



**McDonalds Service Now for End User Support  
Version-Eureka**

# Service-Now End User Guide

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## Document Revisions

Date	Version Number	Document Changes	Revised By
<i>November 5, 2014</i>	<i>1</i>	<i>Initial Draft</i>	<i>Mrudula Manjrekar</i>
<i>July 8, 2015</i>	<i>2</i>	<i>Initial Draft</i>	<i>Mrudula Manjrekar</i>

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## Overview

With almost 161 Stores, McDonalds must have a way to manage and track Issues and challenges from Store Managers and Store Users. The McDonalds Service Desk is designed to be a single point of contact for the needs of its community users and vendors and to support all McDonalds Stores in Switzerland in an efficient and effective way. The Service Desk will act as a "one-stop-shop" for all the Stores and Store Stakeholder for any issues related to the Store. The Service Desk will use Service-Now technologies to meet its goals and standards, and above all, improve processes. One of the primary technologies the McDonalds Swiss Service Desk will be introducing is Service-Now.

Service-Now is a web-based tool on the Employee Self Service (ESS) portal in which users can log incidents. These requests will then be solved and monitored by Service Desk team to ensure that employee questions and problems and responded to in an efficient and effective manner. This Document will act as an introduction to Service-Now and explain how to utilize the tool to best suit your needs

## Purpose

Service-Now is a web-based tool in which Store Managers and 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. Service-Now primarily serves Stores in resolution of Software and Hardware Issues

## 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

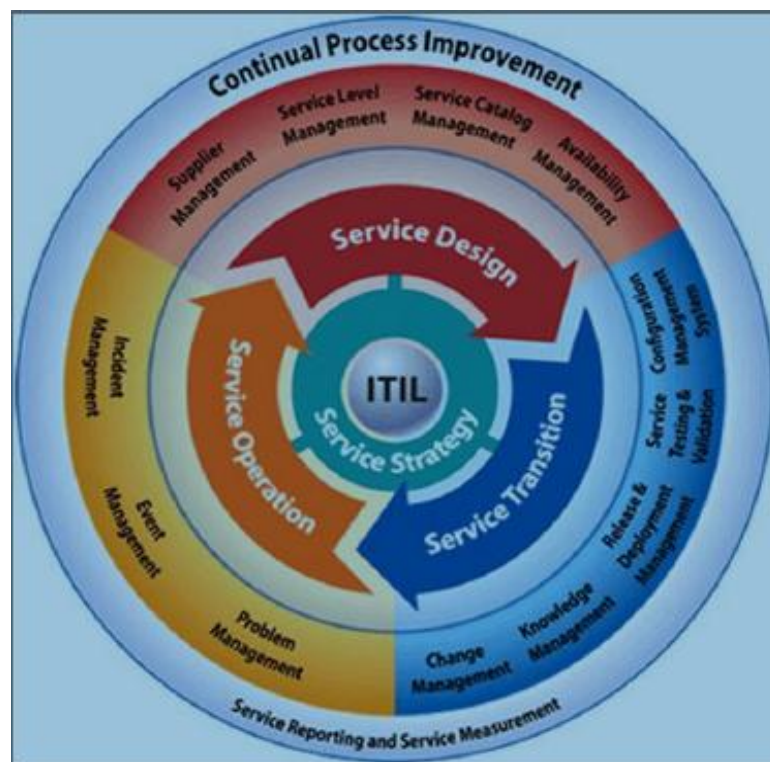
## ITIL Overview

### •What is ITIL?

- ITIL® is the only consistent and comprehensive documentation on best practices for IT Service Management. Incident Management, Request Management, Problem Management
- Service Desk falls within Service Operations.

### •Why ITIL?

- Describes best practices in IT Service Management
- Includes governance
- Focus on Continual Measurement and Improvement of the IT Service Delivered, from both a business and customer perspective





## Review of Terminology

**Incident** - Something is broken

**Problem** - Something needs to be permanently eliminated from the environment

**Change** - I need to make a change to the environment

**Service Request** - I want something

### Useful Definitions:

**Service Catalog**= Amazon

**CMDB** = Configuration Management Database

**CI**= Configuration Item

## Accessing Service-Now

Service Now can be accessed in any web browser.

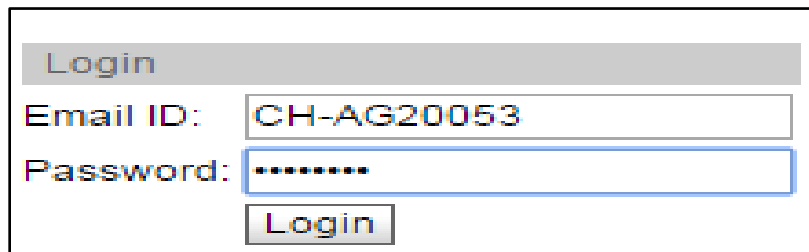
**NOTE: The only documented issues with web browser compatibility are in IE6, a far outdated version of Internet Explorer**

You can login to Service Now tool by accessing the following link from your web browser by using your credentials as follows

- 1) If you have account with Service Now, you can login to

**URL:** <https://remoteitmgmt.service-now.com>

This will redirect to McDonalds Login Page.



Login

Email ID: CH-AG20053

Password: .....

Login

Once you enter valid credentials it will redirect to the Service Now Home Page.

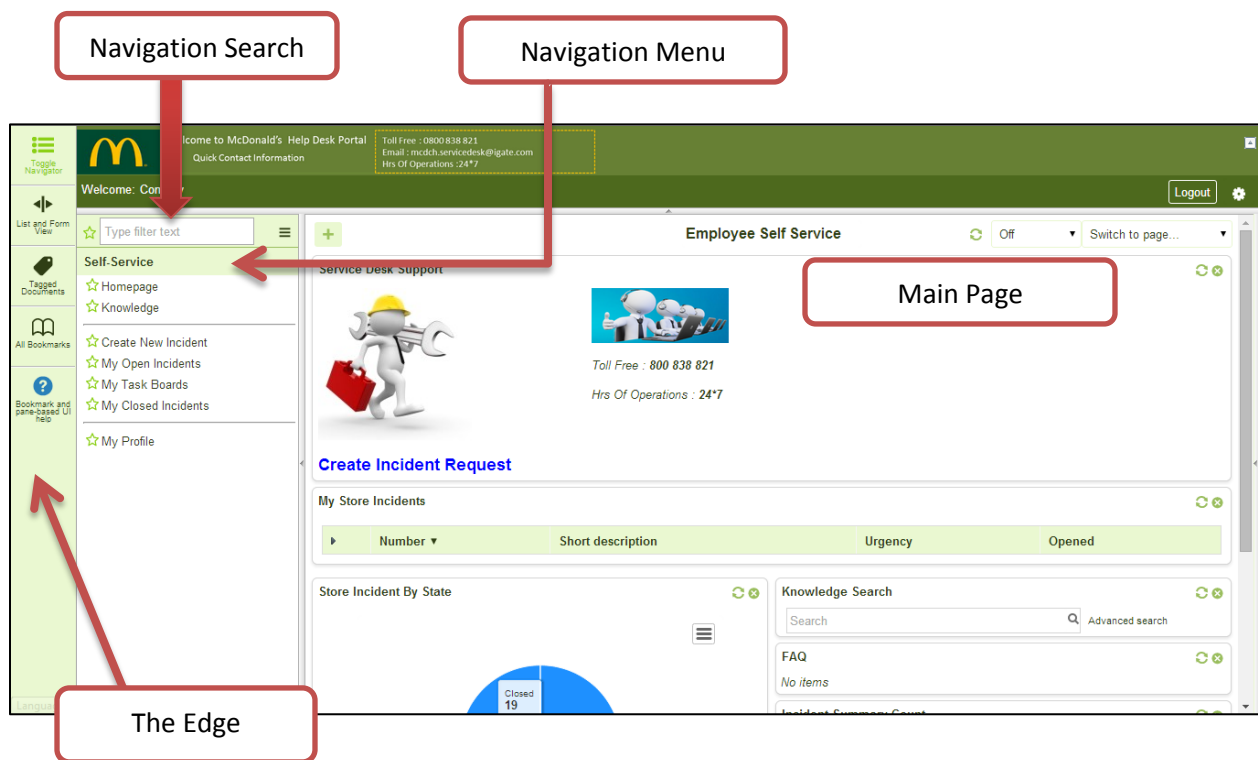
1. Enter your **User ID** against **Email ID** and **Password** against **Password** as mentioned above
2. Press **Enter** or click **Login**.

**Note:** In case you do not have an account with Service Now, please contact IGATE Service Desk at [Mcdch.Servicedesk@igate.com](mailto:Mcdch.Servicedesk@igate.com)

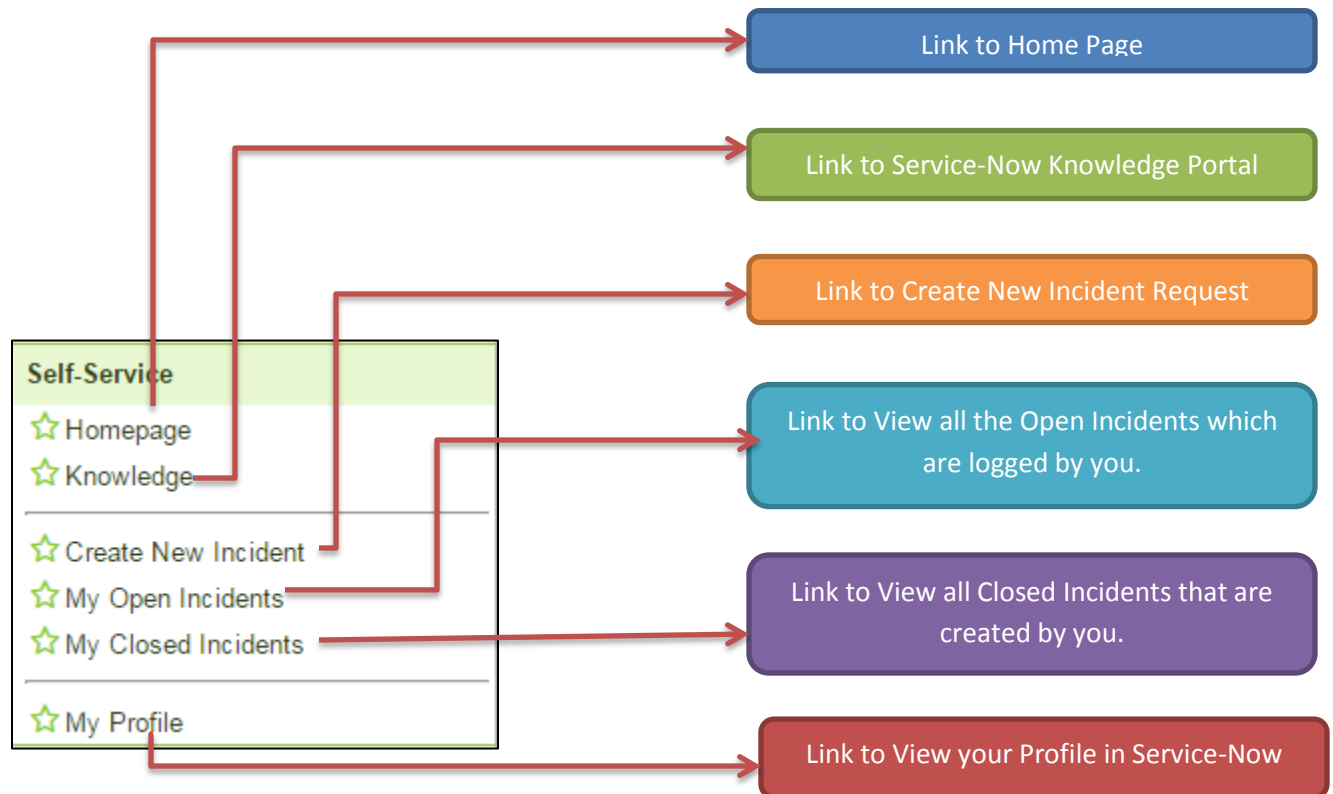
## Home Screen

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.



## Self Service Options



## The Edge

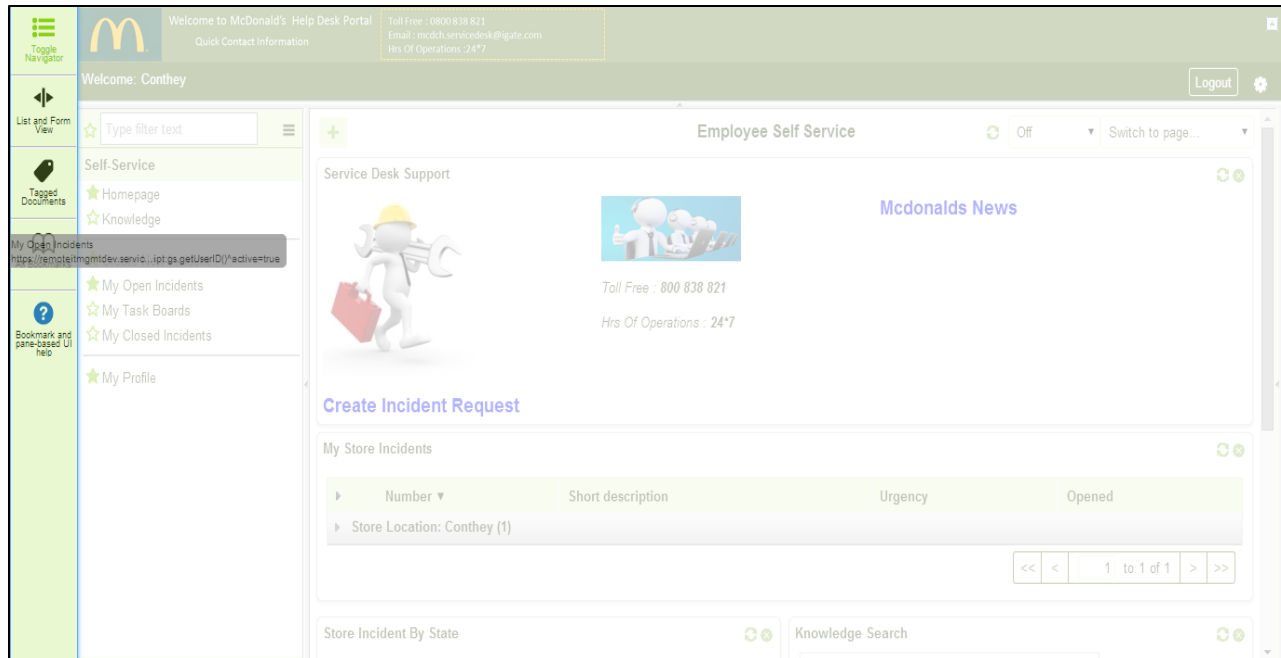
The screenshot shows the 'The Edge' interface of the IGATE system. On the left is a vertical navigation pane with several icons. Five callout boxes with arrows point to specific features:

- Toggle Navigator:** This alters the display of Application Navigator. Shows/Hides it on click.
- List and Form View:** On click opens Split Pane Layout. To switch between the vertical and horizontal split layout, click the gear icon (⚙️) and edit the Split Layout option.
- Tagged Documents:** Displays most recently accessed documents by you. You can also create custom tags.
- All Bookmarks:** Provides a list of all bookmarks in the Edge.
- Bookmark and pane-based UI help:** This will open the Help Page. This is called Edge Help Window.

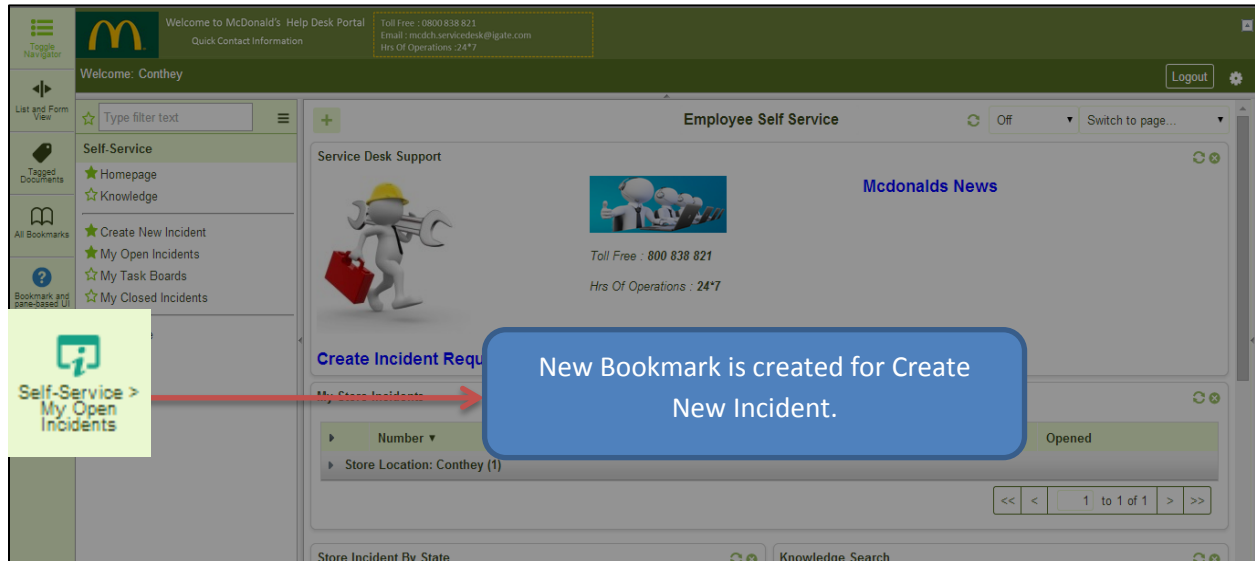
The background interface includes a header with the McDonald's logo, a welcome message for 'Conthey', and a sidebar with options like 'Service Desk Support', 'Create Incident', and 'My Store Incidents'.

## Bookmarks Bar – Create new Bookmark

To Add New Bookmark: Drag a Link to the Edge. Click and hold the required Module/Link/Reports. And push it to Edge inside Bookmark tab as follows.



Once it is pushed into Bookmark Bar. Then the Bookmark Bar will look as follows.



## Bookmarks Bar

The screenshot shows the McDonald's Help Desk Portal interface. The top header includes the McDonald's logo, a welcome message for 'Conthey', and contact information. The left sidebar contains navigation links like 'Toggle Navigator', 'List and Form View', 'Tagged Documents', 'All Bookmarks', and 'Bookmark and pane-based UI help'. The main content area features a 'Create Incident Request' button, a table of incidents, and a 'Store Incident By State' pie chart. The 'All Bookmarks' link in the sidebar is highlighted with a red arrow pointing to a blue box below the screenshot.

Number	Short description	Urgency	Opened
1	Store Location: Conthey (1)		

Store Incident By State

Knowledge Search

FAQ

Incident Summary Count

Critical Incidents

Open Incidents that have Critical priority

Overdue Incidents

Link will be created under All Bookmarks Bookmark



## Left Hand Navigation Bar

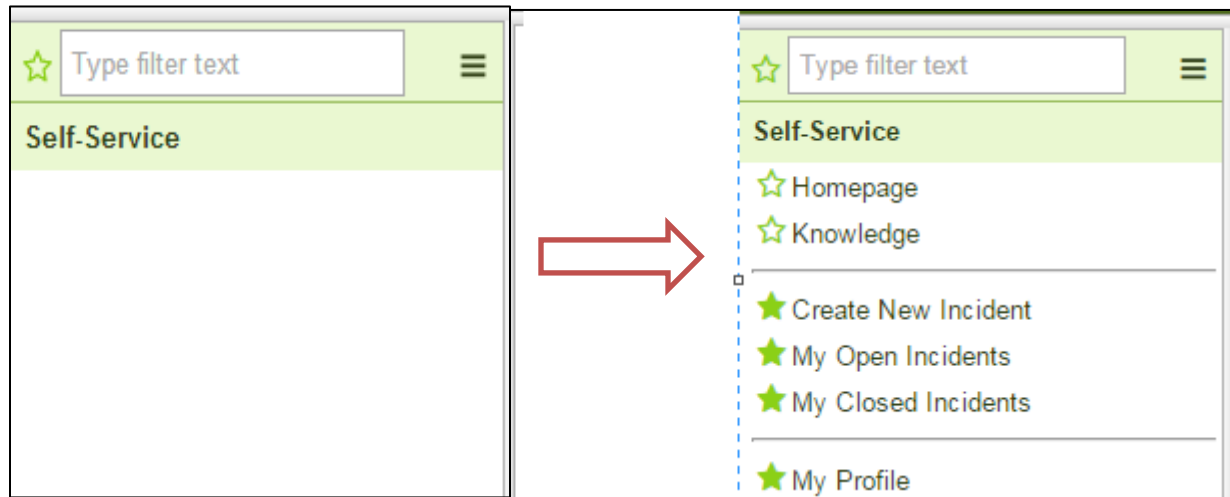
The left hand navigation bar will display all Modules and Processes the User has access to.

### Key features:

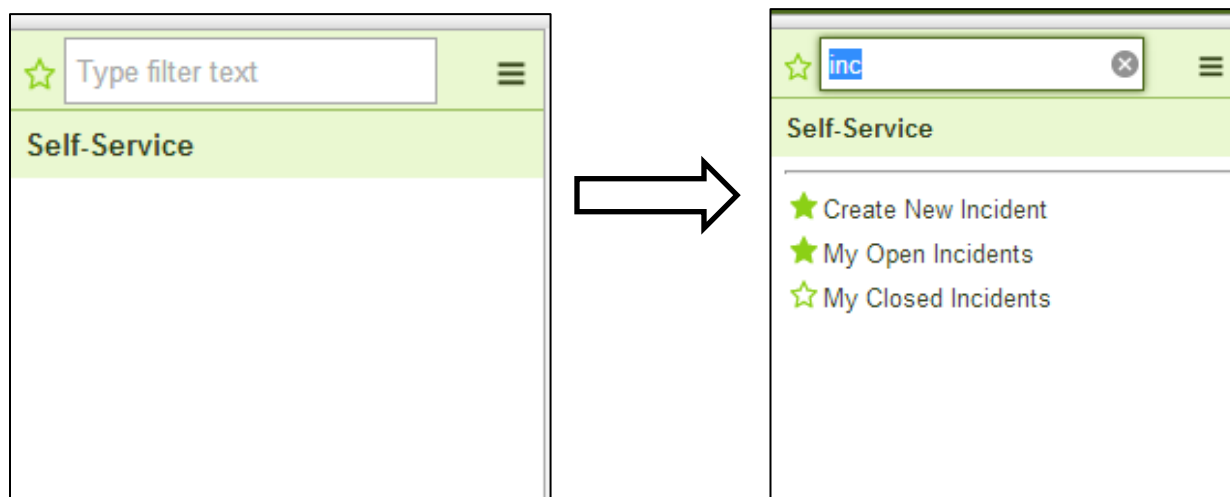
- Clicking any application header will collapse/expand it
- Typing in filter text box will filter out all content that does not have the search terms



**Expanding:**



**Filtering:**



## Service-Now Home Screen Overview

**Service Desk Support** -- This is the place where you can initiate quick New Incident Request (clicking "**Create Incident Request**"). In addition, you can see Service Desk Contact Information and News from McDonalds.

**My Store Incidents** – The section on the home page will show list of Incidents created by Store Users.

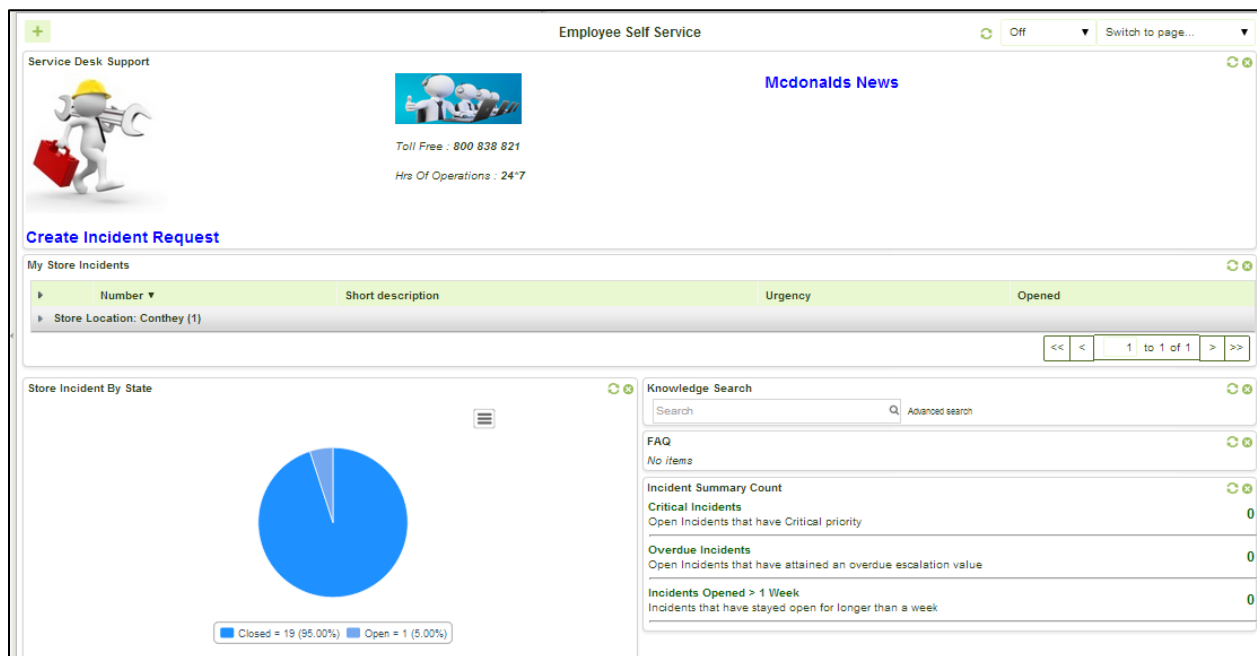
**Store Incidents By State** – This section shows a graphical pie chart of Incidents created. You can monitor the status of any open Incidents you may have logged\You may have access to. All of your existing Incidents will appear in this section of the Home Page. This will be the primary way to track your requests to ensure they are closed in a timely manner.

**Knowledge Search** – Helps finding Knowledge Articles with appropriate Key Words.

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

**Incident Summary Count** – This section on home page contains 3 sub-sections.


- **Critical Incidents:** This sub-section contains number of Incidents whose Priority is Critical.
- **Overdue Incidents:** This sub-section contains number of Open Incidents which Overdue the Escalation.
- **Incidents opened > 1 Week:** This sub-section displays number of Incidents which stayed Open more than a week.



The screenshot displays the Service-Now Employee Self Service Home Screen. At the top, there is a header bar with a green plus icon, the text "Employee Self Service", and a "Switch to page..." dropdown menu. Below the header, the main content area is divided into several sections:

- Service Desk Support:** Features a 3D character holding a wrench and a red toolbox, a "Toll Free : 800 838 821" number, and "Hrs Of Operations : 24\*7".
- McDonalds News:** A section with a green refresh icon.
- Create Incident Request:** A prominent blue button.
- My Store Incidents:** A table with columns for "Number", "Short description", "Urgency", and "Opened". It shows a filter for "Store Location: Conthey (1)" and a pagination bar indicating "1 to 1 of 1".
- Store Incident By State:** A pie chart showing the status of incidents. The legend indicates "Closed = 19 (95.00%)" in blue and "Open = 1 (5.00%)" in light blue.
- Knowledge Search:** A search bar with a "Search" button and a link to "Advanced search".
- FAQ:** A section titled "No items" with a refresh icon.
- Incident Summary Count:** A section with three sub-sections:
  - Critical Incidents:** "Open Incidents that have Critical priority" with a count of 0.
  - Overdue Incidents:** "Open Incidents that have attained an overdue escalation value" with a count of 0.
  - Incidents Opened > 1 Week:** "Incidents that have stayed open for longer than a week" with a count of 0.

## User Settings

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



The screenshot displays the McDonald's Employee Self Service portal. The top header includes the McDonald's logo, a welcome message, and contact information. The left sidebar contains navigation links for Self-Service, Tagged Documents, All Bookmarks, and help. The main content area shows a 'Service Desk Support' section with a 'Create Incident Request' link and a 'My Store Incidents' table. A settings menu is open on the right, showing options for Home, Printer friendly version, Help, JavaScript Log and Field Watcher, Font size, Split Layout, Enable Accessibility, Language, and Theme.

**Service Desk Support**

**Create Incident Request**

**My Store Incidents**

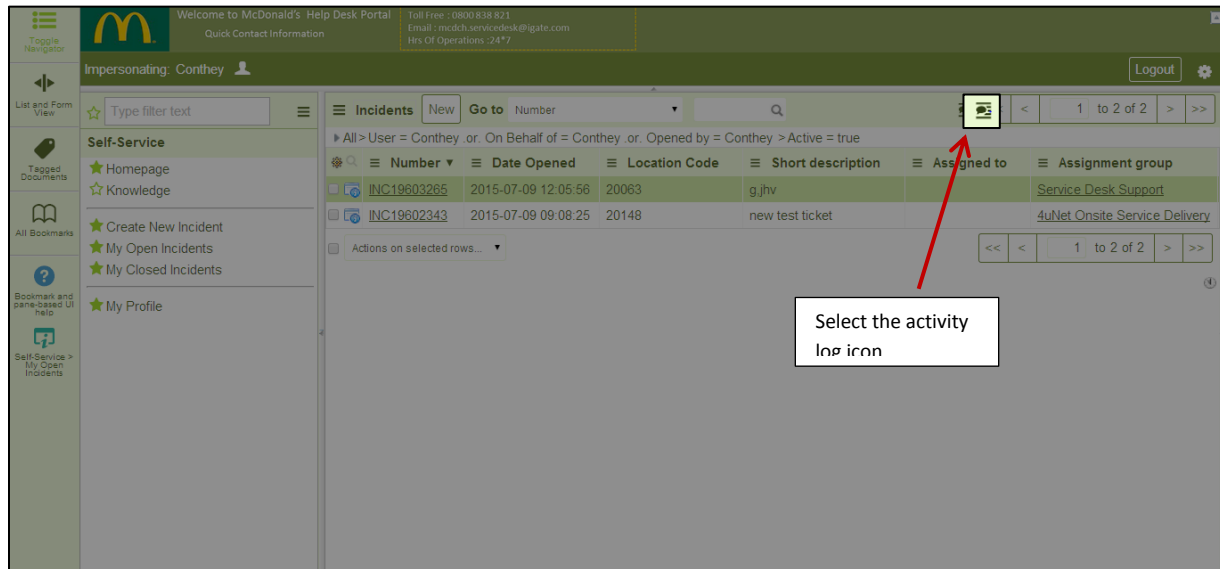
Number	Short description	Urgency	Opened
Store Location: Sierre (1)			

Settings menu options:

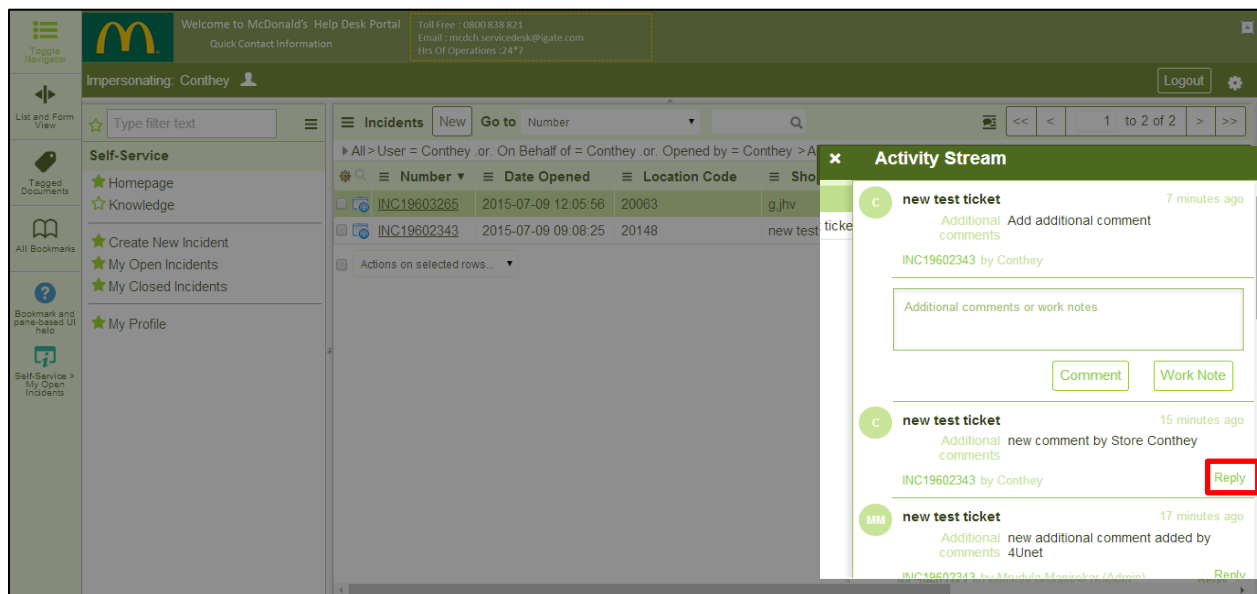
- Home
- Printer friendly version
- Help
- JavaScript Log and Field Watcher
- Font size: A A (10pt)
- Split Layout: Vertical / Horizontal
- Enable Accessibility: ☐
- Language: English
- Theme: McDonalds Theme

## Live Stream Activities

The live stream information appears in a fly-out window, and is the same information that appears in the activity formatter for a record. The information in the fly-out window updates automatically with audit and journal entries. Click the **X** at the top to close the activity stream.

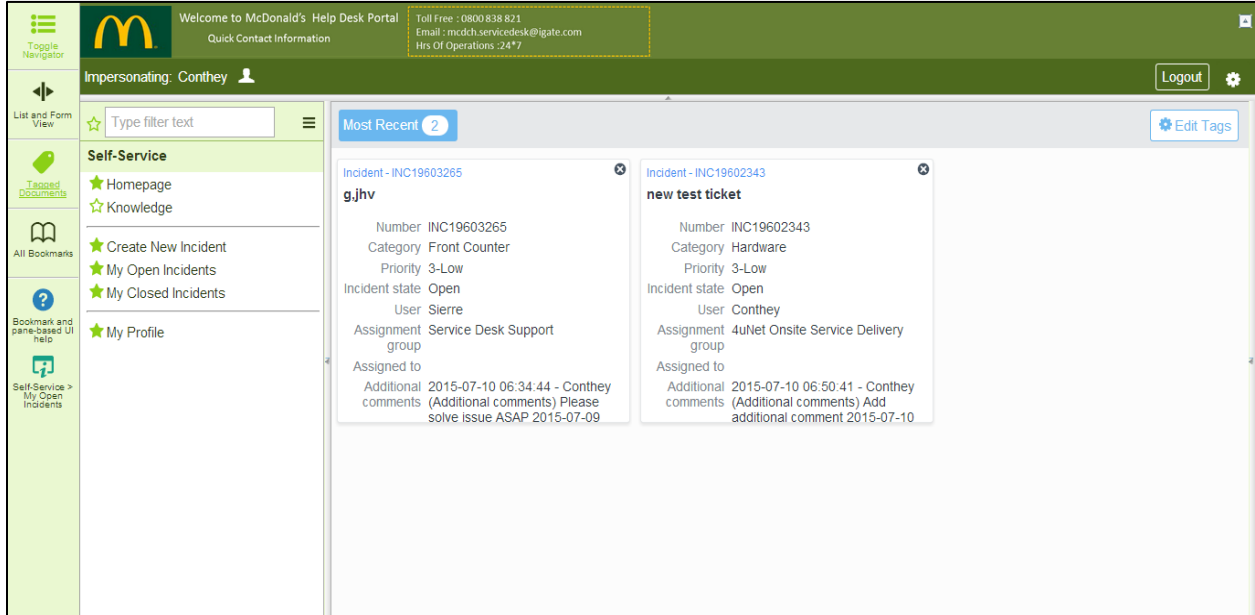


You can add additional comment directly inside the activity filter by clicking on the “Reply” button and then “Comment”.



## Tagging Documents

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



The screenshot displays the McDonald's Help Desk Portal interface. The top header includes the McDonald's logo, a welcome message, and contact information. The user is impersonating 'Conthey'. The left sidebar contains navigation links for 'Self-Service', 'Homepage', 'Knowledge', 'Create New Incident', 'My Open Incidents', 'My Closed Incidents', and 'My Profile'. The main content area shows a list of tagged documents under the 'Most Recent' tab. Two incident cards are visible:

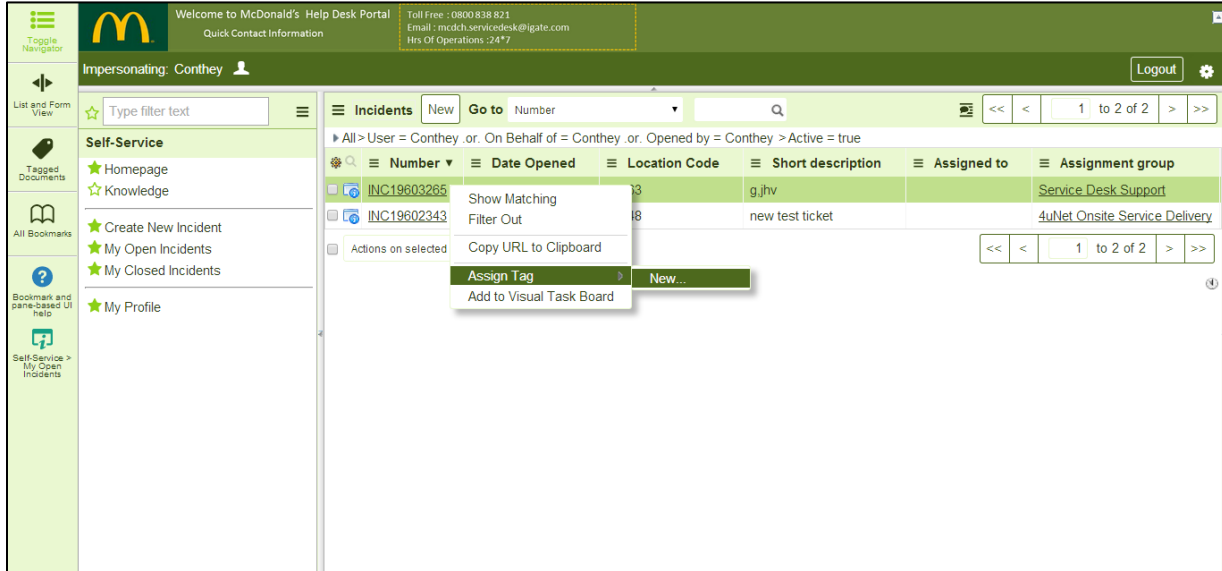
Incident - INC19603265	Incident - INC19602343
<b>g.jhv</b>	<b>new test ticket</b>
Number: INC19603265	Number: INC19602343
Category: Front Counter	Category: Hardware
Priority: 3-Low	Priority: 3-Low
Incident state: Open	Incident state: Open
User: Sierre	User: Conthey
Assignment group: Service Desk Support	Assignment group: 4uNet Onsite Service Delivery
Assigned to:	Assigned to:
Additional comments: 2015-07-10 06:34:44 - Conthey (Additional comments) Please solve issue ASAP 2015-07-09	Additional comments: 2015-07-10 06:50:41 - Conthey (Additional comments) Add additional comment 2015-07-10

## 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.



Welcome to McDonald's Help Desk Portal  
Quick Contact Information  
Toll Free : 0800 838 821  
Email : mcdh.servicedesk@igate.com  
Hrs Of Operations : 24\*7

Impersonating: Conthey

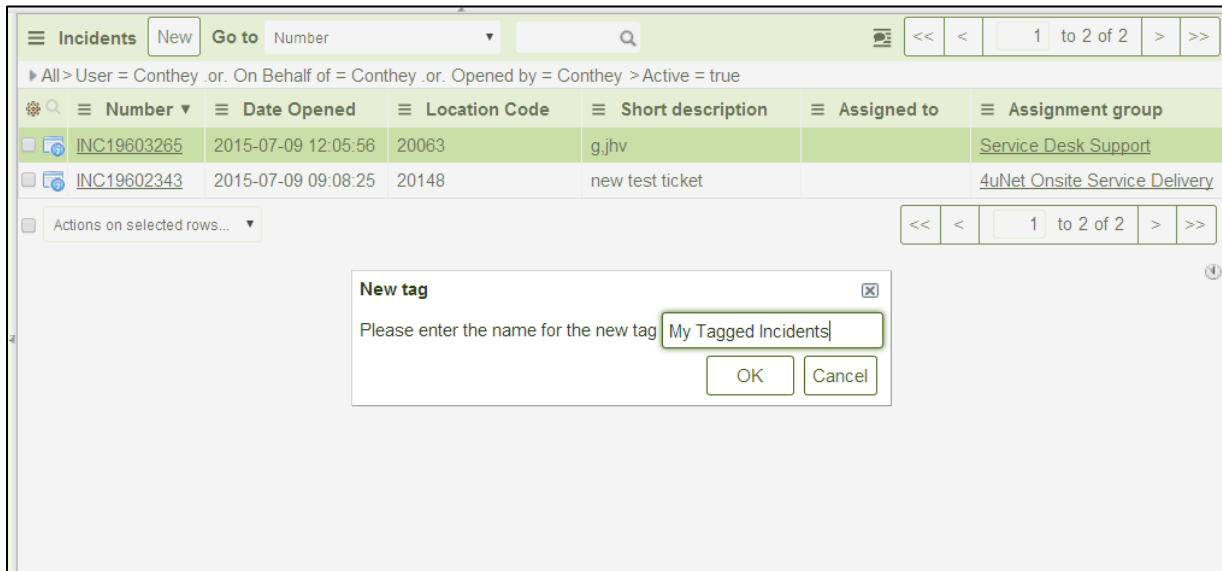
Incidents New Go to Number

All > User = Conthey .or. On Behalf of = Conthey .or. Opened by = Conthey > Active = true

Number	Date Opened	Location Code	Short description	Assigned to	Assignment group
INC19603265	2015-07-09 12:05:56	20063	g.jhv		Service Desk Support
INC19602343	2015-07-09 09:08:25	20148	new test ticket		4uNet Onsite Service Delivery

Actions on selected rows...

Assign Tag New...



Incidents New Go to Number

All > User = Conthey .or. On Behalf of = Conthey .or. Opened by = Conthey > Active = true


Number	Date Opened	Location Code	Short description	Assigned to	Assignment group
INC19603265	2015-07-09 12:05:56	20063	g.jhv		Service Desk Support
INC19602343	2015-07-09 09:08:25	20148	new test ticket		4uNet Onsite Service Delivery

Actions on selected rows...

**New tag**


Please enter the name for the new tag: My Tagged Incidents


OK Cancel



Welcome to McDonald's Help Desk Portal  
Quick Contact Information

Toll Free : 0800 838 821  
Email : mcdch.servicedesk@igate.com  
Hrs Of Operations :24\*7

Impersonating: Conthey 

Logout 

Type filter text 

Self-Service

★ Homepage

★ Knowledge

★ Create New Incident

★ My Open Incidents

★ My Closed Incidents

★ My Profile

Most Recent 2

My Tagged Incidents 1

Edit Tags

Incident - INC19602343 

**new test ticket**

Number INC19602343

Category Hardware

Priority 3-Low

Incident state Open

User Conthey

Assignment 4uNet Onsite Service Delivery group

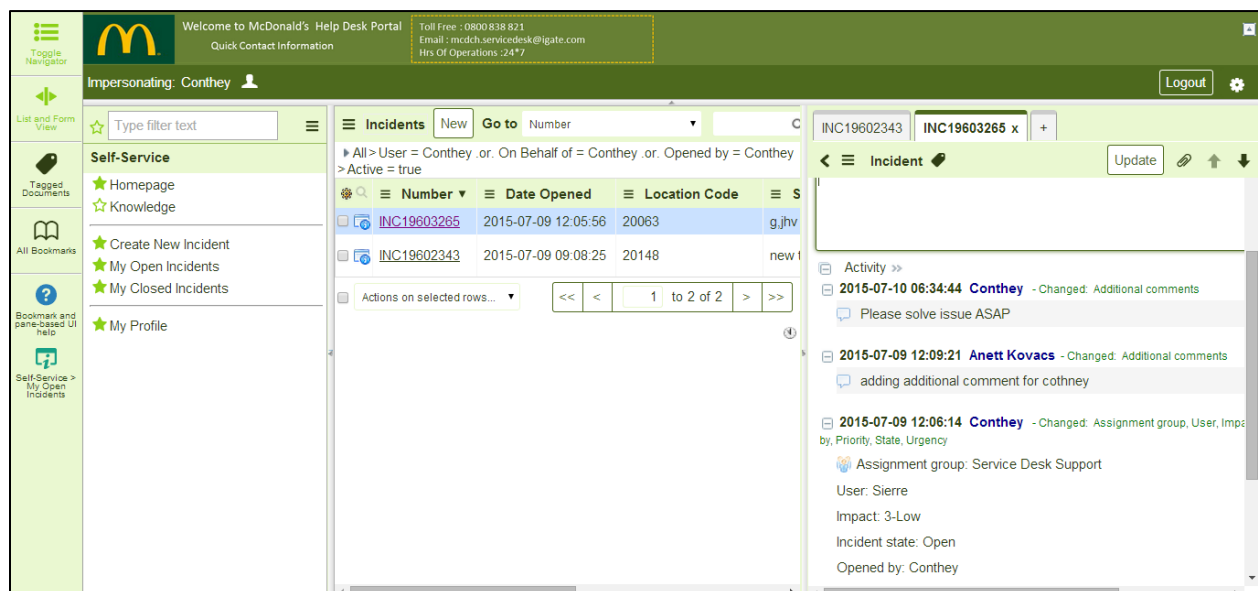
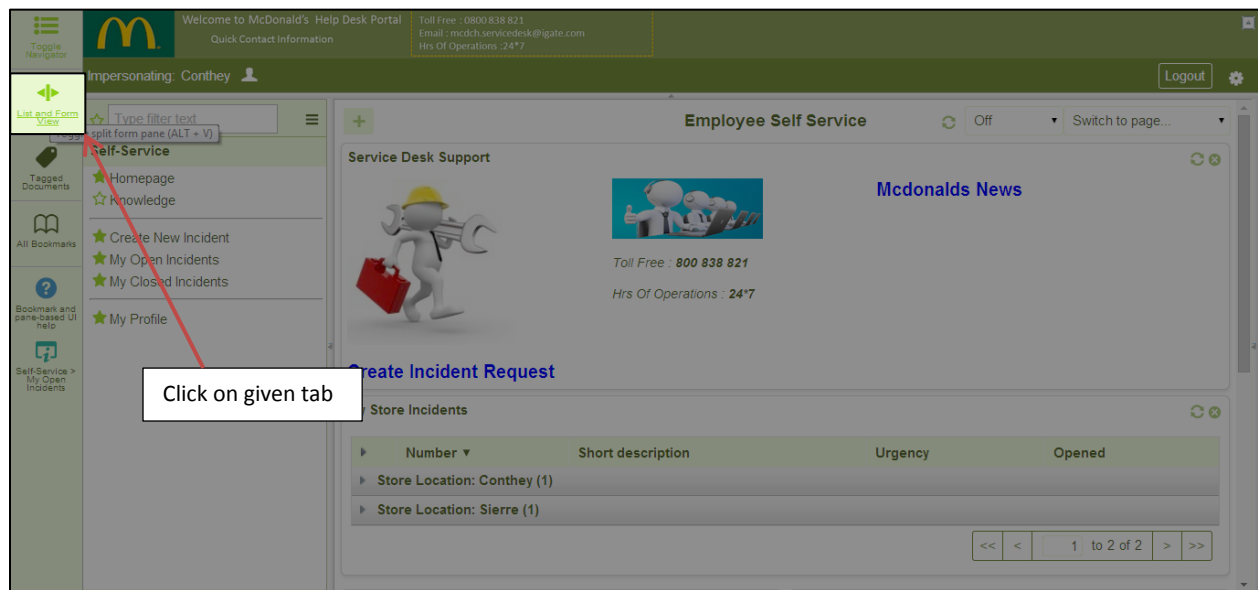
Assigned to

Additional comments 2015-07-10 06:50:41 - Conthey (Additional comments) Add additional comment 2015-07-10



## Using Form Pane Tabs

Using the split screen feature, you can open multiple forms in the form pane. Form pane tabs appear above the form header. The current tab is highlighted.



The horizontal or vertical alignment can be changed in the settings tab as shown.

Welcome to McDonald's Help Desk Portal  
Quick Contact Information

Toll Free : 0800 838 821  
Email : mcdh.servicedesk@igate.com  
Hrs Of Operations : 24\*7

Toggle Navigator

Impersonating: Conthney

Home

Printer friendly version

Help

JavaScript Log and Field Watcher

Font size   (10pt)

Split Layout **Vertical** / Horizontal

Enable Accessibility ☐

Language

Theme

List and Form View

Tagged Documents

All Bookmarks

Bookmark and game-based UI help

Self-Service > My Open Incidents

Type filter text

Incidents New Go to Number

All > User = Conthney .or. On Behalf of = Conthney .or. Opened by = Conthney > Active = true

Number	Date Opened	Location Code	S
INC19603265	2015-07-09 12:05:56	20063	g.jhv
INC19602343	2015-07-09 09:08:25	20148	new t

Actions on selected rows...

Activity >>

2015-07-10 06:34:4 Please solve iss

2015-07-09 12:09:2 adding additional comment for cothney

2015-07-09 12:06:14 Conthney - Changed: Assignment group, User, Imp: by, Priority, State, Urgency

Assignment group: Service Desk Support

User: Sierr

Impact: 3-Low

Incident state: Open

Opened by: Conthney

## Incident Definition

### 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.

### Examples of incidents

- Kiosk does not accept Credit Card payments.
- Cannot open/Login to STR
- E-cash terminal issues
- POS Daily closing issues
- Issue with networking

Once an incident is logged, a member of the Service Desk Team will resolve the issue remotely and send follow-up notifications as appropriate. If Service Desk is not able to resolve issue remotely onsite team will be notified for Incident resolution. 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 'Employee Self Service' interface. On the left, the 'Self-Service' menu is visible with options: Homepage, Knowledge, **Create New Incident** (highlighted with a blue box), My Open Incidents, My Closed Incidents, and My Profile. The main content area is titled 'Service Desk Support' and features a 3D character holding a wrench and a red toolbox. Below the character is a blue button labeled 'Create Incident Request' (also highlighted with a blue box). To the right of the character, there is a 'Mcdonalds News' link and contact information: 'Toll Free : 800 838 821' and 'Hrs Of Operations : 24\*7'. At the bottom of the main area, there is a section for 'My Store Incidents'.

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


The screenshot shows the incident creation form for 'Incident - INC19602971'. The form includes the following fields and options:

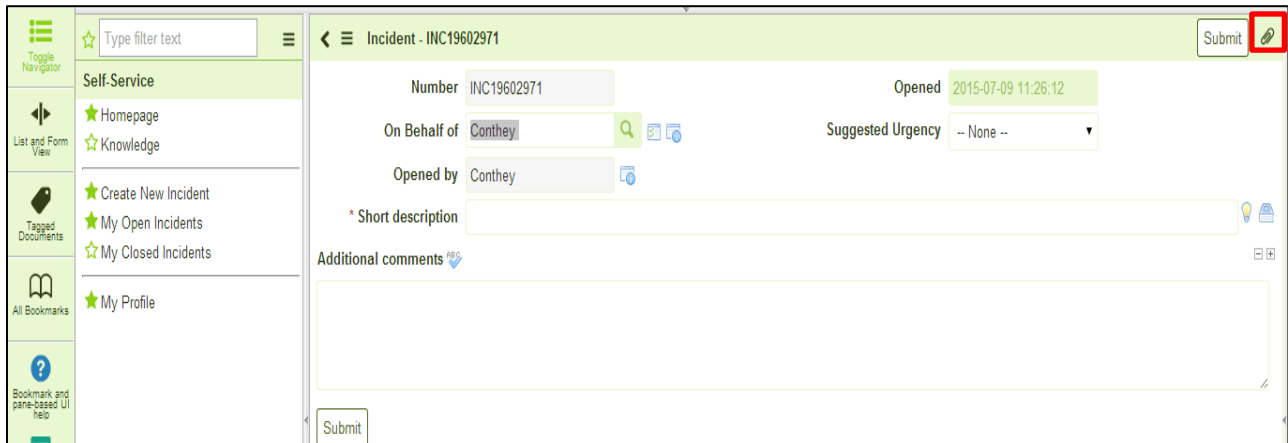
- Number:** INC19602971
- Opened:** 2015-07-09 11:26:12
- On Behalf of:** Conthey
- Suggested Urgency:** -- None --
- Opened by:** Conthey
- \* Short description:** (Mandatory field, currently empty)
- Additional comments:** (Optional field, currently empty)

There are 'Submit' buttons at the top right and bottom left of the form. The left sidebar shows the 'Self-Service' menu with options: Homepage, Knowledge, **Create New Incident** (highlighted), My Open Incidents, My Closed Incidents, and My Profile.

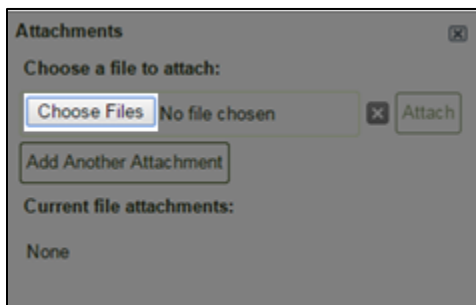
3. Click  Button to Submit the Incident.
4. Incident will get created and it will be assigned to Service Desk.
5. An email will be sent to the user when a ticket is opened on their behalf.

## 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

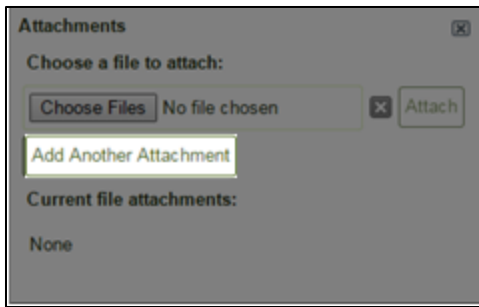


2. From the pop-up window click “Choose Files” and navigate to the file which you want to upload.



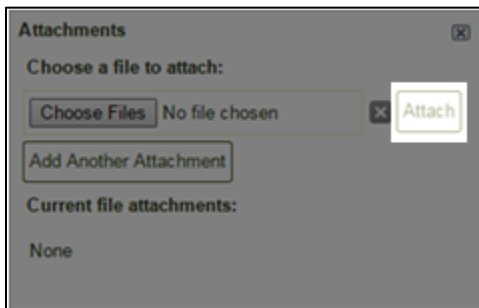
3. You can upload multiple files in one of the following ways  
Select multiple files at the same time.

- 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.



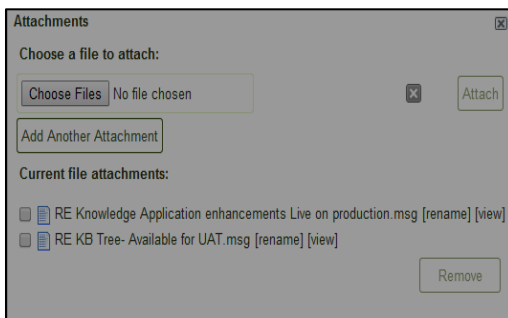
The screenshot shows a dialog box titled "Attachments" with a close button (X) in the top right corner. Inside the dialog, there is a section "Choose a file to attach:" containing a "Choose Files" button, a text field displaying "No file chosen", and an "Attach" button. Below this is a button labeled "Add Another Attachment". At the bottom, there is a section "Current file attachments:" followed by the text "None".

- Click "Attach".



This screenshot is identical to the previous one, but the "Attach" button is now highlighted with a white border, indicating it is the next step in the process.

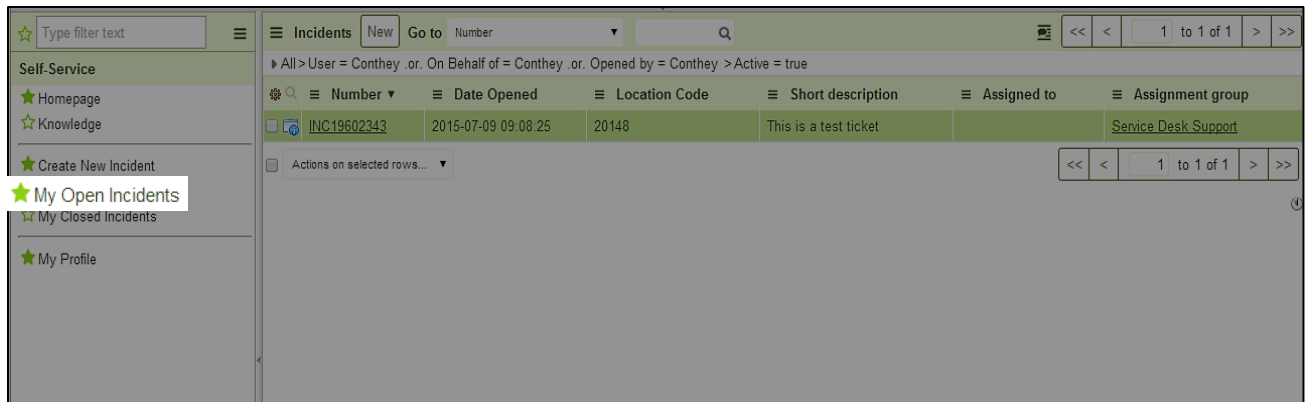
- Attached files will appear in the "Current file attachments" list and at the top of the form.



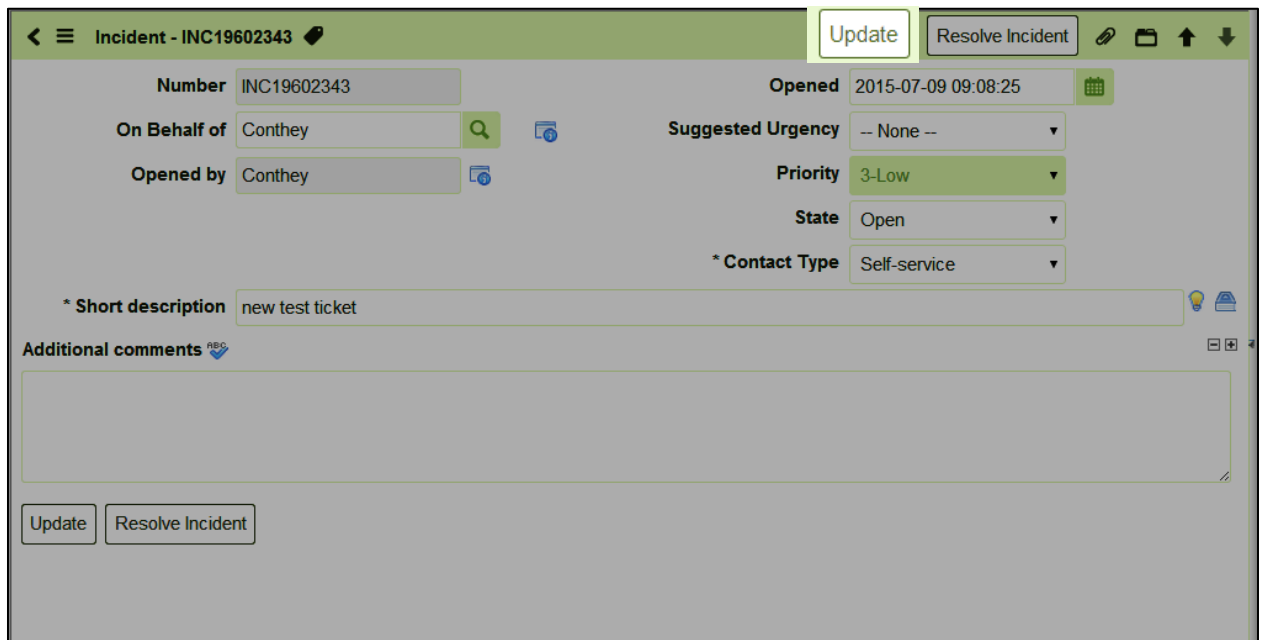
The screenshot shows the "Attachments" dialog box after two files have been attached. The "Current file attachments:" section now contains a list of two items, each with a document icon, a checkbox, and a filename: "RE Knowledge Application enhancements Live on production.msg [rename] [view]" and "RE KB Tree- Available for UAT.msg [rename] [view]". A "Remove" button is located at the bottom right of the list.

## Updating Incident

1. Go to “My Open Incidents” module in “Self Service” Application. You will find the list of all the Open Incidents that are created by you.



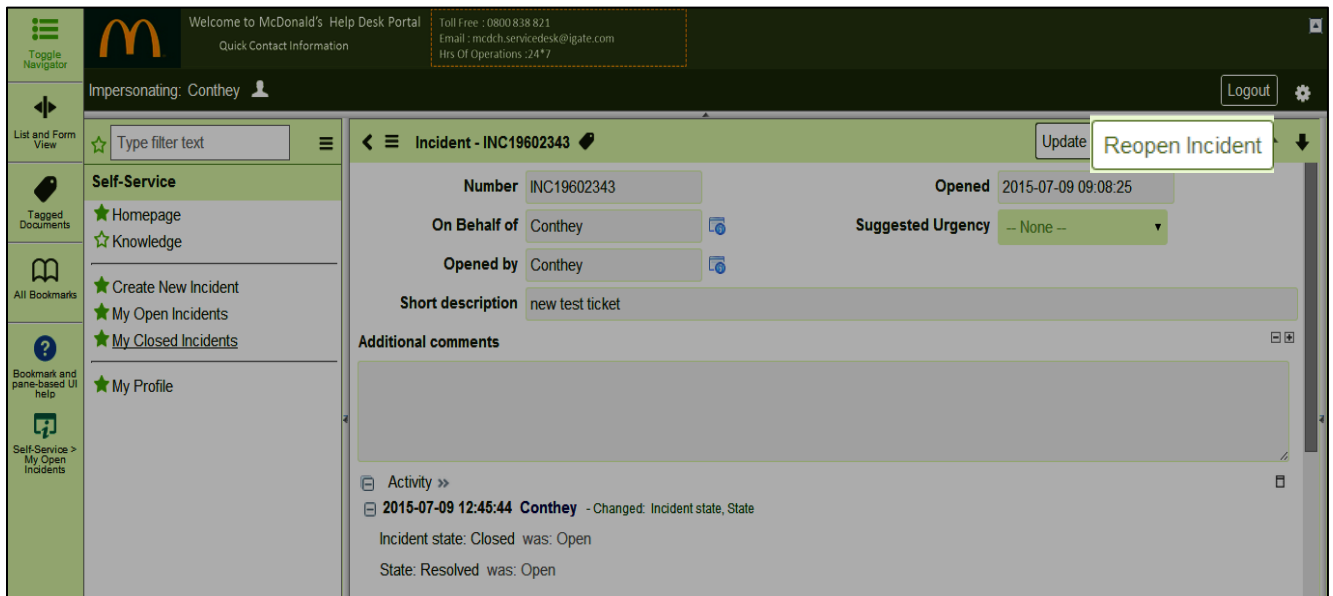
2. Open any one of the Incident ticket which you want to update. Add your Comments in Additional Comments, then click “Update” button.



## Reopen an Incident

Go to “My Closed Incidents” module in “Self Service” Application; open an incident that you would like to “Reopen”. Click Reopen Button. Incident will be reopened and assigned to Service Desk.

**NOTE:** Only the Tickets with the State field marked as “Resolved” can be Reopened.



The screenshot displays the IGATE Self-Service application interface. The top header includes the McDonald's logo, a welcome message, and contact information. The left sidebar contains navigation links for 'Self-Service', 'Tagged Documents', 'All Bookmarks', and 'My Profile'. The main content area shows the details for incident 'INC19602343'. A 'Reopen Incident' button is visible in the top right corner of the incident details section. The incident details include fields for Number, On Behalf of, Opened by, Suggested Urgency, and Short description. The 'Additional comments' section shows a log of activity, including a change in the incident state from 'Closed' to 'Open' on 2015-07-09 12:45:44.