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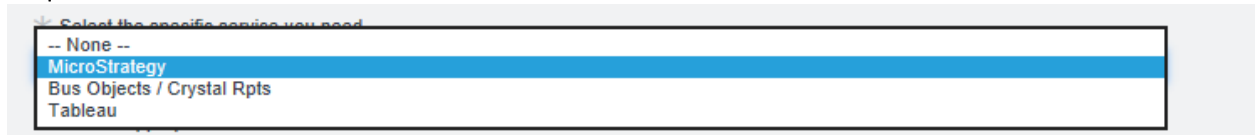
For our Team we are getting the Technology dropdown since we have **Custom form** submitted with all details including Technology. (Request Form attached Page 3 has more details which can be included in Custom Form

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 Tasak 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.

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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

Field	Value	
Number	RITM0533658	← Request #
Request	REQ0507954	← Type
Requestor	Shirish Kohale	
Requested For	Shirish Kohale	← Requestor Name
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	

Field	Value	
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		

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Request Form

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.

Time Worked

Resource Name who worked on ticket

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

For Service requests:

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

      BigData Data
      Ingestion Team - Con

2. **Category, Subcategory & Action**: Should reflect the correct nature of work.
   a. **Example,** in case of enhancement requests, category should be application. Sub-category should be Enhancement
   b. Put appropriate category/Sub-category and avoid using "Big Data Services" sub-category unless applicable
3. **Time Worked:** Should be properly added on daily basis.
   a. Monitoring should not be more than 25%
4. **Requested for:** Apart for Admin Activities or activities initiated by our team, requested for should be the Business user.
5. **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

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Priority | 4 - Low

Estimated Due date | Feb-21-2018 07:50:54 AM

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