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User Manual


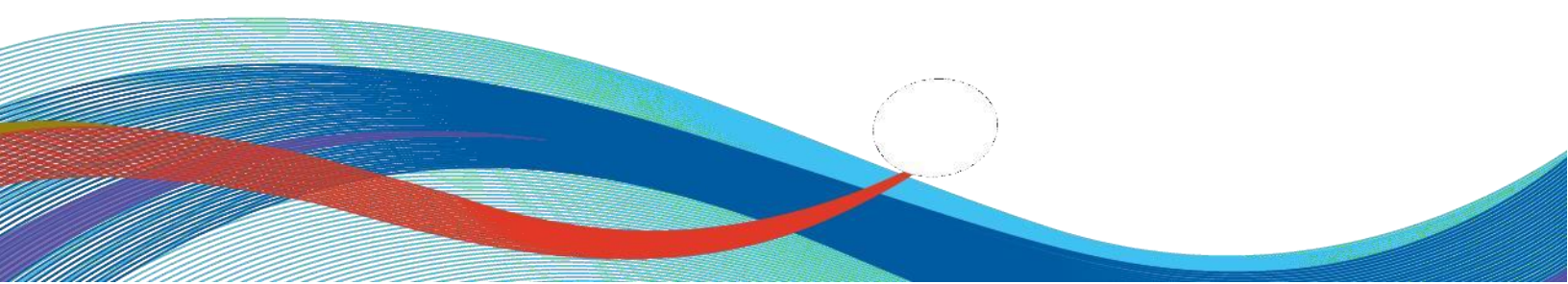
ITBM Helpdesk

Powered By – Service Now

Created By – XACT Product Team

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XACT ITBM Helpdesk ~ User Manual

Purpose:

To provide a high-level overview of the ITBM Helpdesk requests for users.

Scope:

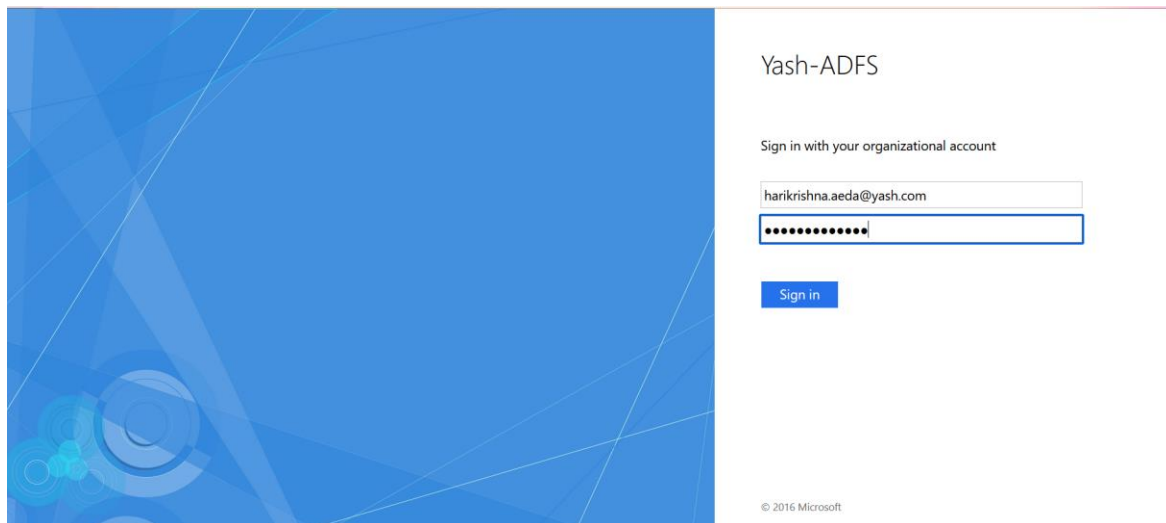
This document contains the steps to create the requests/incidents on service now.

Roles:

YASH Associates

ITBM Helpdesk:

Prod link: <https://yashinmsp.service-now.com/ysp>



Yash-ADFS

Sign in with your organizational account

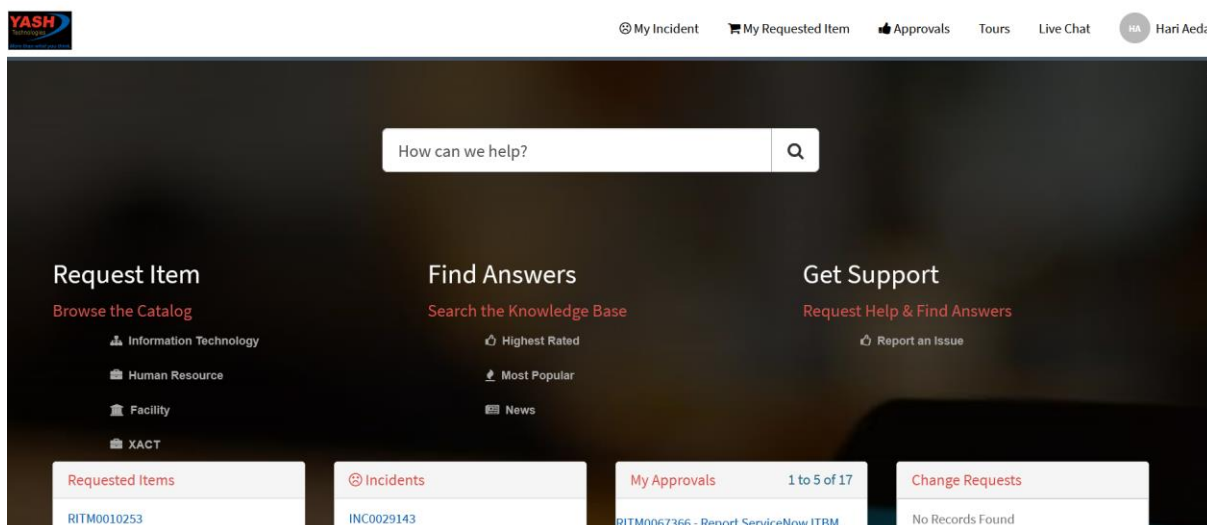
harikrishna.aeda@yash.com

.....

Sign in

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- Click on the URL, you will be redirected to the Main Portal page.



YASH

My Incident My Requested Item Approvals Tours Live Chat HA Hari Aeda

How can we help?

Request Item

Browse the Catalog

- Information Technology
- Human Resource
- Facility
- XACT

Find Answers

Search the Knowledge Base

- Highest Rated
- Most Popular
- News

Get Support

Request Help & Find Answers

- Report an Issue

Requested Items

RITM0010253

Incidents

INC0029143

My Approvals

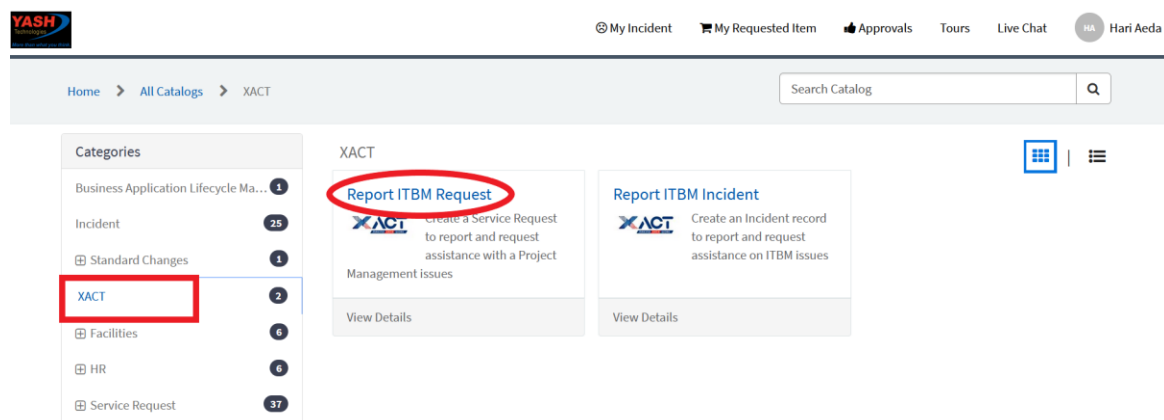
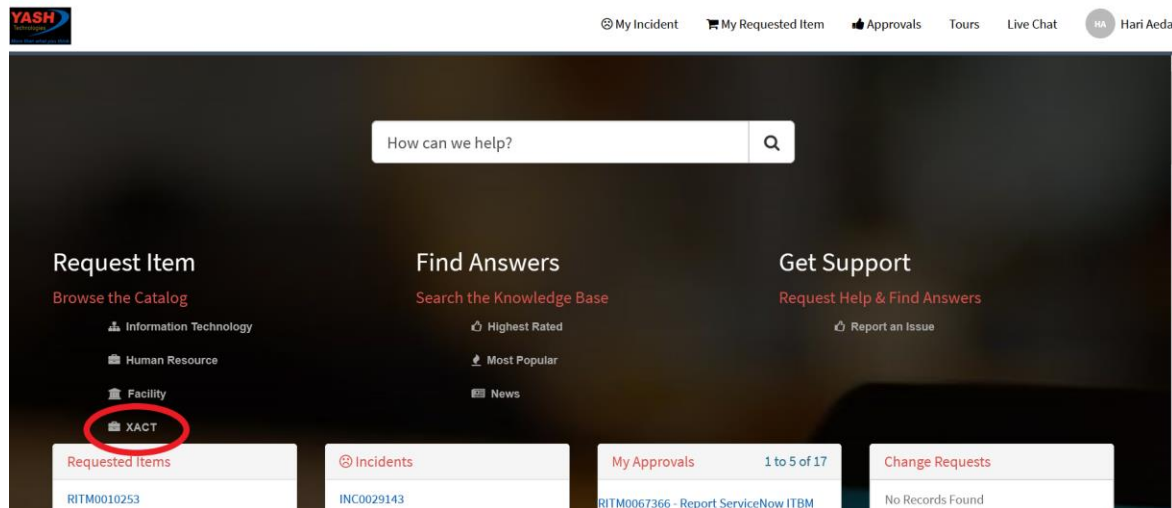
1 to 5 of 17

RITM0067366 - Report ServiceNow ITBM

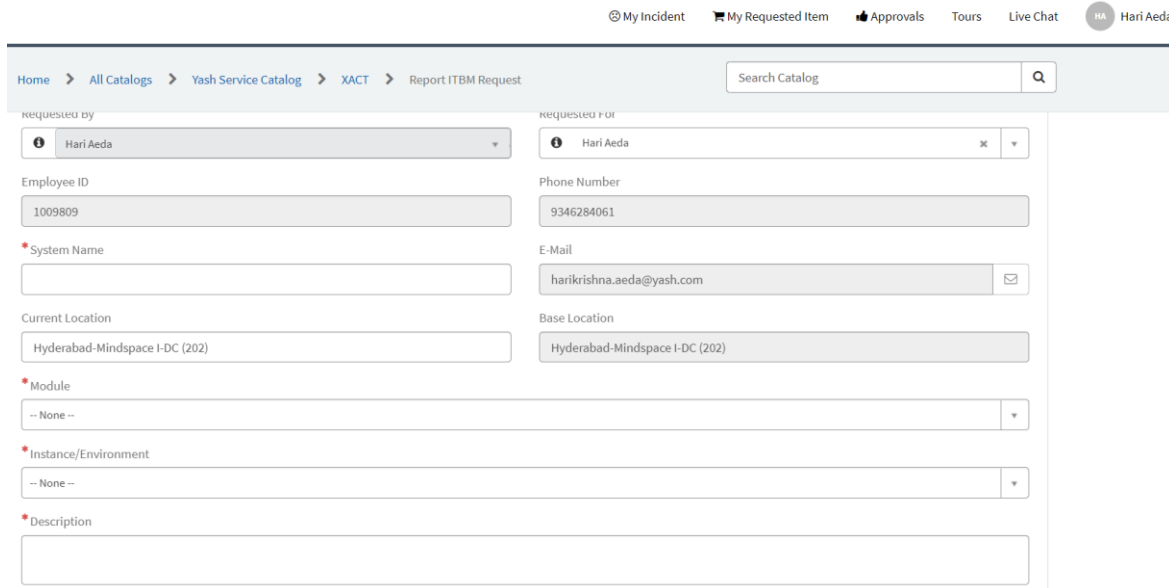
Change Requests

No Records Found

1. Click on **XACT** to raise ITBM related issues (Service Request/Incident) to be redirected to the XACT ticketing page to view Report ITBM Request/Incident catalog.



2. To raise a ticket, click on **Report ITBM Request**, and a populated form with basic prefilled values will popup.



The screenshot shows the 'Report ITBM Request' form in the YASH portal. The form is prefilled with the following information:

- requested by:** Hari Aeda
- Employee ID:** 1009809
- System Name:** (empty field)
- Current Location:** Hyderabad-Mindspace I-DC (202)
- Module:** -- None --
- Instance/Environment:** -- None --
- Description:** (empty field)
- requested for:** Hari Aeda
- Phone Number:** 9346284061
- E-Mail:** harikrishna.aeda@yash.com
- Base Location:** Hyderabad-Mindspace I-DC (202)

3. Fill in the following details by selecting the requirement that matches the issue
 - a. Module
 - i. Resource Management
 - ii. Project Management
 - iii. Timecard Management
 - iv. Skill Management
 - v. Demand Management
 - b. Instance/Environment
 - i. Production
 - ii. Test
 - iii. Dev
 - c. Description
 - d. Issue Type
 - i. Need Info
 - ii. Request Access
 - e. Impact
 - i. User
 - ii. Multiple Users
 - iii. Whole Organization

- f. Priority
 - i. Low
 - ii. Moderate
 - iii. High
- g. Add attachment (Attachment type- Any file, Size-1GB)

4. Click on request to create a ticket.

The screenshot shows the 'Report ITBM Request' page in the YASH Technologies portal. The form includes fields for System Name, E-Mail (hanikrishna.aeda@yash.com), Current Location (Hyderabad-Mindspace I-DC), Base Location (Hyderabad-Mindspace I-DC), Module (dropdown menu), Description, Issue Type (dropdown menu), Impact (dropdown menu), and Priority (dropdown menu). A red circle highlights the 'Request' button in the top right corner of the form area. The page also features a search bar and navigation links like Home, All Catalogs, Yash Service Catalog, XACT, and Report ITBM Request.

5. Once ticket is catalogued, the Fulfilment Process page will appear

The screenshot shows the 'Submitted Request' page in the YASH Technologies portal. The page displays a message input field with a 'Send' button, a chat window with a message from Hari Aeda, and a 'Requested Items' section with a list of items and their status. The 'Requested Items' section includes a table with columns for System Name, Module, Description, Request Type, Requested, and Priority. The table shows a single item: 'Create a Service Request to report and request assistance with a Project Management issues' with status 'Request Approved (Approved)'. The page also features a search bar and navigation links like Home, Submitted Request, My Incident, My Requested Item, Approvals, Tours, Live Chat, and Hari Aeda.

- For urgent issues that have large impact which need to be solved quickly:
- Click on **Report ITBM Incident**, and a populated form with basic prefilled values will pop up.

The screenshot shows the YASH Technologies portal interface. The top navigation bar includes links for 'My Incident', 'My Requested Item', 'Approvals', 'Tours', 'Live Chat', and a user profile for 'Hari Aeda'. The breadcrumb trail is 'Home > All Catalogs > XACT'. A search bar is present on the right.

On the left, a 'Categories' sidebar lists various options, with 'XACT' highlighted in a red box. The main content area shows two cards under the 'XACT' heading: 'Report ITBM Request' and 'Report ITBM Incident'. The 'Report ITBM Incident' card is circled in red.

Clicking on 'Report ITBM Incident' leads to a form with the following fields:

- Current Location:** Hyderabad-Mindspace I-DC (202)
- Base Location:** Hyderabad-Mindspace I-DC (202)
- Impact:** -- None --
- Priority:** -- None --
- Module:** -- None --
- Issue Type:** -- None --
- Description:** (Empty text area)

The form also includes a 'User' field with the email 'harikrishna.aeda@yash.com' and a 'Description' field.

- Fill in the following details by selecting the requirement that matches the issue
 - Impact
 - User
 - Multiple Users
 - Whole Organization

- b. Priority
 - i. Low
 - ii. Moderate
 - iii. High
- c. Module
 - i. Resource Management
 - ii. Project Management
 - iii. Timecard Management
 - iv. Skill Management
 - v. Demand Management
- d. Issue Type
 - i. Need Info
 - ii. Request Access
- e. Description
- f. Add attachment (Attachment type- Any file, Size-1GB)

3. Click on Submit to raise a ticket

The screenshot shows the 'Report ITBM Incident' form in the Yash Technologies portal. The top navigation bar includes links for 'My Incident', 'My Requested Item', 'Approvals', 'Hours', 'Live Chat', and a user profile for 'Hari Aed'. The breadcrumb trail is 'Home > All Catalogs > Yash Service Catalog > XACT > Report ITBM Incident'. A search bar labeled 'Search Catalog' is present. The form fields include: 'Module' (dropdown menu), 'Issue Type' (dropdown menu), and 'Description' (text area). Below these is a 'Required information' section with tabs for 'System Name', 'Impact', 'Priority', 'Module', 'Issue Type', and 'Description'. At the bottom right, there is an 'Add attachments' link and a blue 'Submit' button, which is highlighted with a red rectangular box.

- Once ticket is catalogued, the Fulfilment Process page will appear

Q & A

- What is ITBM Helpdesk?
Ans: ITBM helpdesk will help users to create a service requests or incidents regarding the ServiceNow application.
- What is the difference between ITBM Service Request and Incident?
Ans: Incidents need to be resolved immediately. On the other hand, Service Request refer to additional requests made by the users which are not urgent as incidents and problems.
Ex: Timesheet Portal tab is not visible in ServiceNow- Immediate action is taken on this, as this may affect the user in payroll cycle.
 - If user wants to add any extra feature in ServiceNow, that is considered as Service Request.
- How to create Service Request/Incident?
Ans: Navigate XACT in ServiceNow Portal > Click on Service Request/Incident depending upon the request > Fill the form and submit the ticket.

4. How user will notify the Request number/Incident number?

Ans: Through Email/Notification on the form page.

5. When will the issue resolve?

Ans: Depending upon the line items the incident is resolved.

6. Is there any helpline number?

Ans: Helpline number is not available.

7. Is any email is getting triggered for these requests and to whom is it getting triggered?

Ans: Emails are triggered to the user with Request/Incident number.