# Welcome to ServiceNow!

You have been added to a ServiceNow support group granting you “fulfiller” access.

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## What is ServiceNow?

ServiceNow is a web-based platform that helps us build, automate, and manage business workflows.

ServiceNow has two faces:

* [**User-facing portal (front-end):**](https://eversana.service-now.com/sp)This side of the platform gives everyone at EVERSANA a way to get IT support, including application and technology requests, issues support, and access to our knowledge base.
* [**Support-facing (back-end):**](https://eversana.service-now.com) IT uses this side as our IT Service Management (ITSM) solution, helping us process all IT changes, incidents and requests.

## What is ITSM/ITIL?

IT Service Management (ITSM) is **the discipline of providing IT services** to an organization, like EVERSANA. The Information Technology Information Library (ITIL) is **a framework of best practices** that help us deliver IT services that align with our business’ needs. They work together like this:

* ITSM lets us manage all IT services.
* ITIL practices help us make our service delivery workflows more effective.

## What does a “fulfiller” do?

You are responsible for delivering (fulfilling) certain IT services, including, but not limited to, opening, modifying, and closing various types of requests, incidents, and changes within ServiceNow. Your actual duties and access rights are associated with the support group(s) you belong to.

You’ll **use the support-facing back-end of ServiceNow** as your main tool, and you’ll perform your role according to ITIL practices. This means you’ll need resources and training.

## How can I get resources and training?

Here are links to your resources; **please bookmark them**:

* **ServiceNow back-end** (your main tool): <https://eversana.service-now.com/sp>
* **ServiceNow front-end**: <https://eversana.service-now.com/>
* **ITSM SharePoint Site**: Click [HERE](https://eversana.sharepoint.com/sites/ITServiceManagement/SitePages/Incident%20Management.aspx) to get news releases on ServiceNow.

You’ll get training from 3 different sources:

* **ComplianceWire**: You should get an email from ComplianceWire with training assignments related to your role. **Completing these assignments is mandatory** and helps us maintain compliance with our standards and audit requirements. Assignments may include, but are not limited to, Policy Reviews, IT Fulfiller Training, Change Management Training, Incident Management Training, etc.

*NOTE: If you do NOT receive an assignment within the first week of your new role, please email* [*compliancewire@eversana.com*](mailto:compliancewire@eversana.com) *and request the* ***ITSM and IT Fulfiller packages*** *to be assigned.*

* [**ITSM SharePoint Site**](https://eversana.sharepoint.com/sites/ITServiceManagement?xsdata=%3D&sdata=aG83Vy9waGlVcUlrVkZqeXZMa0NpMkQvclRMWGphdTI1QkVlM1hCWVFIaz0%3D&ovuser=e4f40be7-af4a-48c6-aca7-b06218cfc75e%2chelen.johnson%40eversana.com&OR=Teams-HL&CT=1684350576993&clickparams=eyJBcHBOYW1lIjoiVGVhbXMtRGVza3RvcCIsIkFwcFZlcnNpb24iOiIyNy8yMzA0MDIwMjcwNSIsIkhhc0ZlZGVyYXRlZFVzZXIiOmZhbHNlfQ%3D%3D#services-for-it-service-desk-agents-%28it-fulfillers%29)**:** This internal site hosts resources for 3 audiences. Scroll down to the area for **IT Fulfillers** and click the links to **learn your discipline**.
* [**ServiceNow Training and Certification**](https://www.servicenow.com/services/training-and-certification.html): Click the link to access free training sponsored by ServiceNow. You will have to create an account. After that, you’ll have access to both ServiceNow and ITIL-related training.

If you need training beyond this (i.e. paid training), work with your manager.

### And finally, welcome to the team!

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