Service Now – User Guide

Prepared for

NBCUniversal

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Reviewed by	**Role**	**Date of Review**
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Approved by	**Role**	**Date of Approval**

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	
4	02/16/2016	1.2.1		Merged 1.1 &1.2 versions	
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	

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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

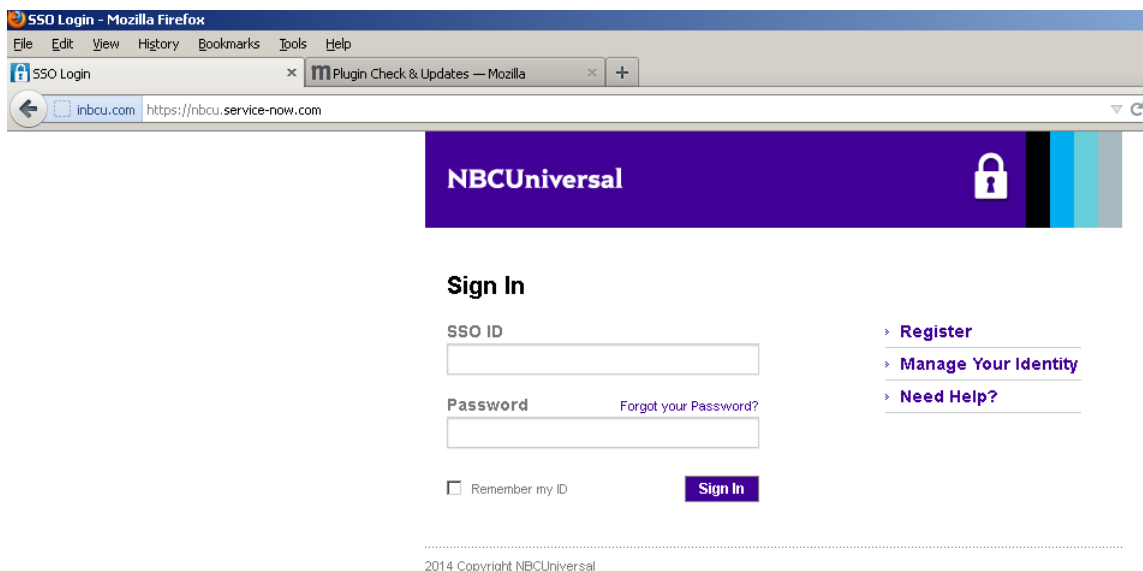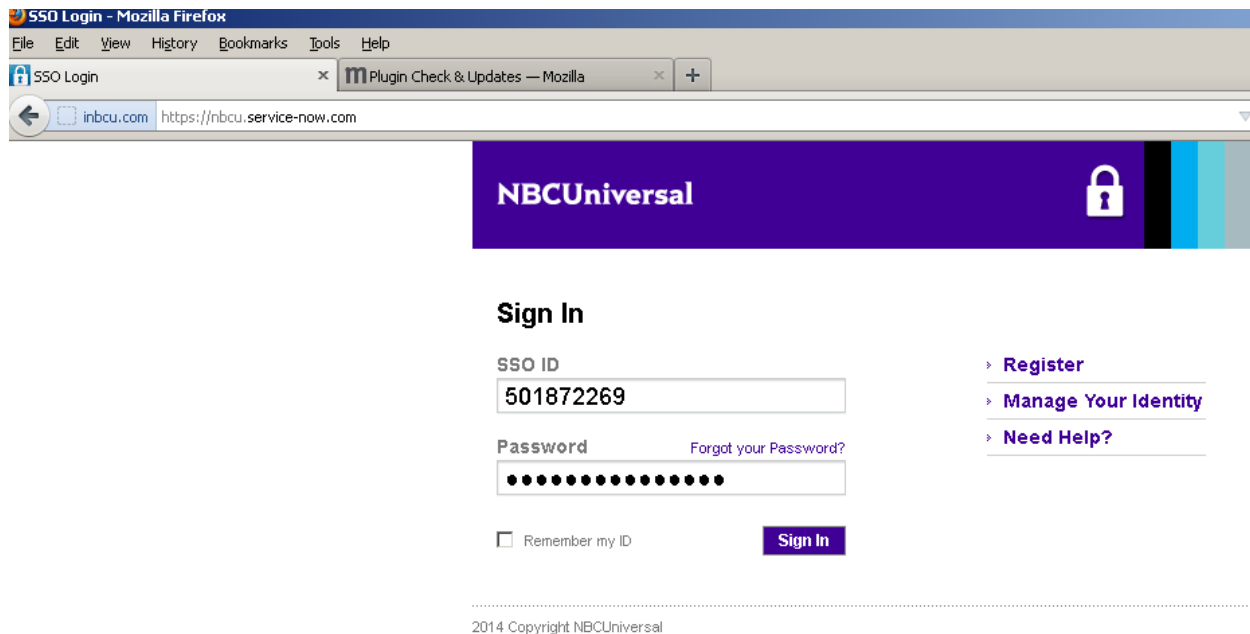The ServiceNow is accessable through the following URL: https://nbcu.service-now.com

Fig 1.0 – Service Now Startup screen

Use NBCUniversal credentials for accessing the SeriveNow portal.
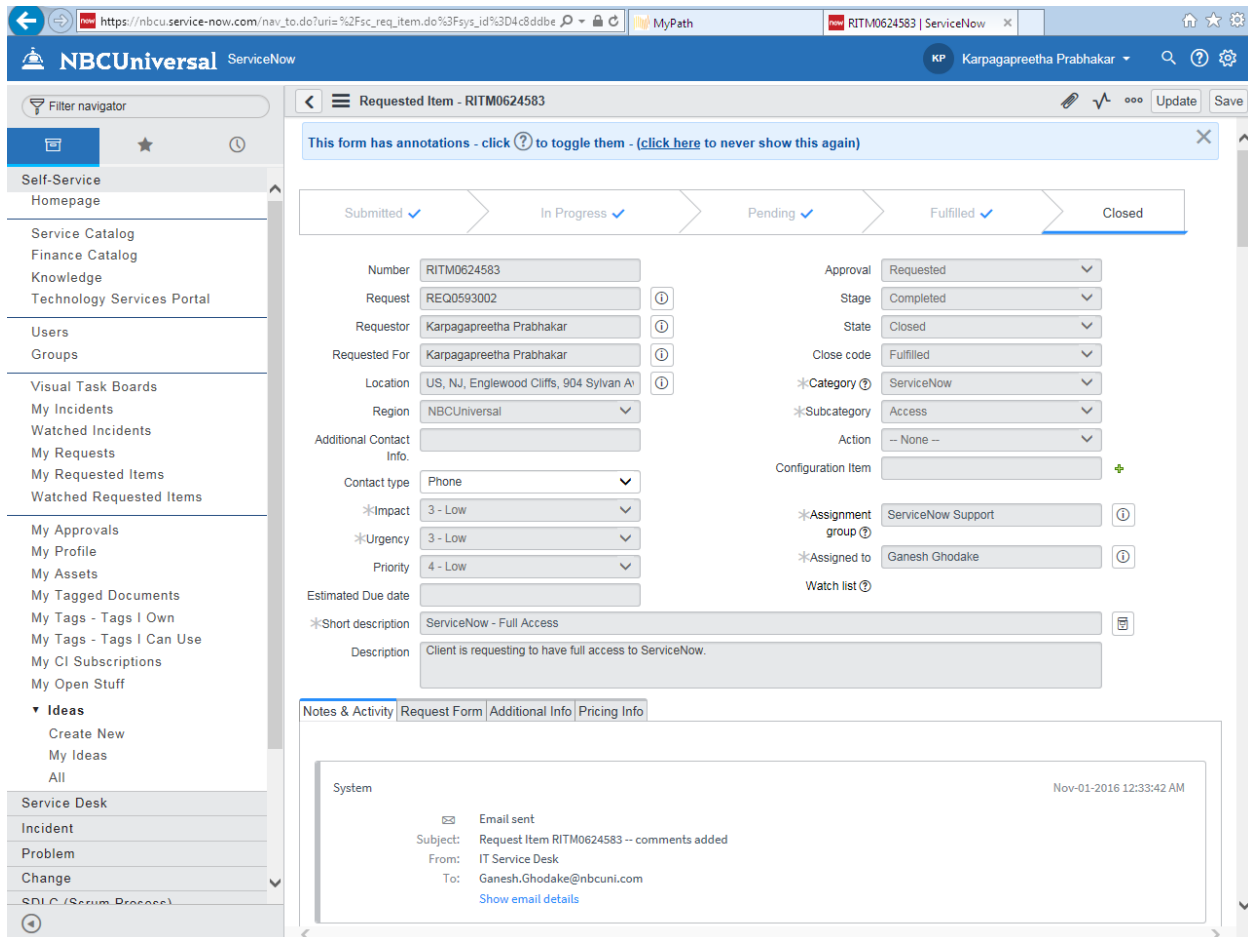
Fig 2.0 Login Credentials

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

Fig 3.0 ServiceNow Full Access Request

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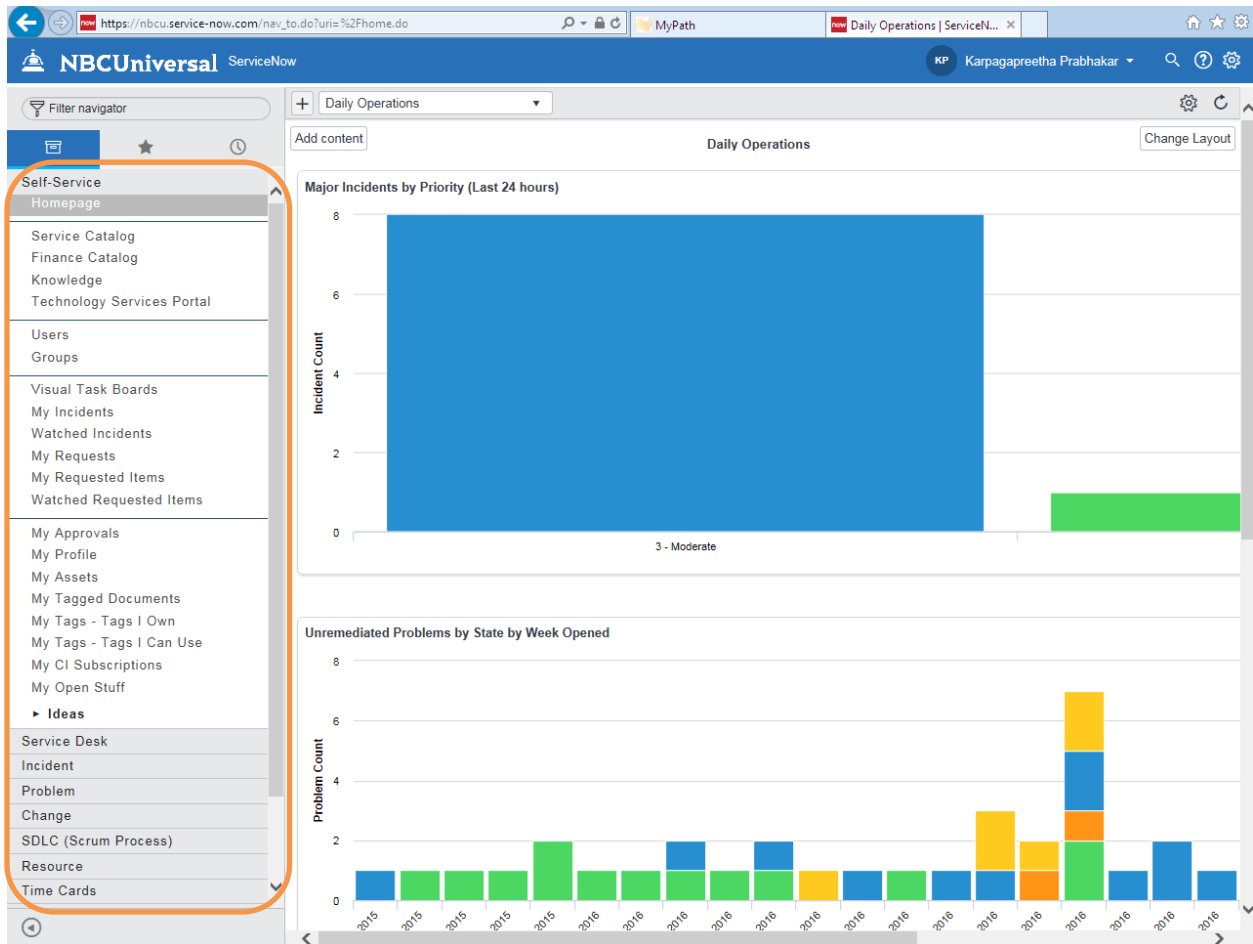**Once the full access is granted, the ServiceNow page will seen as in Fig3.1**

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 trigeer their use. Below are a few scenarios that illustrate these relationships.

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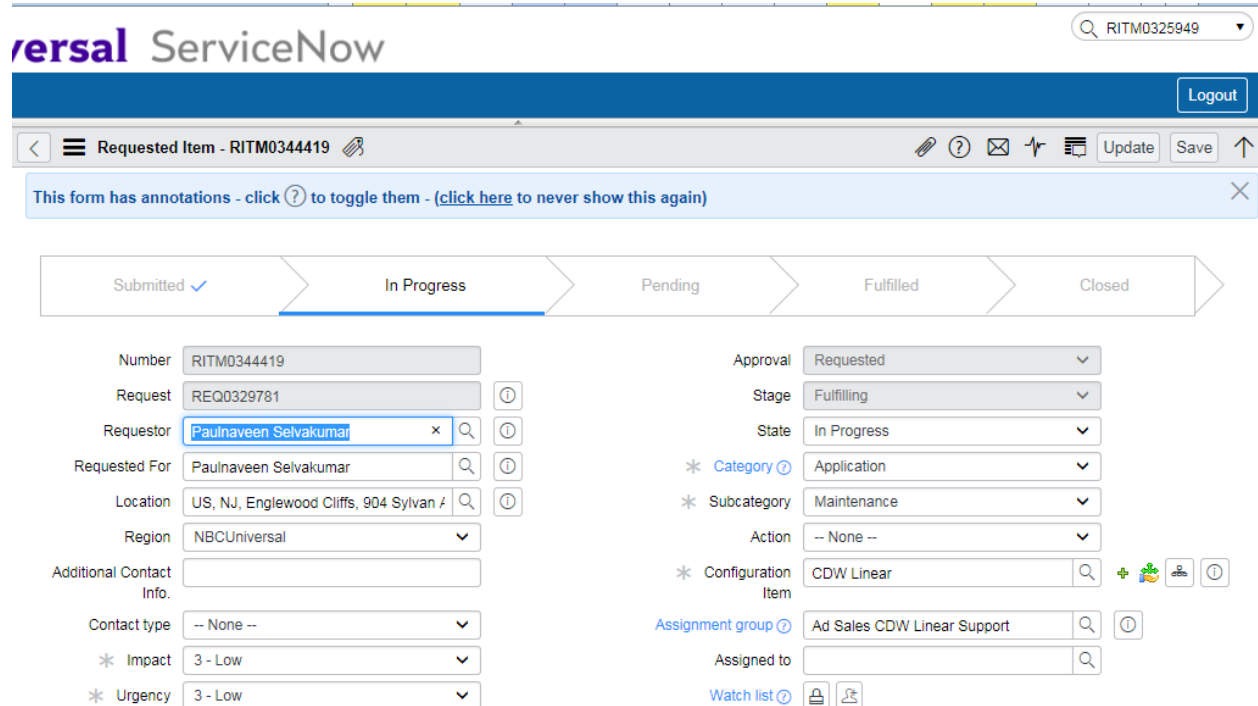| Business User Scenario	ITIL User Scenario	PPMC Request	ServiceNow Process
	I need to make a change to a production system.	RFC	Change Management
	I need to add a new application or update information associated with my application (support group, new ownership, compliance standards, etc).	AMS	Configuration 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
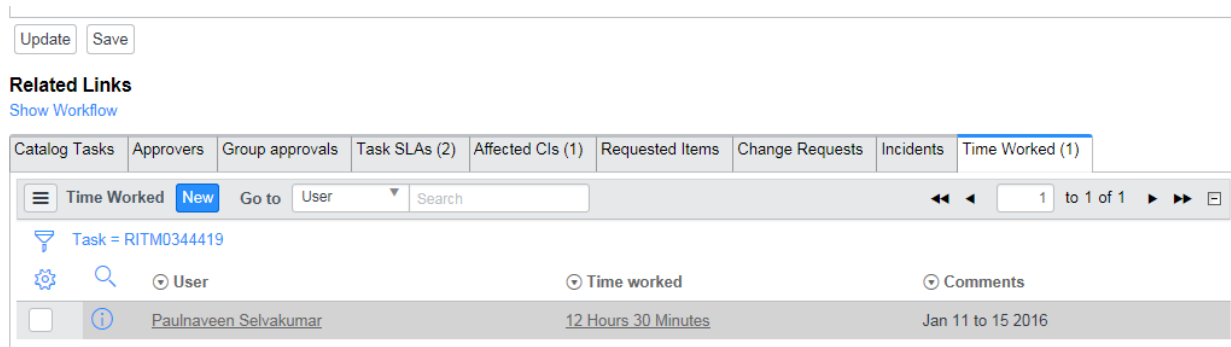
4.1 HOW TO ENTER EFFORT

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

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

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

Step 4:

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

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

4.2 HOW TO CHECK EFFORT

Step1: Create a New report to track your efforts
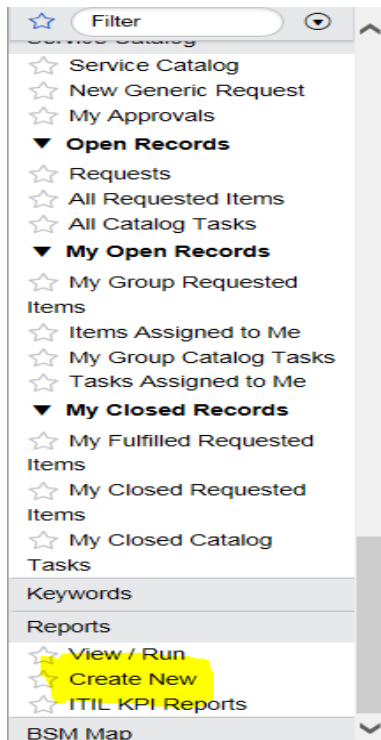
Step2: Data Table to be Used 'Time Worked[task_time_worked]'. Required columns can be added based on the needs.
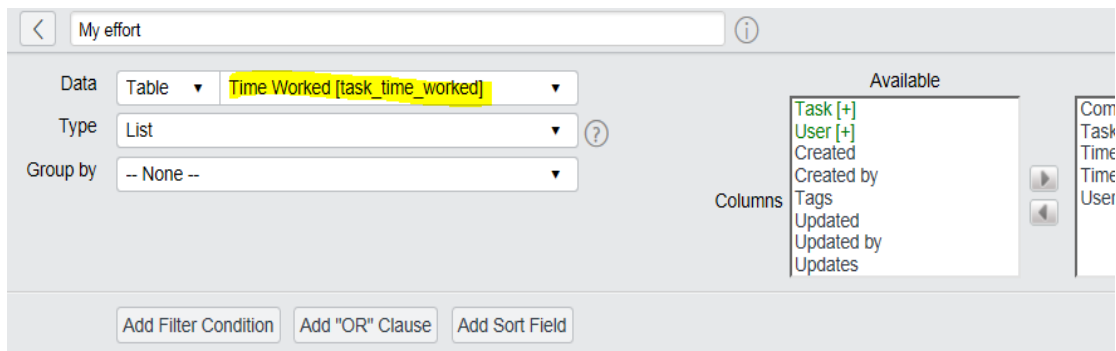
Step3:

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

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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)
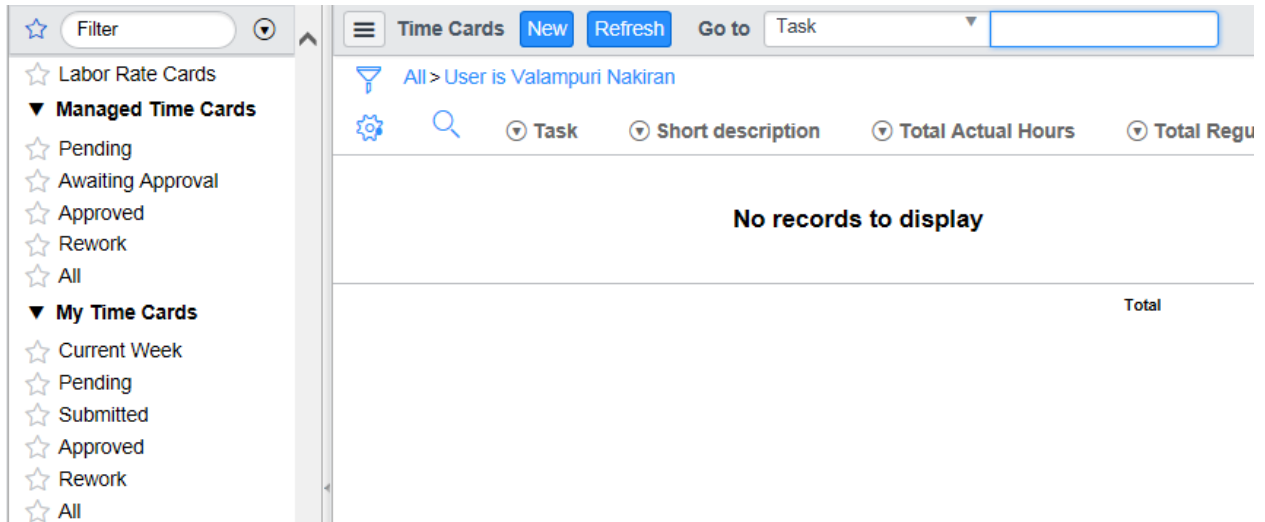
	Comments	Task	Time in seconds	Time worked	User ▲
ⓘ	Operations - Mar 30	RITM0399892	10,800	3 Hours	Ganesh Chidella
ⓘ	Fandango Enhancement - Mar 30	RITM0399892	18,000	5 Hours	Ganesh Chidella
ⓘ	Operations - Mar 31	RITM0399892	10,800	3 Hours	Ganesh Chidella
ⓘ	Fandango Enhancement - Mar 29	RITM0399892	18,000	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

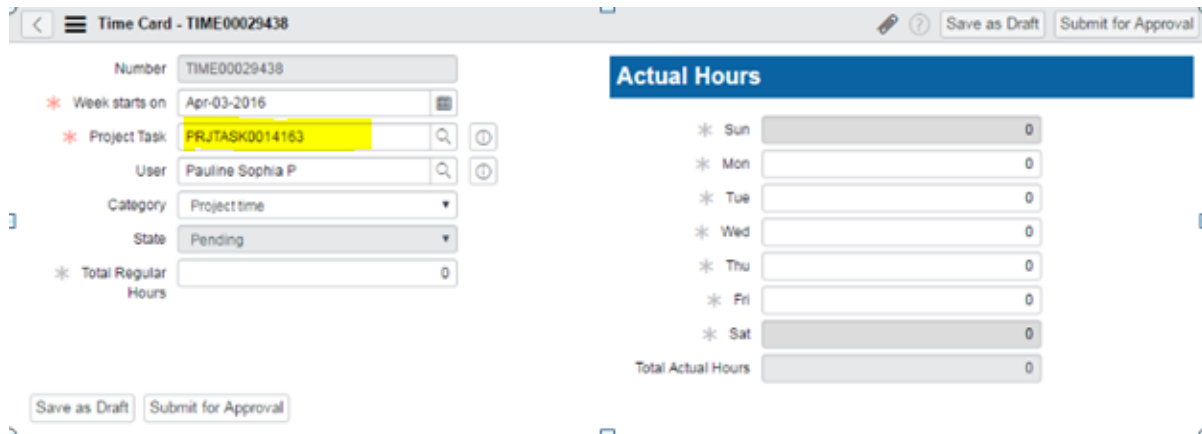**Step5:** Report can be exported in different formats for future reference.

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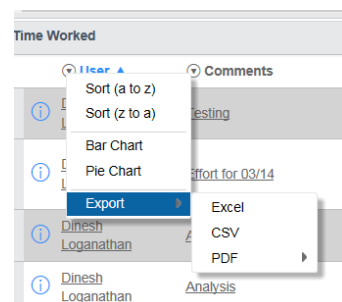
4.3 HOW TO ENTER TIME CARD

Step1: To put a effort entry to the request, click on New button.
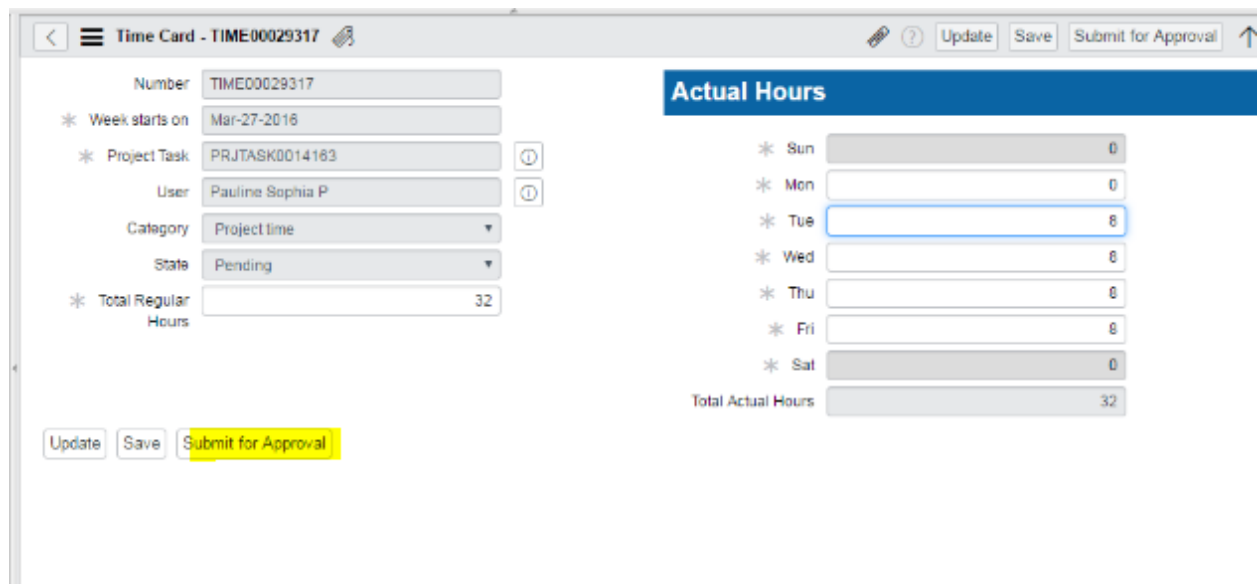
Step2 : Select the assigned project specific project task.

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

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.**
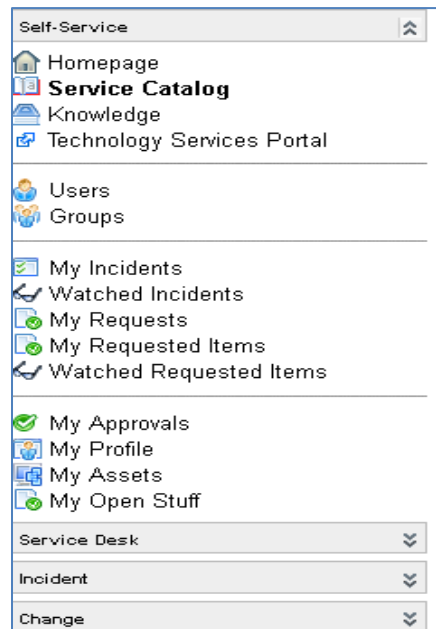
Fig 6.0 Serivice catalog Menu -1

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

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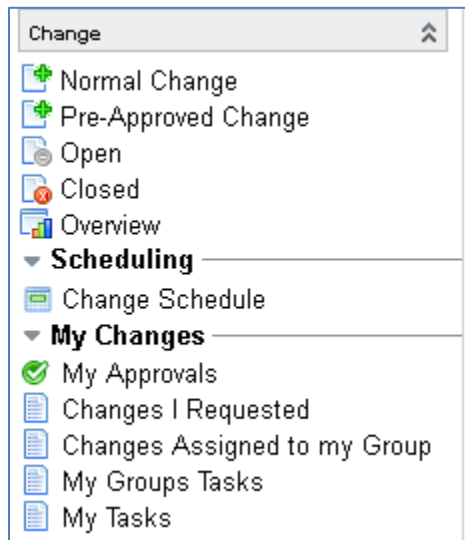
Fig 7.0 Serivice catalog Menu -2
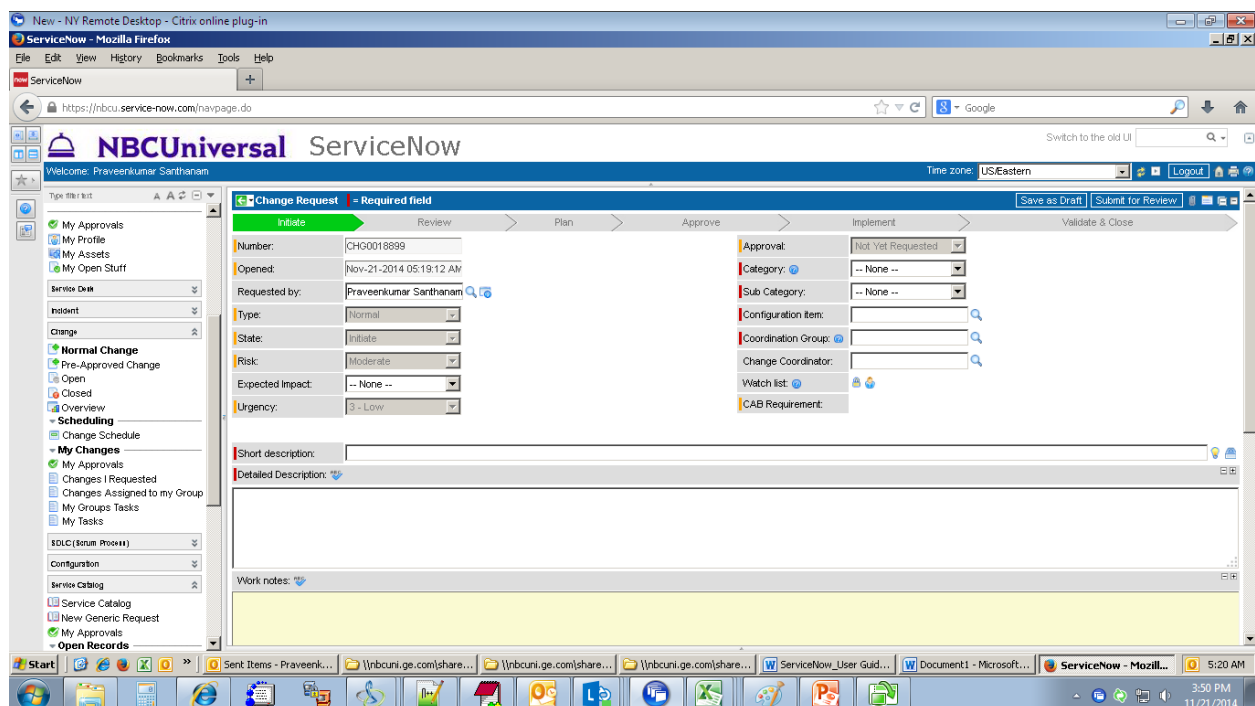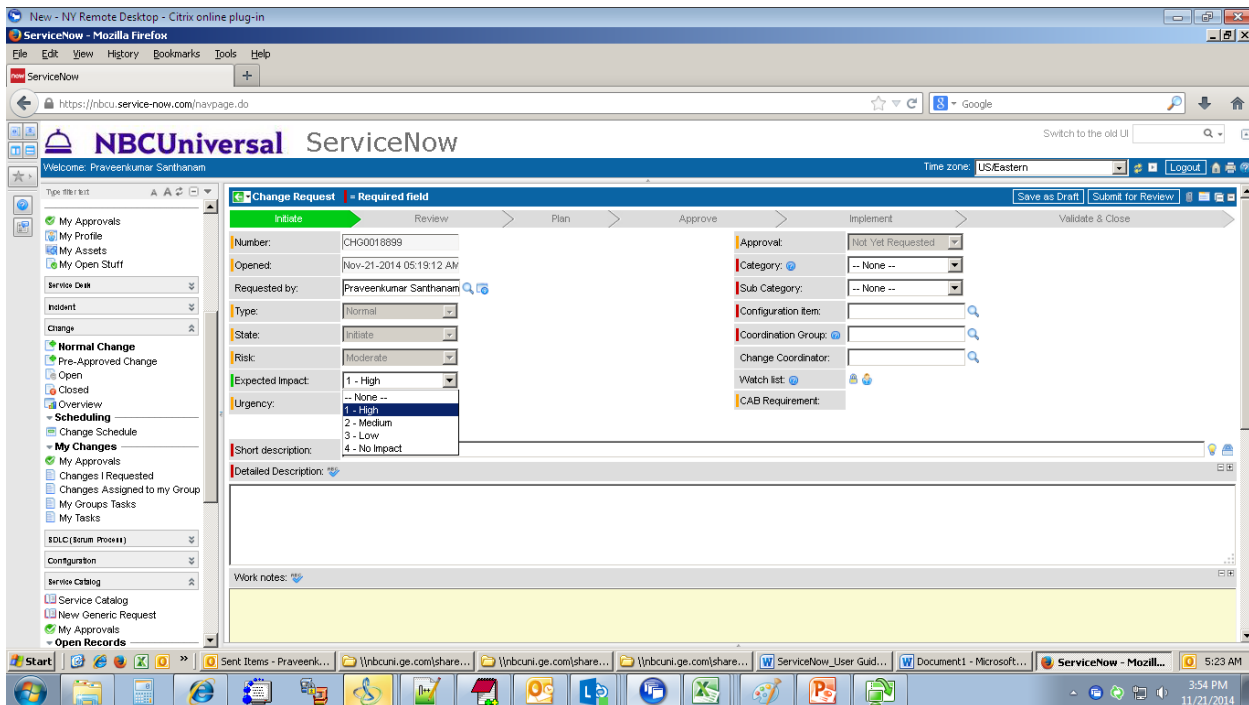
Fig 8.0 - Change Request Initiate Page

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➢ **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_ Mainenance _or_ Retire)
    - _If Category is Infrastructure Based_ : (Cofigure or Info Security or Install/Setup or Recycle or Relocation or Retire/Decommision 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 descrition about the change request.
10. _Requested Start and End Date_ - Start time of the change and end time of the change.

Fig 9.0 – Urgency drop down section selection

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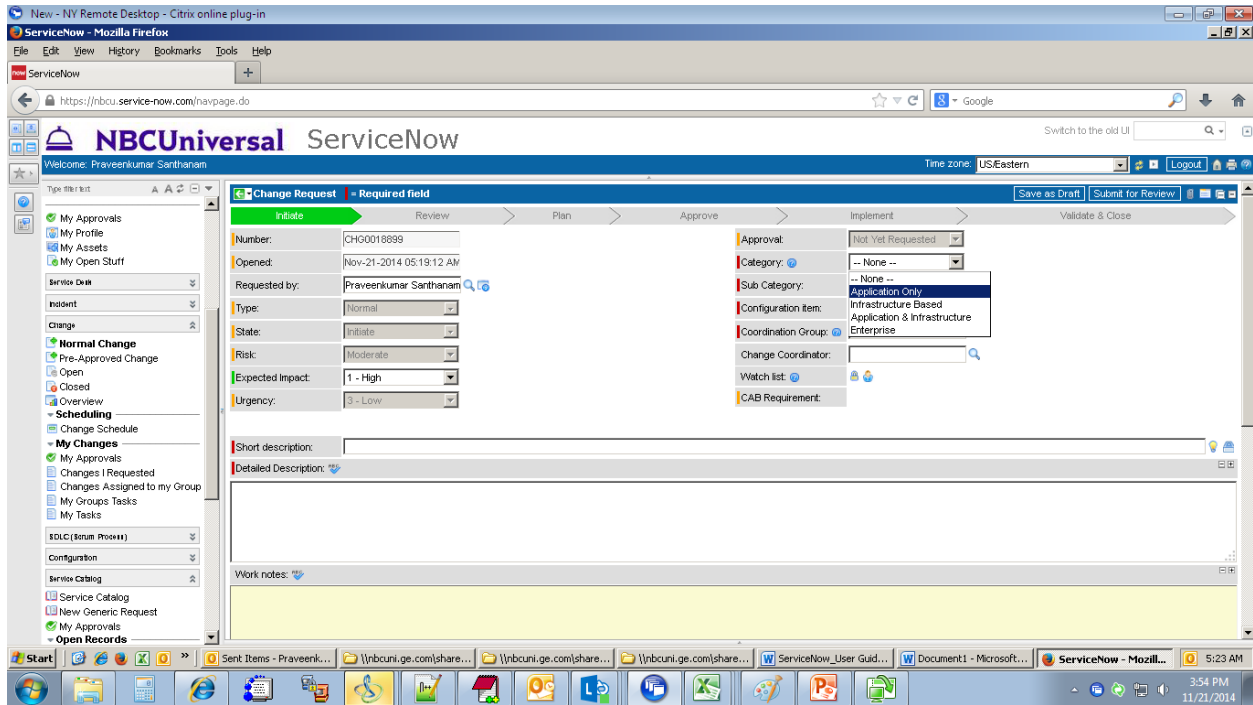
Fig 10.0 – Category drop down section selection
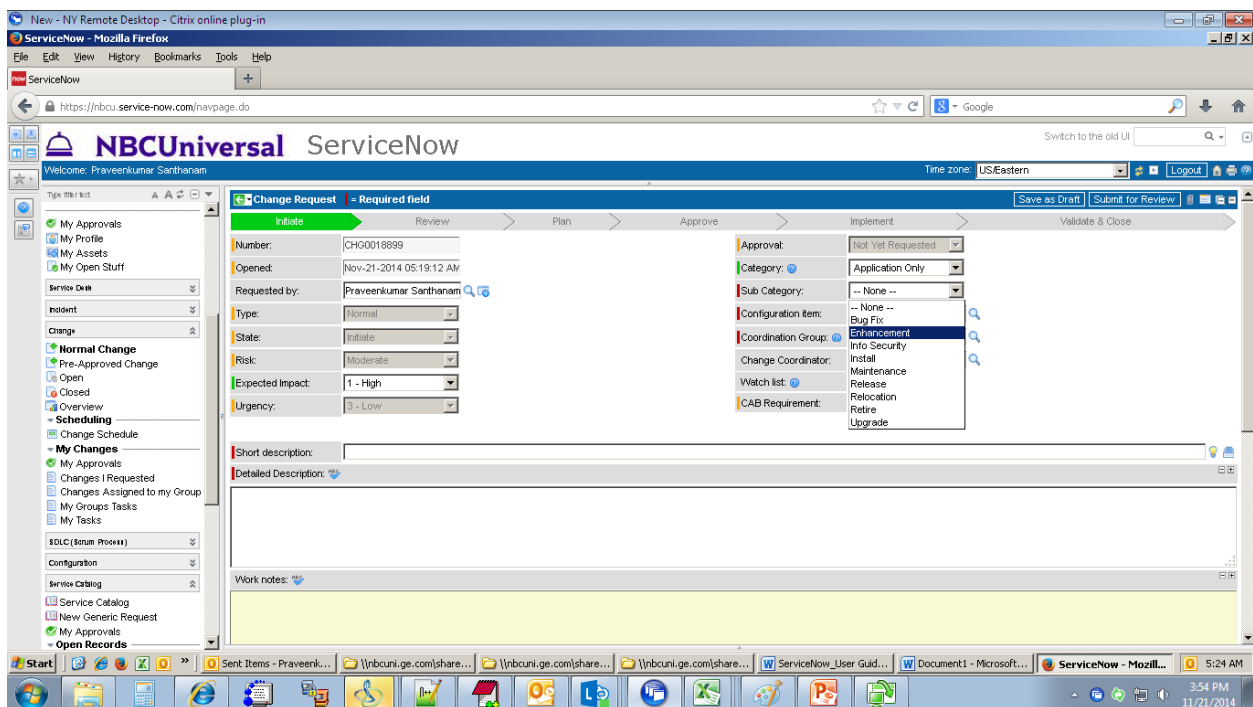
Fig 11.0 – Sub Category drop down section selection
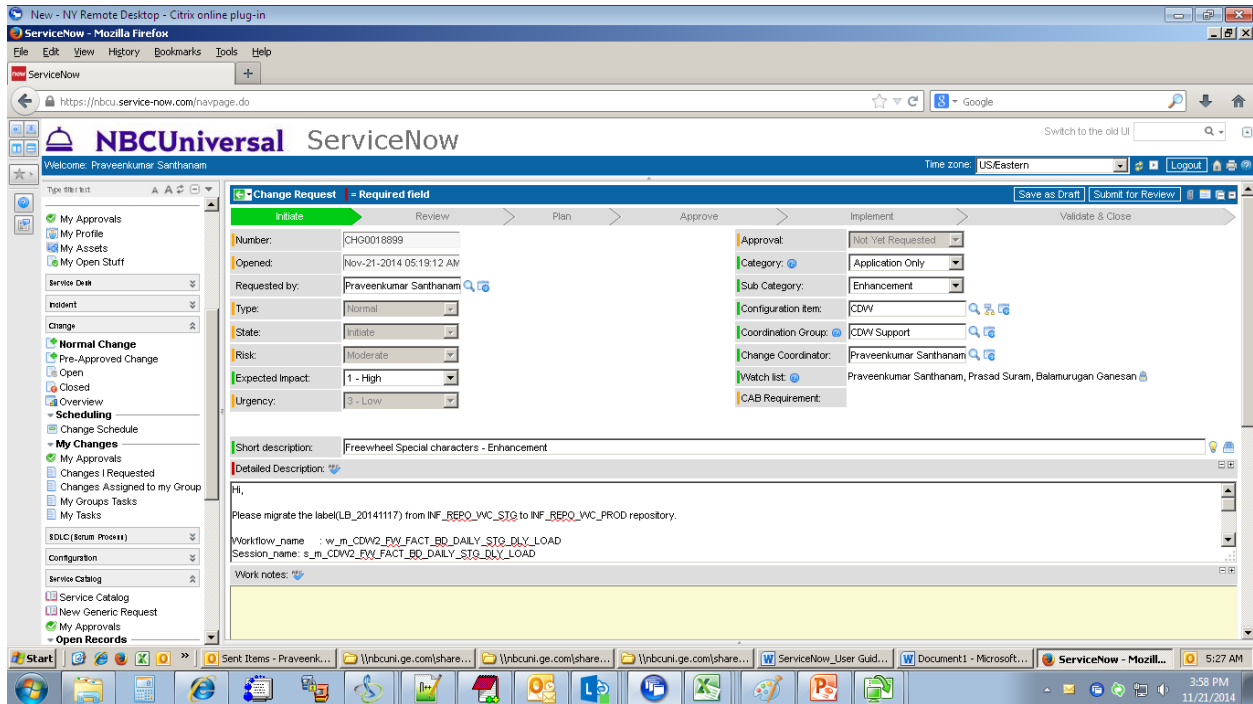
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Fig 12.0 –Coordination Group, Change coordinator and Watch list selection

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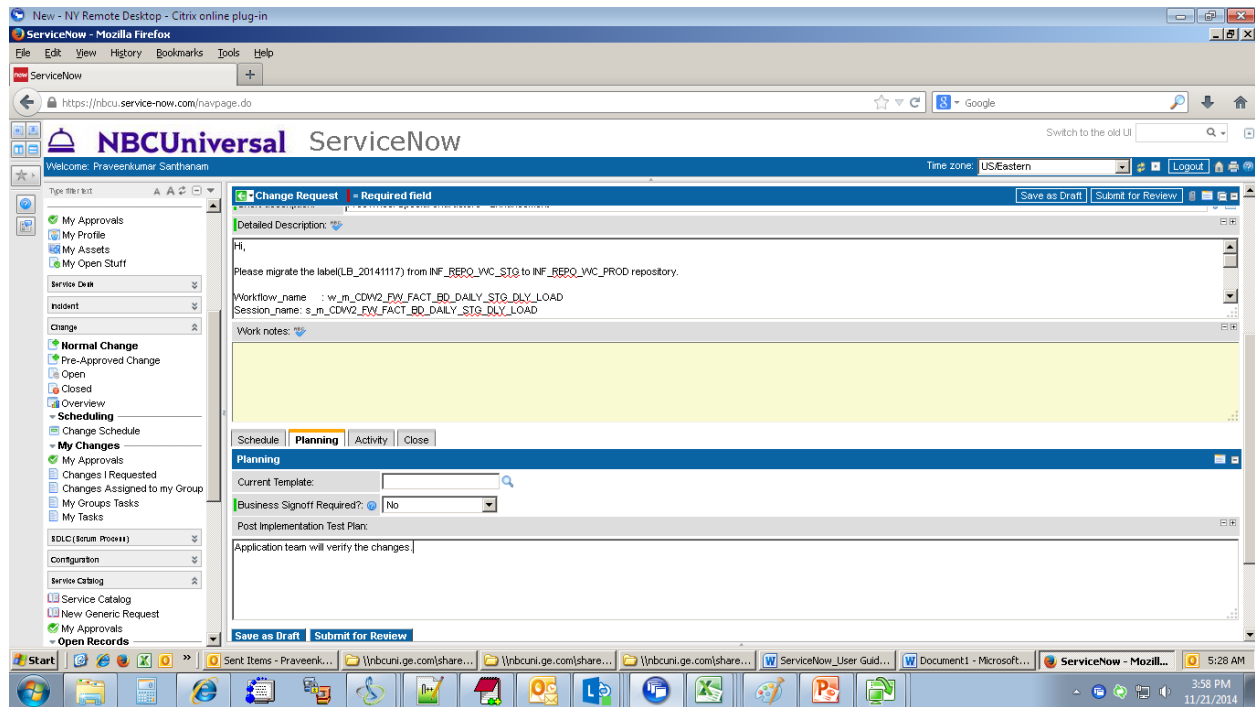
Fig 13.0 –Business Signoff Required and Post Implementation test plan section

> 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.

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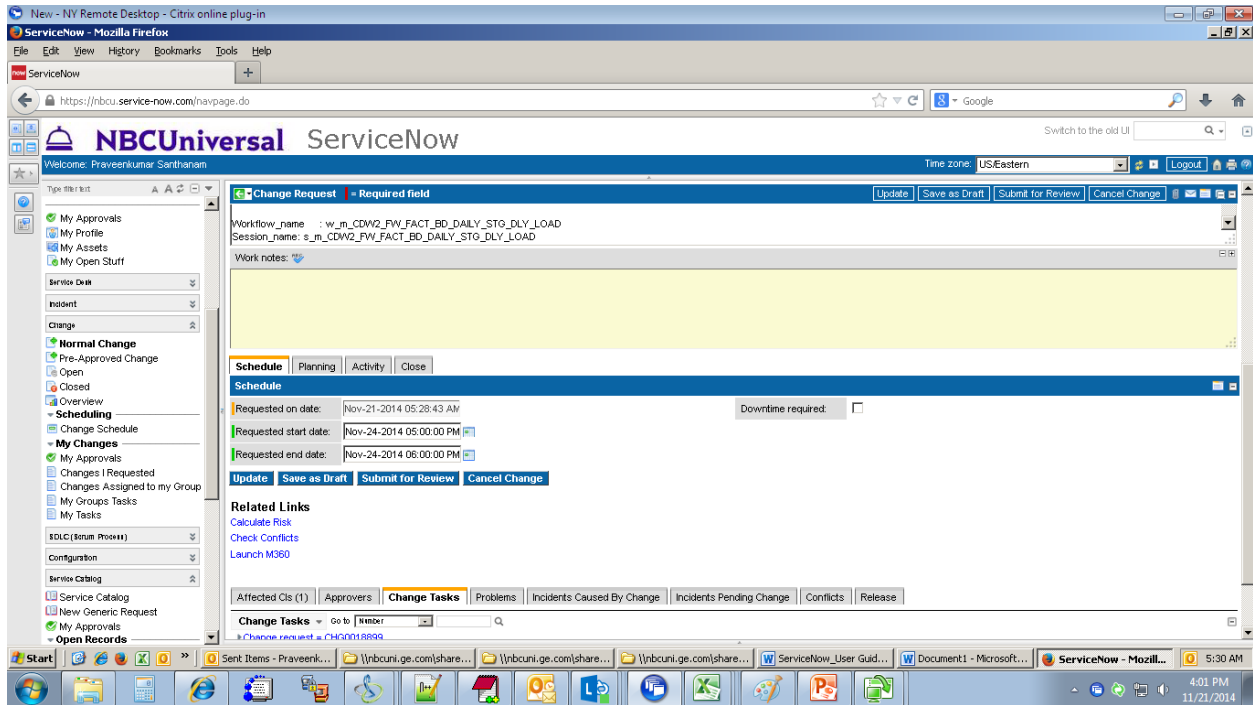
Fig 14.0 –Request start date and request end date section
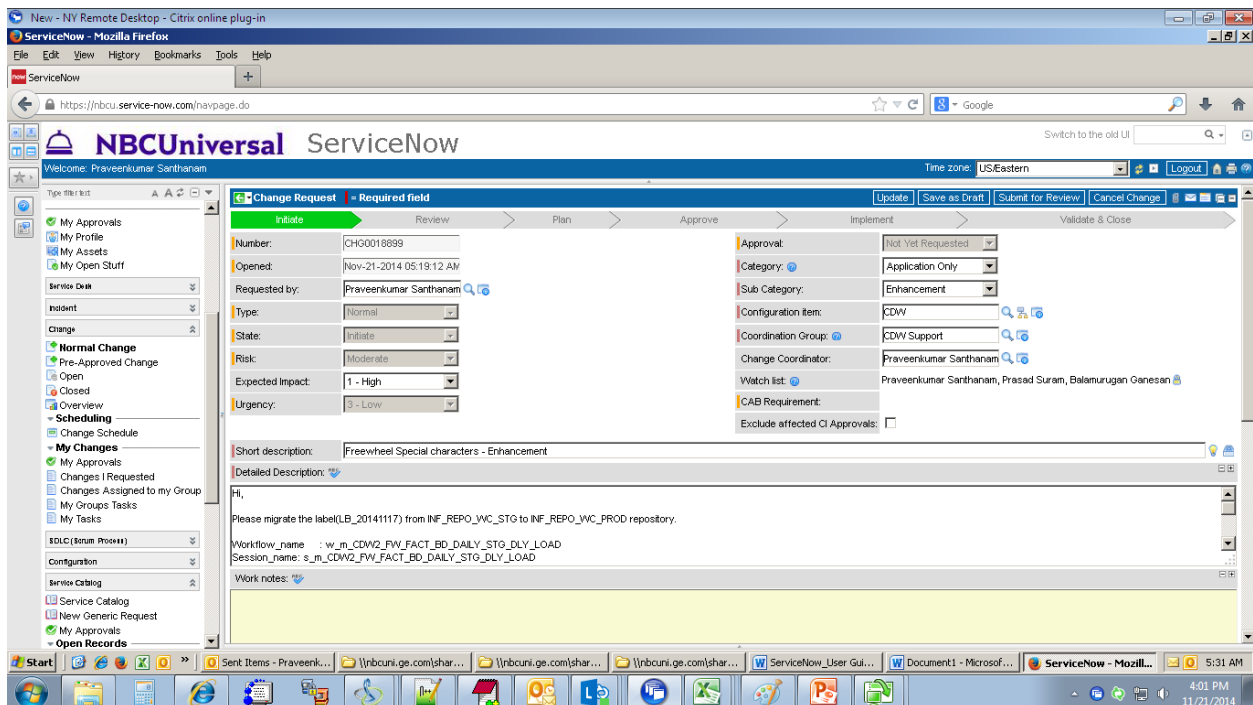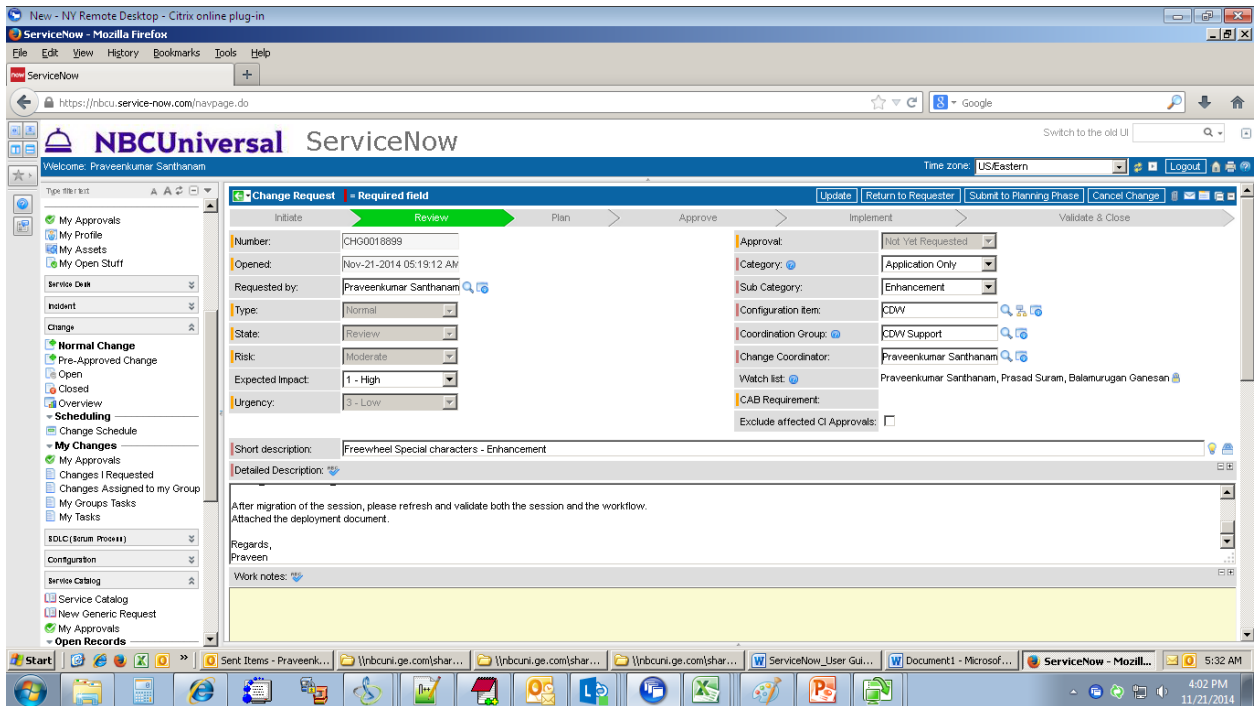
Fig 15.0 –Submit for review page
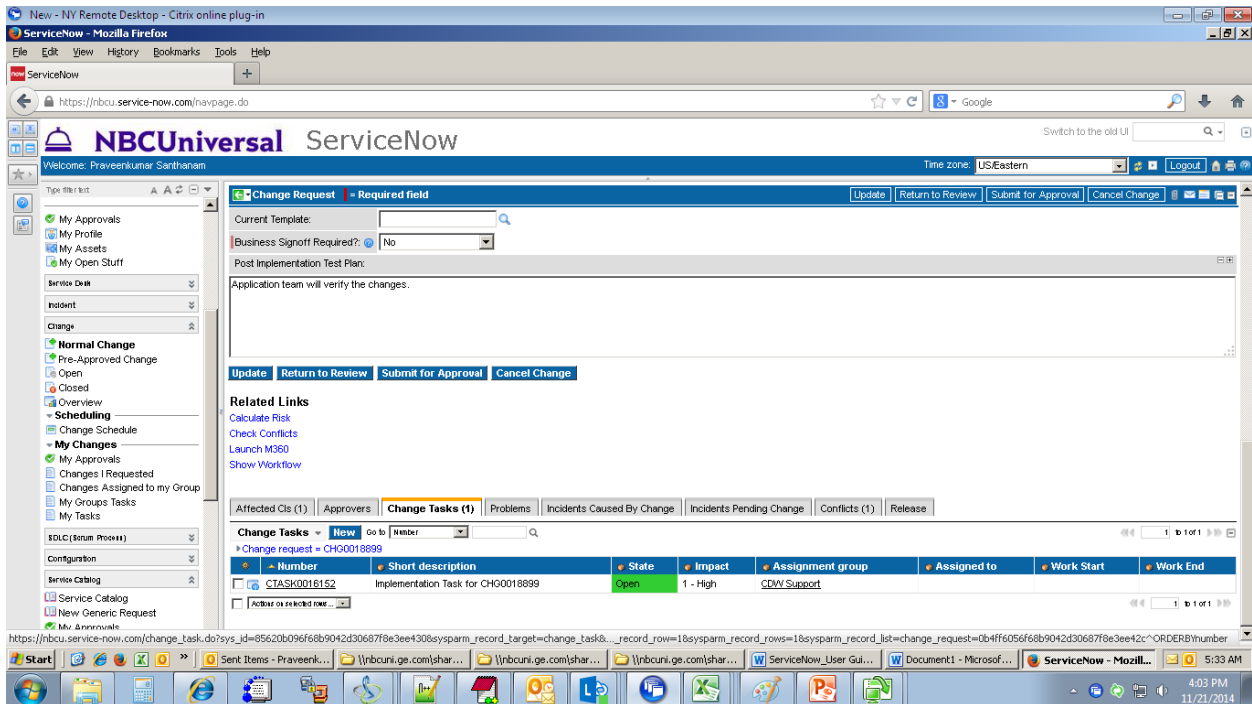
Next click on Submit for planning phase button

Fig 16.0 –Submit for Planning phase page

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

Fig 17.0 –After click on Submit for Planning phase page

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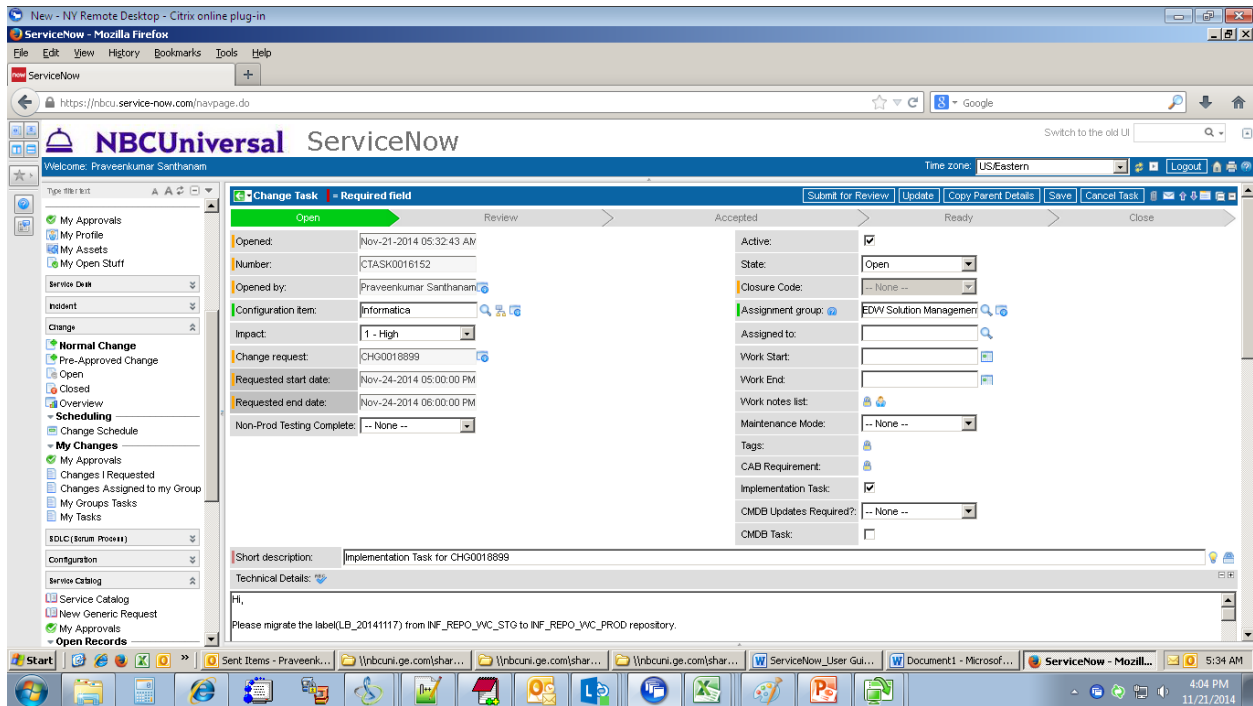Click on the CTASK and fill the following details as shown below screen

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 Imformatica related prod move assign to* EDW Solution Management
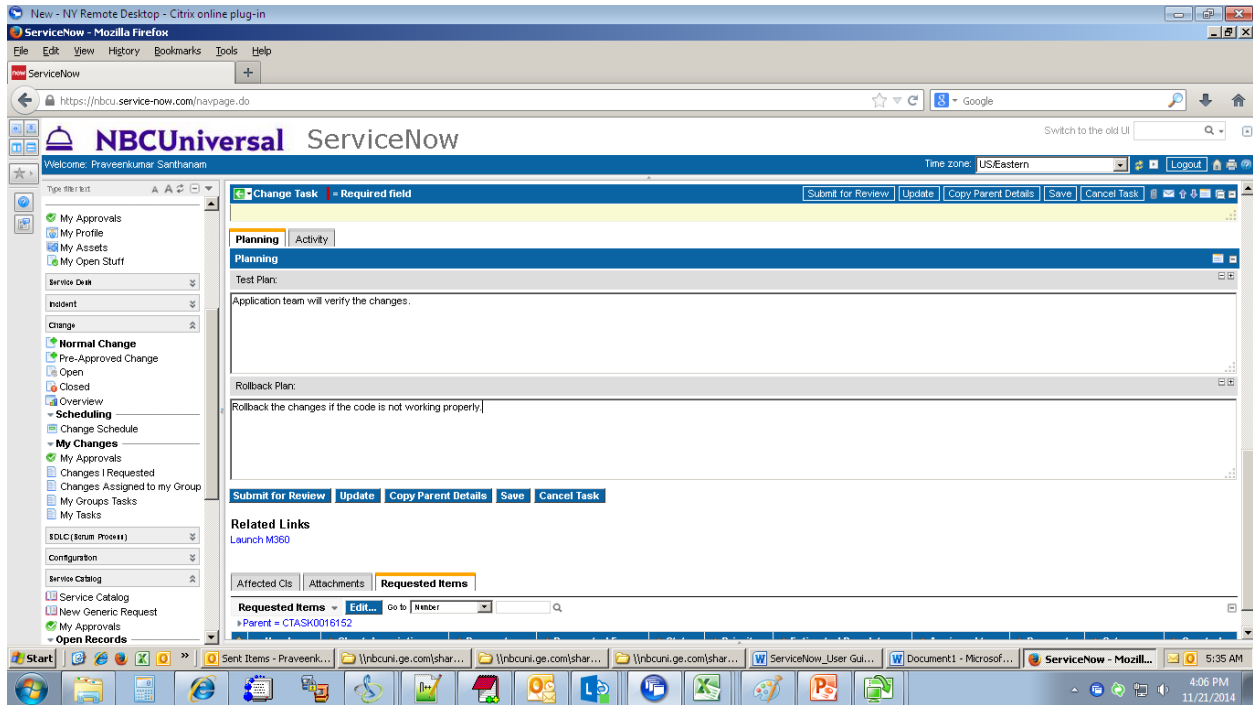
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Fig 19.0 –Planning details in Change Task window page

Planning : Need to write in Rollback plan section
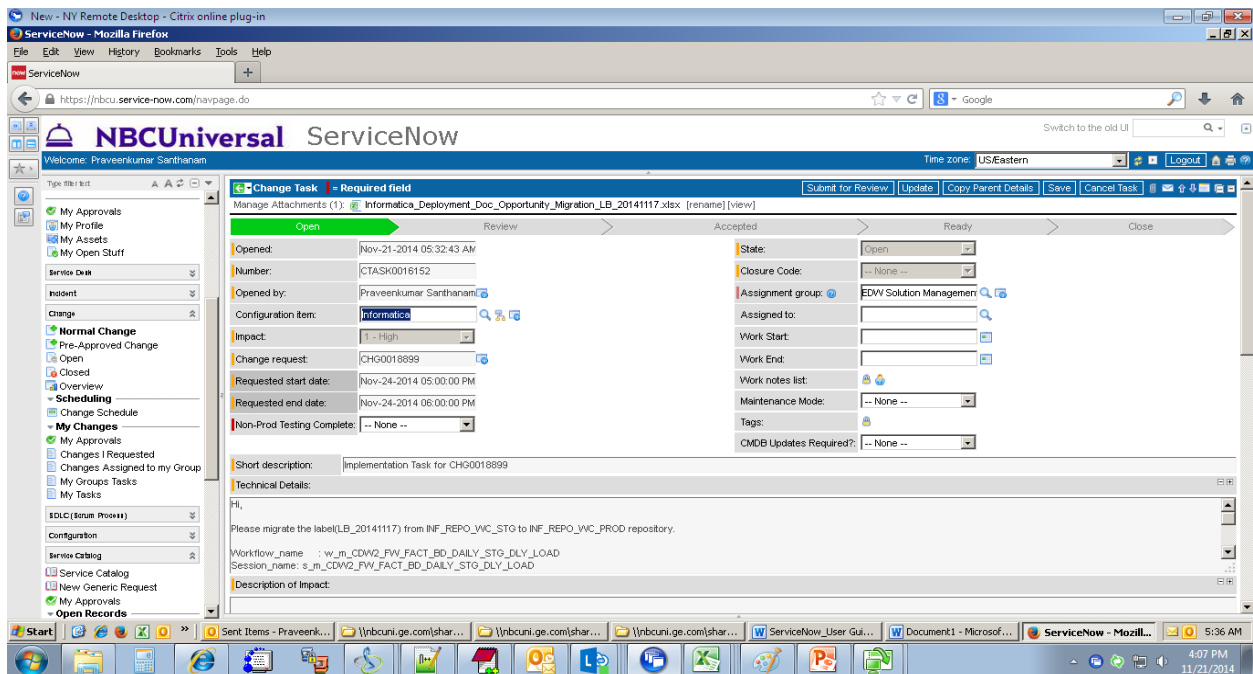
Fig 20.0 –Click on Submit for review page

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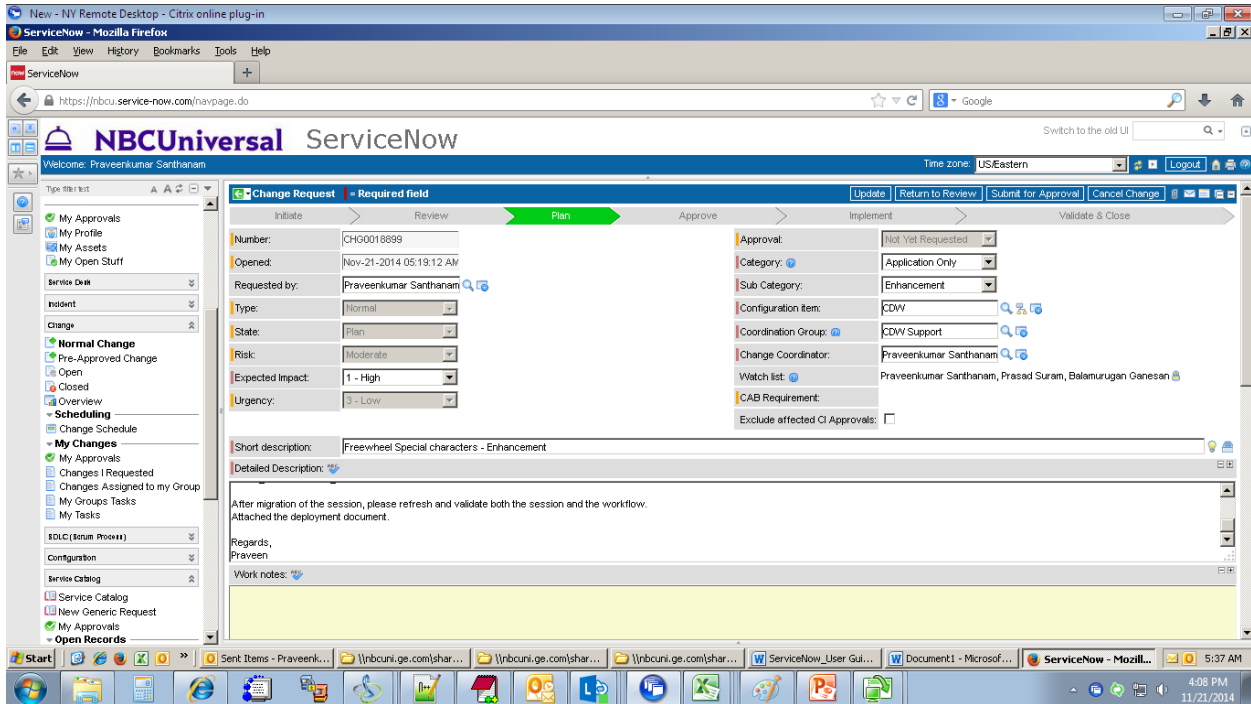

Fig 21.0 –Plan page

- ➢ 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**.**

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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 Catelog.

1. **Application Service Request - ASR**

2. **Infrastructure Service Request - ISR**
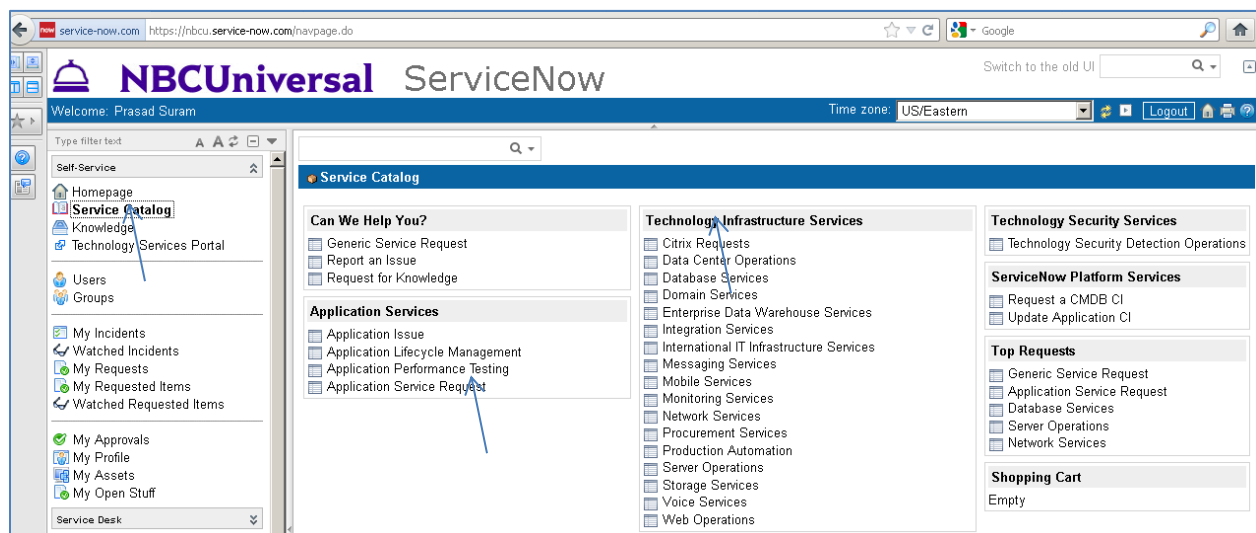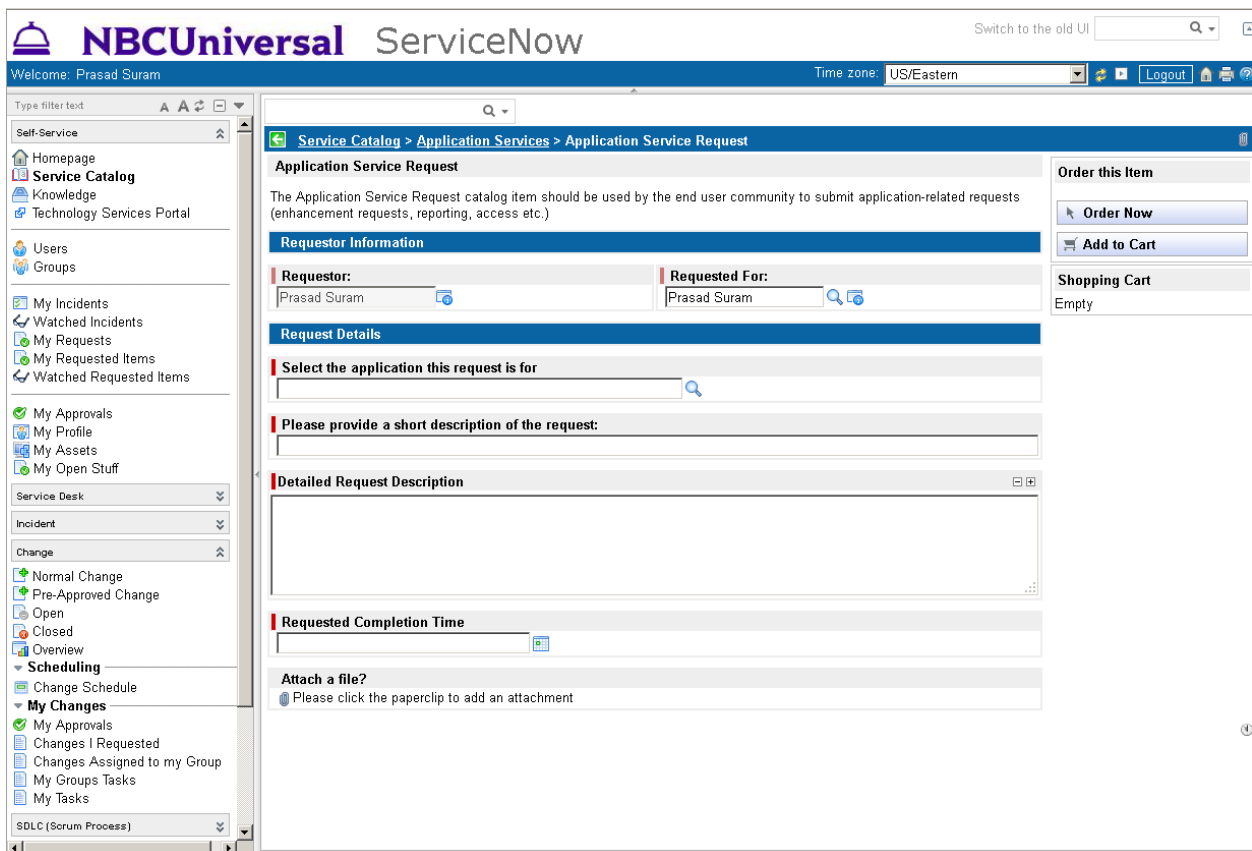
Fig 22.0 Service Catalog Screen

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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 reuest 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

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

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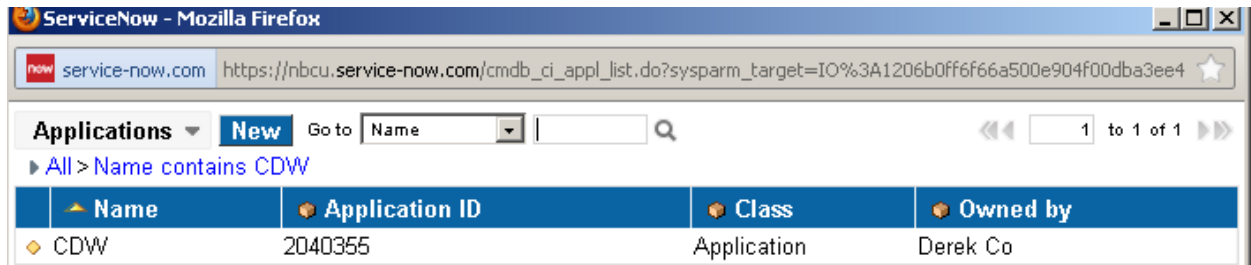
Fig 24.0 Application Name selection

- ➤ **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
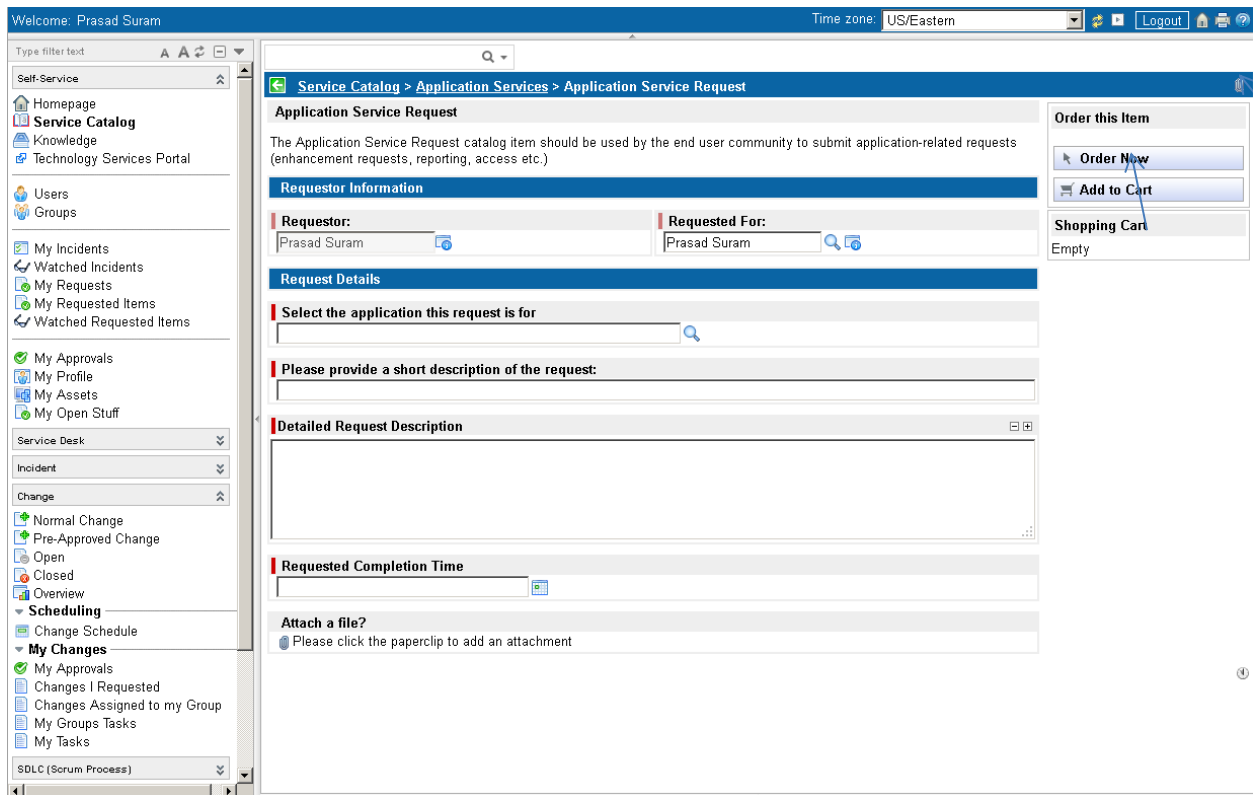
Fig 25.0 ASR File Attachments

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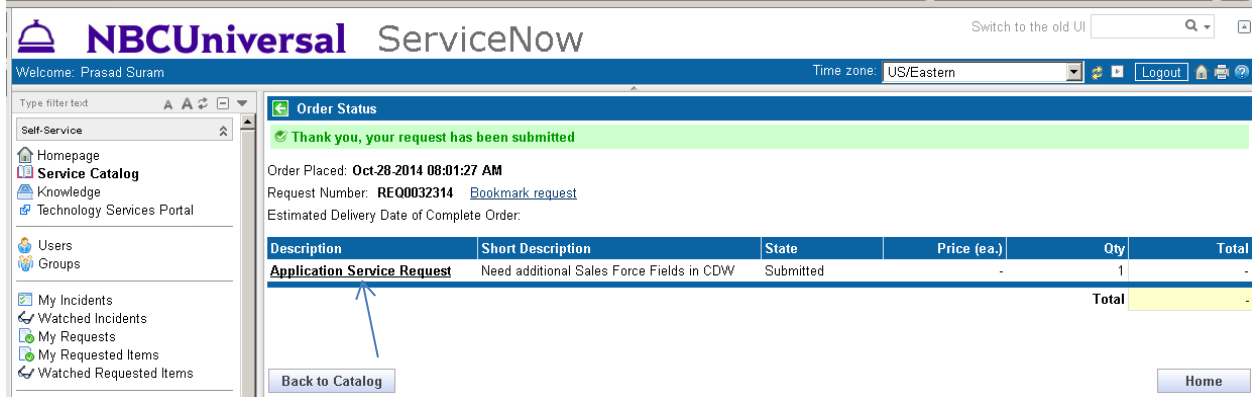- ➤ **Step11 :** ASR status shows submitted.

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.
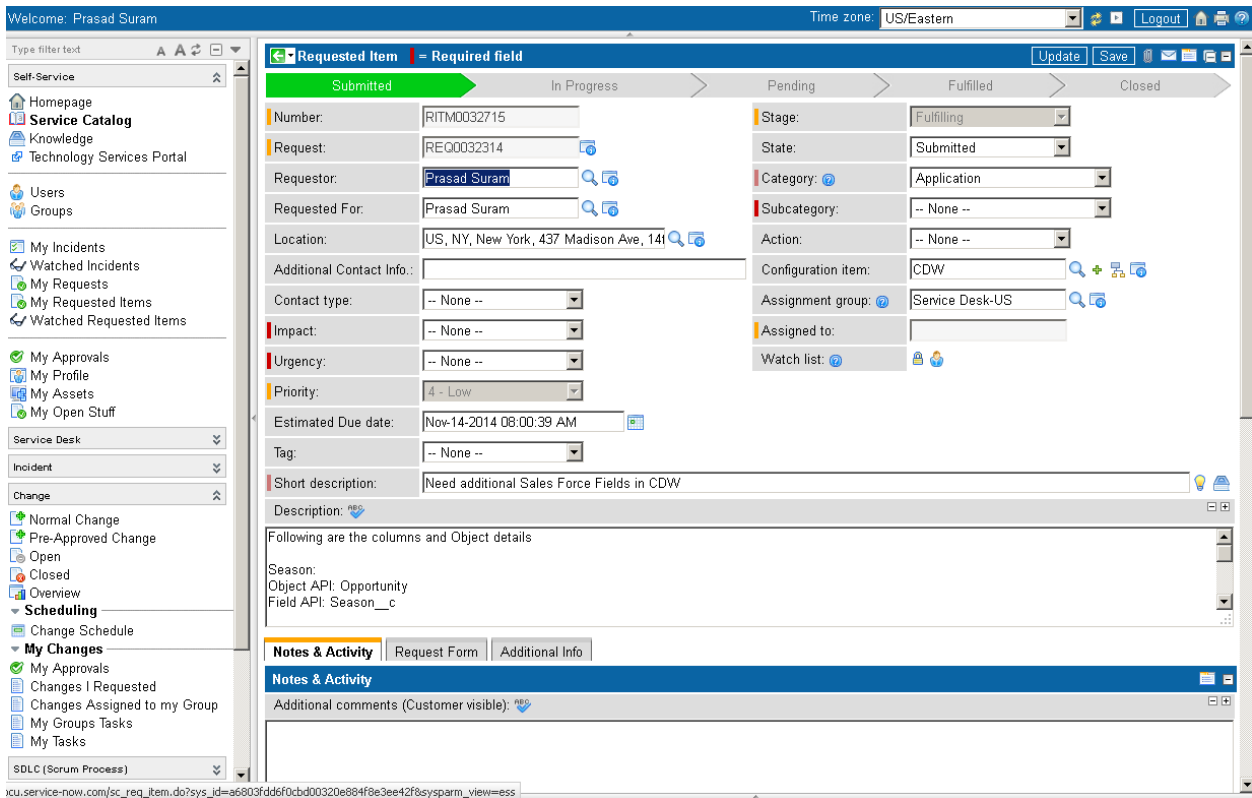
Fig 27.0 ASR Request Details

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

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> *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 Enahancement or data or or Maintenance*
>
> *Action* – *Create or Change or Acive or Deactive etc*
>
> *Configuration Item* – *Application Name*
>
> *Assignement Group* - *CDW Support (ETL related tasks)*
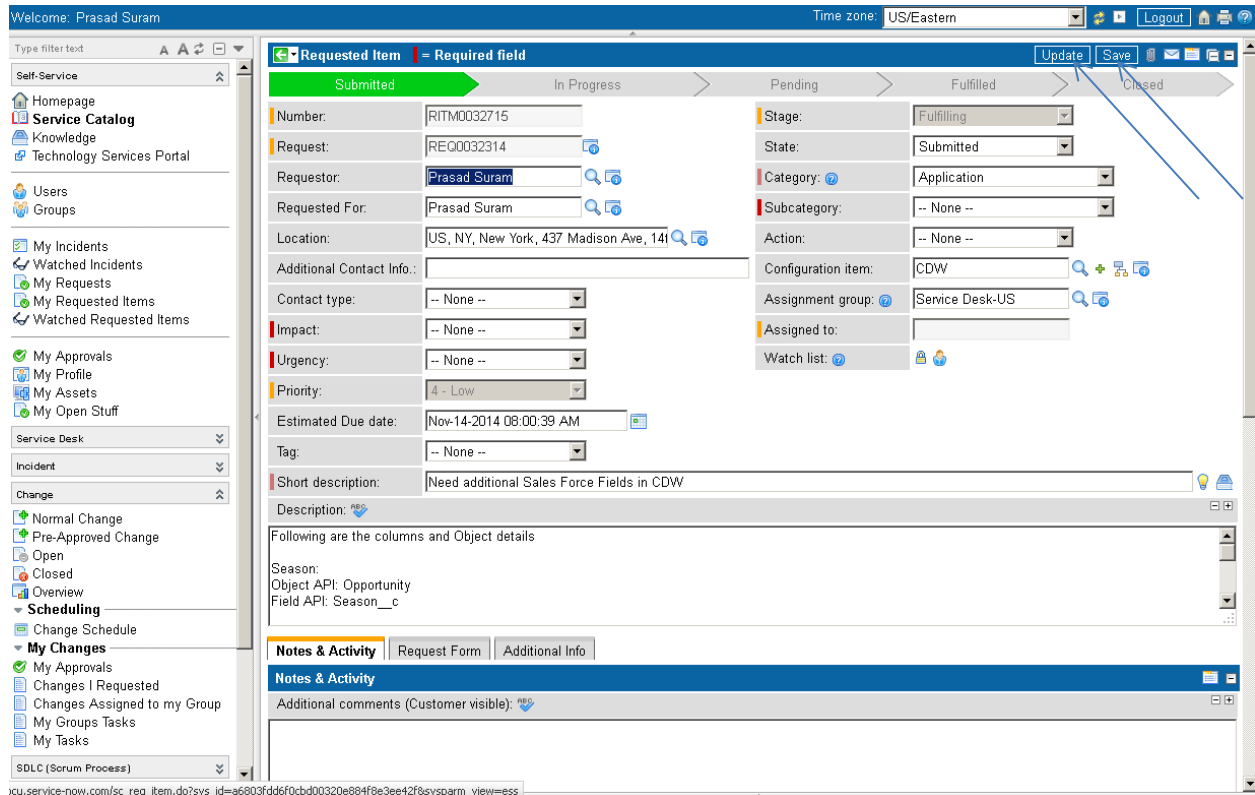
➢ **Step15 :** Click on update button on top right side after filling in the above details.

Fig 28.0 ASR Save and Update Status

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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 Serive Request (ISR) through Technology Infrastructure Services in Service Catelog.
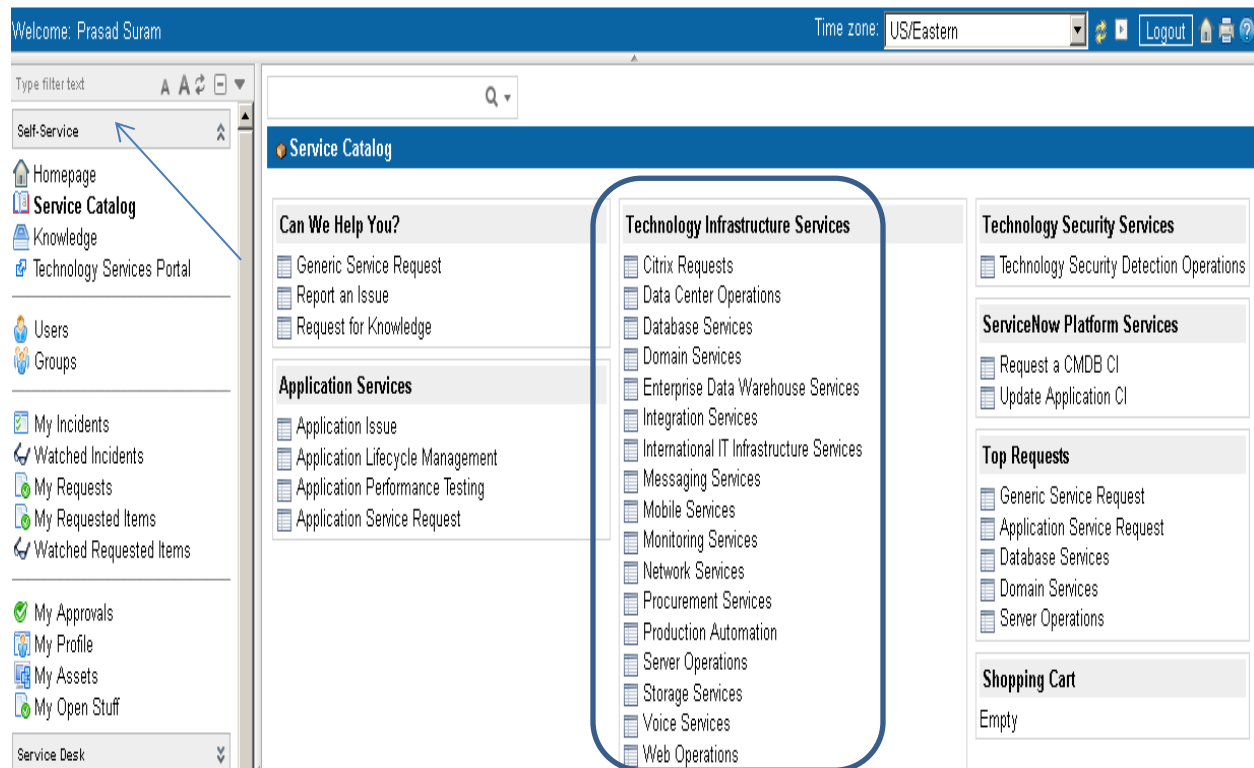
Fig 29.0 ISR Service Catelog

Please follow the below steps for creating the ISR:

Step1 : Click on the Service Catelog

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

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
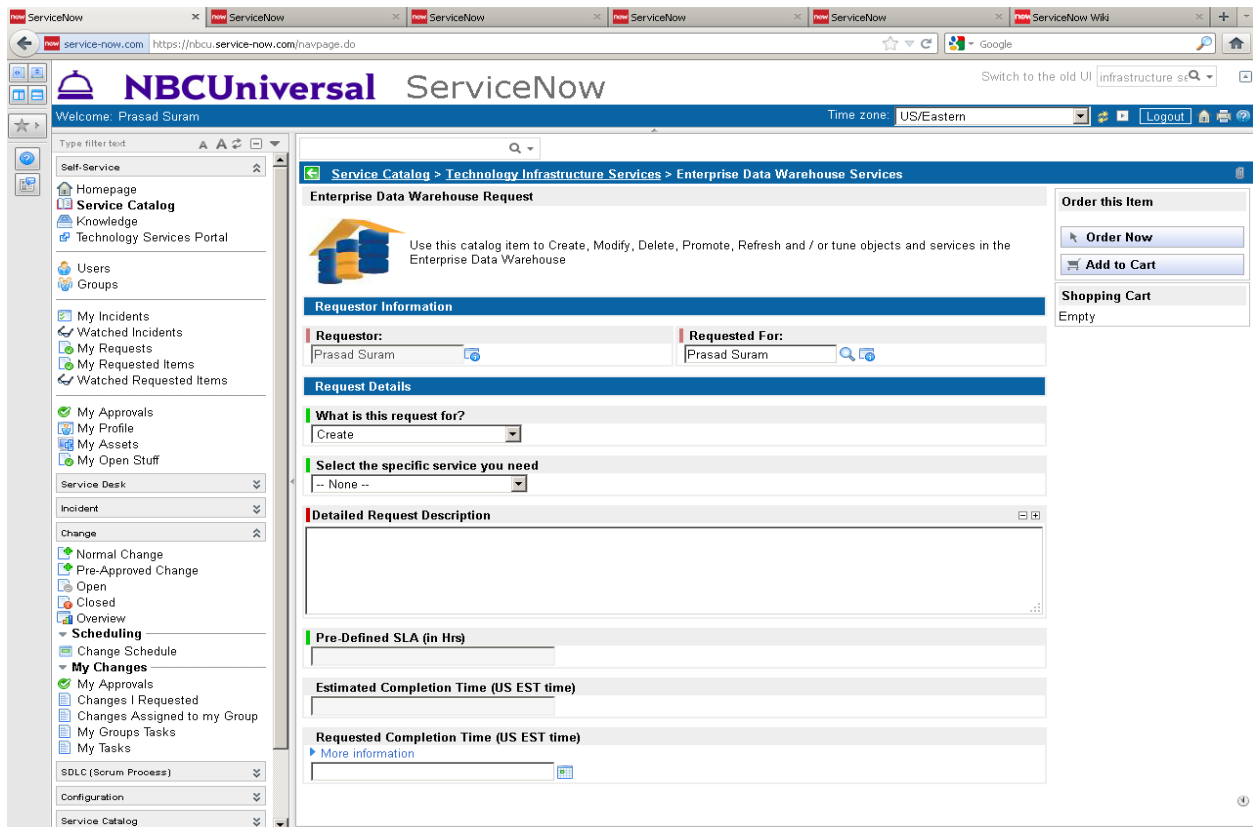
Fig 30.0 ISR Request page

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

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

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

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

Pre Defiled SLA (In Hr) – No need to fill
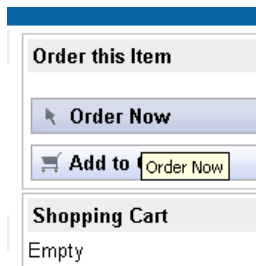
Estimated Completion Time(US EST TIME) – No need to fill

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

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

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

Fig 31.0 ISR Submit Status

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

Fig 32.0 Submited 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

If you want to send mail this request we need to click on the mail box icon
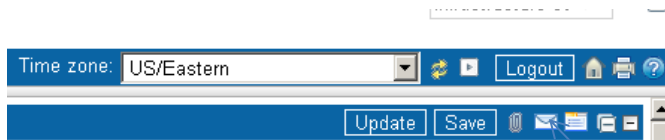
Finally we have to click on Save and Update buttons then only the ISR request fulfilled correctly.

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

6.2.1 TERADATA SERVICE REQUEST

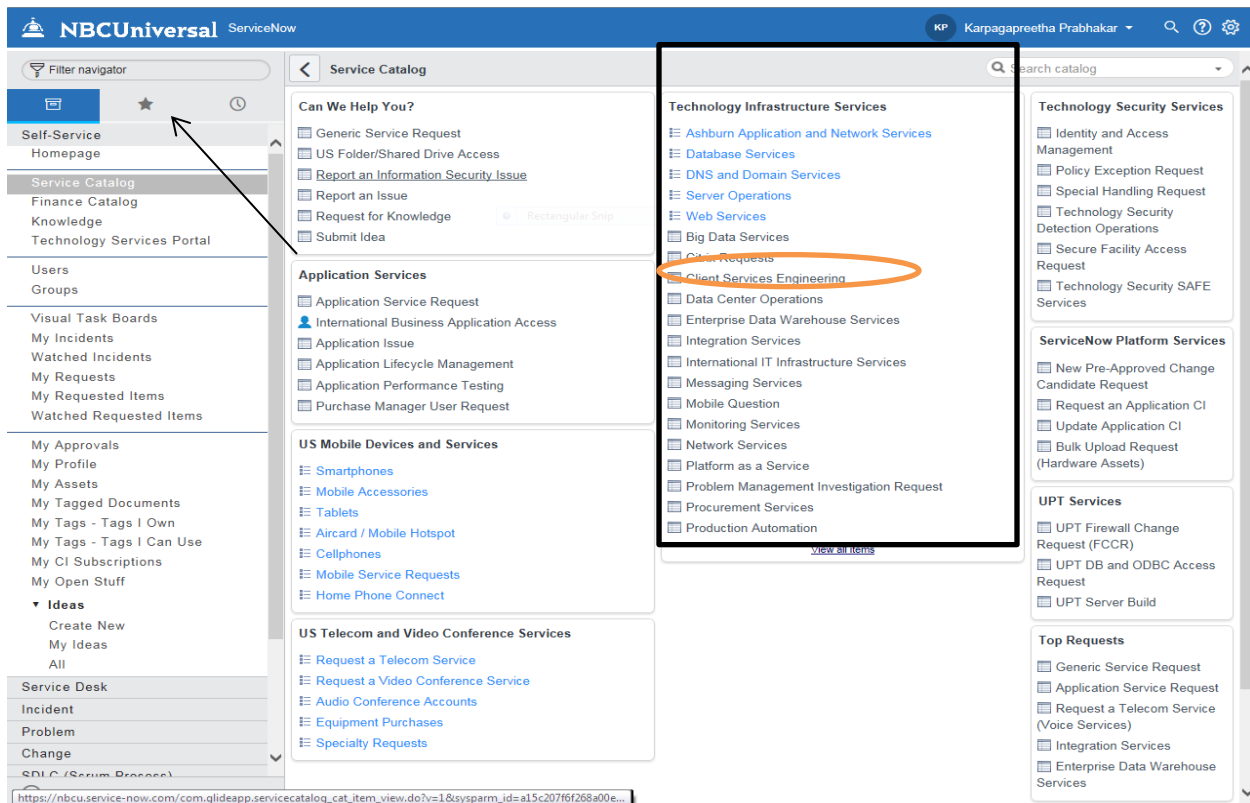If we want to raise a Teradata request, go to Technology Infrastructure Services in Service Catelog.

Fig 33.0 ISR Service Catalogue

Please follow the below steps for creating the ISR:

Step1 : Click on the Service Catelog

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

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.

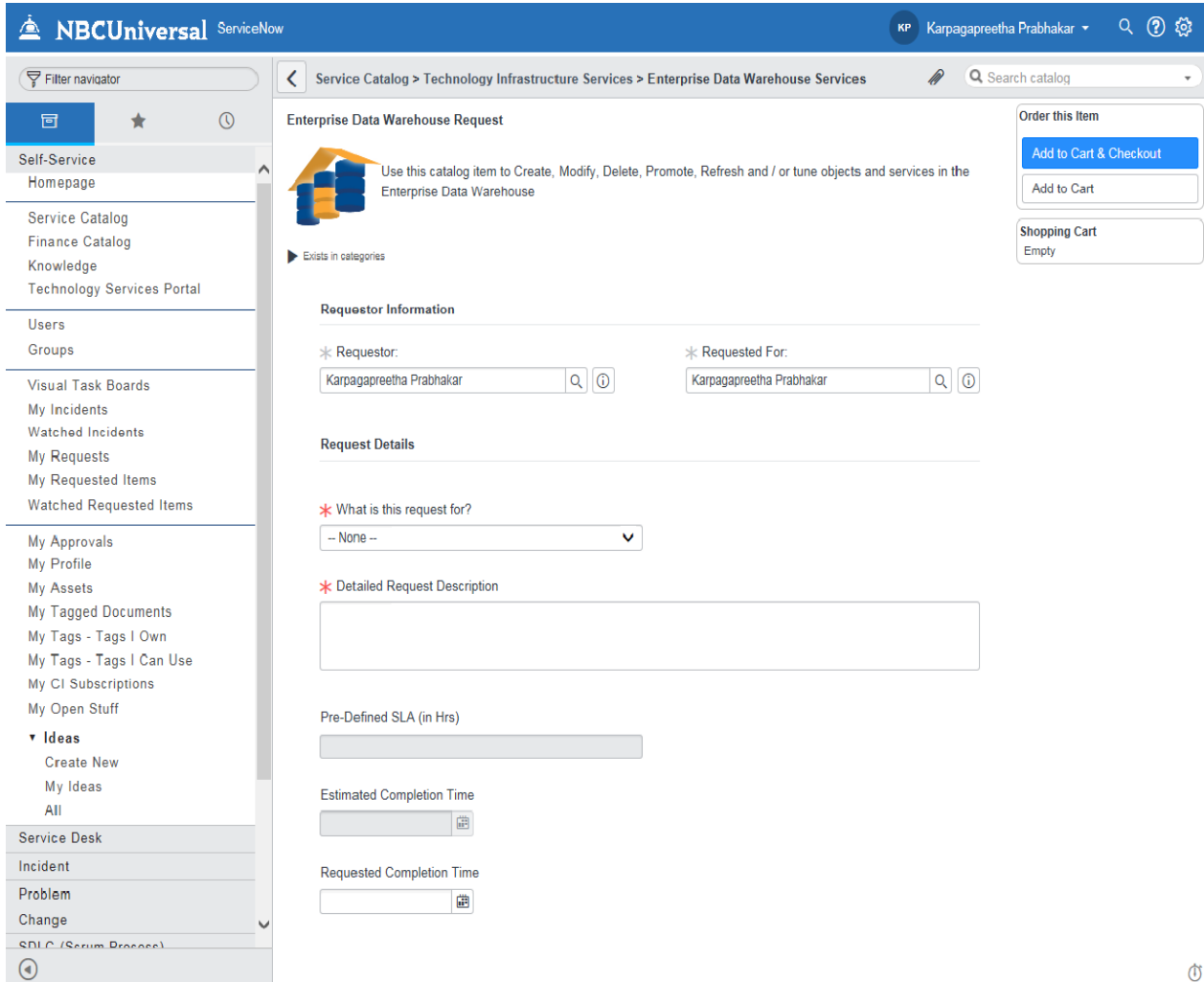**Step5 :** We will get the below screen once you click on the Enterprise Data Warehouse Services

Fig 34.0 EDW Request page

Step6 : Need to fill the below fields for ISR

    Requester – Request raise person

    Requested For – Requested for whom

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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

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

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

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

Pre Defiled 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

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

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

Fig 35.0 Submit Status Page

Step9 : Next click on Enterprise Data Warehouse Request then we will get the below screen
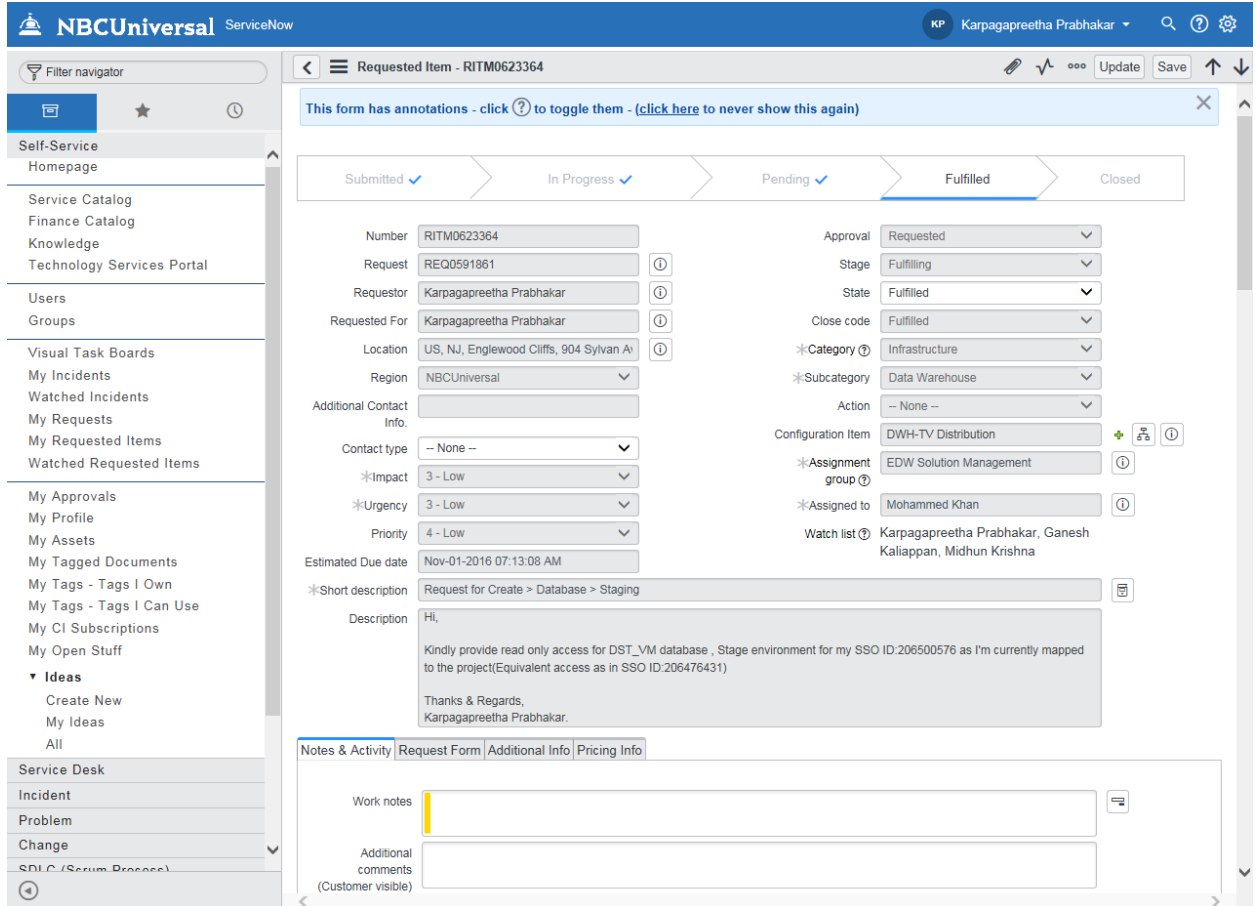
Fig 36.0 Submited Teradata Update

Step10 : Neet to fill the following fields

Impact – High or Medium or Low

Urgency – High or Medium or Low

**Priority –** No need to fill, 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 assing to EDW Solution Management
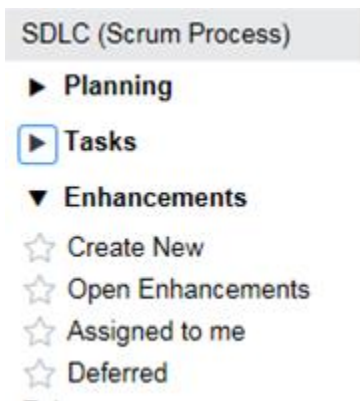
Once selected proper assignment group then we need to attach any required documents available

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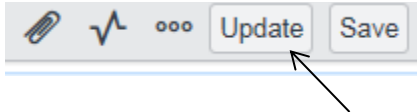
Once the ticket has been updated click on the Update option available on the right corner of the screen to save the changes made to the ticket.

7. ENHANCEMENT MANAGEMENT

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

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

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.