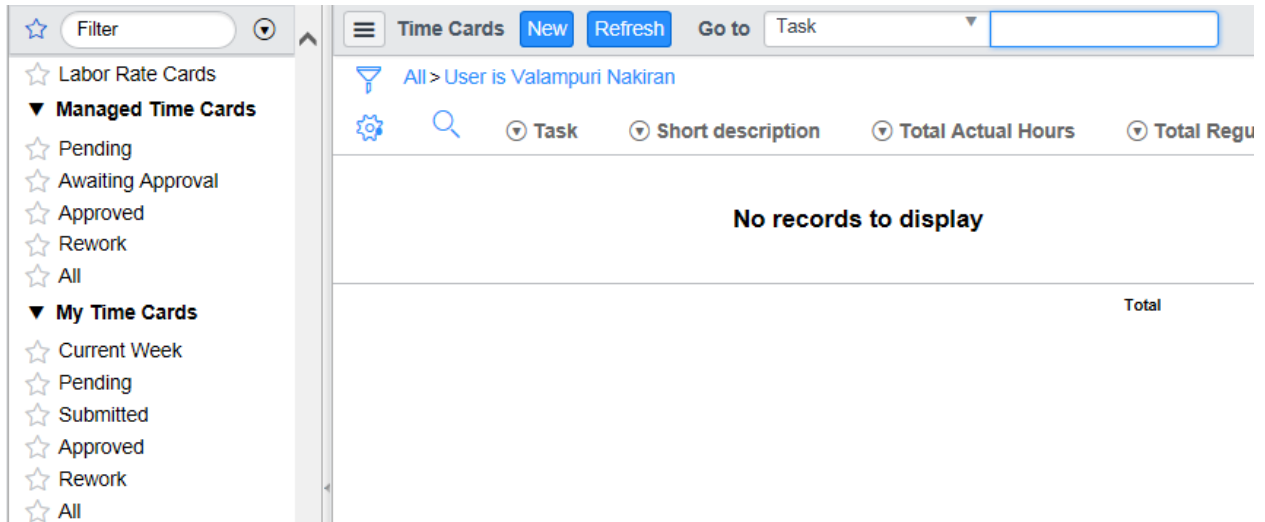
Time Worked					
1 to 11 of 11					
Comments	Task	Time in seconds	Time worked	User	
Operations - Mar 30	RITM0399892	10,800	3 Hours	Ganesh Chidella	
Fandango Enhancement - Mar 30	RITM0399892	18,000	5 Hours	Ganesh Chidella	
Operations - Mar 31	RITM0399892	10,800	3 Hours	Ganesh Chidella	
Fandango Enhancement - Mar 29	RITM0399892	18,000	5 Hours	Ganesh Chidella	
EACS Implementation for Fandango - Mar 31	RITM0298585	10,800	3 Hours	Ganesh Chidella	
EACS Implementation for Fandango - Apr 1	RITM0298585	18,000	5 Hours	Ganesh Chidella	
Operations - Apr 1	RITM0399892	10,800	3 Hours	Ganesh Chidella	
Operations - Mar 29	RITM0399892	10,800	3 Hours	Ganesh Chidella	
Enhancements - Mar 31	RITM0399892	7,200	2 Hours	Ganesh Chidella	
EACS Implementation - Mar 28	RITM0298585	18,000	5 Hours	Ganesh Chidella	
Operations - Mar 28	RITM0399892	10,800	3 Hours	Ganesh Chidella	

Step5: Report can be exported in different formats for future reference.



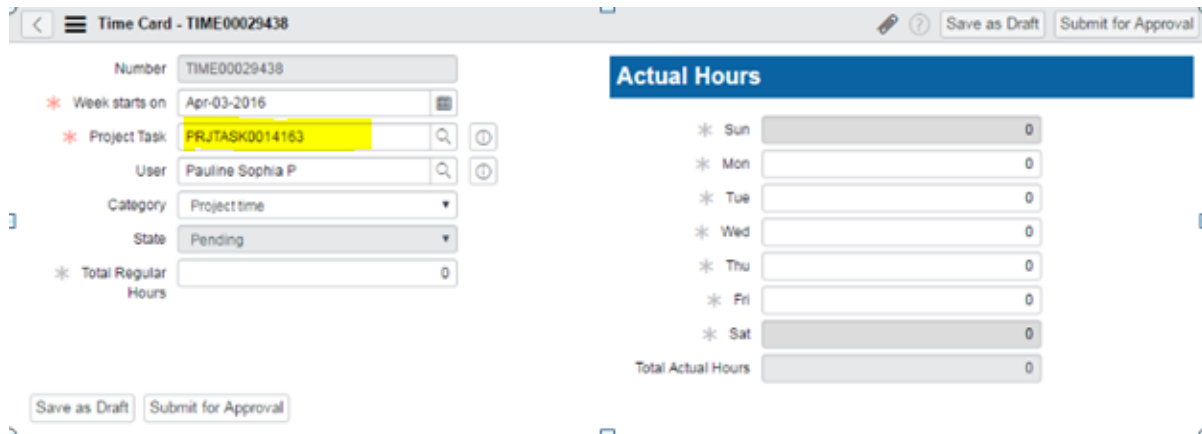
4.3 HOW TO ENTER TIME CARD

Step1: To put a effort entry to the request, click on New button.



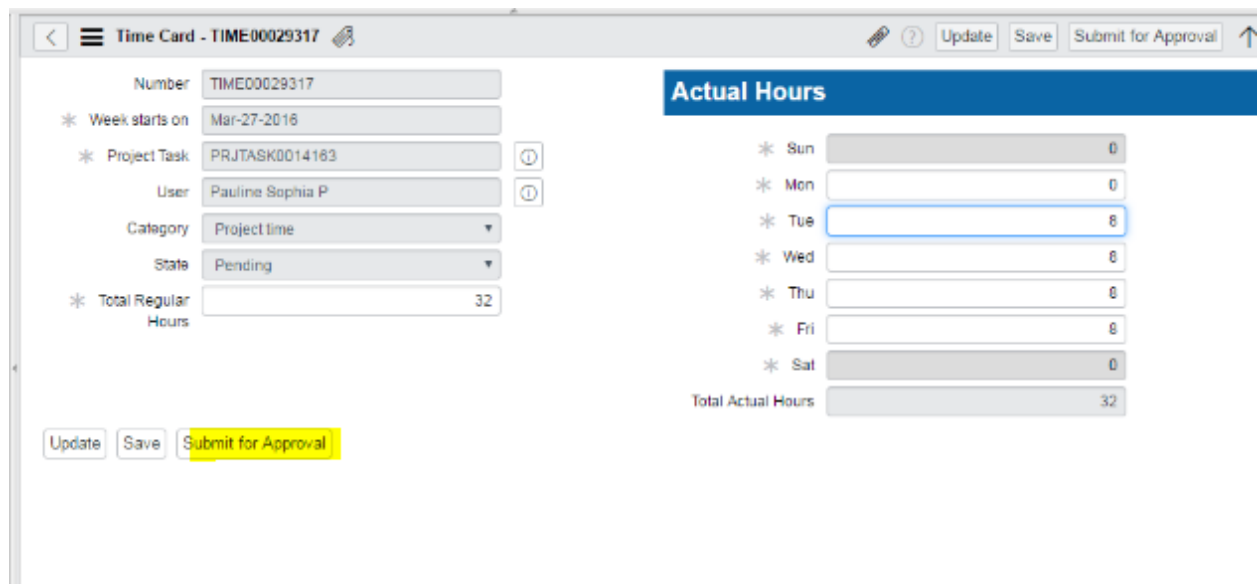
The screenshot shows the 'Time Cards' interface. On the left, there's a sidebar with a 'Filter' dropdown and a list of categories: 'Labor Rate Cards', 'Managed Time Cards' (with sub-items: Pending, Awaiting Approval, Approved, Rework, All), and 'My Time Cards' (with sub-items: Current Week, Pending, Submitted, Approved, Rework, All). The main panel has a header with 'Time Cards', 'New', 'Refresh', 'Go to' (set to 'Task'), and a search bar. Below the header, there's a filter icon, a search icon, and a list of columns: 'Task', 'Short description', 'Total Actual Hours', and 'Total Regu'. The main content area displays 'No records to display'.

Step2 : Select the assigned project specific project task.



Actual Hours	
* Sun	0
* Mon	0
* Tue	0
* Wed	0
* Thu	0
* Fri	0
* Sat	0
Total Actual Hours	0

Step3 : Enter the actual hours for each corresponding day & total regular hours.



Actual Hours	
* Sun	0
* Mon	0
* Tue	8
* Wed	8
* Thu	8
* Fri	8
* Sat	0
Total Actual Hours	32

Step4 : On Successful completion, submit for approval.

5. CHANGE MANAGEMENT

Change Management helps organizations understand and work to minimize risks of changes to the IT environment. It is essentially a process for managing the people-side of change. ServiceNow helps implement your Change Management process by providing on-demand capabilities for creating, assessing, approving and implementing changes to your environment.

Within the platform, changes are handled using the task record system. Each change is generated through a variety of means as a task record, populated with the pertinent information in individual fields. These tasks can be assigned to appropriate change management team members, who will deal with the task as appropriate. Once the change has been properly implemented, it is closed.

5.1 CHANGE REQUEST CREATION STEPS

- **Step1: Click on the Change drop down button in the left side of the portal under Self Service.**

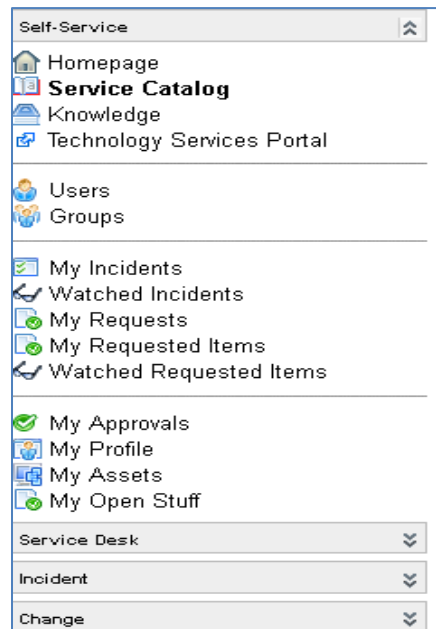


Fig 6.0 Service catalog Menu -1

- **Step2: Click on Normal Change to get the change request initiate page in right side of the portal.**

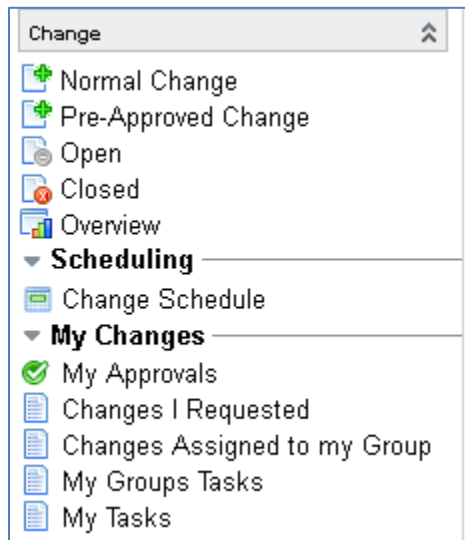


Fig 7.0 Service catalog Menu -2

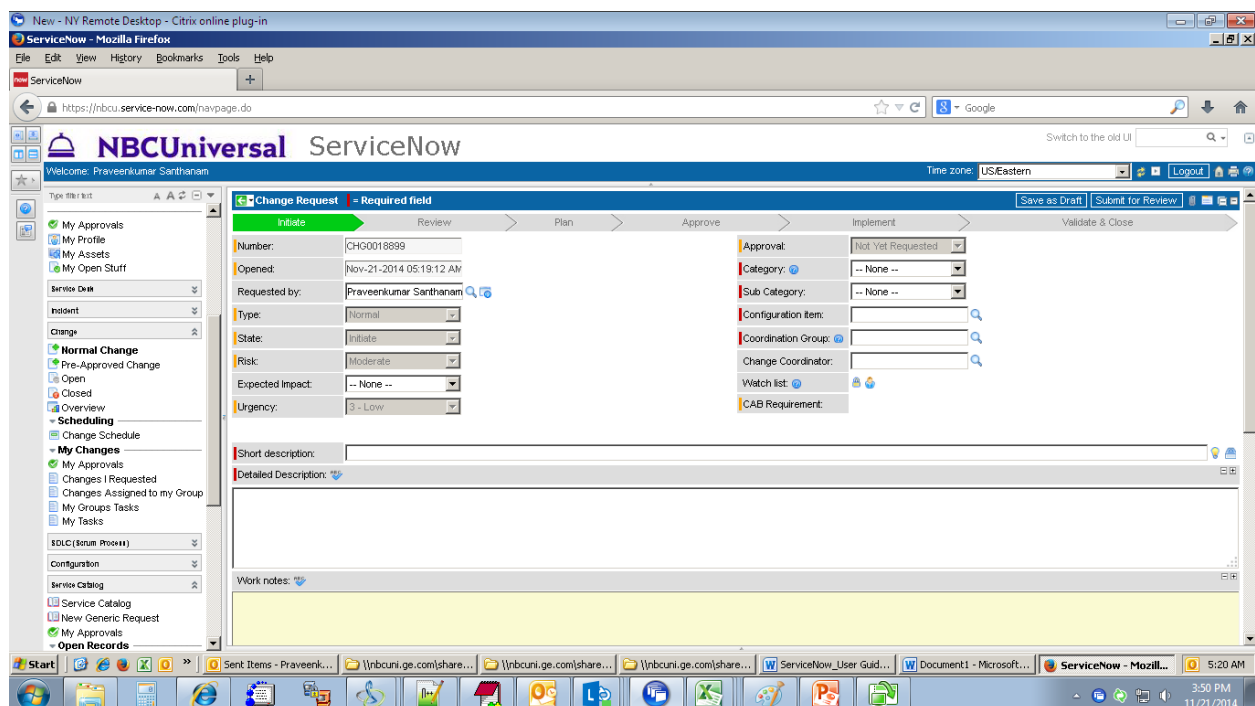
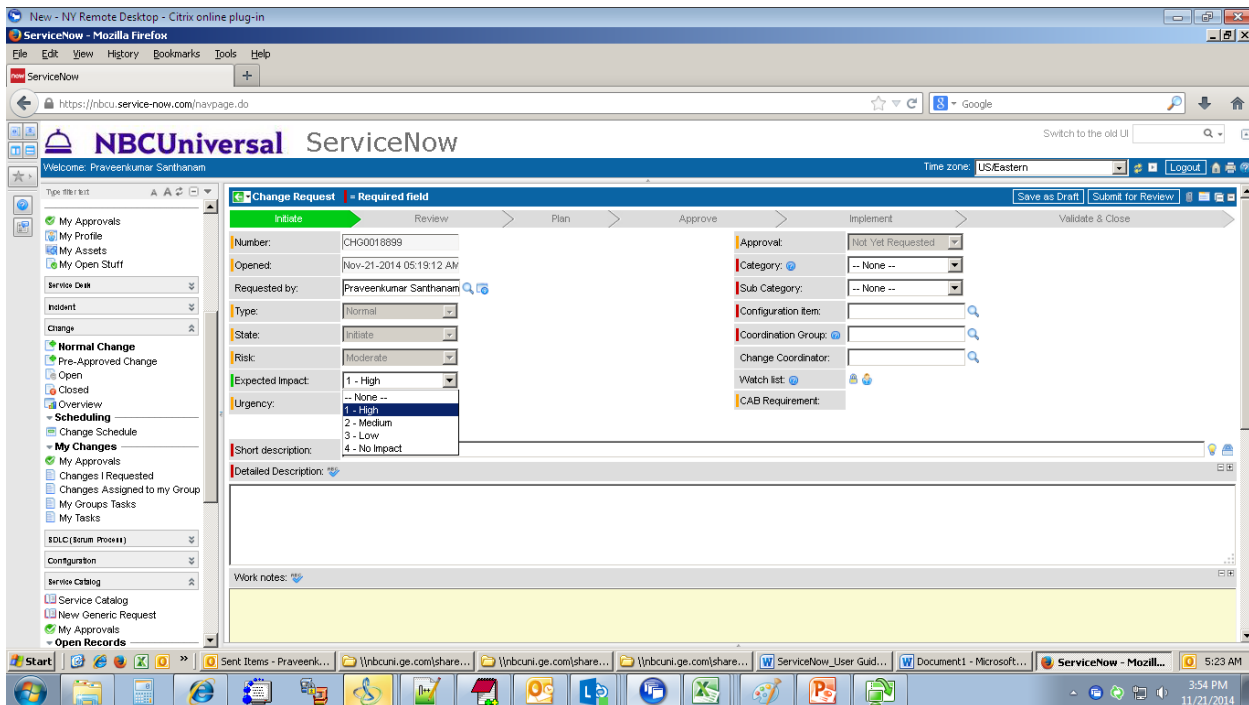


Fig 8.0 - Change Request Initiate Page

➤ **Step3 : Fill the below details in the Initiate screen.**

1. Requested by : User name raising the request
2. Expected Impact : High or Medium or Low No Impact
3. Category : Application Only or Infrastructure based or Application and Infrastructure
4. Sub Category : Based on Category type, sub-Category details needs to be provided
 - If Category is Application : (Bug Fixes or Enhancement or Info Security or Install or Release or Relocation or Upgrade or Maintenance or Retire)
 - If Category is Infrastructure Based : (Configure or Info Security or Install/Setup or Recycle or Relocation or Retire/Decommission or Upgrade in Sub category drop down.
5. Configuration Item – Application Name (CDW)
6. Coordination Group – CDW Support
7. Change Coordinator – Person who raised request
8. Short Description – Heading of the Task
9. Detailed description – Provide detailed description about the change request.
10. Requested Start and End Date - Start time of the change and end time of the change.



The screenshot shows the ServiceNow 'Initiate' screen for a Change Request. The 'Urgency' dropdown menu is open, showing options: 1 - High, 2 - Medium, 3 - Low, and 4 - No Impact. The '1 - High' option is selected. The form includes fields for Number, Opened, Requested by, Type, State, Risk, Expected Impact, Category, Sub Category, Configuration Item, Coordination Group, Change Coordinator, Watch list, CAB Requirement, Short description, Detailed Description, and Work notes.

Fig 9.0 – Urgency drop down section selection

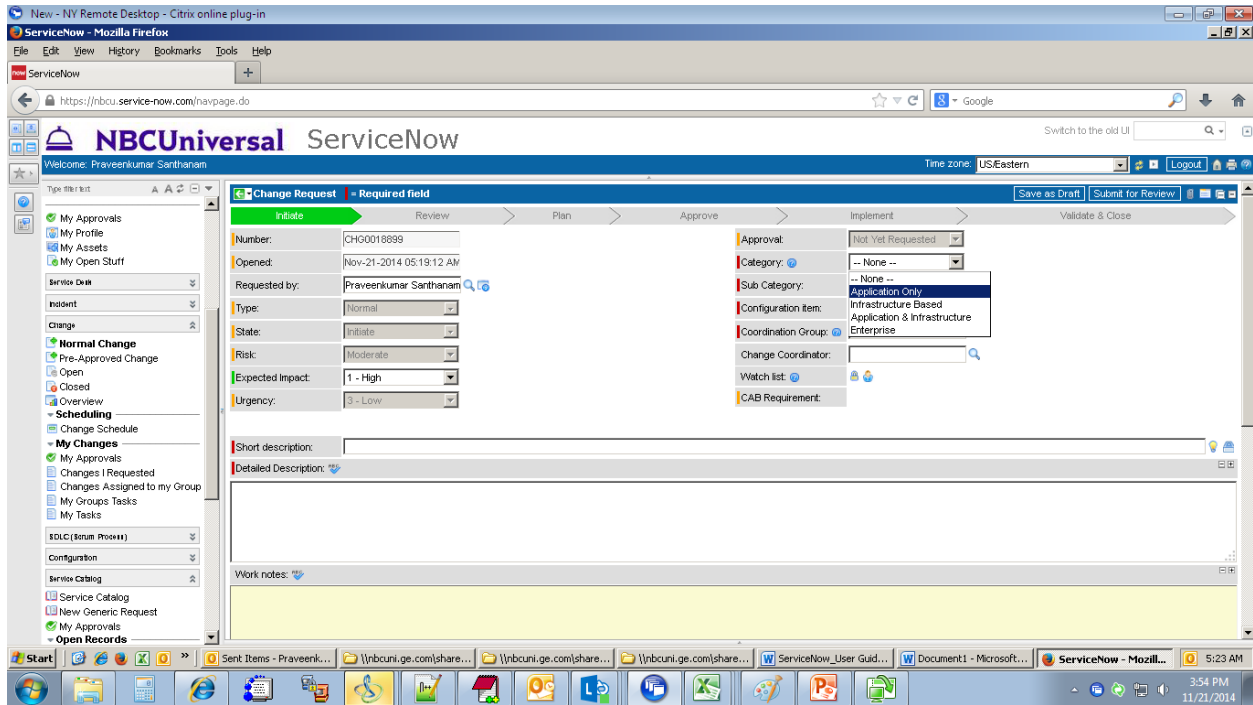


Fig 10.0 – Category drop down section selection

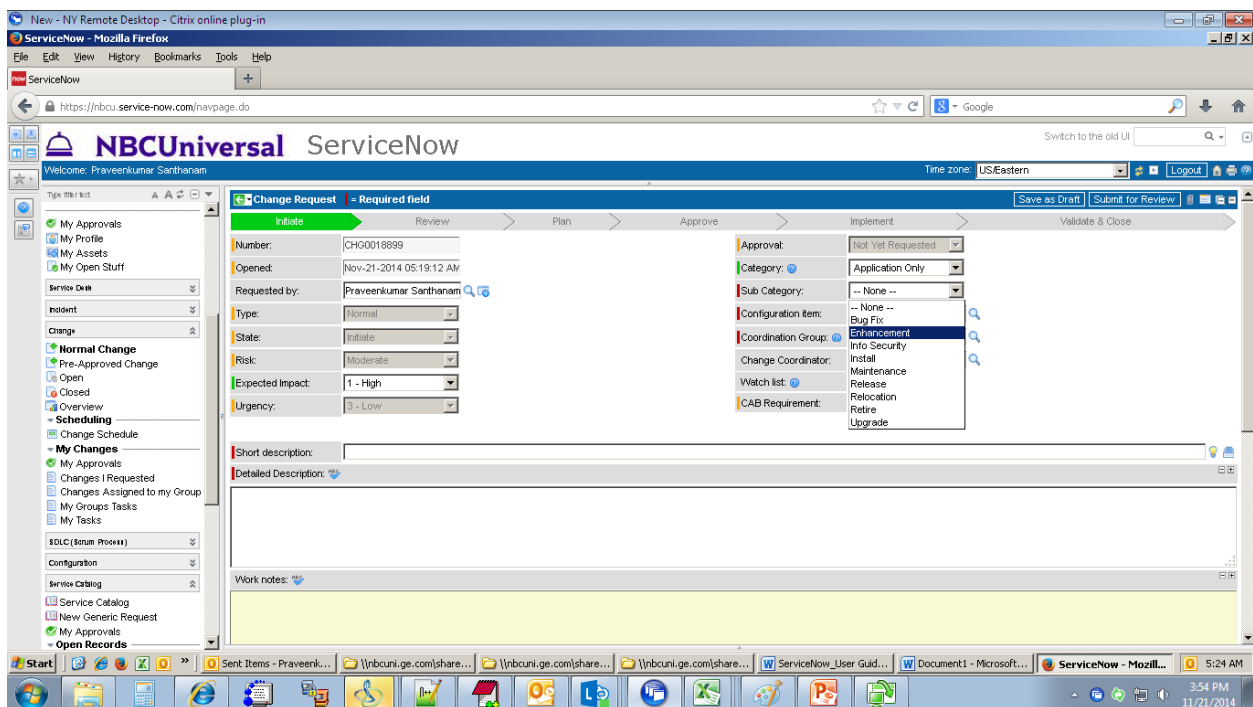


Fig 11.0 – Sub Category drop down section selection

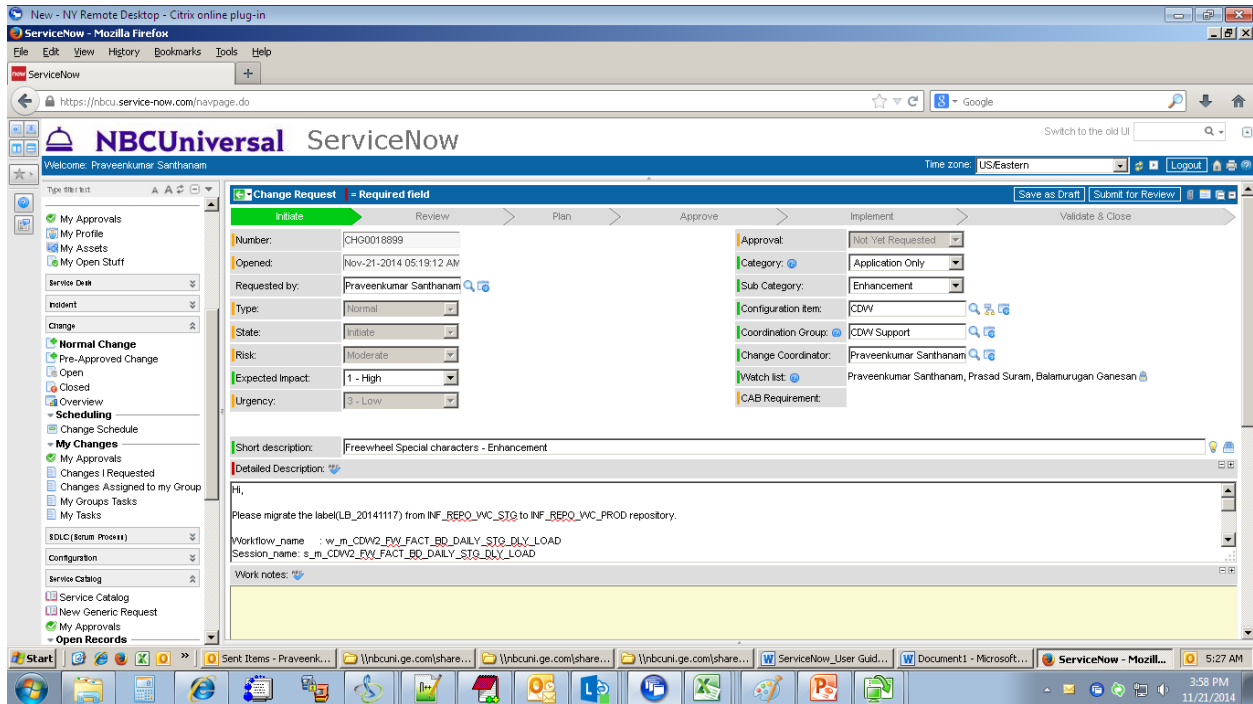


Fig 12.0 –Coordination Group, Change coordinator and Watch list selection

Coordination Group : Request raised resource group

Change Coordinator : Person who raised request

Watch List : CCing the ticket tracking process, provide e-mail ids in Watch list

Next go to planning tab in the same screen in bottom, select Business sign off drop down selection and write Post implementation test plan.

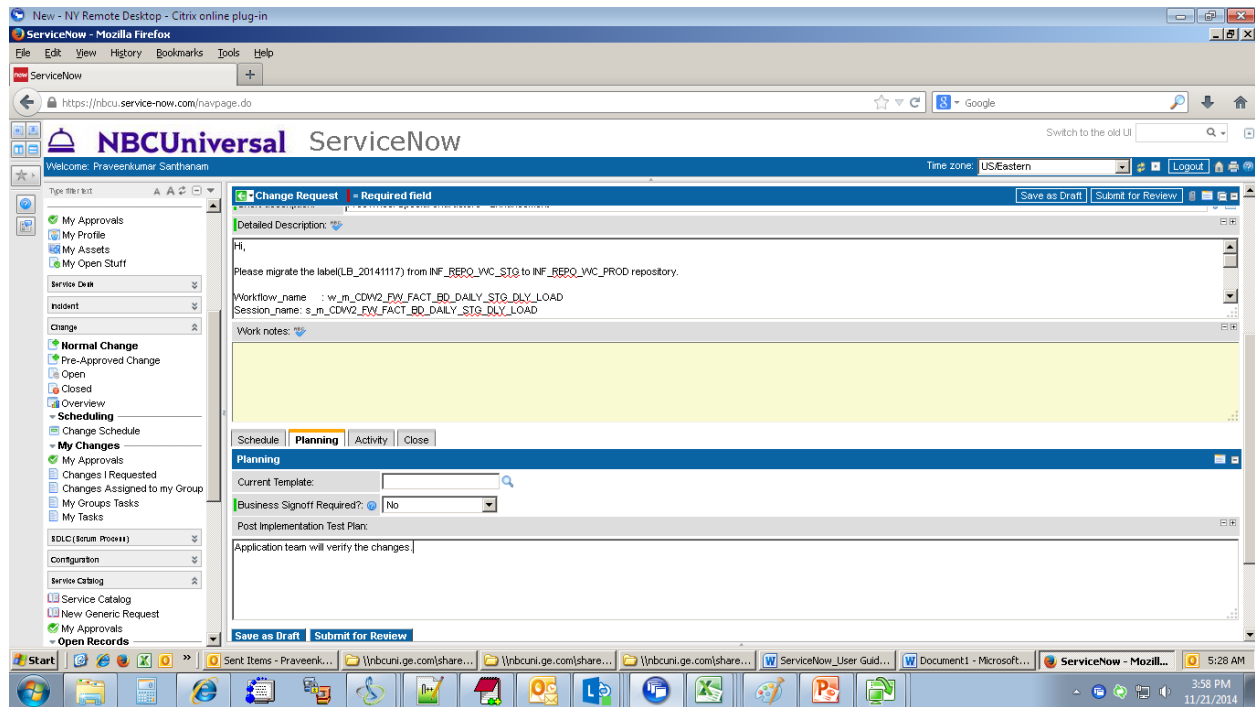


Fig 13.0 –Business Signoff Required and Post Implementation test plan section

*After Business signoff and Post implementation test plan, click on Save As Draft button on top right side.
Next fill Requested start date and requested end date and click on Save As Draft button.*

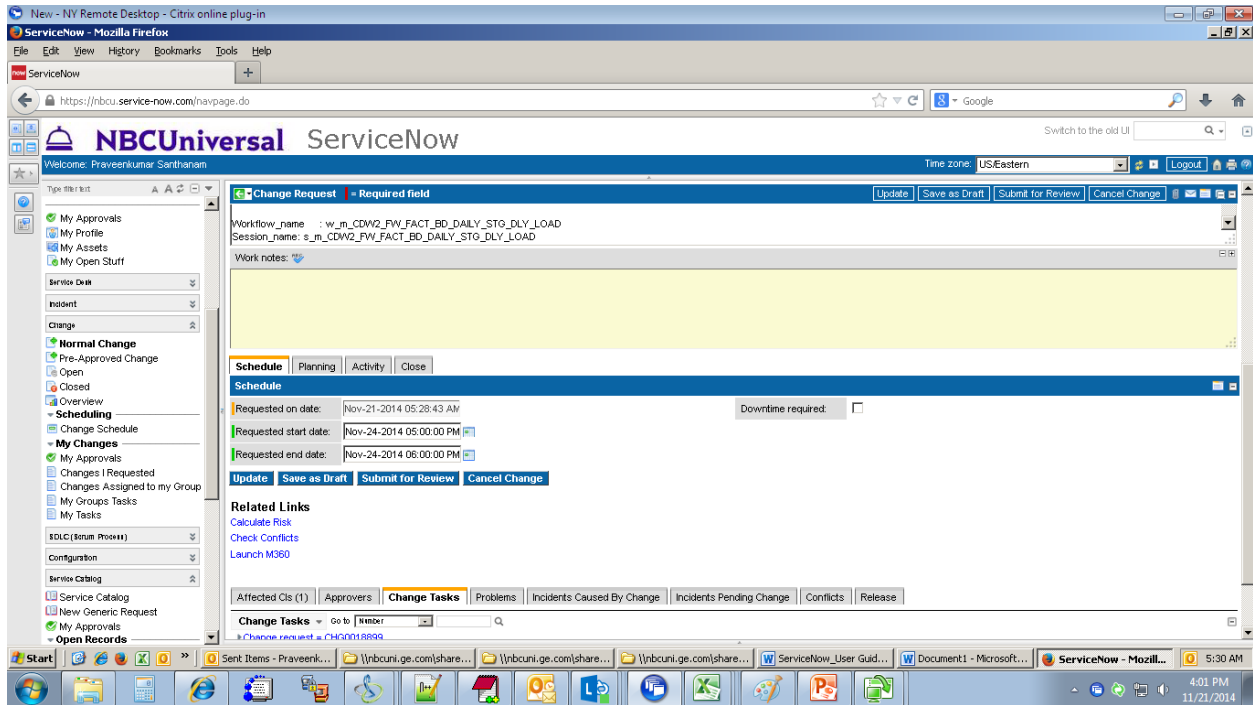


Fig 14.0 –Request start date and request end date section

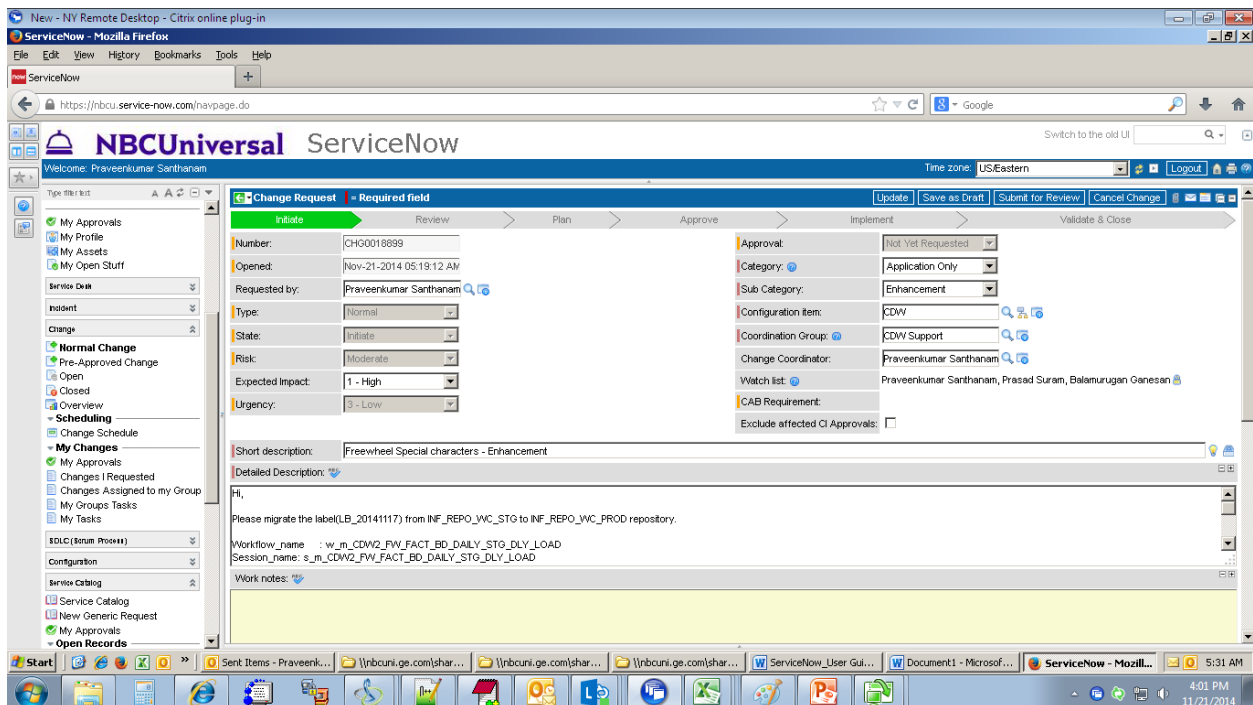
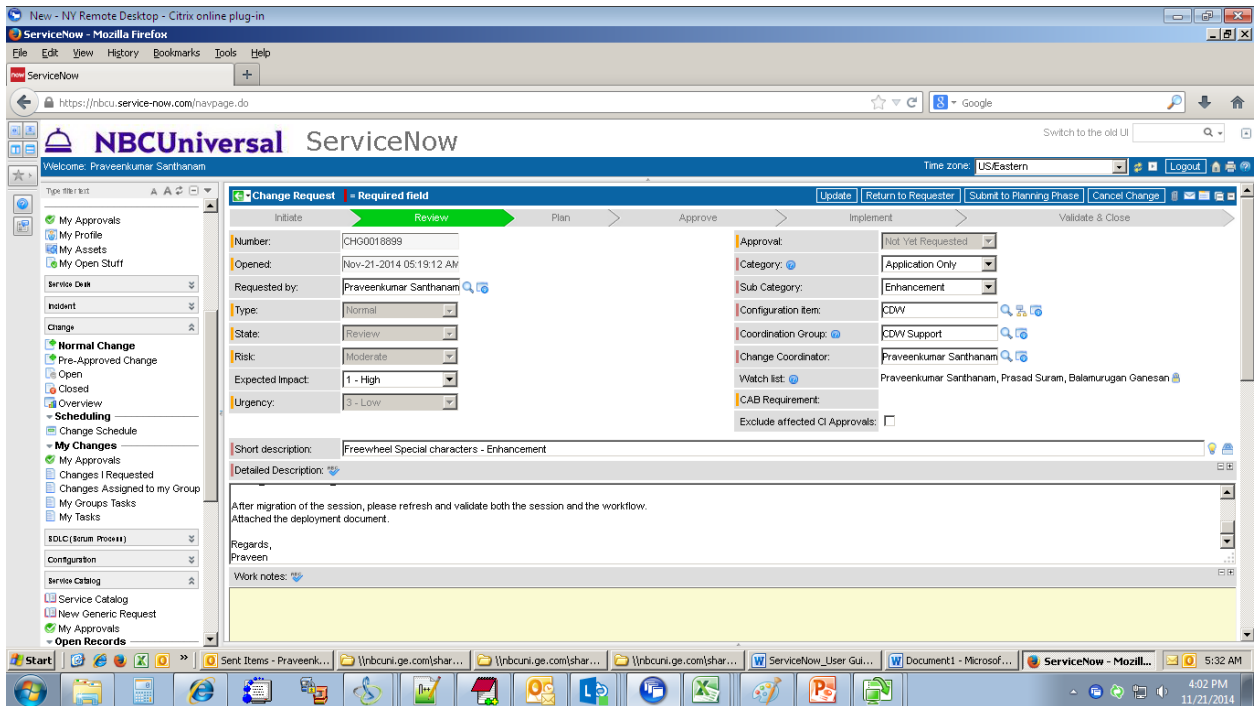


Fig 15.0 –Submit for review page

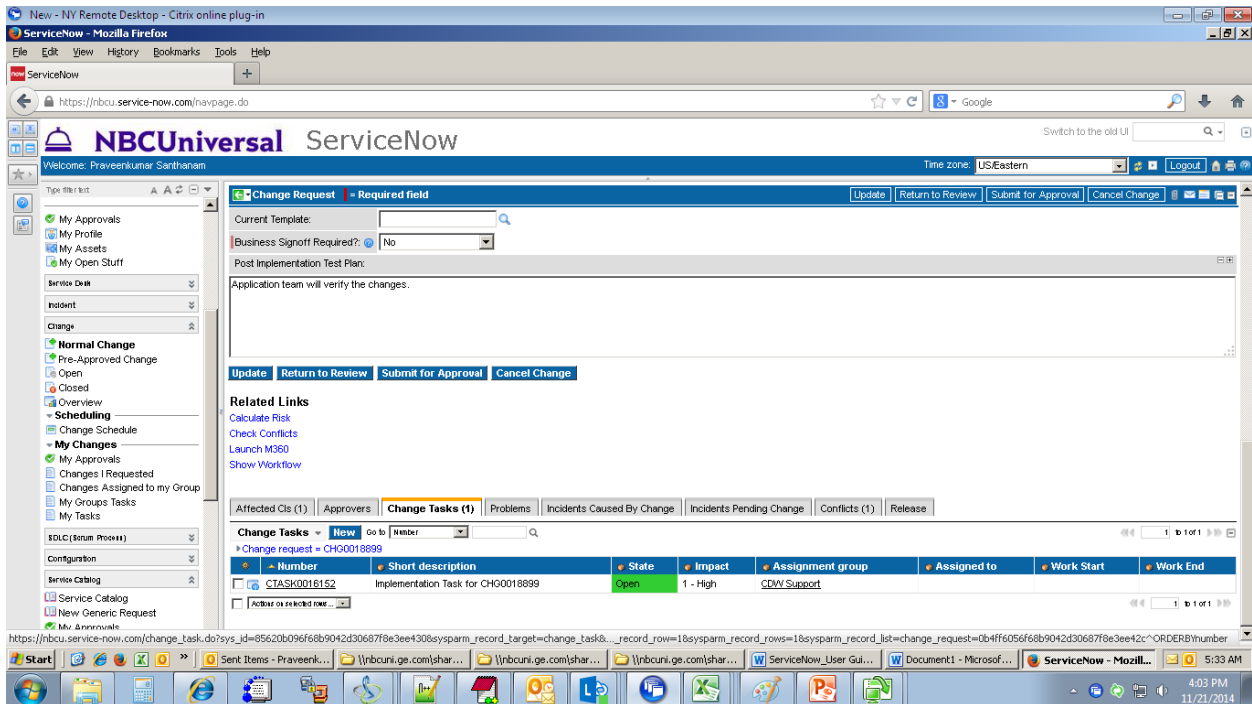
Next click on Submit for planning phase button



The screenshot shows the ServiceNow interface for a Change Request. The left sidebar contains navigation links like 'My Approvals', 'My Profile', 'My Assets', and 'My Open Stuff'. The main area is titled 'Change Request' and is in the 'Review' phase. The form includes fields for 'Number' (CH00018899), 'Opened' (Nov-21-2014 05:19:12 AM), 'Requested by' (Praveenkumar Santhanam), 'Type' (Normal), 'State' (Review), 'Risk' (Moderate), 'Expected Impact' (1 - High), and 'Urgency' (3 - Low). There are also dropdowns for 'Approval' (Not Yet Requested), 'Category' (Application Only), 'Sub Category' (Enhancement), 'Configuration Item' (CDW), 'Coordination Group' (CDW Support), 'Change Coordinator' (Praveenkumar Santhanam), 'Watch list' (Praveenkumar Santhanam, Prasad Suram, Balamurugan Ganesan), and 'CAB Requirement' (Exclude affected CI Approvals: ☐). A 'Short description' field contains 'Freewheel Special characters - Enhancement'. Below the form, there is a 'Detailed Description' section with a message about session migration and a 'Work notes' section.

Fig 16.0 –Submit for Planning phase page

Next click on Submit for Planning phase to get the below screen with automatically created CTASK.



The screenshot shows the ServiceNow interface after clicking 'Submit for Approval'. The 'Change Request' form is still visible, but the 'Change Tasks' table is now populated. The table has columns for 'Number', 'Short description', 'State', 'Impact', 'Assignment group', 'Assigned to', 'Work Start', and 'Work End'. The table contains one row with the following data:

Number	Short description	State	Impact	Assignment group	Assigned to	Work Start	Work End
CTASK00016152	Implementation Task for CH00018899	Open	1 - High	CDW Support			

Below the table, there is a 'Related Links' section with links for 'Calculate Risk', 'Check Conflicts', 'Launch M360', and 'Show Workflow'. The 'Change Tasks' tab is selected in the top navigation bar.

Fig 17.0 –After click on Submit for Planning phase page

Click on the CTASK and fill the following details as shown below screen

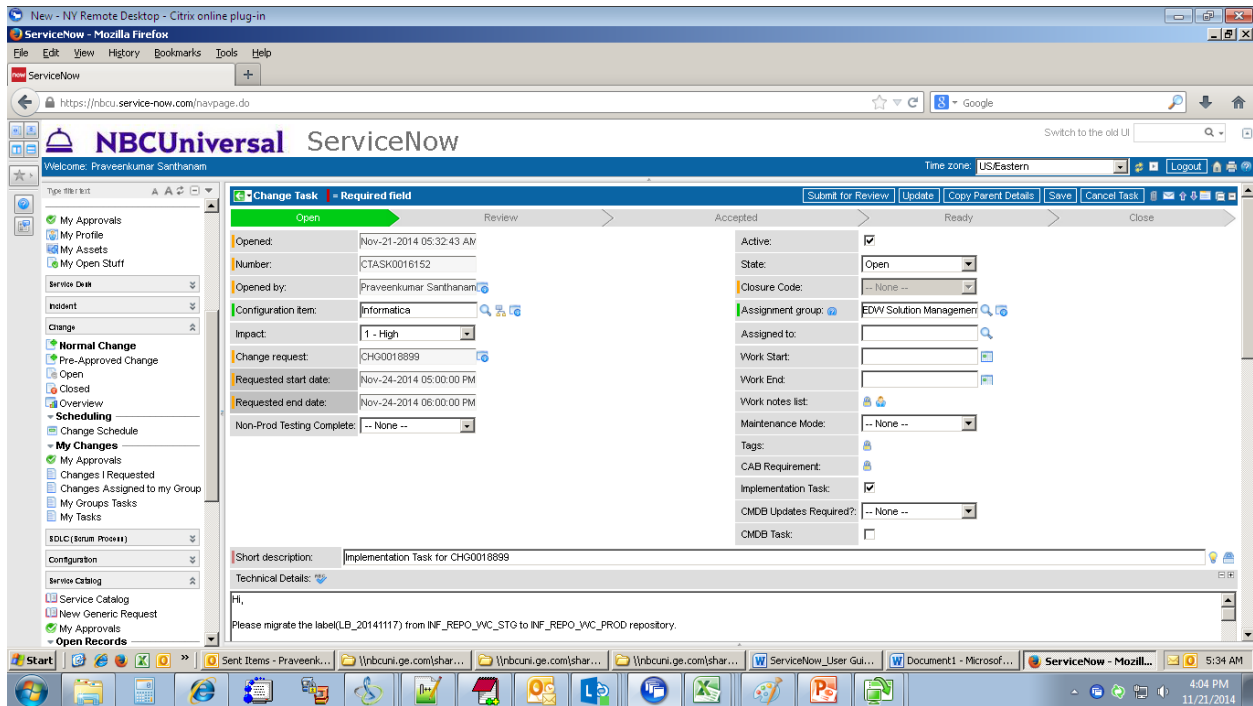


Fig 18.0 –Change Task window page

Category Item : If the changes related to Informatica then need to select Informatica or DB changes then need to select Teradata as shown above screen.

Non Prod Testing Complete : Need give select 'Yes see attached' and attach it test plan with this ticket.

Assignment group : Database related prod move assign to [EDW Solution Architecture](#) or Informatica related prod move assign to [EDW Solution Management](#)

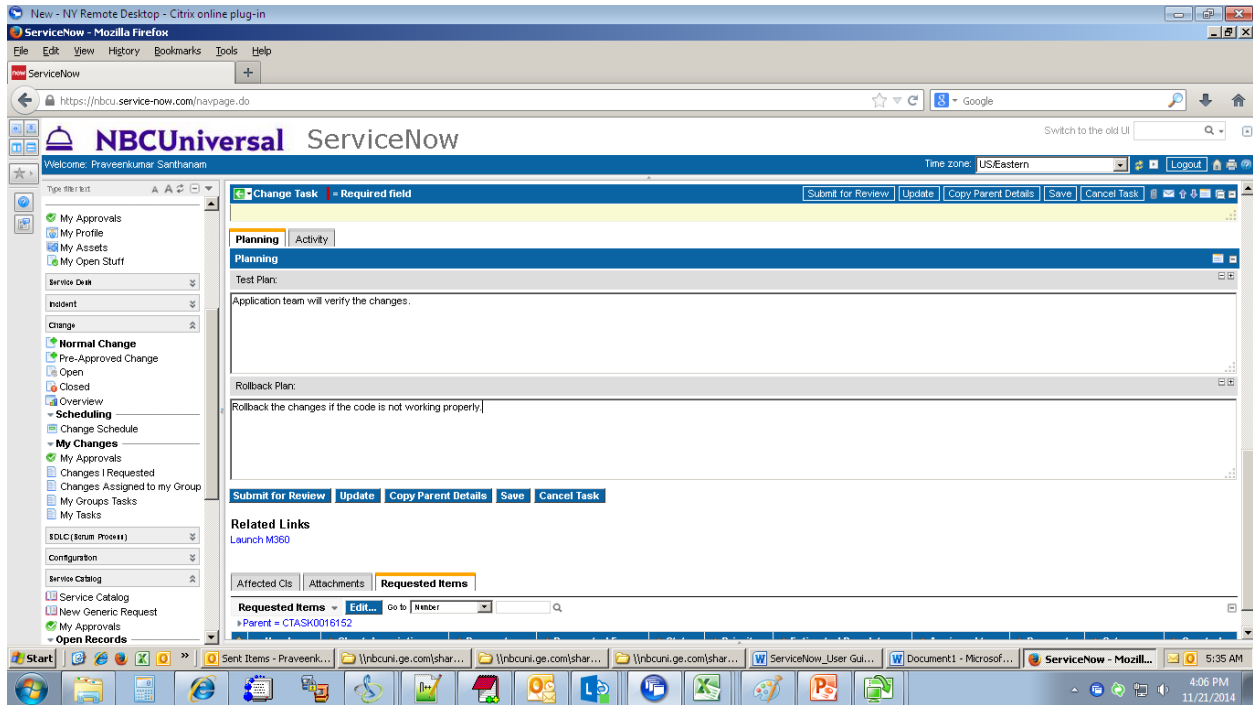


Fig 19.0 –Planning details in Change Task window page

Planning : Need to write in Rollback plan section

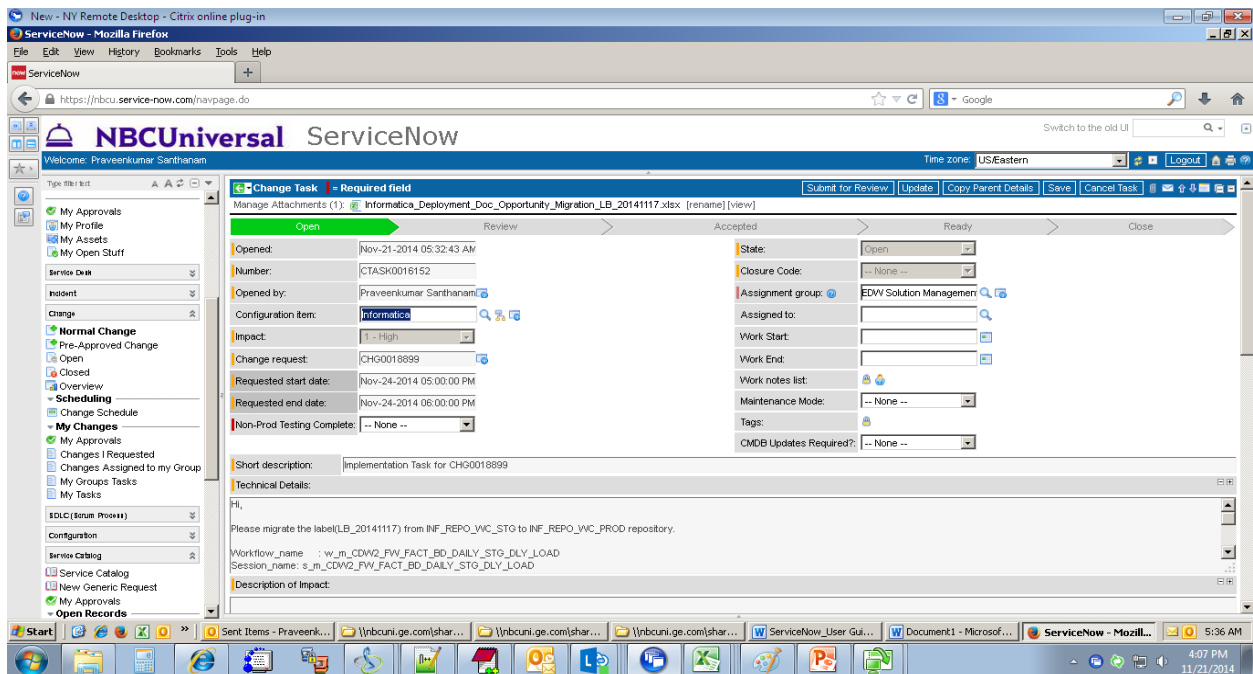


Fig 20.0 –Click on Submit for review page

Click submit for review after all details are filled as above.

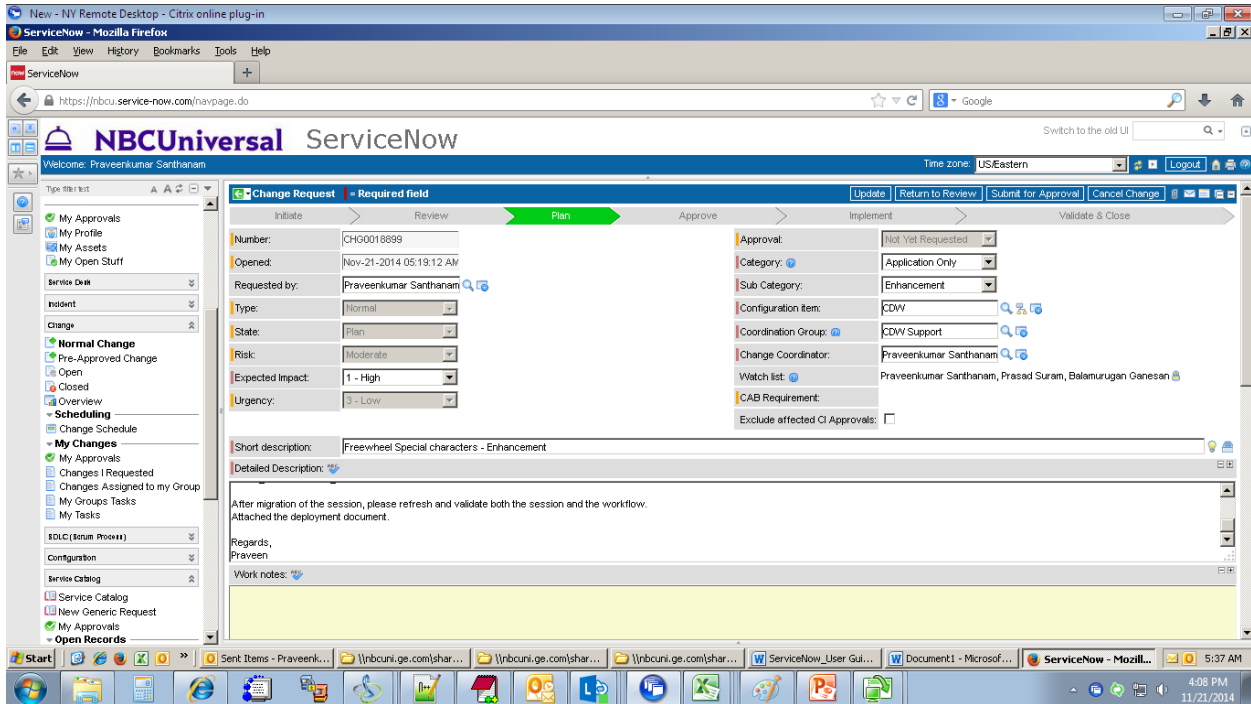


Fig 21.0 –Plan page

- The change request assigned group will pick the request and review the changes. Request will be sent back to the requestor if need more details.
- If request details are correct then Implementation team will schedule the request.
- Once request is scheduled , will be sent for approval from Business Owner.
- Coordinate with Business Owner for approval.
- Implementation team will implement the changes as per schedule.
- After Implementation is completed , ticket needs to be validated and closed.

6. SERVICE CATALOG REQUEST

Service catalogs provide a customer-facing view of available service and product offerings provided by departments within the organization. This allows organizations to promote these offerings in a structured and easily navigable way, and encourages customers to access catalogs to serve their own needs.

A well-defined and managed service catalog provides:

- A self-service opportunity for customers.
- A single portal to present all service and product offerings.
- A standardized approach to request fulfillment.
- Management of customer expectations.

The aim of service catalog management is to ensure the accuracy and availability of the items provided within the catalogs.

The Service Catalog application allows you to define and manage all aspects of your service catalogs, including the ability to define the available catalog items, define specific request fulfillment workflows, and create customizable catalog portal pages.

There are two types of services under Service Catalog.

1. **Application Service Request - ASR**
2. **Infrastructure Service Request - ISR**

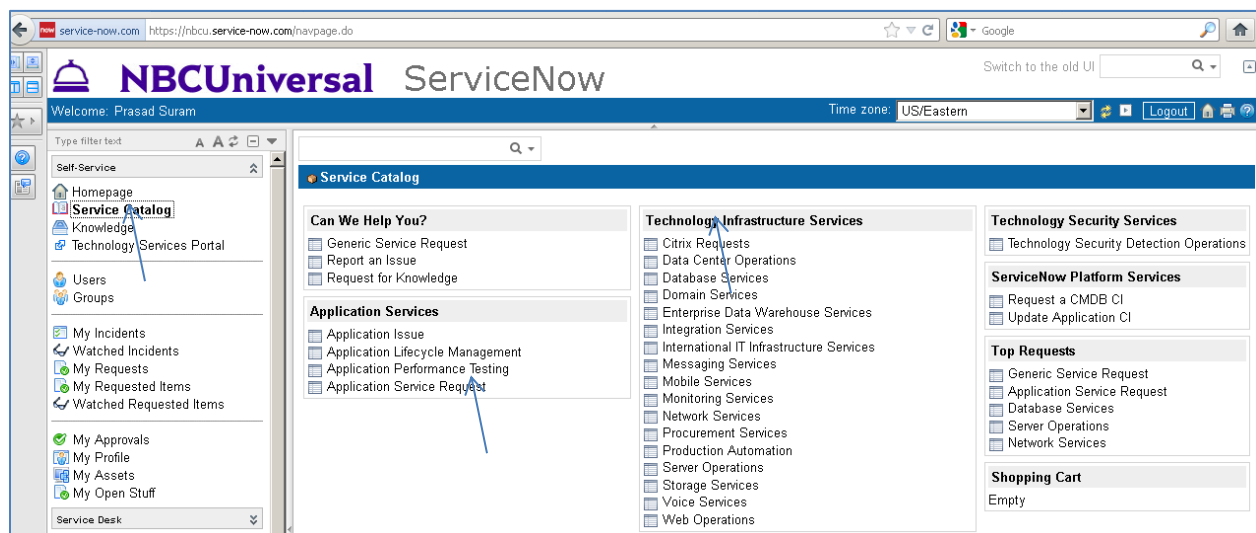


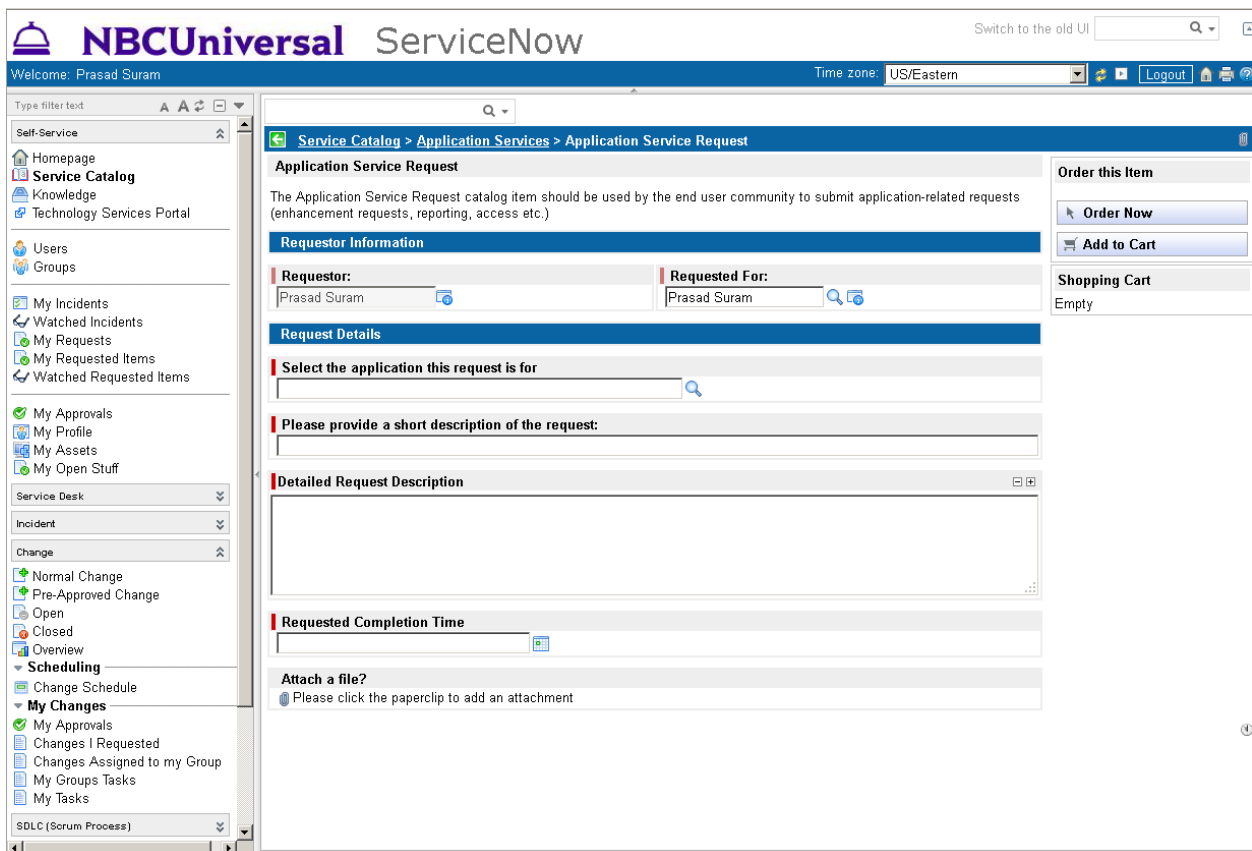
Fig 22.0 Service Catalog Screen

6.1 APPLICATION SERVICE REQUEST - ASR

The Application Service Request catalog item should be used by the end user community or Support team to submit application-related requests (enhancement requests, reporting, access etc). We have any code enhancement requests, Bug-Fix requests and Script migration requests then create Application service request by END USER or Support team.

Please follow the below steps for creating the ASR requests:

- **Step1** : Click on the Service Catalog
- **Step2** : Click on the Application Service request under Application Services



The screenshot displays the ServiceNow interface for creating an Application Service Request (ASR). The breadcrumb trail at the top reads: **Service Catalog > Application Services > Application Service Request**. The main form area is titled **Application Service Request** and includes a description: "The Application Service Request catalog item should be used by the end user community to submit application-related requests (enhancement requests, reporting, access etc.)".

Requestor Information

Requestor: Prasad Suram	Requested For: Prasad Suram
-----------------------------------	---------------------------------------

Request Details

Select the application this request is for

Please provide a short description of the request:

Detailed Request Description

Requested Completion Time

Attach a file?
Please click the paperclip to add an attachment

On the right side, there is a section for **Order this Item** with buttons for **Order Now** and **Add to Cart**, and a **Shopping Cart** showing it is empty.

Fig 23.0 ASR Request page

- **Step3** : User name of the Requester
- **Step4** : Requested For - for whom you are raising this request.
- **Step5** : Select the application for this request

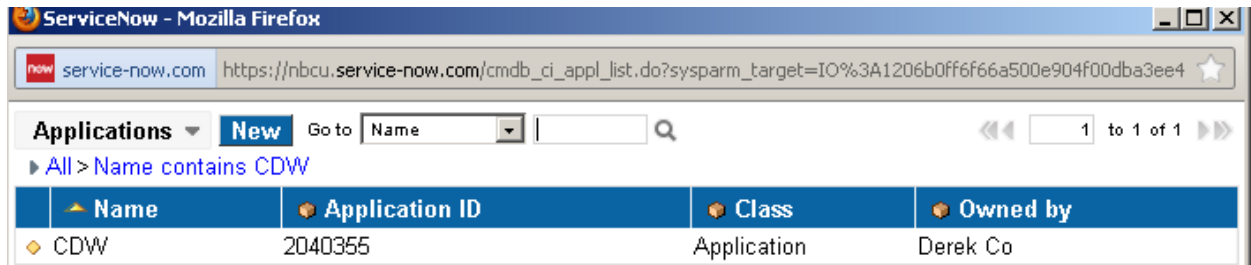


Fig 24.0 Application Name selection

- **Step6** : Short description of the request
- **Step7** : Detailed request description
- **Step8** : Request Completion Time
- **Step9** : Click on the attachments in right top corner to attach supporting document

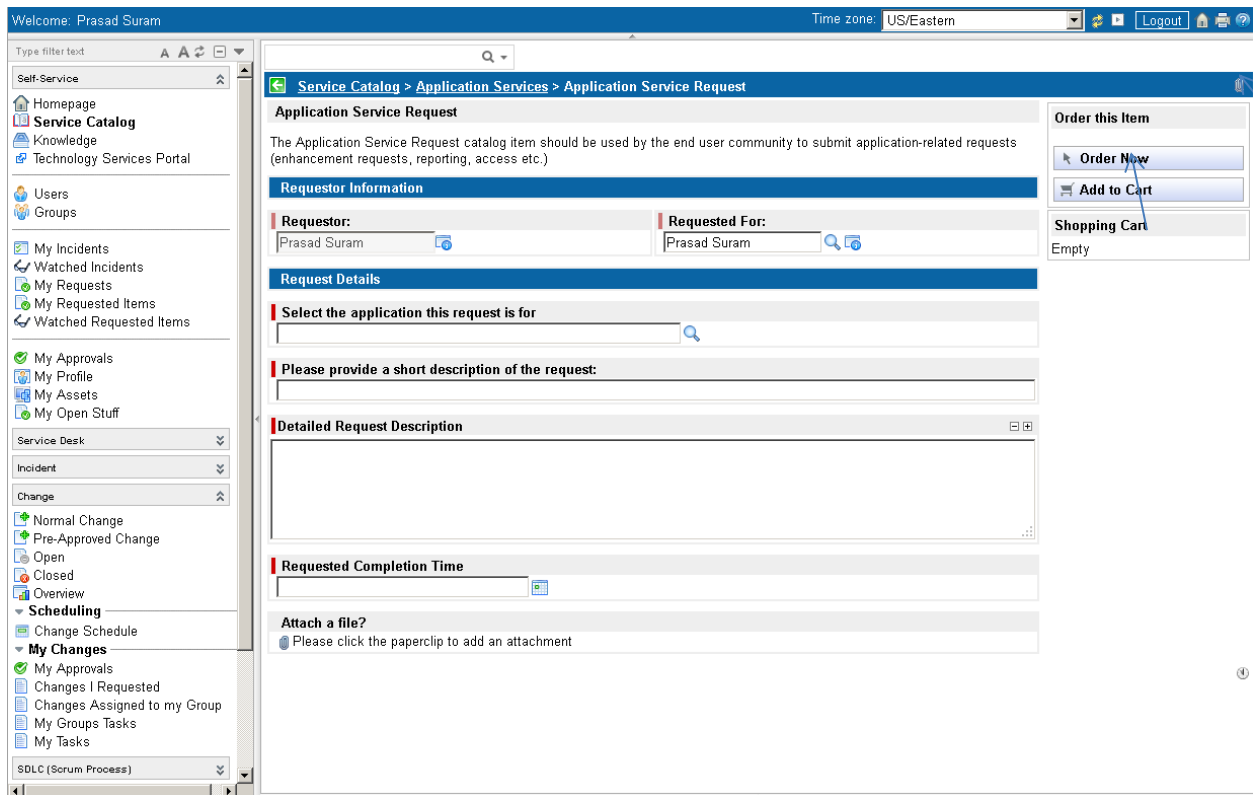


Fig 25.0 ASR File Attachments

- **Step10** : Click on Order Now in right corner of the screen after filling all the required details.
- **Step11** : ASR status shows submitted.

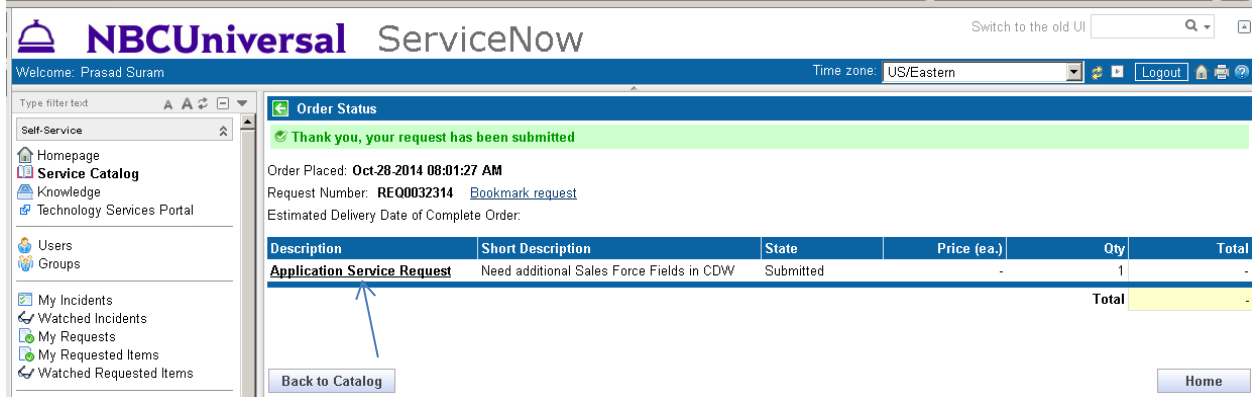


Fig 26.0 ASR submission Status

- **Step12** : Click on Application Service Request as show in above.
- **Step13** : Fillin the request details in the below screen.

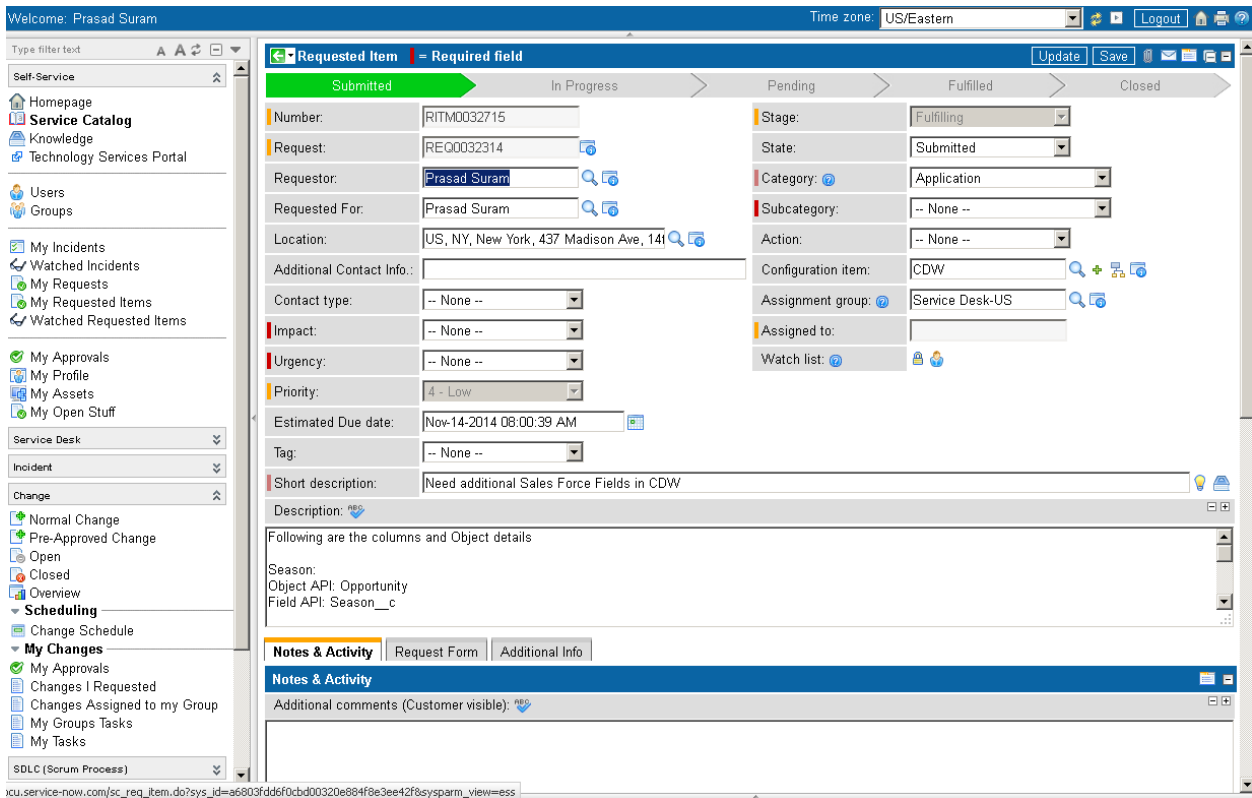


Fig 27.0 ASR Request Details

- **Step14** : Need to fill the below fields for ASR.

Impact - High or Medium or Low

Urgency - High or Medium or Low

Priority – Will be set as per urgency type

Category – Application

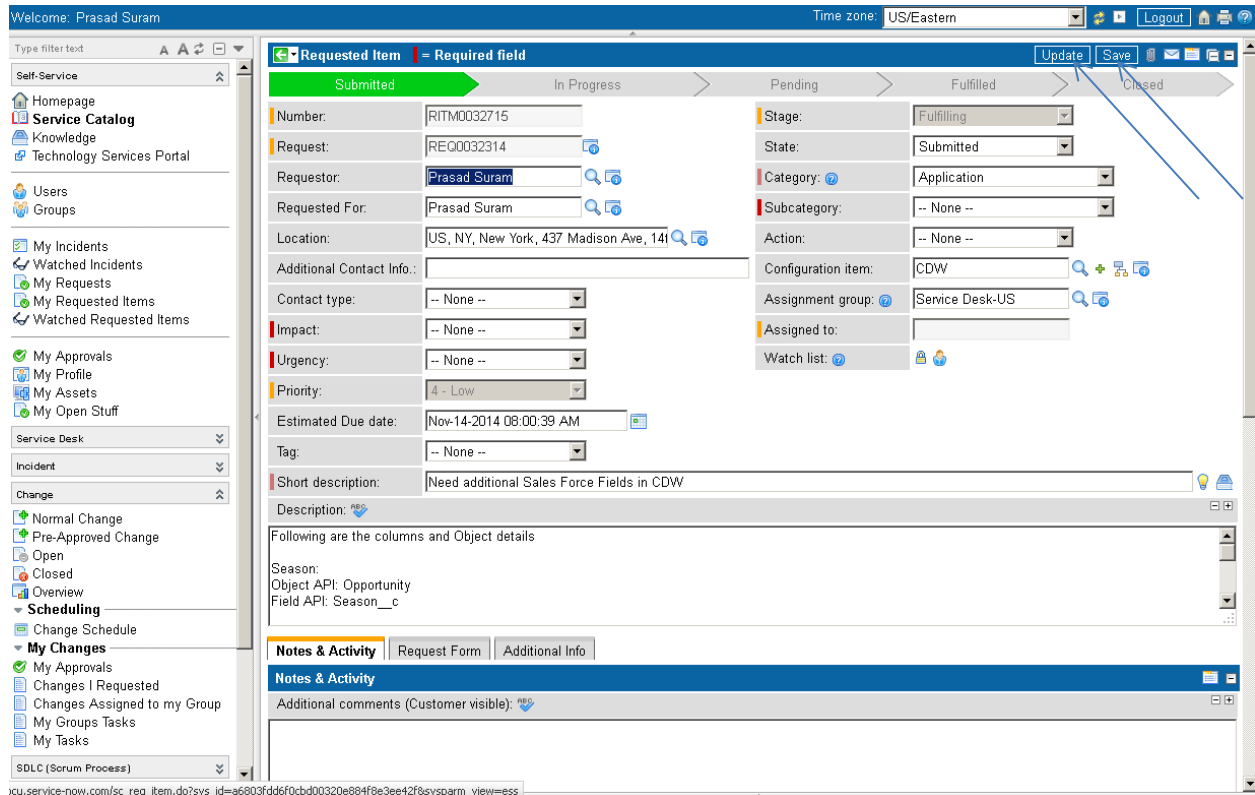
Sub Category – Access or Administration or Enhancement or data or or Maintenance

Action – Create or Change or Active or Deactive etc

Configuration Item – Application Name

Assignment Group - CDW Support (ETL related tasks)

- **Step15** : Click on update button on top right side after filling in the above details.



The screenshot shows the 'Requested Item' form in ServiceNow. The form is titled 'Requested Item' and has a status of 'Submitted'. The 'Update' button is highlighted with a blue arrow. The form contains the following fields:

- Number: RITM0032715
- Request: REQ0032314
- Requestor: Prasad Suram
- Requested For: Prasad Suram
- Location: US, NY, New York, 437 Madison Ave., 141
- Additional Contact Info.:
- Contact type: -- None --
- Impact: -- None --
- Urgency: -- None --
- Priority: 4 - Low
- Estimated Due date: Nov-14-2014 08:00:39 AM
- Tag: -- None --
- Short description: Need additional Sales Force Fields in CDW
- Description: Following are the columns and Object details
Season:
Object API: Opportunity
Field API: Season_c
- Stage: Fulfilling
- State: Submitted
- Category: Application
- Subcategory: -- None --
- Action: -- None --
- Configuration item: CDW
- Assignment group: Service Desk-US
- Assigned to:
- Watch list:

The 'Update' button is located at the top right of the form, next to the 'Save' button. A blue arrow points to the 'Update' button.

Fig 28.0 ASR Save and Update Status

6.2 INFRASTRUCTURE SERVICE REQUEST – ISR

If we want to raise an infrastructure related requests such as Enterprise Data Warehouse Services(Informatica request, Database request and Unix Batch Server request) and Control-M etc. and need to go for Infrastructure Service Request (ISR) through Technology Infrastructure Services in Service Catalog.

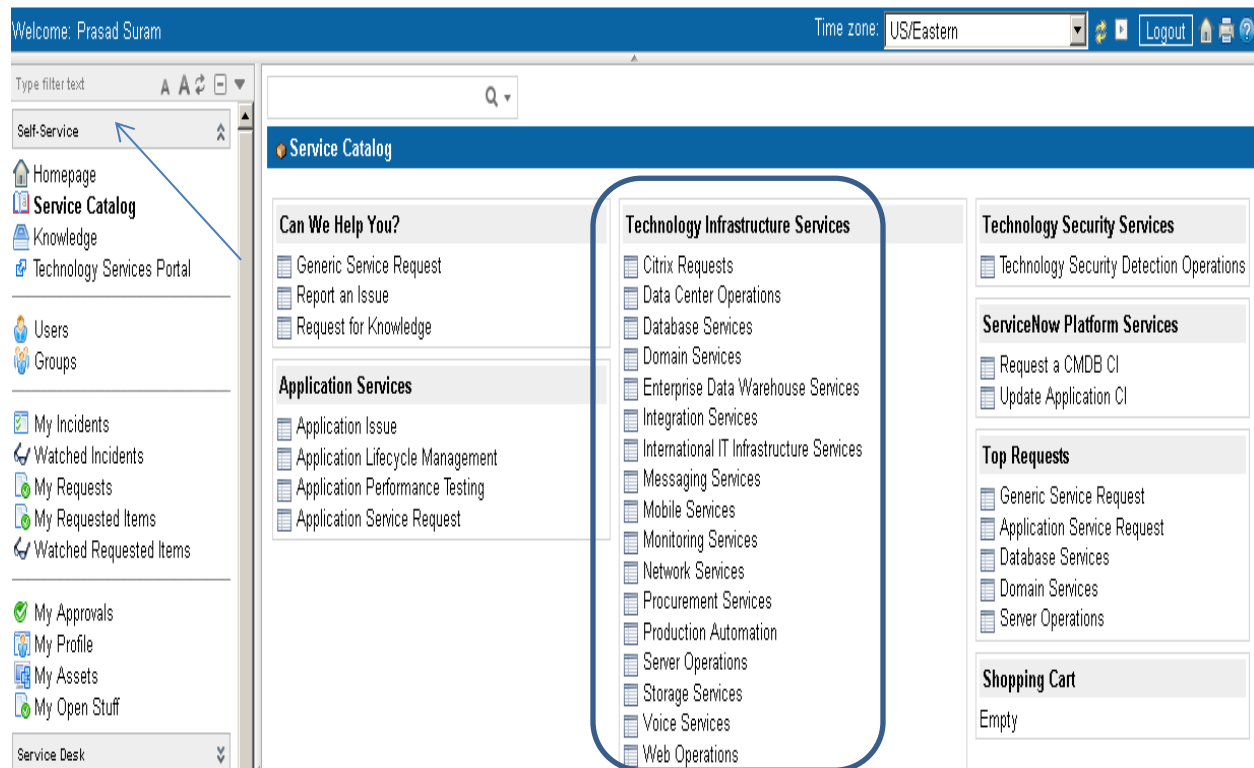


Fig 29.0 ISR Service Catalog

Please follow the below steps for creating the ISR:

Step1 : Click on the Service Catalog

Step2 : We will get the Service catalog window in right side once you click on the Service Catalog

Step3 : We have list of all types of infrastructure related request services as I marked above.

Step4 : Mainly we will go for Enterprise Data Warehouse Services which is cover the Informatica requests, Database requests and Unix Batch Server requests.

Step5 : We will get the below screen once you click on the Enterprise Data Warehouse Services

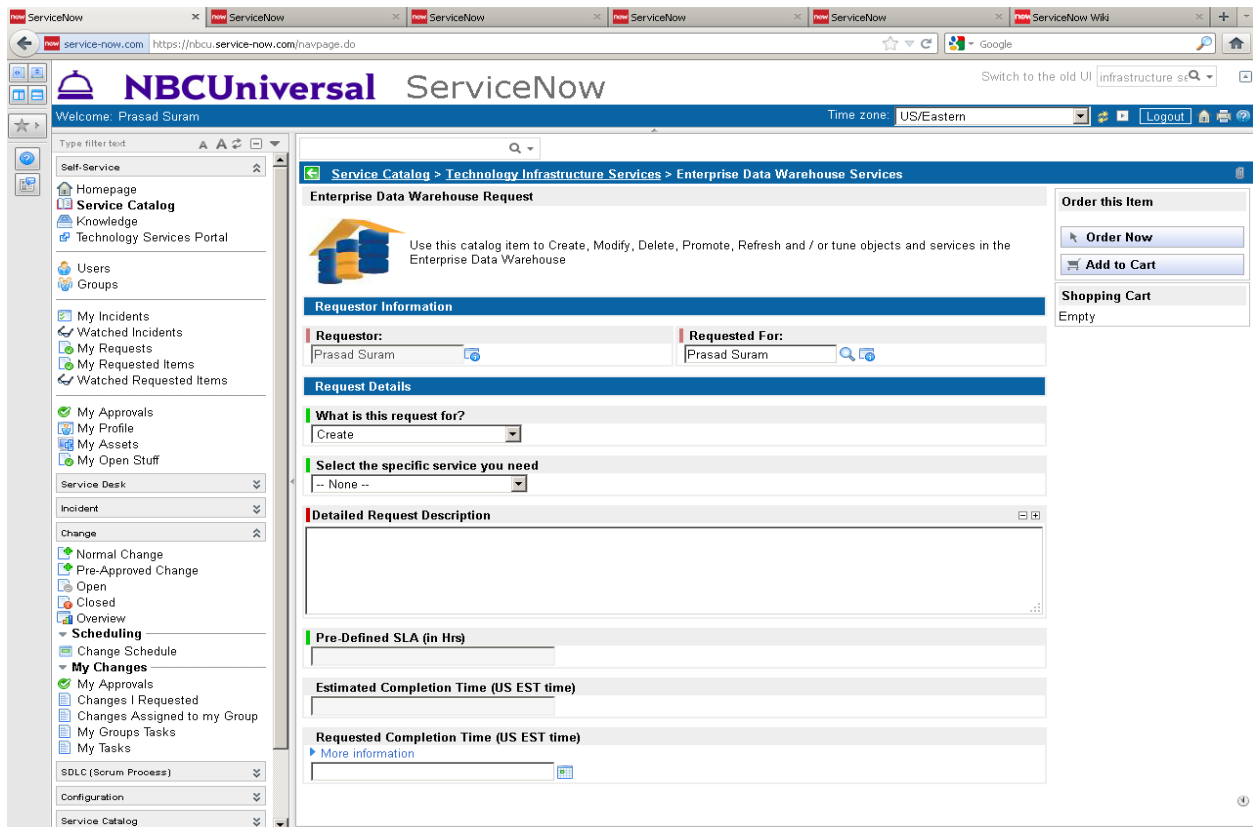


Fig 30.0 ISR Request page

Step6 : Need to fill the below fields for ISR

Requester – Request raise person

Requested For – Requested for whom

What is this Request for – Based on selection of the below services in drop down list we will get the next drop down selection.

Big Data Service, Client, Create, Delete, Modify, Promote, Refresh, Restore, Security, Teradata Managed Services Only, Testing, Tune, Troubleshoot

What is this request for?

-- None --

-- None --

Big Data Services

- Client
- Create
- Delete
- Modify
- Promote
- Refresh
- Restore
- Security
- Teradata Managed Services Only
- Testing
- Tune
- Troubleshoot

Select the specific Service you need - need to select the Database or ETL

Select the specific service you need

-- None --

-- None --

Database

- ETL
- Reporting - MicroStrategy
- Reporting - non-SAP BO / Crystal
- Reporting - Tableau

We will get next drop down select once we fill the above – Need to select which environment you are going to request the create new or changes

Select the appropriate environment

-- None --

-- None --

Production **Test Description**

- Dev
- Integration
- Staging
- DR

Detailed Request Description – Need to provide detailed description about the request

Detailed Request Description

Pre Defined SLA (In Hr) – No need to fill

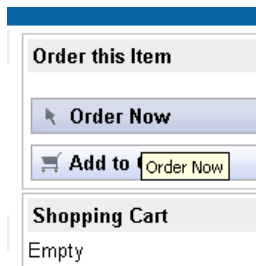
Estimated Completion Time(US EST TIME) – No need to fill

Requested Completion Time(US EST TIME) - We need to provide Estimated Completion Date and Time

Requested Completion Time (US EST time)

[More information](#)

Step7 : Click on Order Now button once you fill all the above details



Order this Item

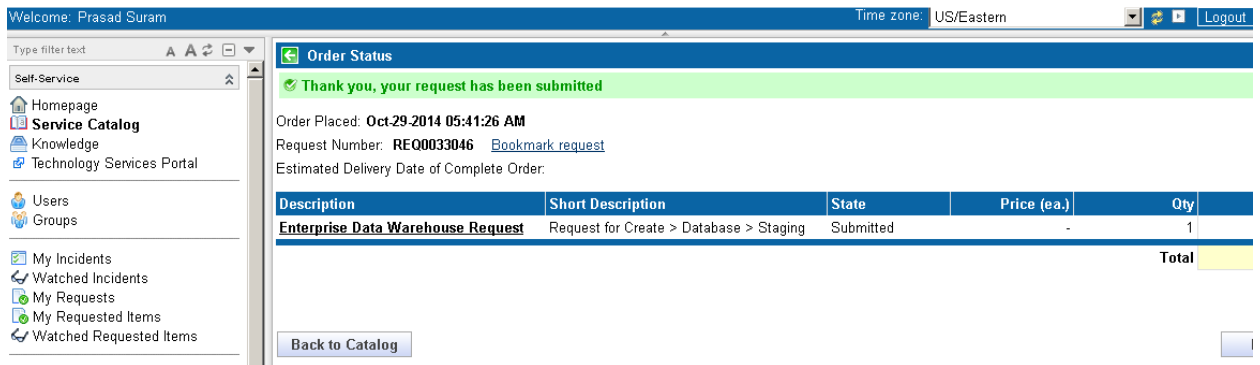
[Order Now](#)

[Add to](#) [Order Now](#)

Shopping Cart

Empty

Step8 : Once we click on Order Now button we will get the below screen



Welcome: Prasad Suram Time zone: US/Eastern Logout

Type filter text

Self-Service

- Homepage
- Service Catalog
- Knowledge
- Technology Services Portal
- Users
- Groups
- My Incidents
- Watched Incidents
- My Requests
- My Requested Items
- Watched Requested Items

Order Status

✓ Thank you, your request has been submitted

Order Placed: Oct-29-2014 05:41:26 AM

Request Number: REQ0033046 [Bookmark request](#)

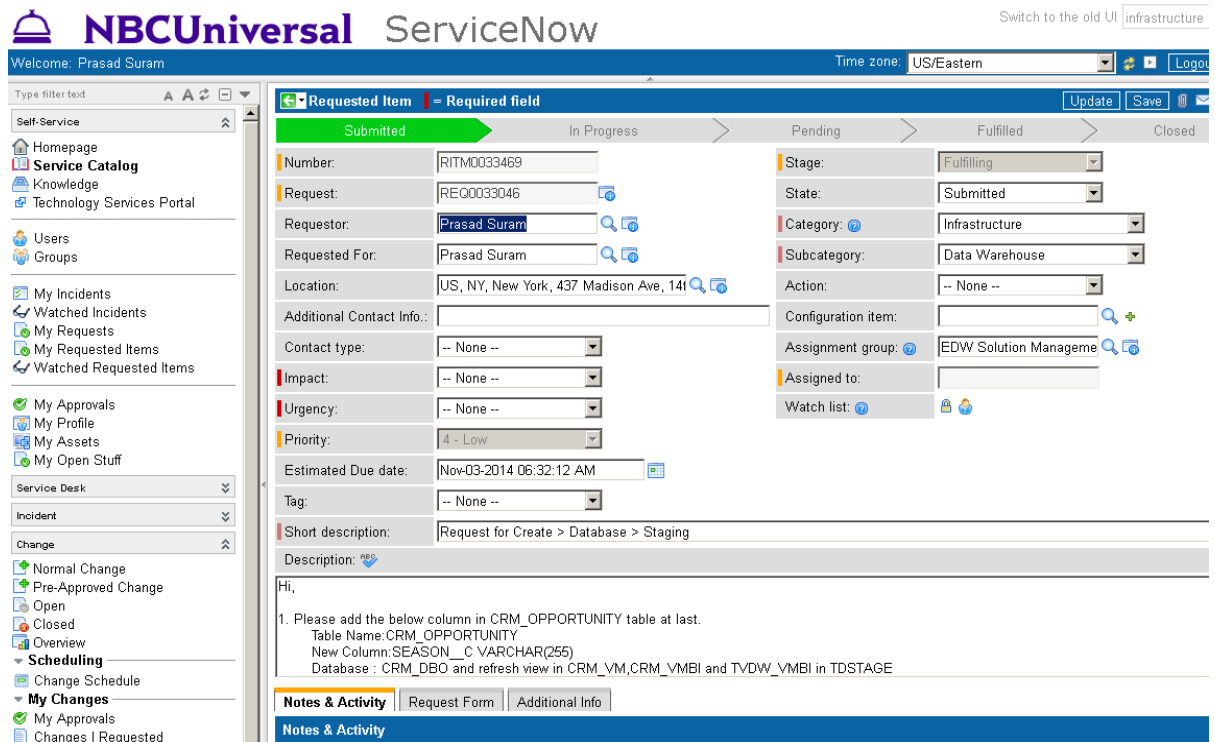
Estimated Delivery Date of Complete Order:

Description	Short Description	State	Price (ea.)	Qty
Enterprise Data Warehouse Request	Request for Create > Database > Staging	Submitted	-	1
				Total

[Back to Catalog](#)

Fig 31.0 ISR Submit Status

Step9 : Next click on Enterprise Data Warehouse Request then we will get the below screen



The screenshot shows the ServiceNow 'Requested Item' form. The left sidebar contains navigation links like 'Self-Service', 'Service Catalog', 'Knowledge', 'Users', 'Groups', 'My Incidents', 'My Requests', 'My Approvals', 'My Profile', 'My Assets', 'My Open Stuff', 'Service Desk', 'Incident', 'Change', 'Normal Change', 'Pre-Approved Change', 'Open', 'Closed', 'Overview', 'Scheduling', 'Change Schedule', 'My Changes', 'My Approvals', and 'Changes I Requested'. The main form area is titled 'Requested Item' and 'Required field'. It has tabs for 'Submitted', 'In Progress', 'Pending', 'Fulfilled', and 'Closed'. The 'Submitted' tab is active. The form contains various fields: Number (RITM0033469), Request (REQ0033046), Requestor (Prasad Suram), Requested For (Prasad Suram), Location (US, NY, New York, 437 Madison Ave, 141), Additional Contact Info, Contact type, Impact, Urgency, Priority (4 - Low), Estimated Due date (Nov-03-2014 06:32:12 AM), Tag, Short description (Request for Create > Database > Staging), and Description (Hi, 1. Please add the below column in CRM_OPPORTUNITY table at last. Table Name: CRM_OPPORTUNITY New Column: SEASON_C VARCHAR(255) Database : CRM_DBO and refresh view in CRM_VM, CRM_VMBI and TVDW_VMBI in TDSTAGE). There are also fields for Stage (Fulfilling), State (Submitted), Category (Infrastructure), Subcategory (Data Warehouse), Action, Configuration item, Assignment group (EDW Solution Manageme), Assigned to, and Watch list. At the bottom, there are tabs for 'Notes & Activity', 'Request Form', and 'Additional Info'. The 'Notes & Activity' tab is active.

Fig 32.0 Submitted ISR Update

Step10 : Neet to fill the following fields

Impact – High or Medium or Low

Urgency – High or Medium or Low

Priority – No need to fill, here automatically come

Sub Category – We need to select based on the request (If the request related to Informatica and Unix the give Data warehouse or Database)

Action – If you raising the request for new object then give create else change

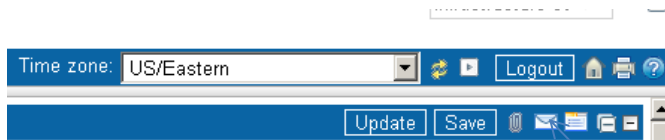
Assignment Group – We have assign the request to respective group otherwise the request will assing to wrong group (Database related requests assign to EDW Solution Architecture and Informatica and Unix related requests assing to EDW Solution Management

Once selected proper assignment group then we need to attach any required documents available



The screenshot shows the bottom part of the ServiceNow form. It includes a 'Time zone' dropdown set to 'US/Eastern', a 'Logout' button, and a row of buttons: 'Update', 'Save', and a button with a document icon. A blue arrow points to the document icon button.

If you want to send mail this request we need to click on the mail box icon



Finally we have to click on Save and Update buttons then only the ISR request fulfilled correctly.

Refer the below section 6.2.1 for an example of Infrastructure Service Request.

6.2.1 TERADATA SERVICE REQUEST

If we want to raise a Teradata request, go to Technology Infrastructure Services in Service Catalog.

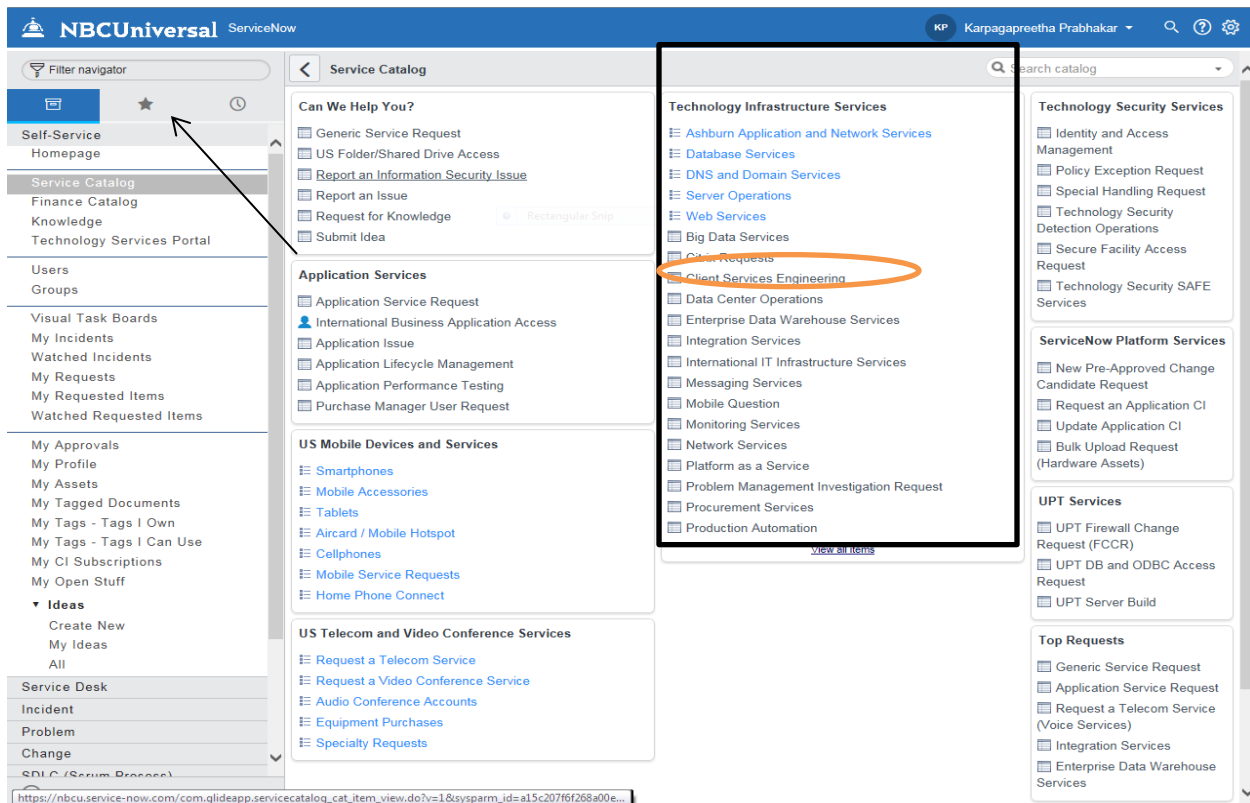


Fig 33.0 ISR Service Catalogue

Please follow the below steps for creating the ISR:

Step1 : Click on the Service Catalog

Step2 : We will get the Service catalog window in right side once you click on the Service Catalog

Step3 : A list of all types of infrastructure related request services are displayed.

Step4 : In Technology Infrastructure Services, go to Enterprise Data Warehouse Services which covers the Informatica requests, Database requests and Unix Batch Server requests.

Step5 : We will get the below screen once you click on the Enterprise Data Warehouse Services

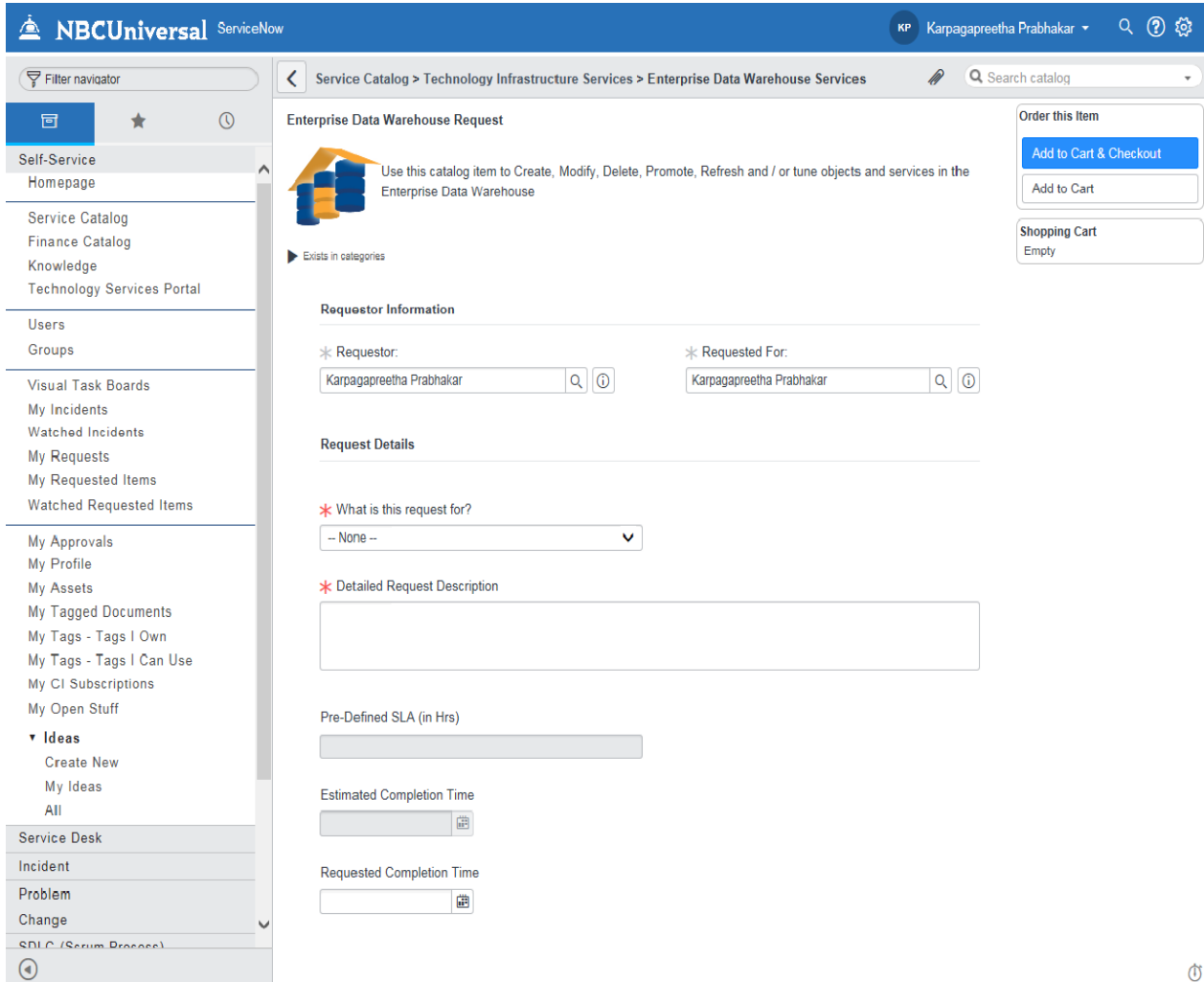


Fig 34.0 EDW Request page

Step6 : Need to fill the below fields for ISR

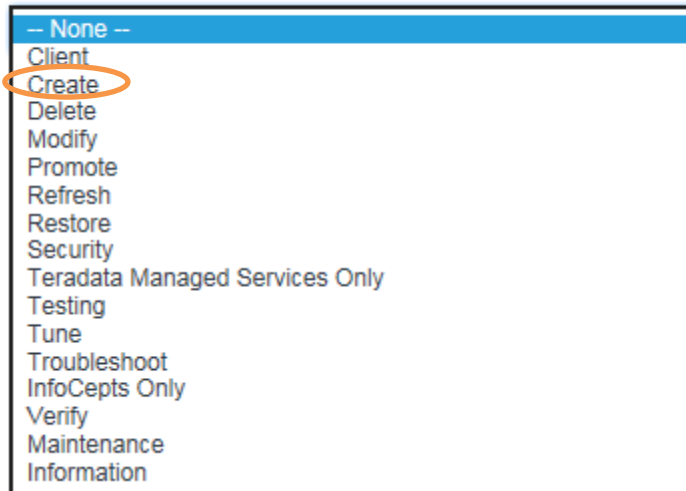
Requester – Request raise person

Requested For – Requested for whom

What is this Request for – Based on selection of the below services in drop down list we will get the next drop down selection.

Click Create for Teradata access request

* What is this request for?



A dropdown menu with a blue header bar containing the text "-- None --". Below the header, the following options are listed: Client, Create, Delete, Modify, Promote, Refresh, Restore, Security, Teradata Managed Services Only, Testing, Tune, Troubleshoot, InfoCepts Only, Verify, Maintenance, and Information. The "Create" option is highlighted with an orange oval.

Select the specific Service you need - need to select the Database

* Select the specific service you need



A dropdown menu with a blue header bar containing the text "-- None --". Below the header, the following options are listed: Database, ETL, and Reporting. The "Database" option is highlighted with an orange oval.

We will get next drop down select once we fill the above – Need to select which environment you are going to request the create new or changes


* Select the appropriate environment



A dropdown menu with a blue header bar containing the text "-- None --". Below the header, the following options are listed: Dev, DR, Staging, Integration, and Production. The "Dev" option is highlighted with an orange oval.

Detailed Request Description – Need to provide detailed description for the request

* Detailed Request Description



A large, empty rectangular text input field with a thin gray border.

Pre Defined SLA (In Hr) – No need to fill(default date/time)

Estimated Completion Time(US EST TIME) – No need to fill(default date/time)

Requested Completion Time(US EST TIME) - We need to provide Estimated Completion Date and Time

Requested Completion Time

Step7 : Click on Add to Cart & Checkout option once you fill all the above details



Order this Item

Add to Cart & Checkout

Add to Cart

Shopping Cart
Empty

Step8 : Once we click on Order Now button we will get the below screen


Welcome: Prasad Suram Time zone: US/Eastern   Logout

Type filter text

Self-Service

- Homepage
- Service Catalog**
- Knowledge
- Technology Services Portal
- Users
- Groups
- My Incidents
- Watched Incidents
- My Requests
- My Requested Items
- Watched Requested Items

Order Status

 **Thank you, your request has been submitted**

Order Placed: **Oct-29-2014 05:41:26 AM**

Request Number: **REQ0033046** [Bookmark request](#)

Estimated Delivery Date of Complete Order:

Description	Short Description	State	Price (ea.)	Qty
Enterprise Data Warehouse Request	Request for Create > Database > Staging	Submitted	-	1
				Total

[Back to Catalog](#)

Fig 35.0 Submit Status Page

Step9 : Next click on Enterprise Data Warehouse Request then we will get the below screen

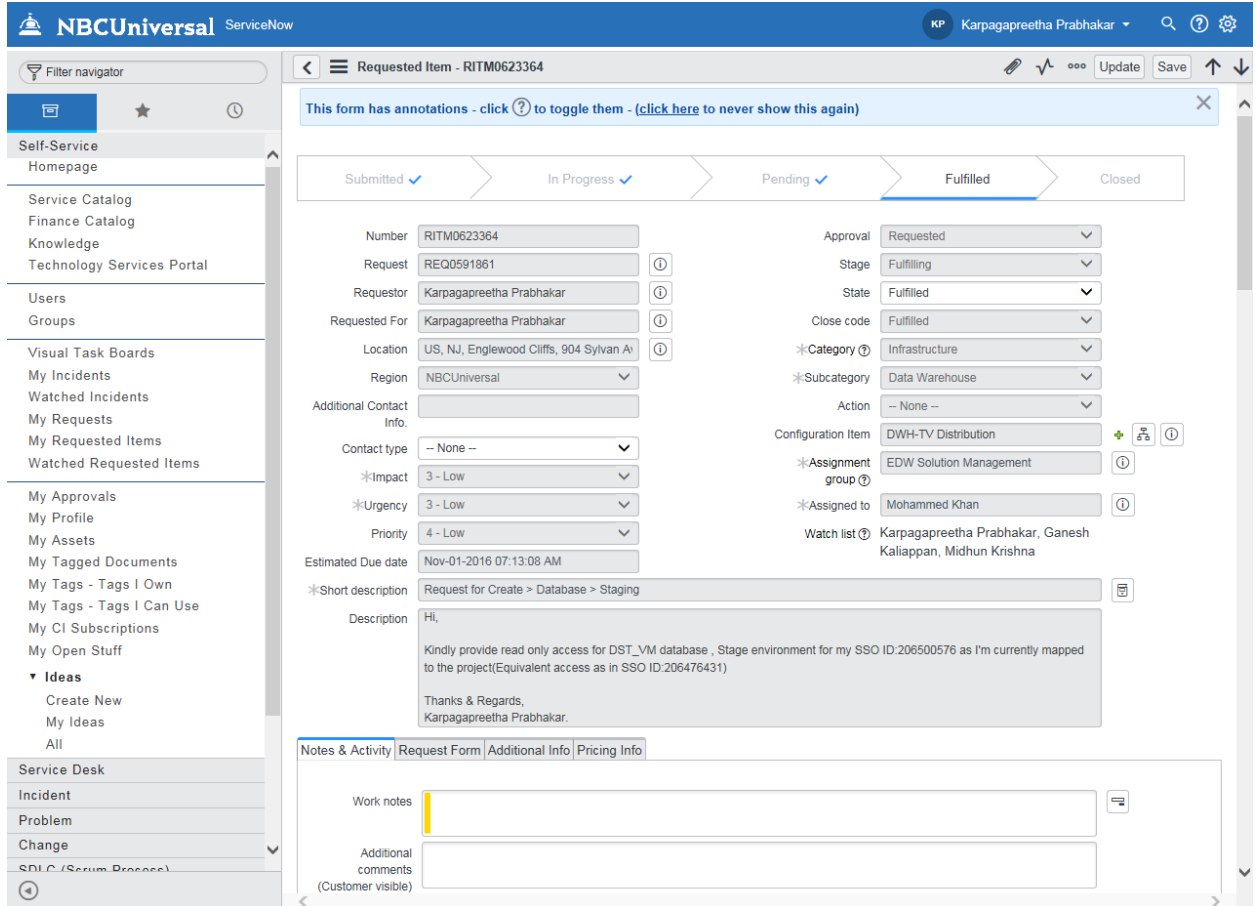


Fig 36.0 Submitted Teradata Update

Step10 : Need to fill the following fields

Impact – High or Medium or Low

Urgency – High or Medium or Low

Priority – No need to fill, default value

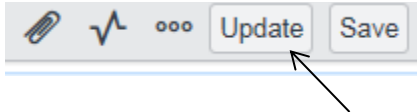
Sub Category – Data Warehouse

Action – If you raising the request for new object then give create else change

Configuration Item : Need to be updated according to the project

Assignment Group – Database related requests assign to EDW Solution Architecture and Informatica and Unix related requests assign to EDW Solution Management

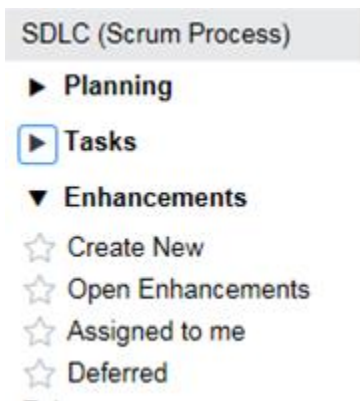
Once selected proper assignment group then we need to attach any required documents available



Once the ticket has been updated click on the Update option available on the right corner of the screen to save the changes made to the ticket.

7. ENHANCEMENT MANAGEMENT

Step1 : In Service Now, go to SDLC -> Enhancement -> Create New



Step2 : Once you click on “Create New”, we will get the below window

Enhancement - ENHC0020053

Submit

Draft

Scoping

Pending

Work in Progress

Testing/QA

Deployment

Closed

Number

ENHC0020053

State

Draft

Opened

Feb-19-2016 05:43:56 PM

* Application / Module

* Requested By

Senthikumar Murugesan

* Assignment group

* Requested For

Senthikumar Murugesan

Assigned to

Opened by

Senthikumar Murugesan

Estimated Effort

Days 00 Hours 00 00 00

Classification

-- None --

Application Effort

Days 00 Hours 00 00 00

Priority

4 - Low

Watch list

Due date

Parent Release

* Short description

Description

Additional comments

Work notes

Submit

Save

Step3 : Fill the details as required and we can track the Enhancement using SDLC process.

Step4 : We can track time spend similar to how we do in SR.