sears | HOMETOWN &OUTLET

Sears Service Now for End User Support
Version-Istanbul

Contents

Service Now End User Guide

Date	Version Number	Document Changes	Revised By
25th 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
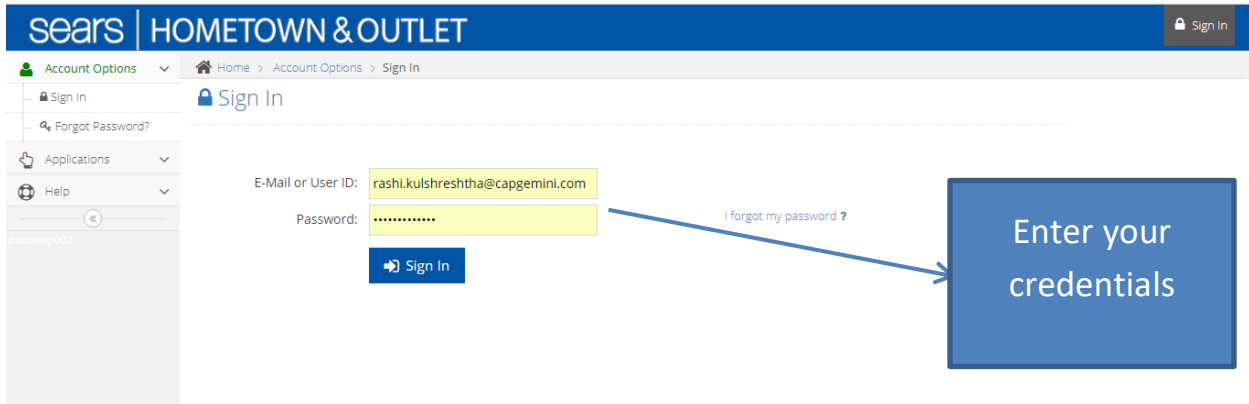- ➢ Incident Management Policies
- ➢ Incident Management Process Flow

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 :-
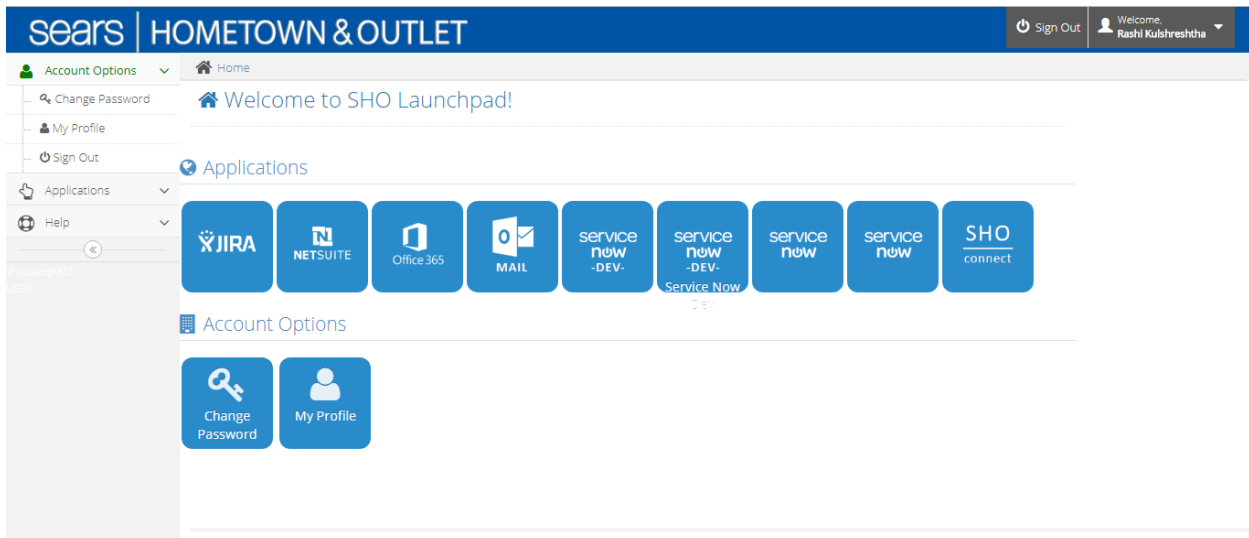
URL: https://login.shos.com/ofis/pages/public/Default.aspx
This will redirect to Sears Login Page.

Enter your credentials

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

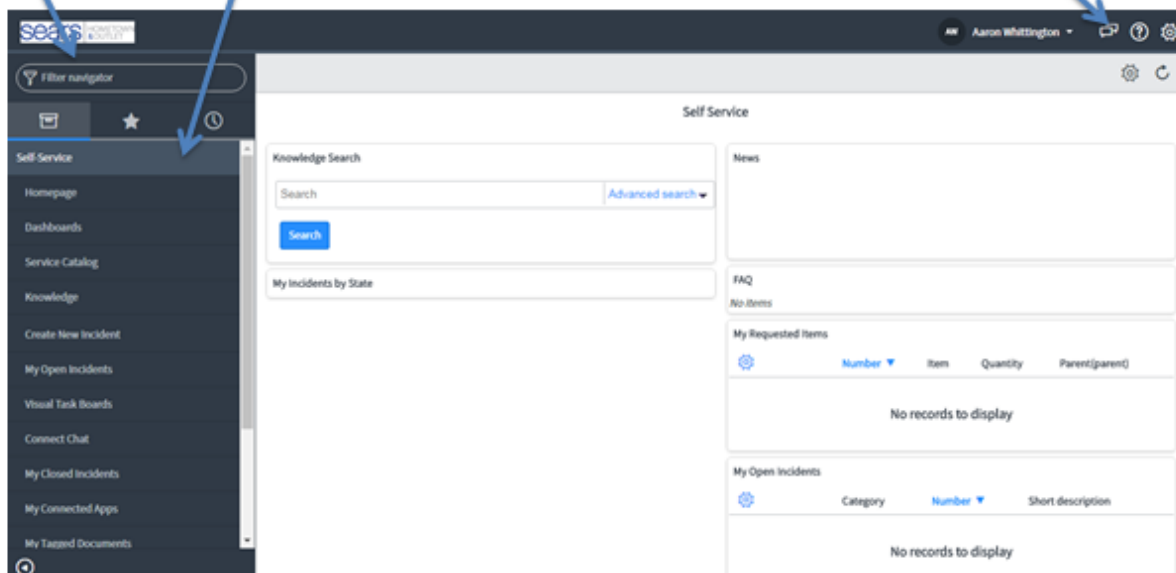Click on **Service Now** Launchpad. It will redirect you to Service Now homepage.

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.

Self-Service Options
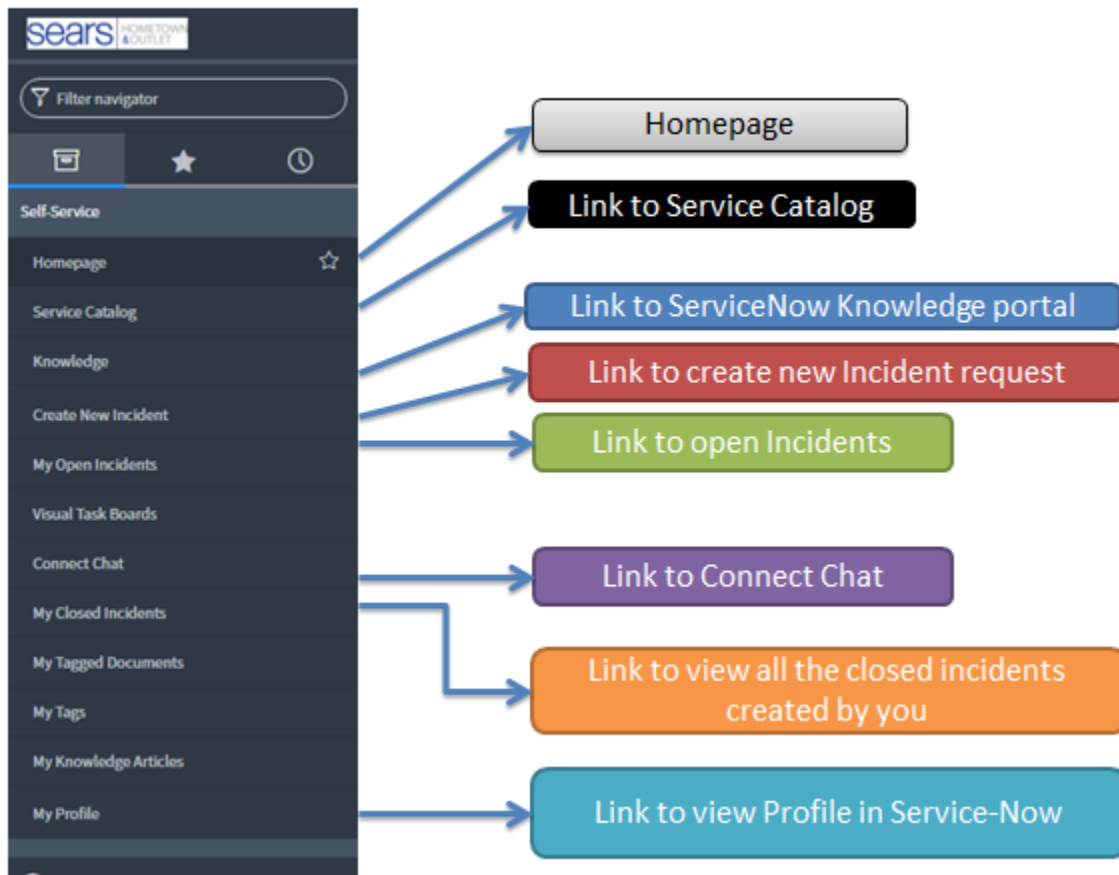
Left Hand Navigation Bar

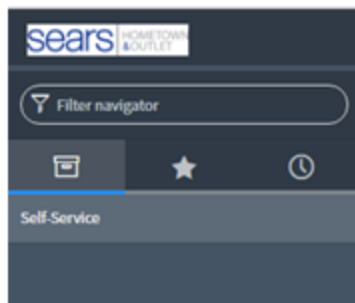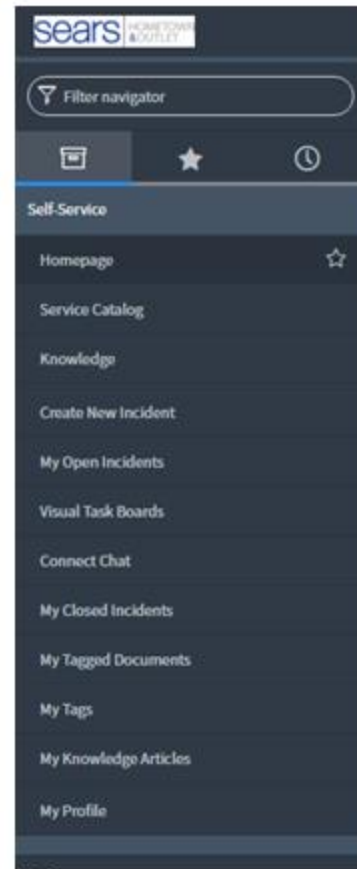The left hand navigation bar will display all Modules and Processes the User has access to.
Key features:
- Clicking any application header will collapse/expand it
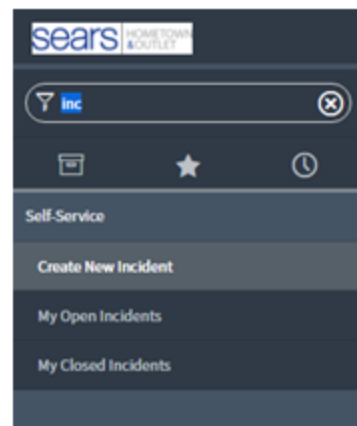- Typing in filter text box will filter out all content that does not have the search terms
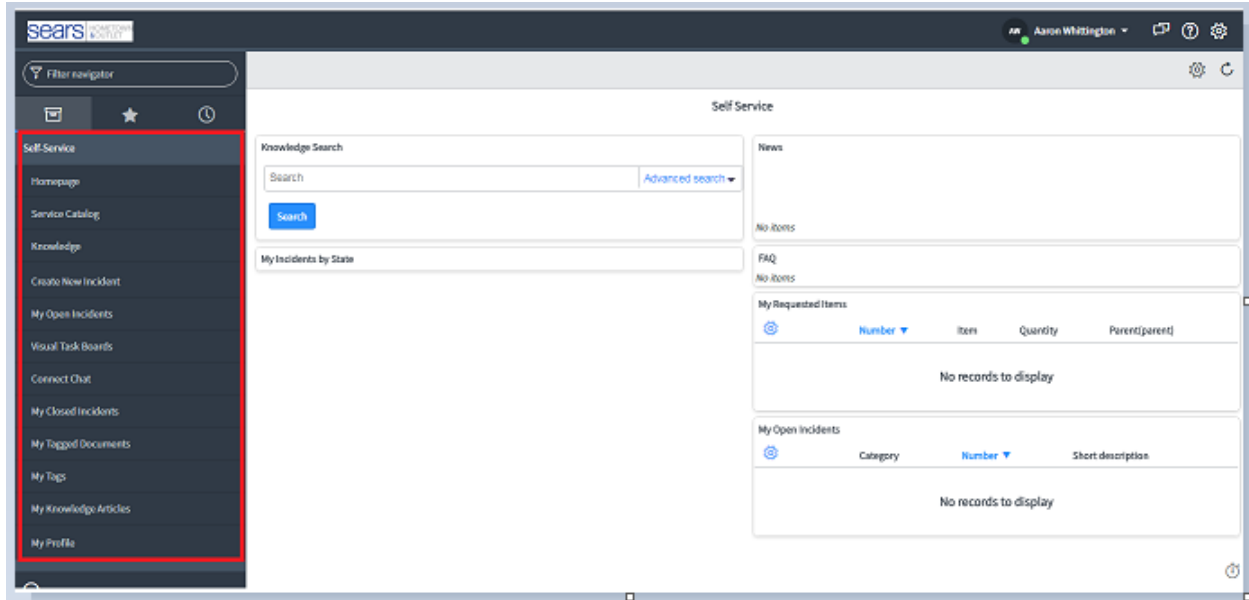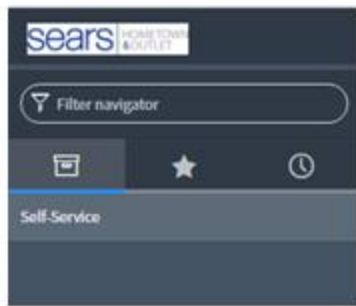
EXPANDING

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.
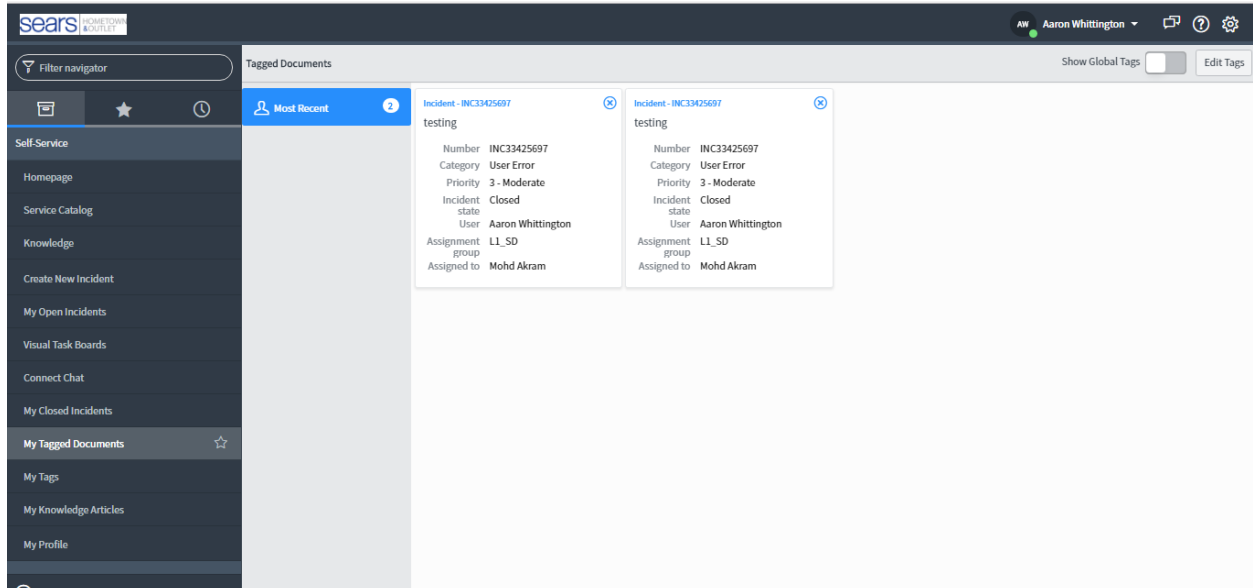The popup window appears.

Tagging Documents

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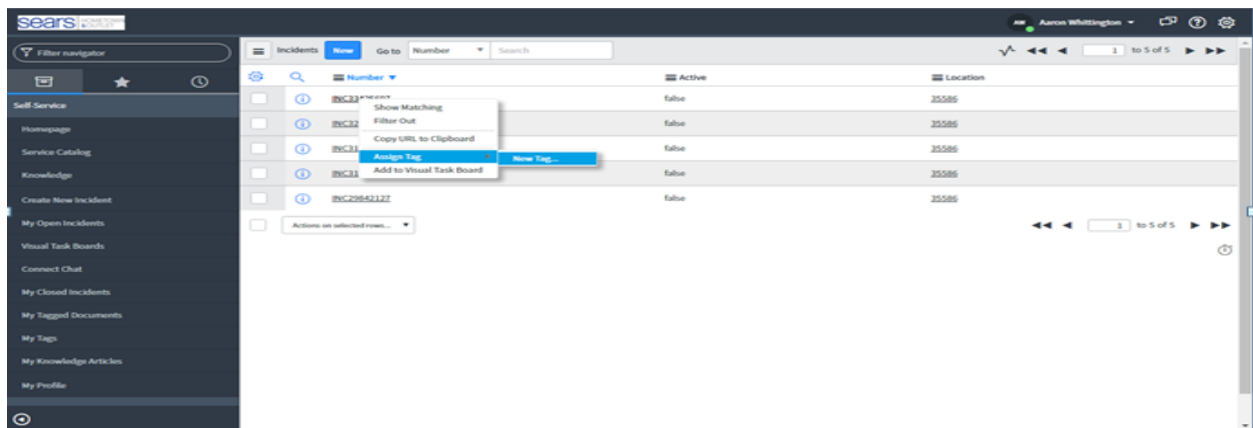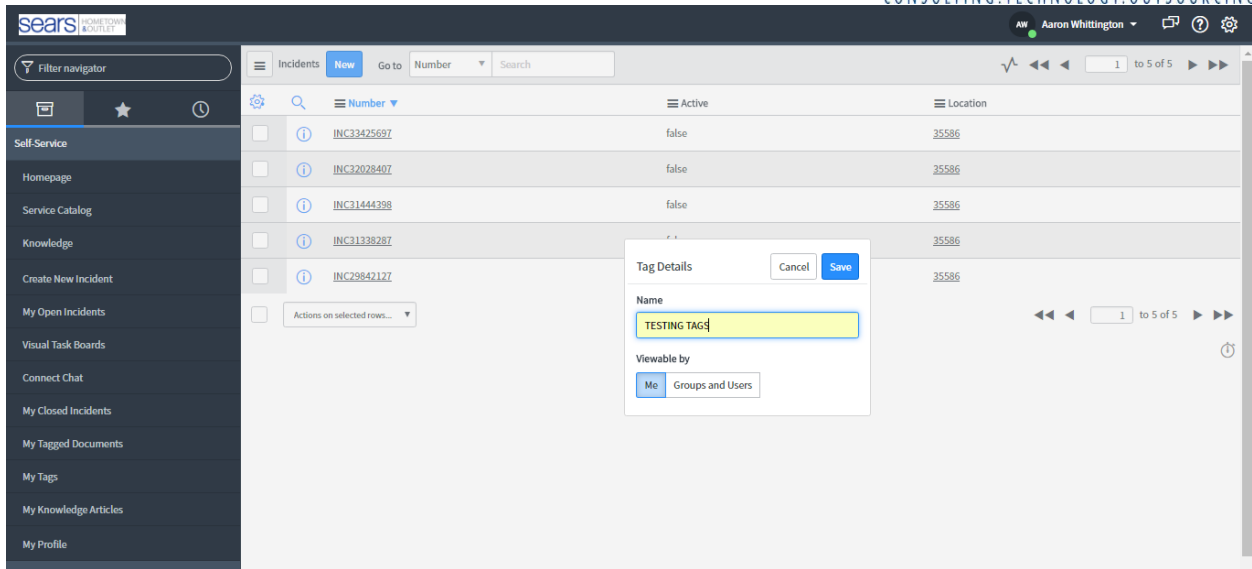

Create Custom Tags
You can create custom tags by following below steps:
1. Click on "My Open Incidents"
2. Right-click on Incident you would like to assign to a new tag
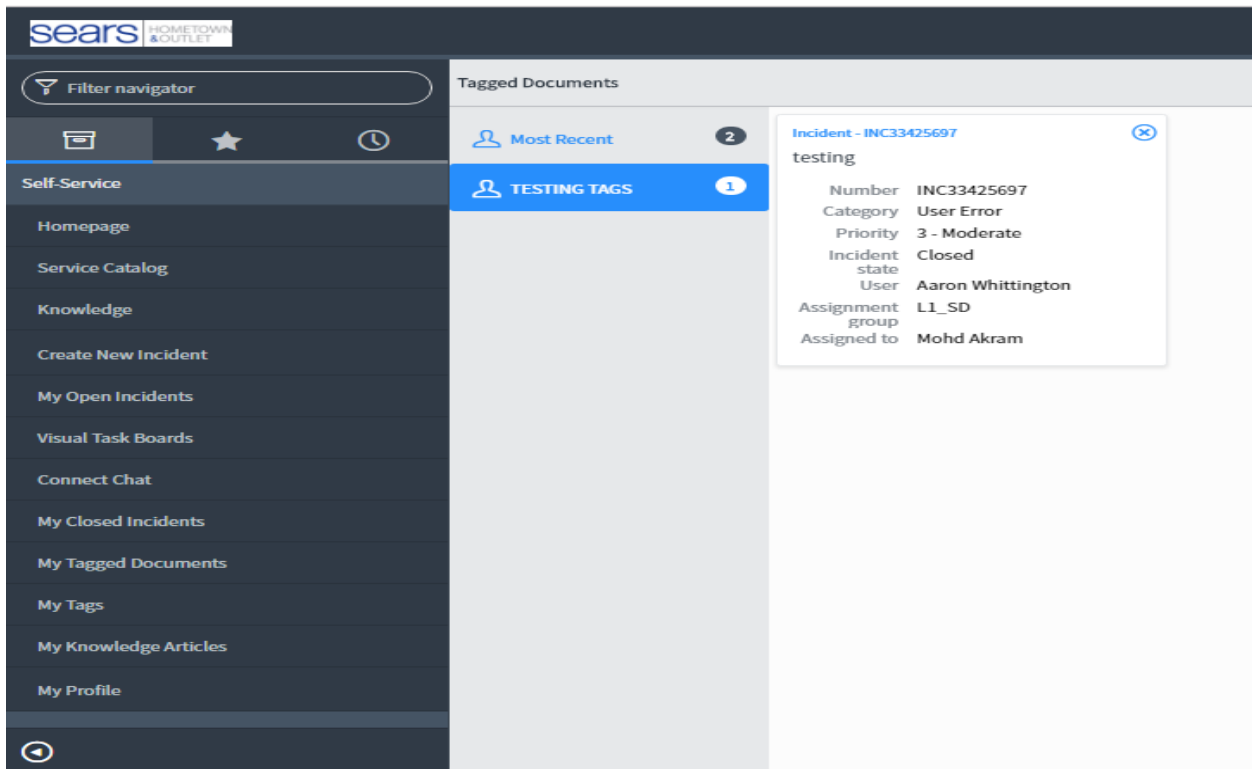3. Mouse over on "Assign to Tag"
4. Click "New"

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

It can be viewed in **My Tagged Documents** with few of incident details**.**
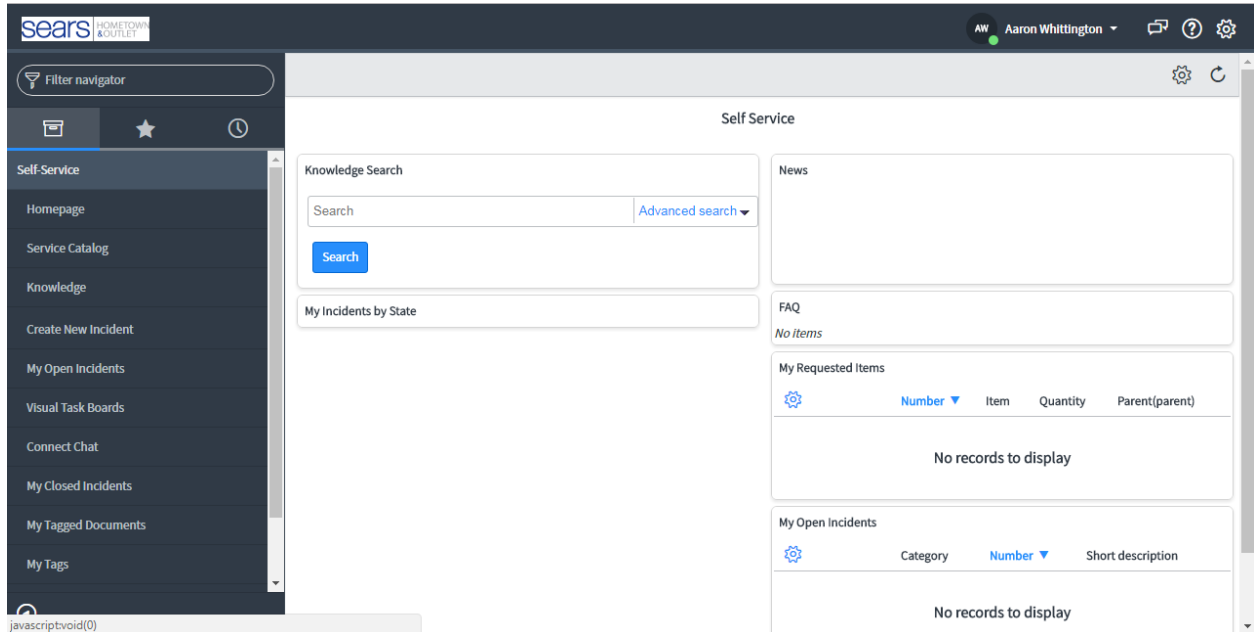
What is an Incident

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:
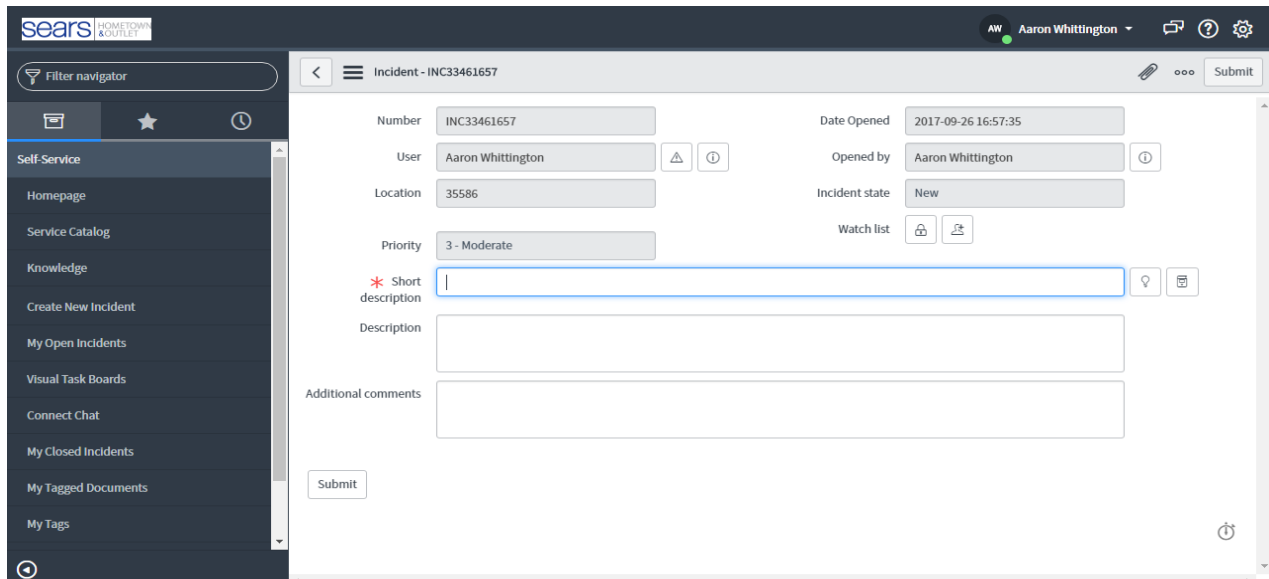
Creating a New Incident

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.

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

3. Click Button to Submit the Incident.
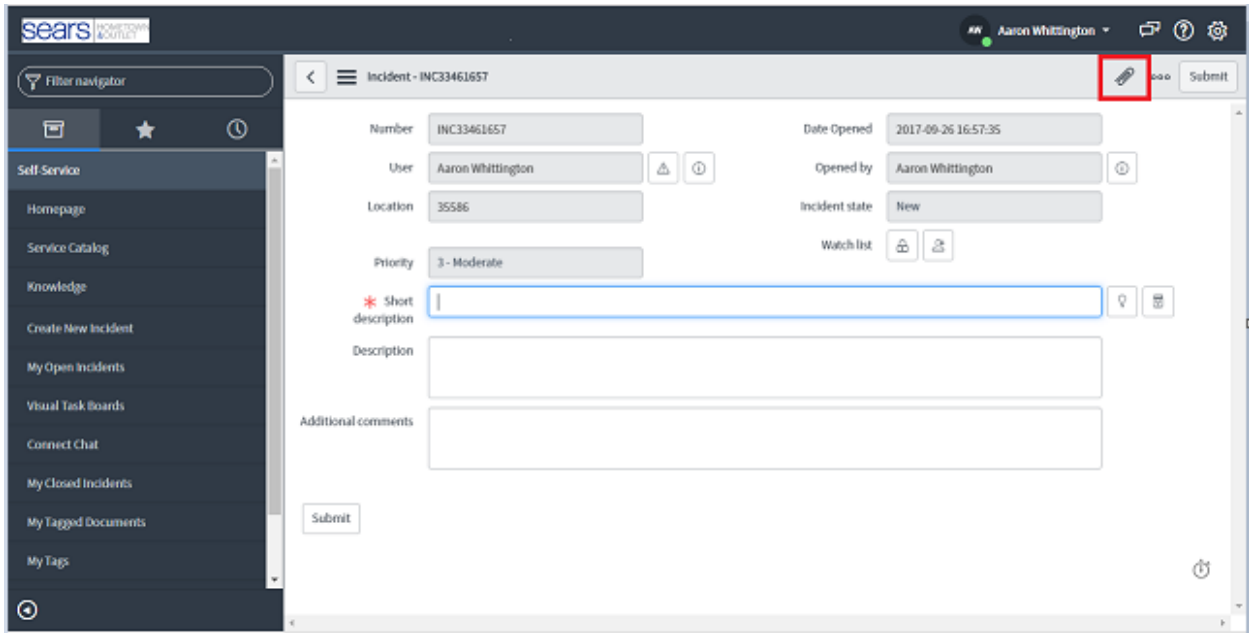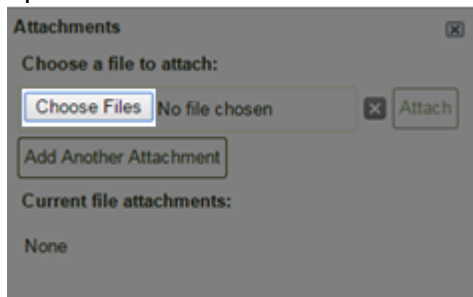
4. Incident will get created.
5. An email will be sent to the user when a ticket is opened on their behalf.
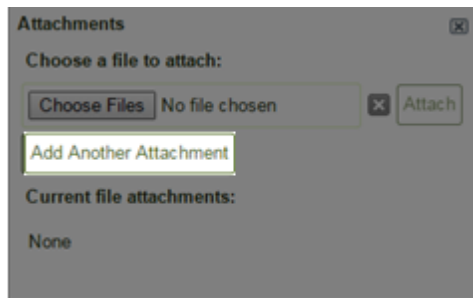
Upload attachments to Incident

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.
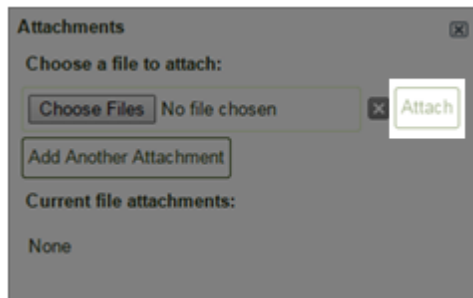

3. You can upload multiple files in one of the following ways
   Select multiple files at the same time.
   - Add each file on a separate line. Click "Add another Attachment", and then click "Browse" on the next line. Repeat until all desired files are selected.

- Click "Attach".

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