



**Sears Service Now for End User Support
Version-Istanbul**

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Service Now End User Guide

Date	Version Number	Document Changes	Revised By
25 th September 2017	1	Initial Draft	Rashi Kulshreshtha

Purpose

Service-Now is a web-based tool in which Store Users can log Incidents. The requests will then be routed to the appropriate service desk staff and managed appropriately. The primary purpose of the tool is to provide an easy-access self-service tool in which users can request and receive assistance in a timely, consistent, and accurate manner.

Scope

The scope of this document is to define the Incident Management Process, Self-Service and Knowledge Management. The following is a specific list of items that are in scope for this document. Other items not listed here are considered out of scope for this document.

In scope:

- Incident Management Overview
- Incident Definition
- Incident Management Objectives
- Incident Management Policies
- Incident Management Process Flow

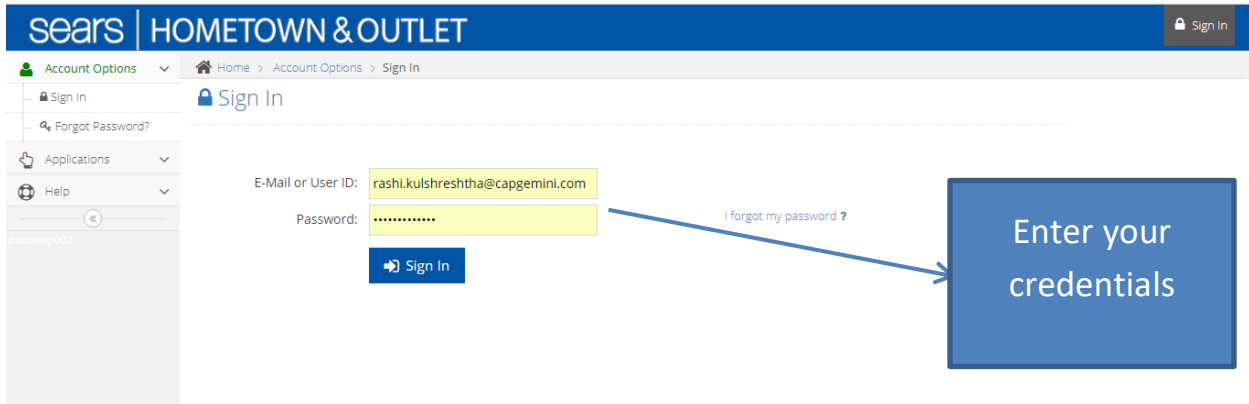
Accessing Service Now

Service Now can be accessed in any web browser.

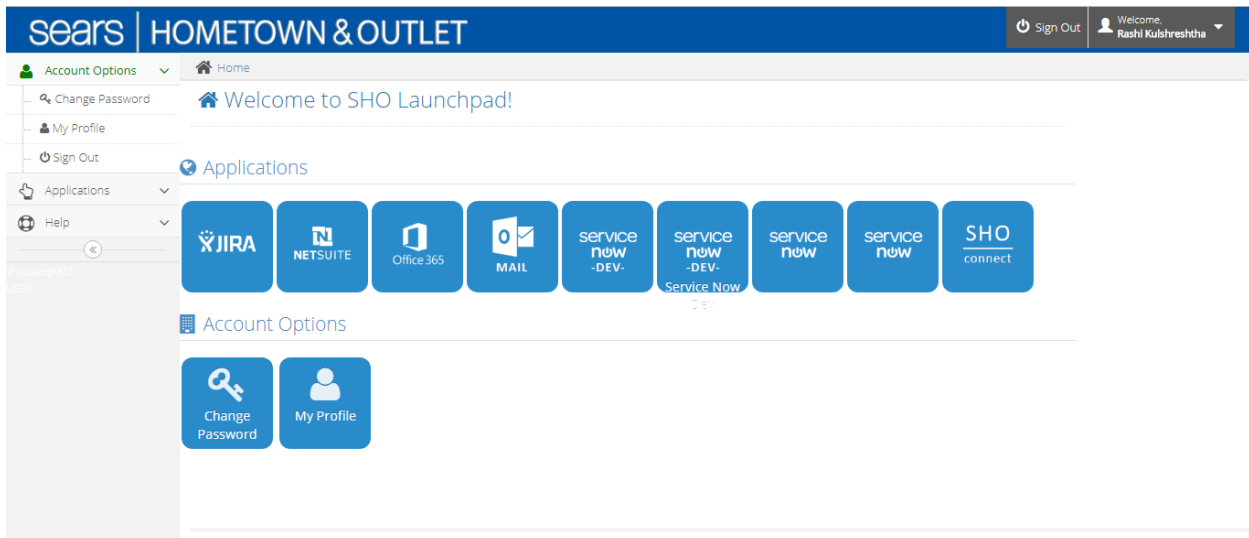
You can login to Service Now tool by accessing the following link from your web browser by using Single Sign-On :-

URL: <https://login.shos.com/ofis/pages/public/Default.aspx>

This will redirect to Sears Login Page.



Once you enter valid credentials it will redirect to Sears Home Page.



Click on **Service Now** Launchpad. It will redirect you to Service Now homepage.

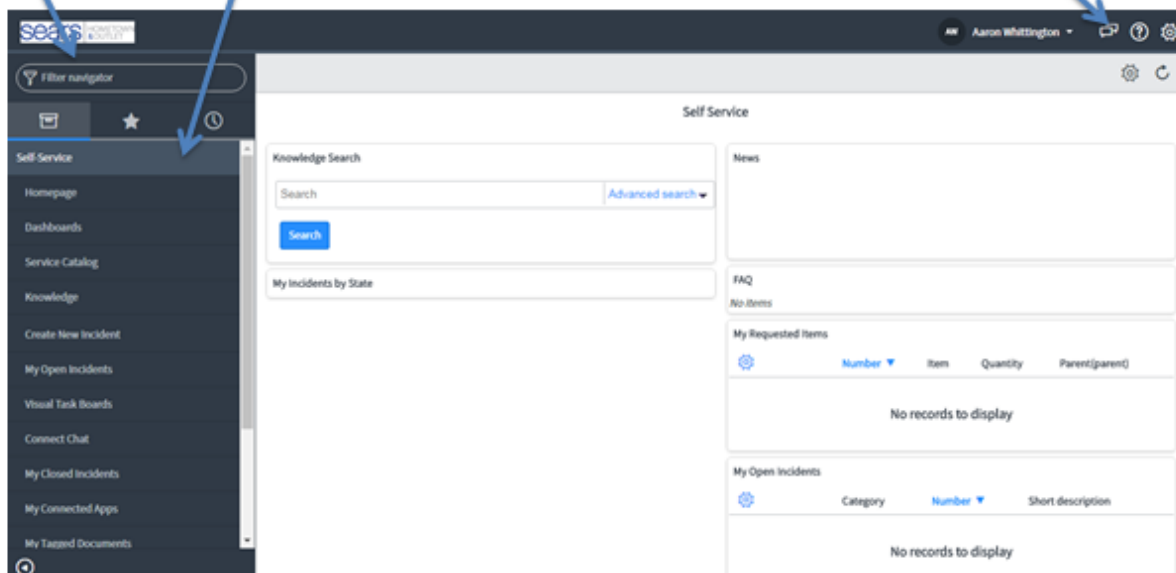
Home Screen

Once you have logged into Service-Now for the first time, your Home Screen will be as below. We will now outline the different components of the Home Screen.

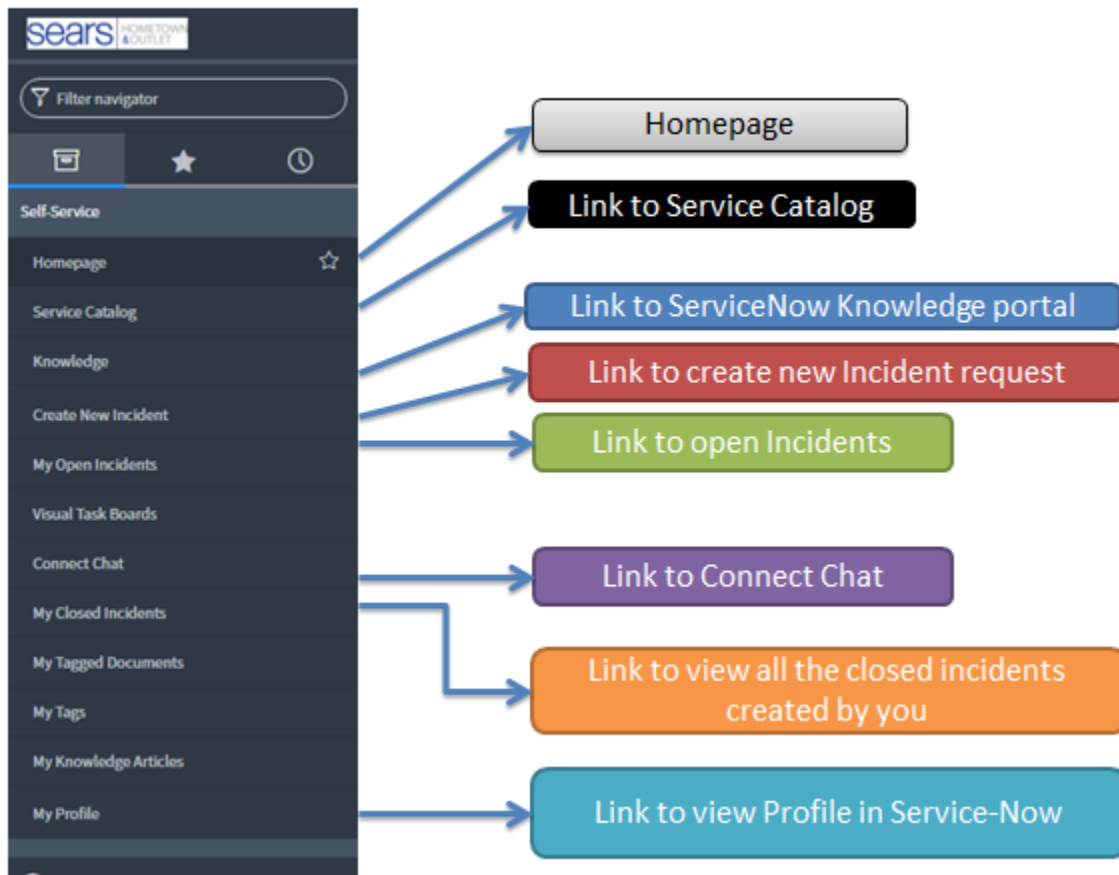
Navigation
Search

Navigation
Menu

Connect Chat



Self-Service Options

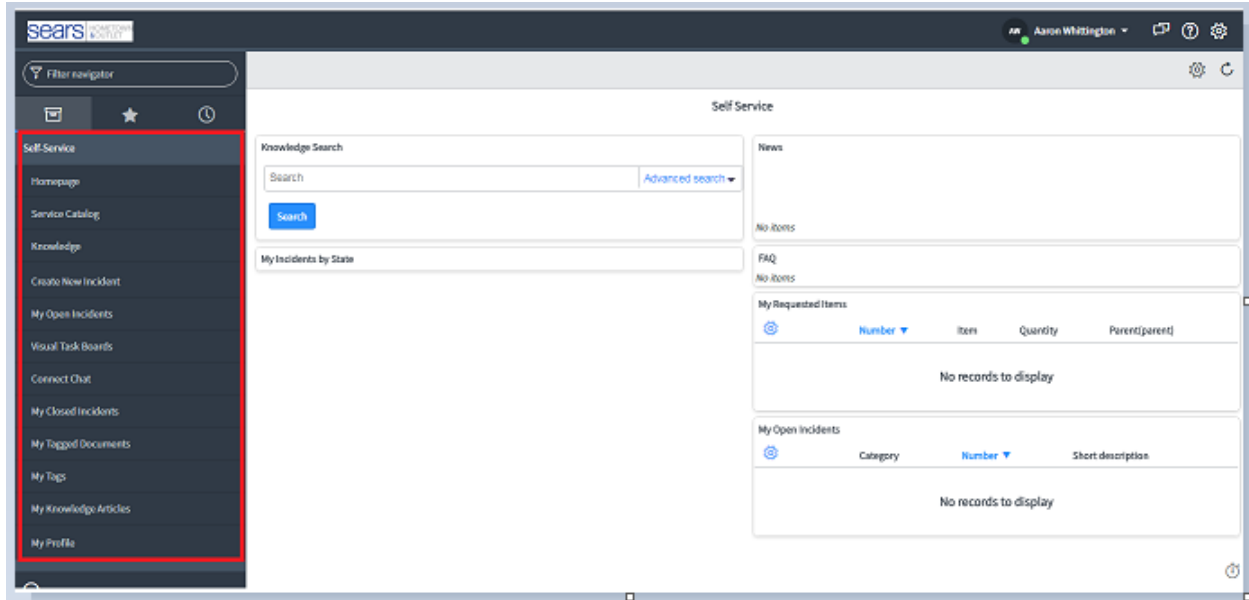


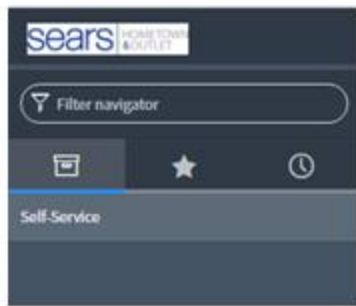
Left Hand Navigation Bar

The left hand navigation bar will display all Modules and Processes the User has access to.

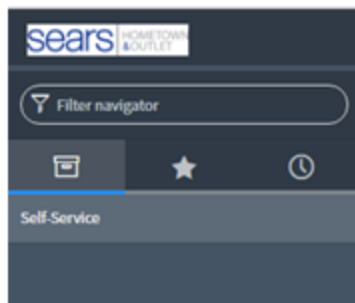
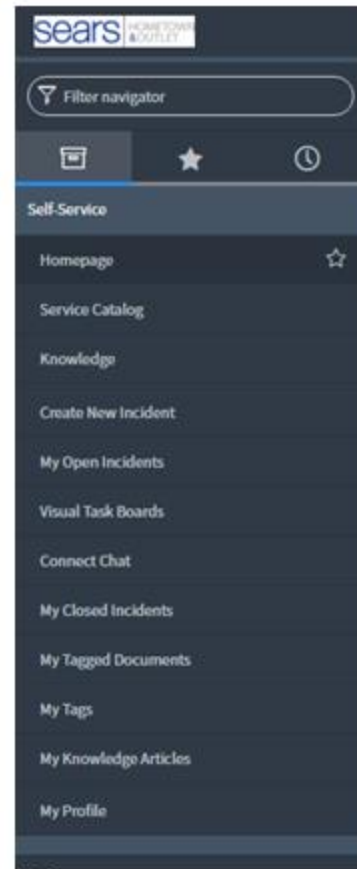
Key features:

- Clicking any application header will collapse/expand it
- Typing in filter text box will filter out all content that does not have the search terms

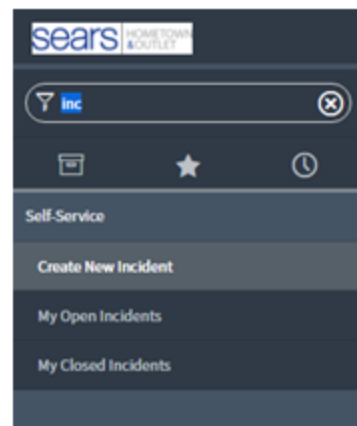




EXPANDING



FILTERING



Service Now homescreen overview

You can search knowledge article by entering the keyword in search bar.


Knowledge Search

Search

Advanced search ▼

Search

The section on the home page will show list of open Incidents created by you.


My Open Incidents			
	Category	Number ▼	Short description
No records to display			

The FAQ section provides direct access to Knowledge Article marked as FAQ.

FAQ


No items


User Settings


You can find banner tool options by clicking on “gear icon ()” provided on right side of the page.


The popup window appears.


System Settings

 General

 Theme

 Lists

 Forms

 Notifications

Accessibility enabled ☐

Compact the user interface ☐

Compact list date/time ☐

Home


☒ Homepages
☐ Dashboards

Date/Time

☒ Calendar
☐ Time Ago
☐ Both

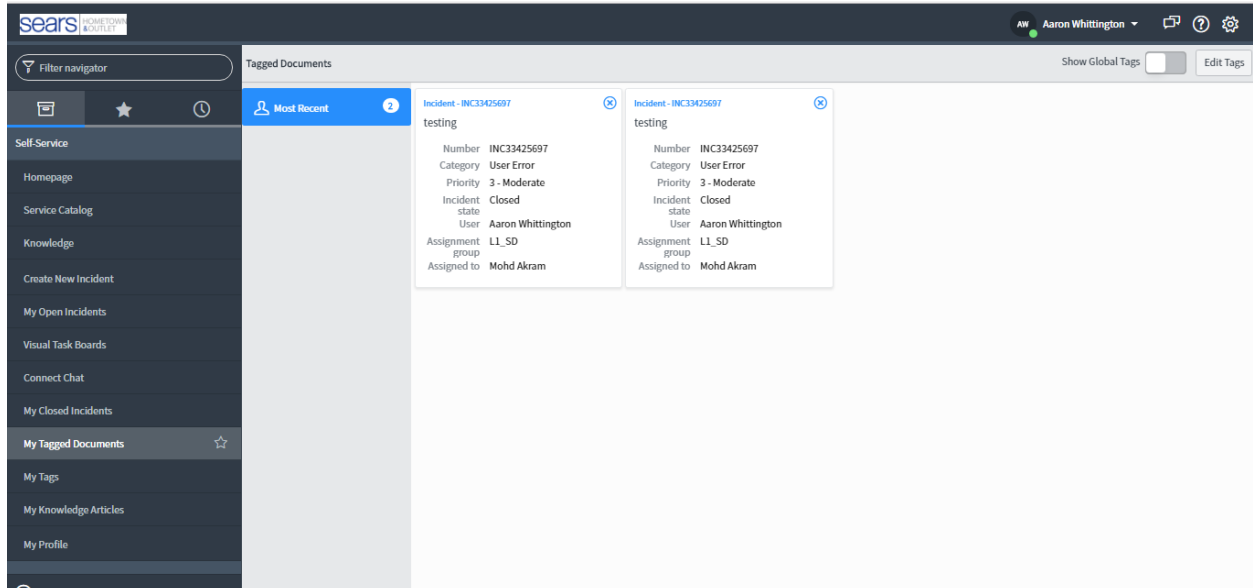
Language

English

Printer friendly version 

Tagging Documents

Tags enable you to categorize different documents in a ServiceNow instance and then view those documents on one page.

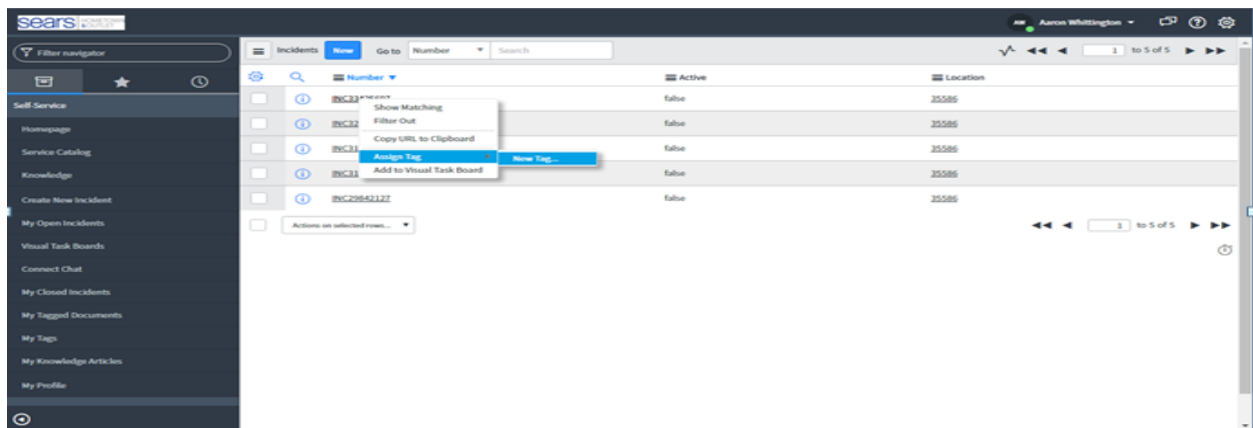


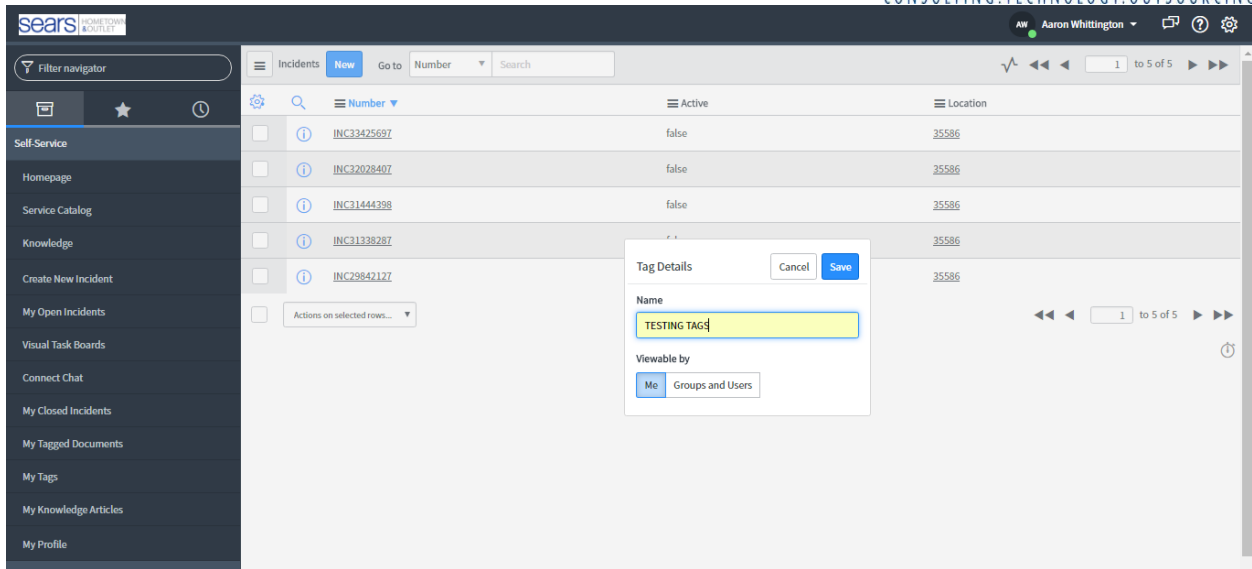
Create Custom Tags

You can create custom tags by following below steps:

1. Click on "My Open Incidents"
2. Right-click on Incident you would like to assign to a new tag
3. Mouse over on "Assign to Tag"
4. Click "New"

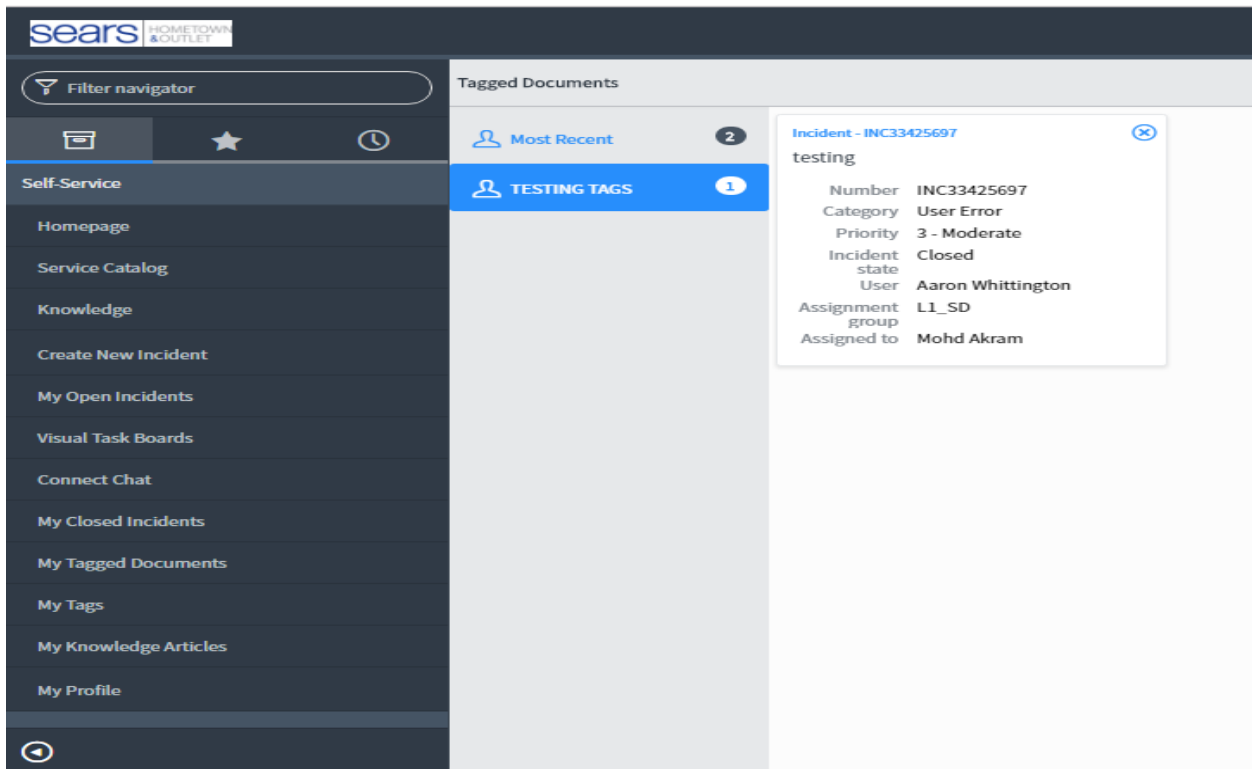
Create new tags and assign the tags to different documents. Then view the tagged documents or edit the tags.





The screenshot shows the 'Incidents' page with a list of incidents. A modal titled 'Tag Details' is open, allowing a user to create or edit a tag. The 'Name' field contains 'TESTING TAG' and the 'Viewable by' dropdown is set to 'Me'.

Incident Number	Active	Location
INC33425697	false	35586
INC32028407	false	35586
INC31444398	false	35586
INC31338287		35586
INC29842127		35586

The screenshot shows the 'Tagged Documents' page. The 'TESTING TAGS' section is selected, showing a list of tagged documents. A details modal for incident INC33425697 is open, displaying incident information.

Tag	Count
Most Recent	2
TESTING TAGS	1

Incident - INC33425697	
Number	INC33425697
Category	User Error
Priority	3 - Moderate
Incident state	Closed
User	Aaron Whittington
Assignment group	L1_SD
Assigned to	Mohd Akram

It can be viewed in **My Tagged Documents** with few of incident details.

What is an Incident

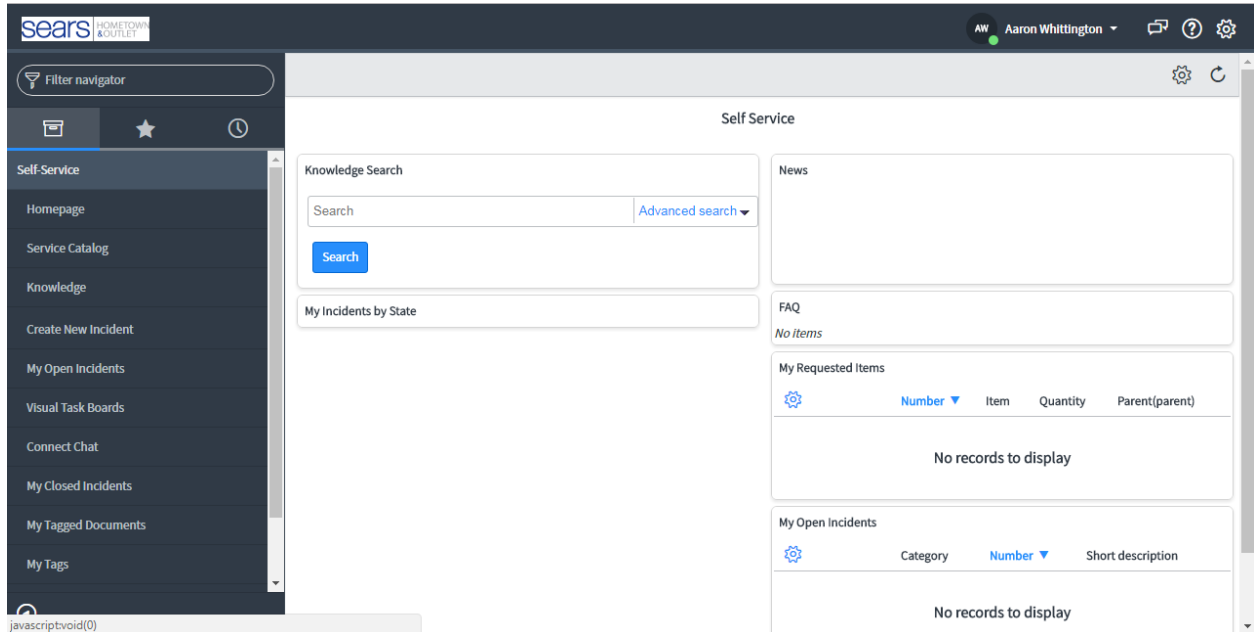
An Incident is an unplanned interruption to a technology service or reduction in quality of a technology service. Failure of a Configuration Item or product that has not yet impacted service is also an incident.

An incident should be logged when there is an Issue or problem, such as a disruption in proper functioning of a Store Service.

Once an incident is logged, a member of the Service Desk Team will resolve the issue remotely and send follow-up notifications as appropriate. The incident resolution process is below as well as the notifications users will receive throughout the incident lifecycle:

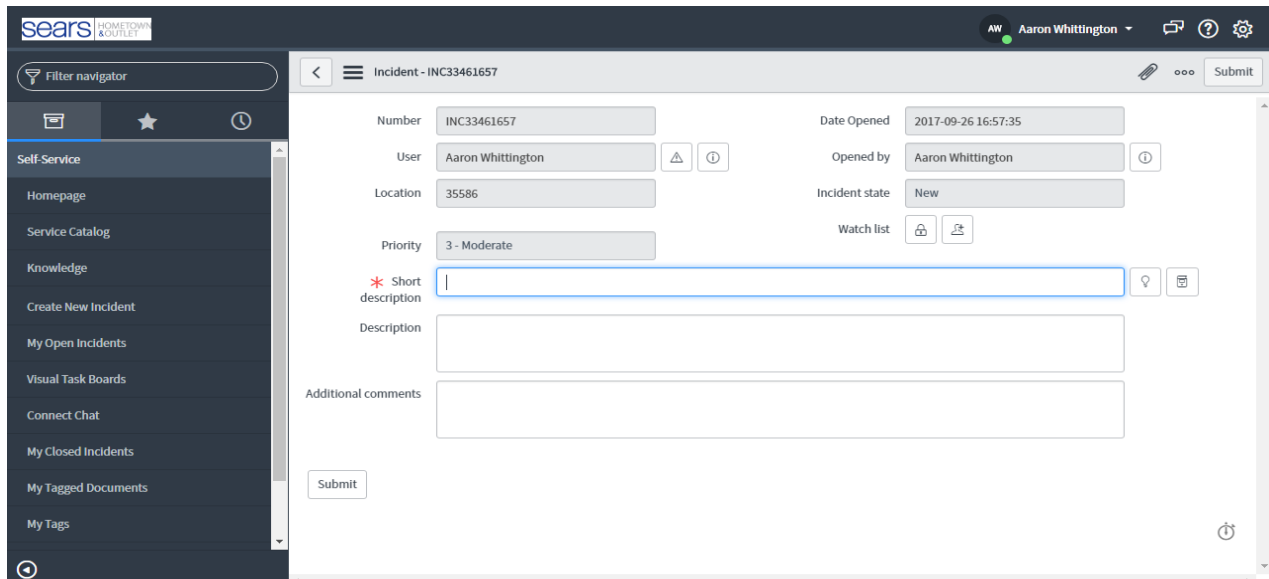
Creating a New Incident

1. Login to Service-Now, and select the “Create Incident Request” from the Service Desk Support Home Screen or Select “Create New Incident” from Self-Service Menu.



The screenshot shows the Service-Now Self-Service portal. The left sidebar contains a 'Filter navigator' and a list of options: Self-Service, Homepage, Service Catalog, Knowledge, Create New Incident, My Open Incidents, Visual Task Boards, Connect Chat, My Closed Incidents, My Tagged Documents, and My Tags. The 'Create New Incident' option is highlighted. The main content area shows a 'Knowledge Search' bar, a 'My Incidents by State' section, and a 'My Requested Items' table with columns: Number, Item, Quantity, and Parent(parent). The table is currently empty, displaying 'No records to display'.

2. Fill in Suggested Description (Optional), Short Description (Mandatory) and Additional Comments (Optional).



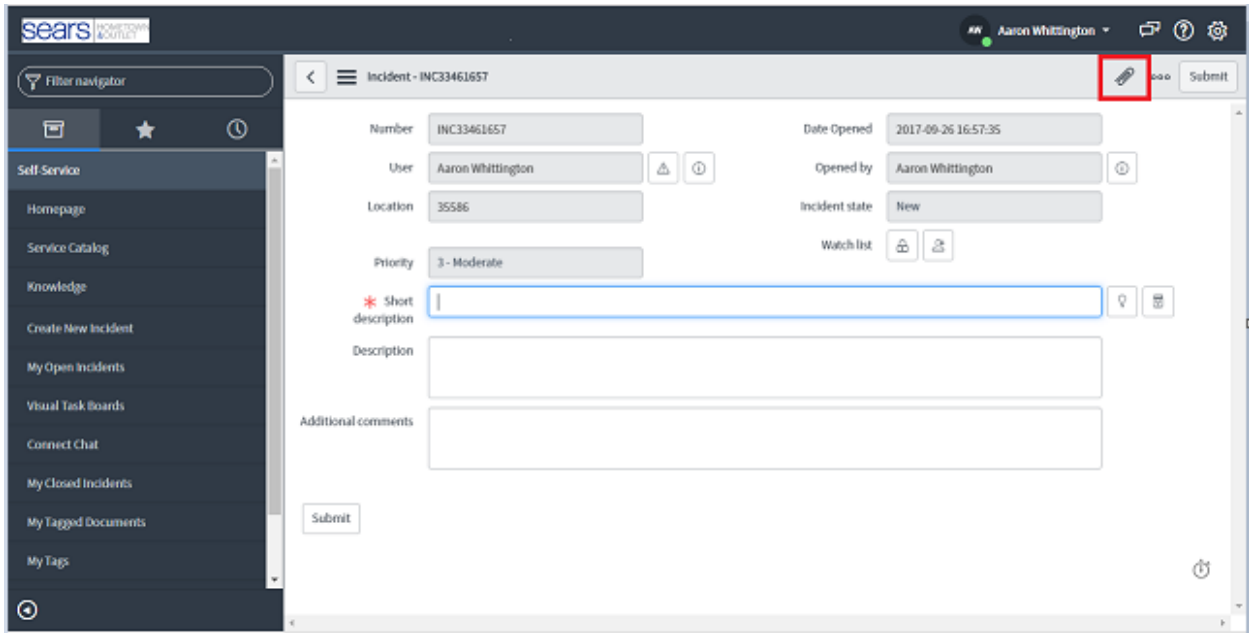
The screenshot shows the incident creation form for Incident - INC33461657. The form includes fields for Number (INC33461657), User (Aaron Whittington), Location (35586), Priority (3 - Moderate), Date Opened (2017-09-26 16:57:35), Opened by (Aaron Whittington), Incident state (New), and Watch list. The 'Short description' field is mandatory and currently empty. The 'Description' and 'Additional comments' fields are also empty. A 'Submit' button is located at the bottom left of the form.

3. Click  Button to Submit the Incident.

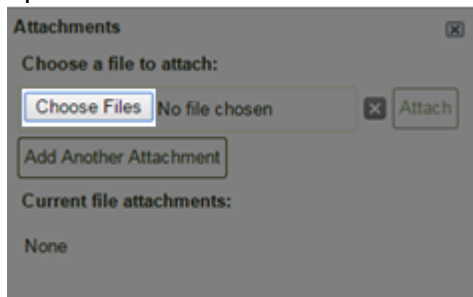
4. Incident will get created.
5. An email will be sent to the user when a ticket is opened on their behalf.

Upload attachments to Incident

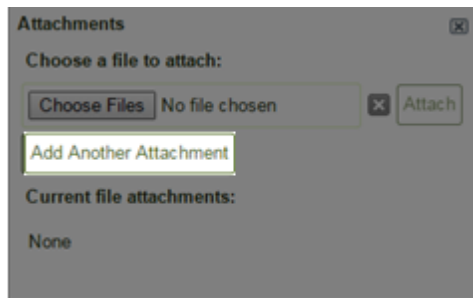
1. Click on the attachment button and a dialogue box will appear. Attachment button will appear on right corner of Incident form.



2. From the pop-up window click “Choose Files” and navigate to the file which you want to upload.



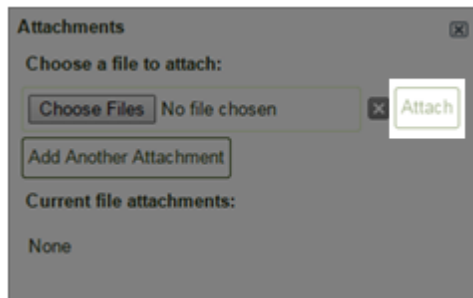
3. You can upload multiple files in one of the following ways
Select multiple files at the same time.
- Add each file on a separate line. Click “Add another Attachment”, and then click “Browse” on the next line. Repeat until all desired files are selected.



The dialog box is titled "Attachments" and has a close button in the top right corner. It contains the following elements:

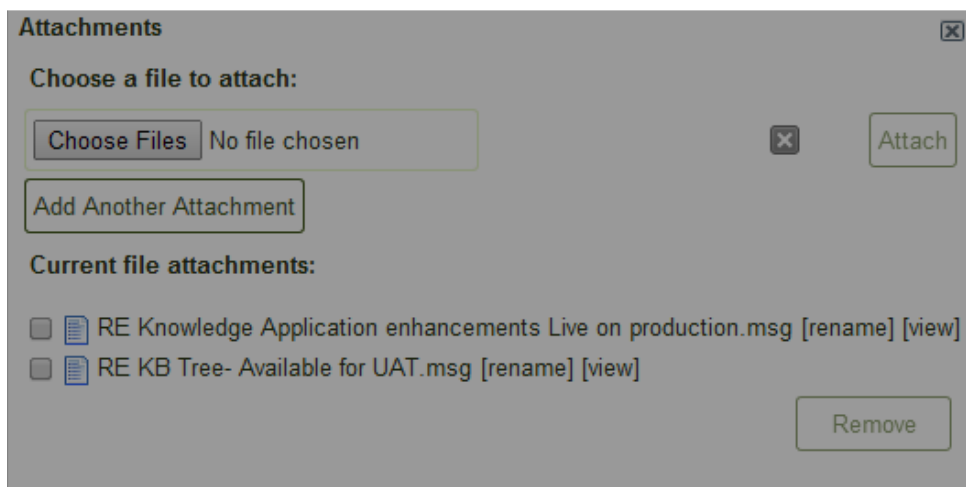
- Choose a file to attach:** A section with a "Choose Files" button, a text field showing "No file chosen", a close button (X), and an "Attach" button.
- Add Another Attachment:** A button located below the "Choose a file to attach:" section.
- Current file attachments:** A section that currently displays "None".

- Click "Attach".





This screenshot shows the same "Attachments" dialog box as before, but with a white highlight box around the "Attach" button, indicating it should be clicked.

- Attached files will appear in the "Current file attachments" list and at the top of the form.



The dialog box now shows two files attached to the "Current file attachments:" list:

- ☐  RE Knowledge Application enhancements Live on production.msg [rename] [view]
- ☐  RE KB Tree- Available for UAT.msg [rename] [view]

A "Remove" button is located at the bottom right of the dialog box.