McDonalds Service Now for End User Support
Version-Eureka

Service-Now End User Guide

Document Revisions

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

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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

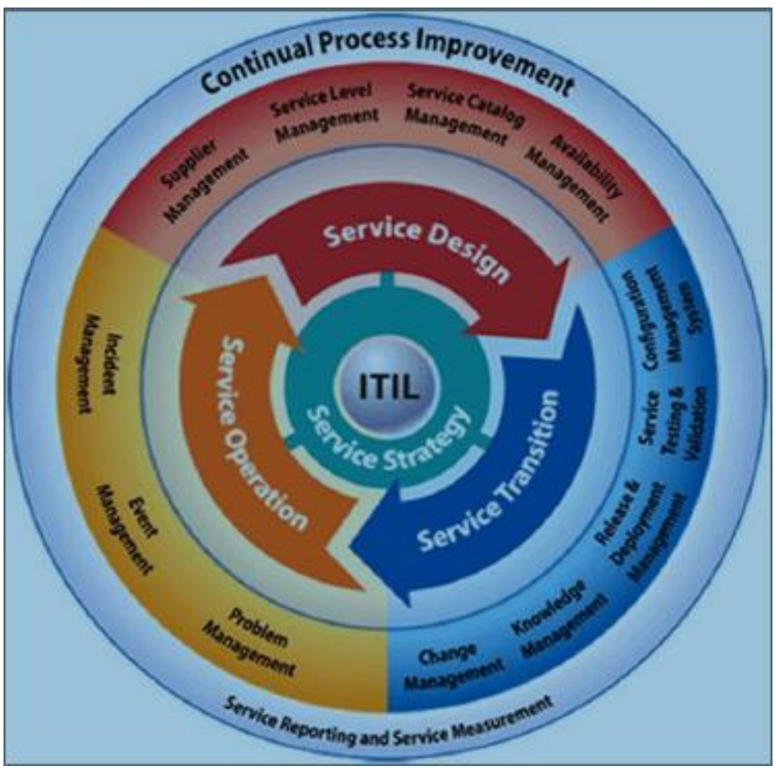
ITIL Overview

•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.

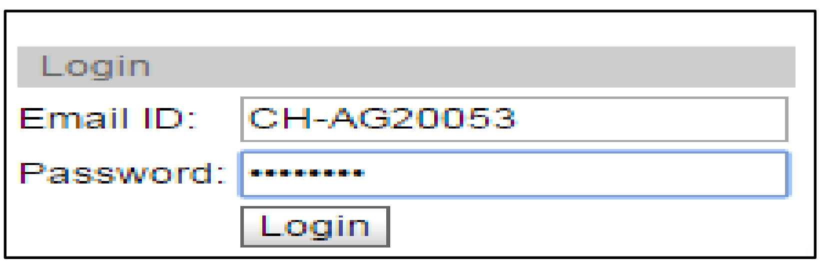
NOTE: The only documented issues with web browser compatibility are in IE6, a far outdated version of Internet Explorer

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.



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

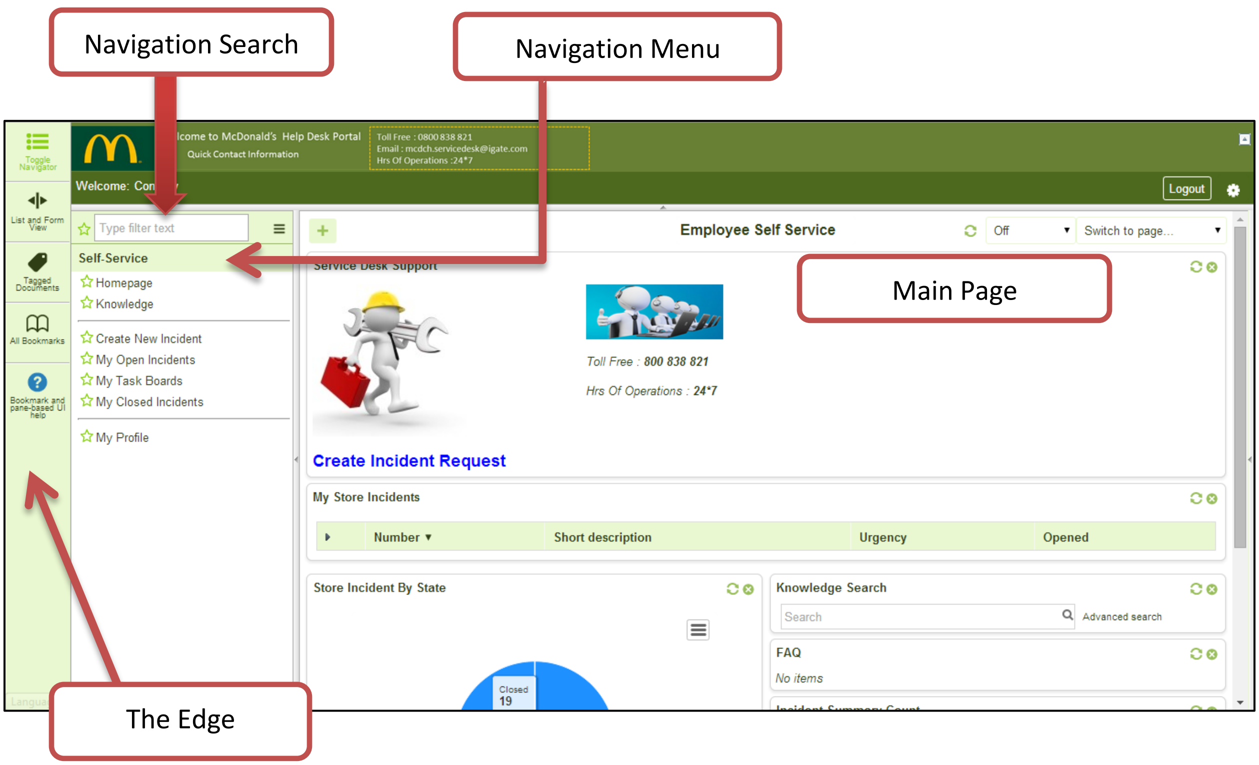
1. Enter your **User ID** against **Email ID** and **Password** against **Password** as mentioned above
2. Press **Enter** or click **Login**.

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

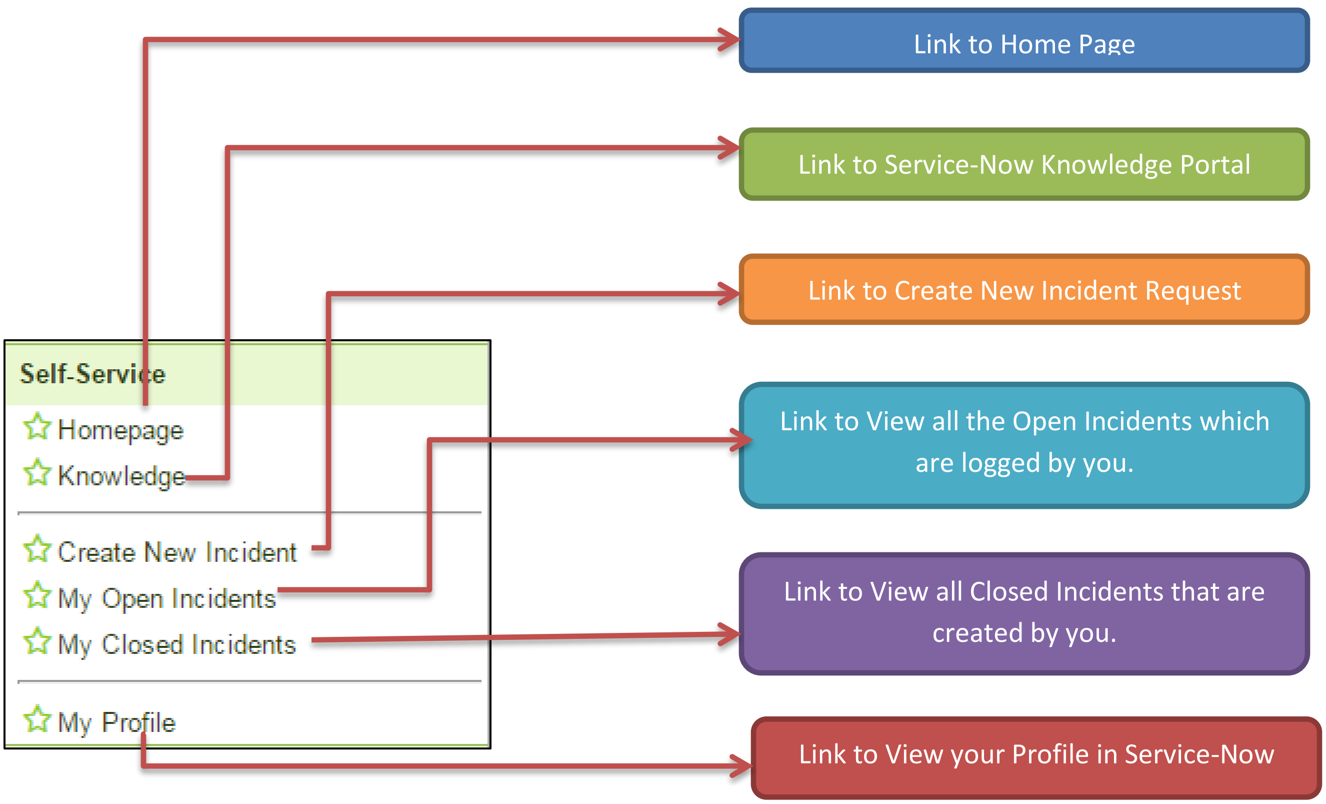
Home Screen

Once you have logged into Service-Now for the first time, your Home Screen will be as below.

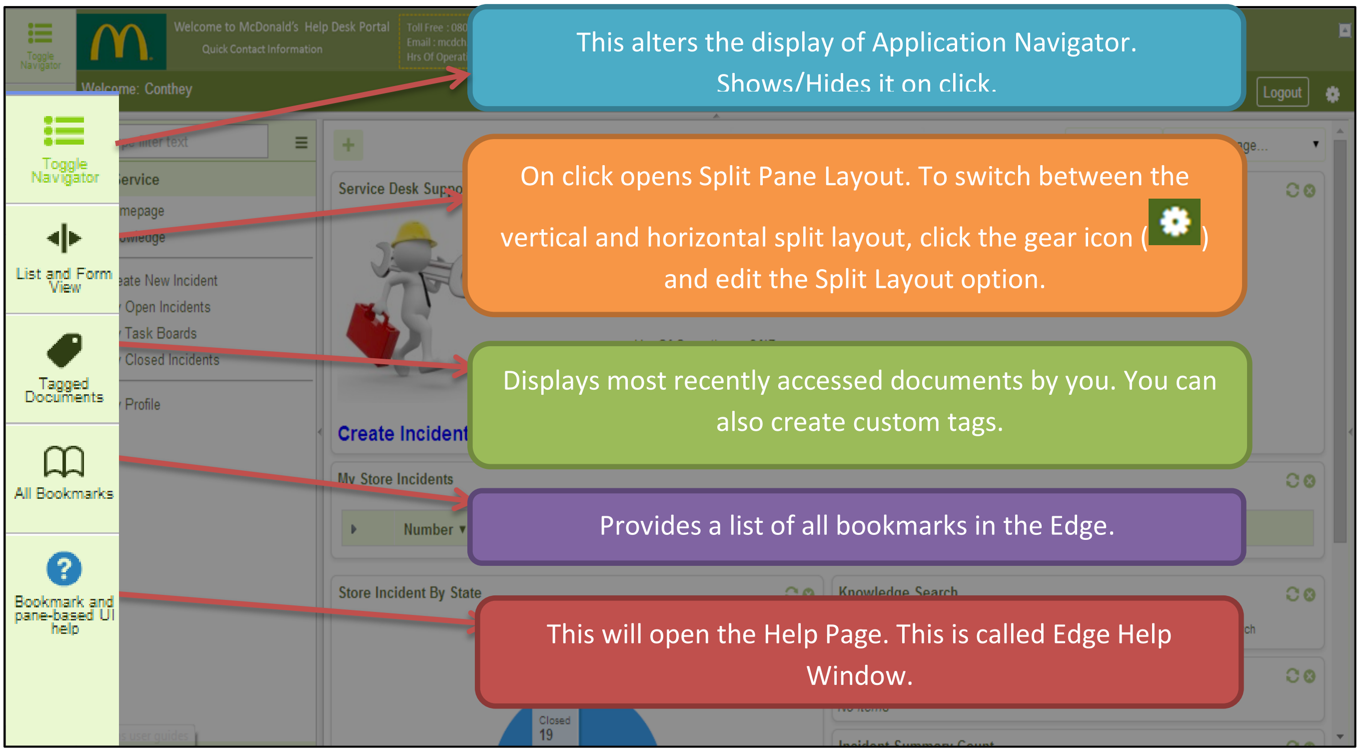
We will now outline the different components of the Home Screen.



Self Service Options

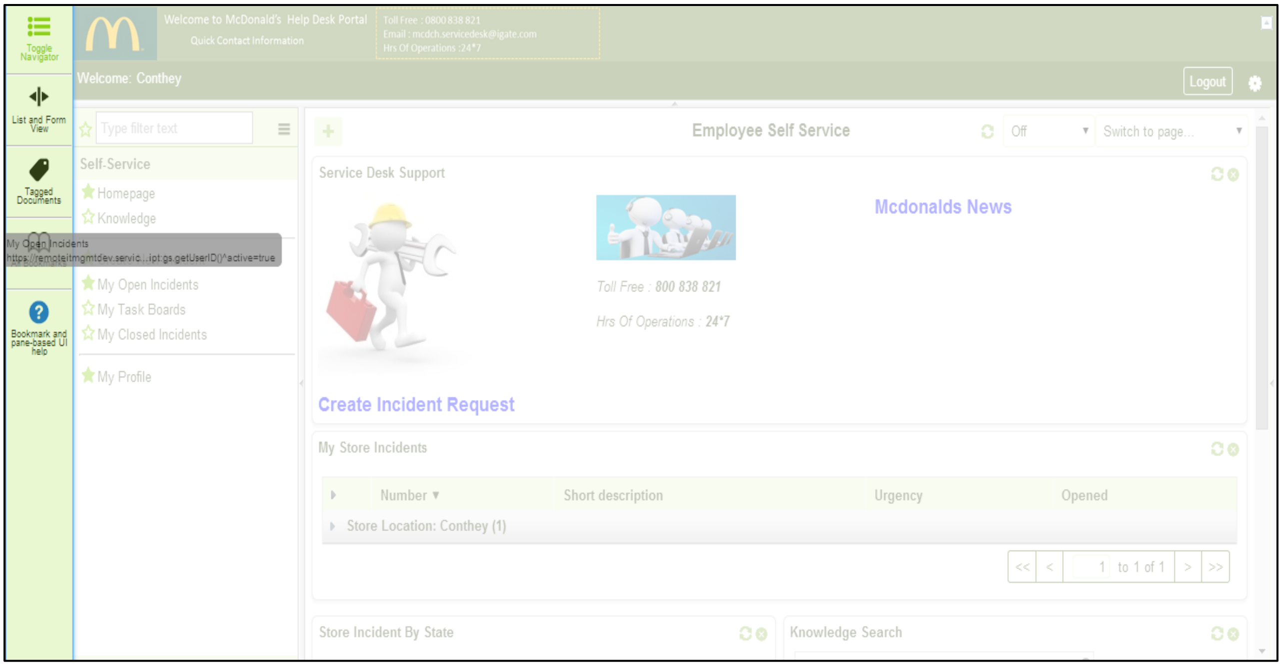


The Edge

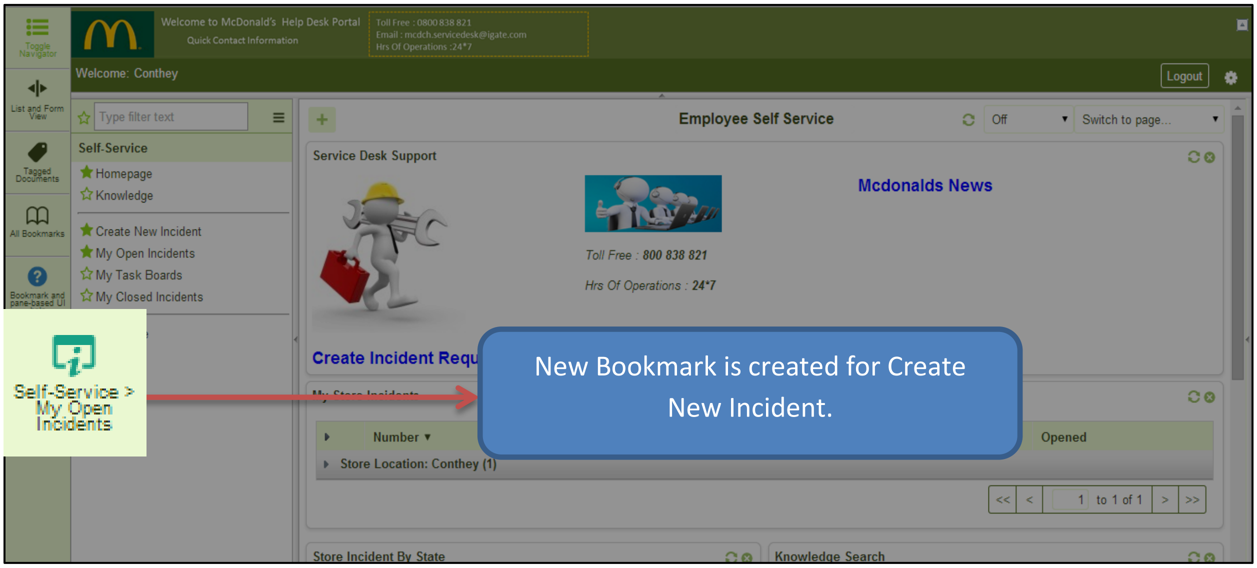

This alters the display of Application Navigator. Shows/Hides it on click.
On click opens Split Pane Layout. To switch between the vertical and horizontal split layout, click the gear icon ( ) and edit the Split Layout option.
Displays most recently accessed documents by you. You can also create custom tags.
Provides a list of all bookmarks in the Edge.
This will open the Help Page. This is called Edge Help Window.
Toggle Navigator
List and Form View
Tagged Documents
All Bookmarks
Bookmark and pane-based UI help
Welcome to McDonald's Help Desk Portal
Quick Contact Information
Welcome: Conthey
Logout
Service Desk Suppo
Create Incident
My Store Incidents
Number
Store Incident By State
Knowledge Search
Open Incidents
Task Boards
Closed Incidents
Profile
Closed
19

Bookmarks Bar – Create new Bookmark

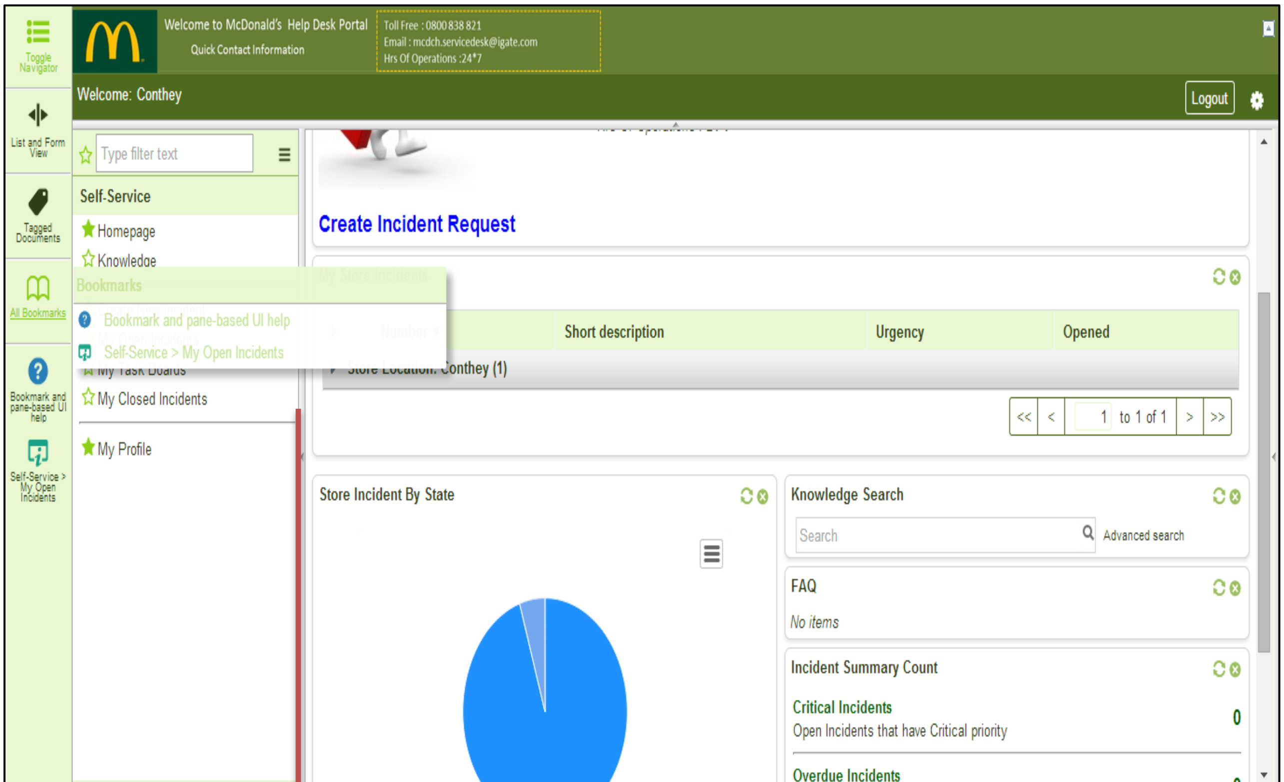
To Add New Bookmark: Drag a Link to the Edge. Click and hold the required Module/Link/Reports. And push it to Edge inside Bookmark tab as follows.



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



Bookmarks Bar



Link will be created under All Bookmarks Bookmark

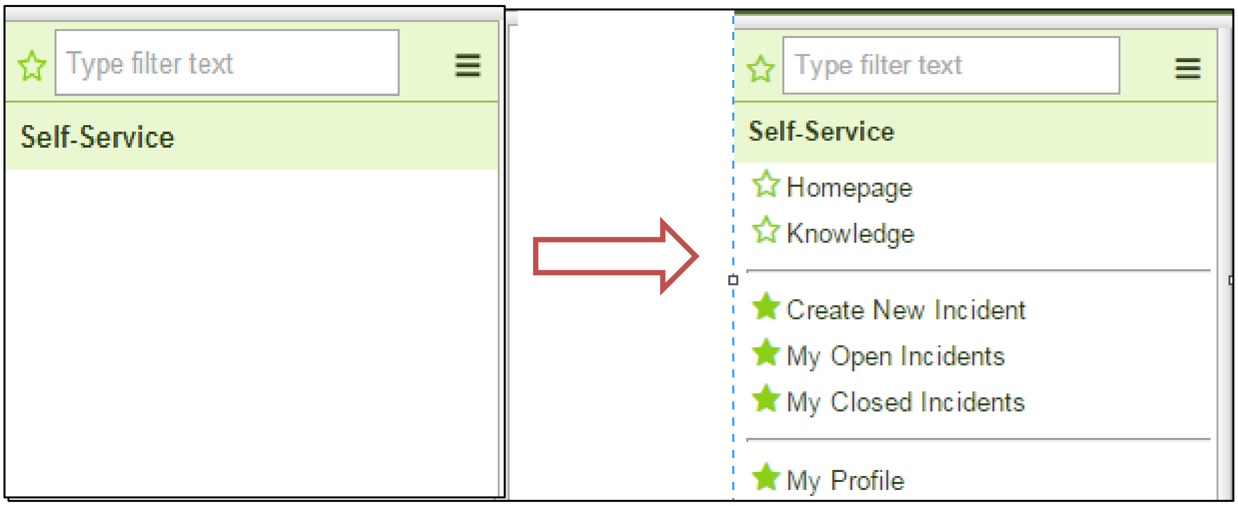
Left Hand Navigation Bar

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

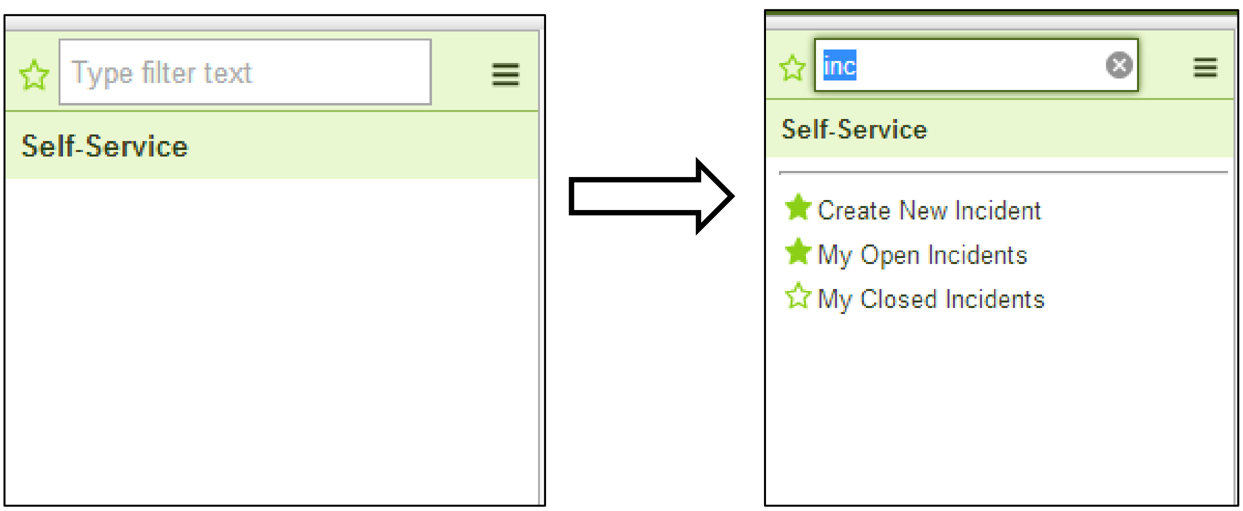
Key features:

- 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.

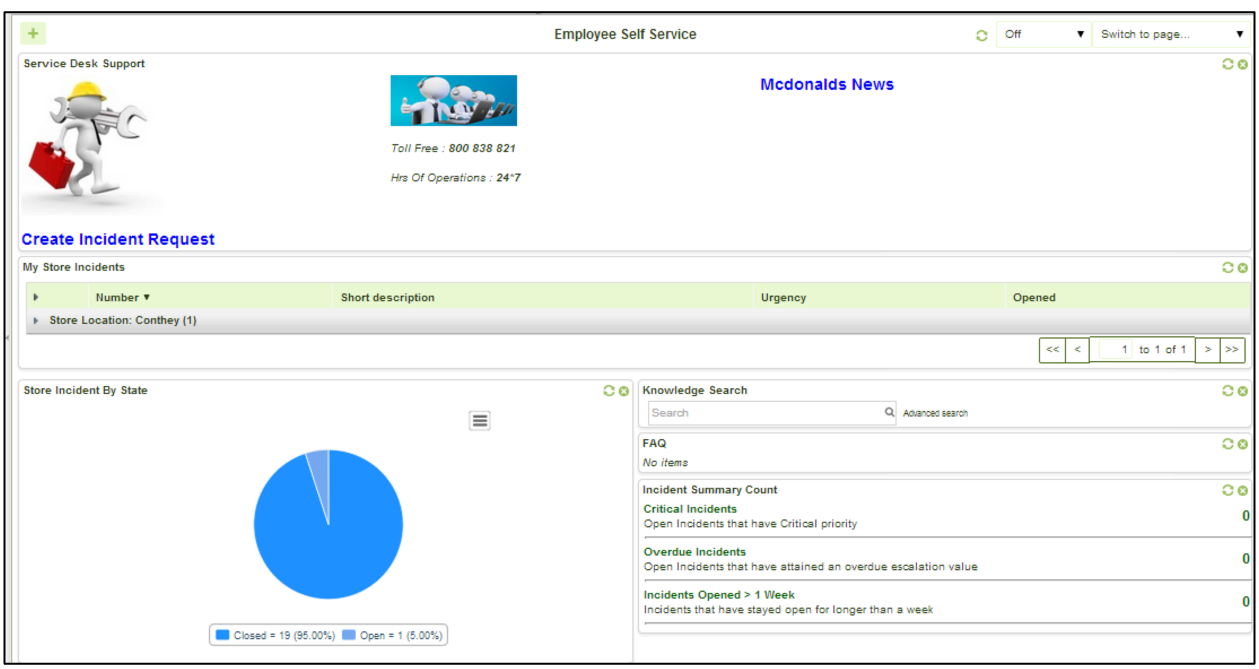
Store Incidents By State – This section shows a graphical pie chart of Incidents created. You can monitor the status of any open Incidents you may have logged\You may have access to. All of your existing Incidents will appear in this section of the Home Page. This will be the primary way to track your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

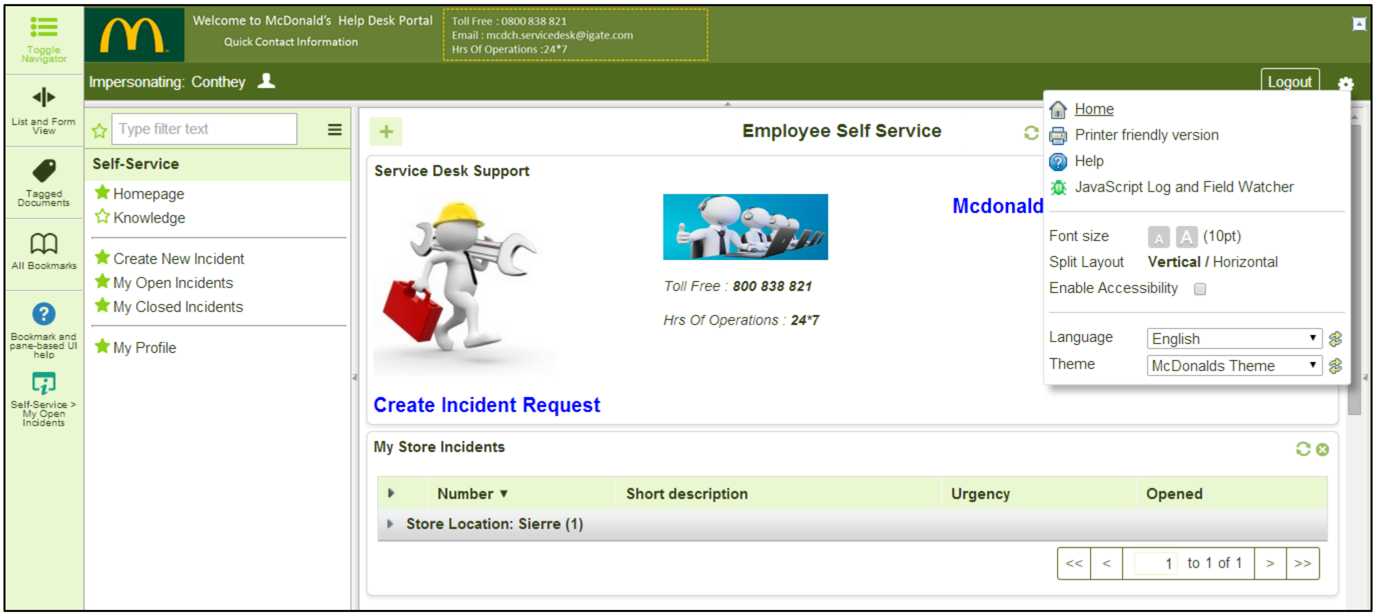
Incident Summary Count – This section on home page contains 3 sub-sections.

- **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.



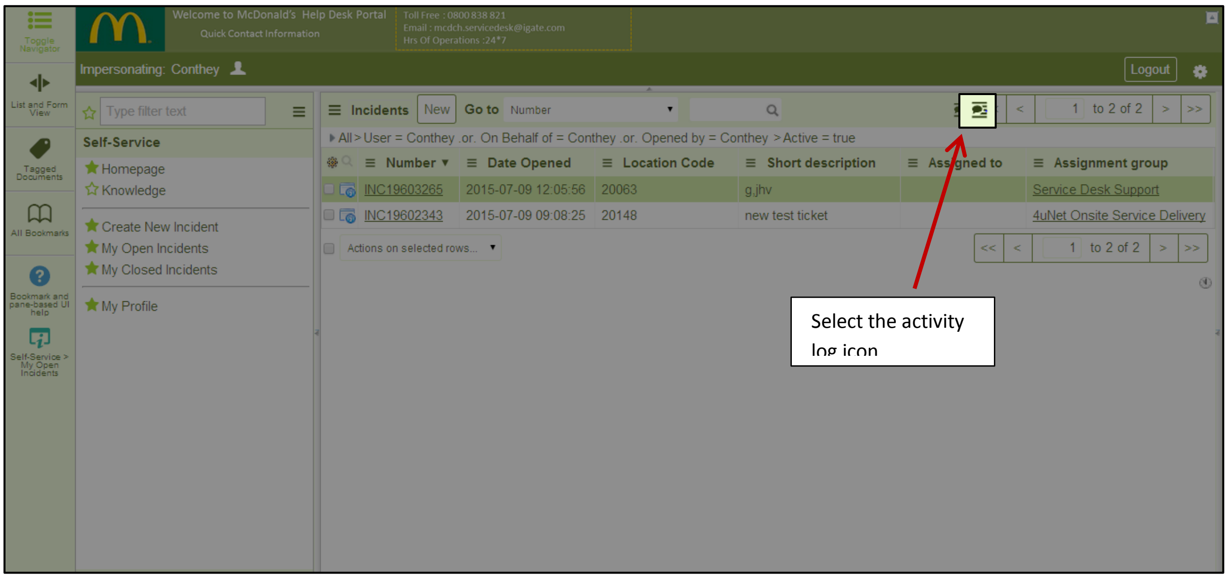
User Settings

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

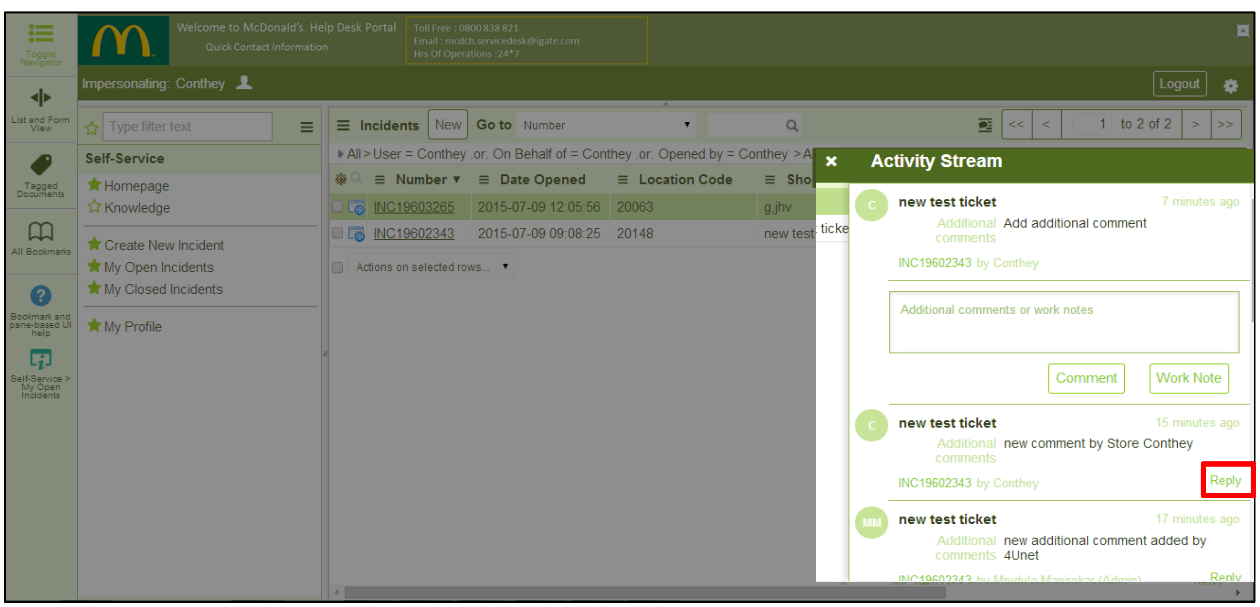


Live Stream Activities

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.

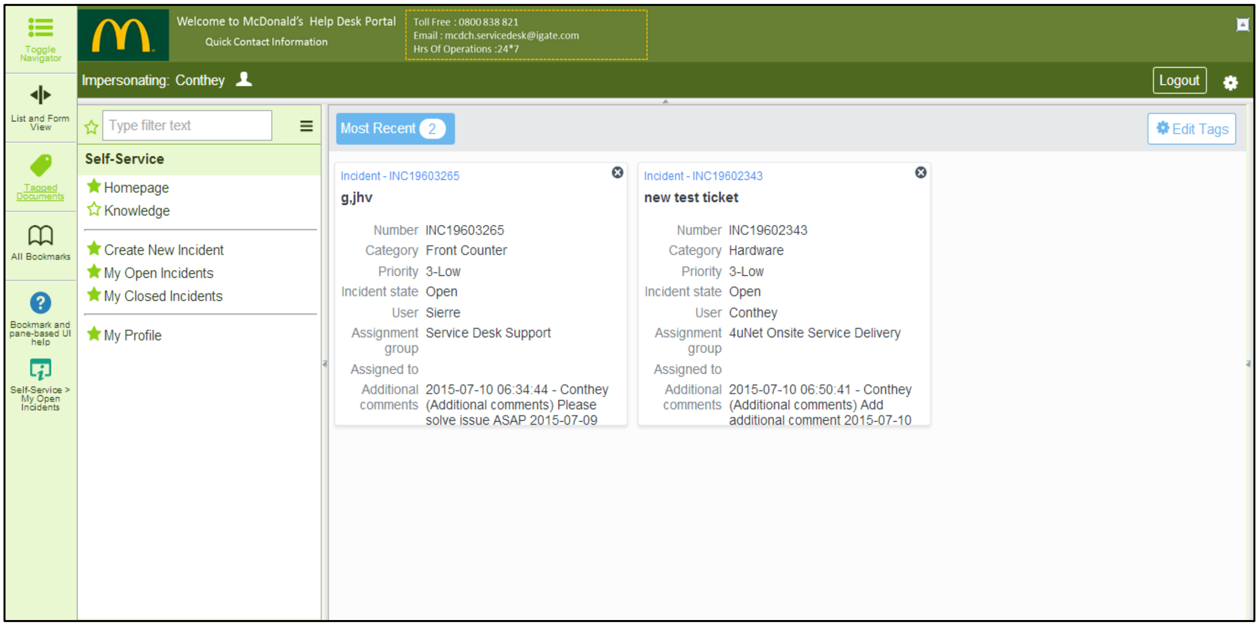


You can add additional comment directly inside the activity filter by clicking on the "Reply" button and then "Comment".



Tagging Documents

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

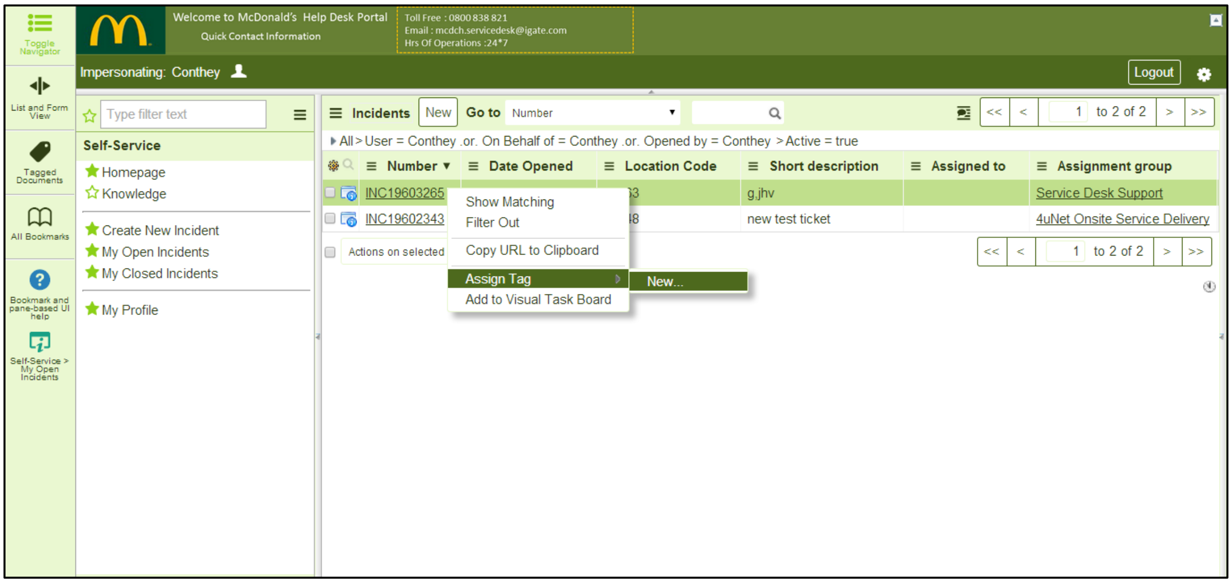


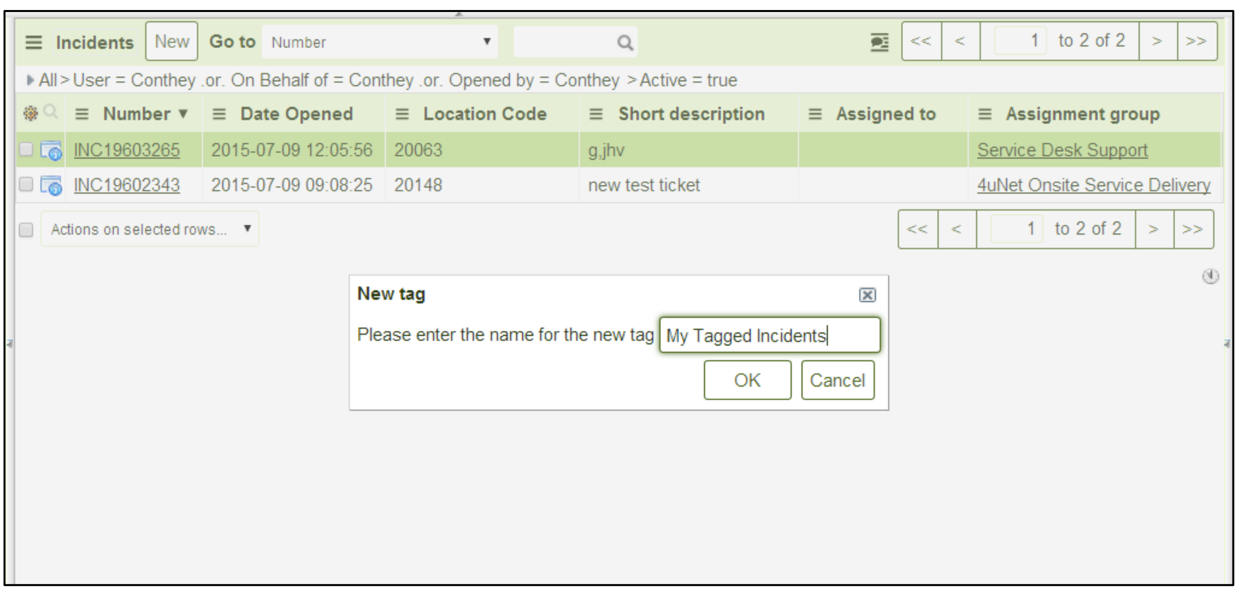
Create Custom Tags

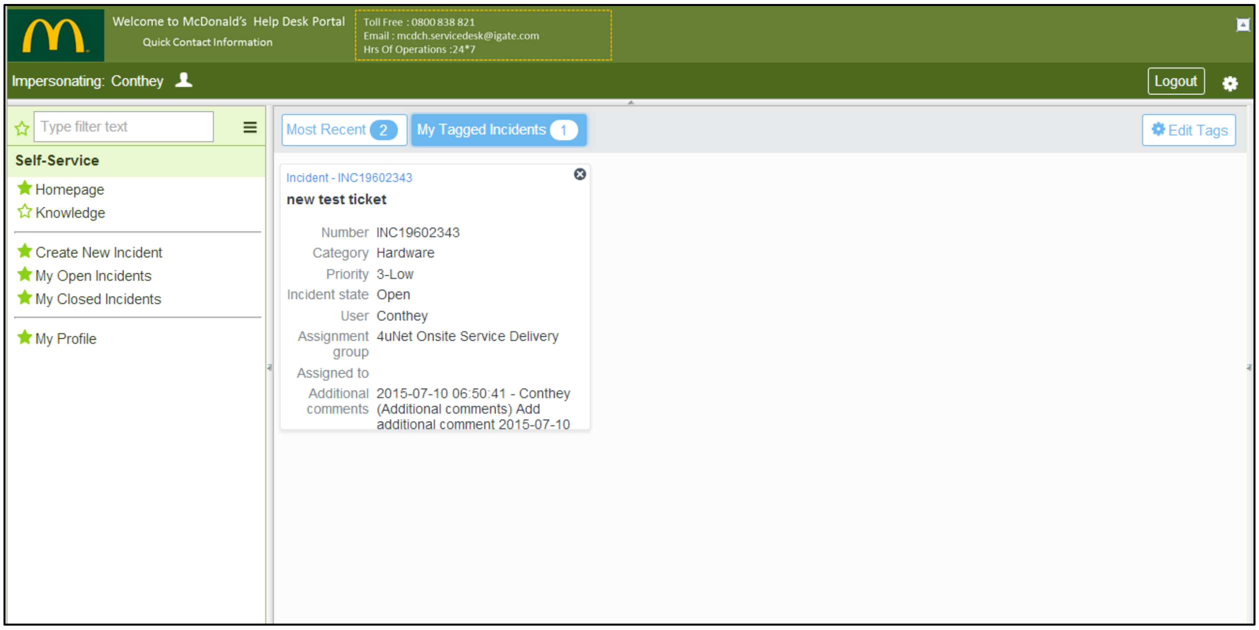
You can create custom tags by following below steps:

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.

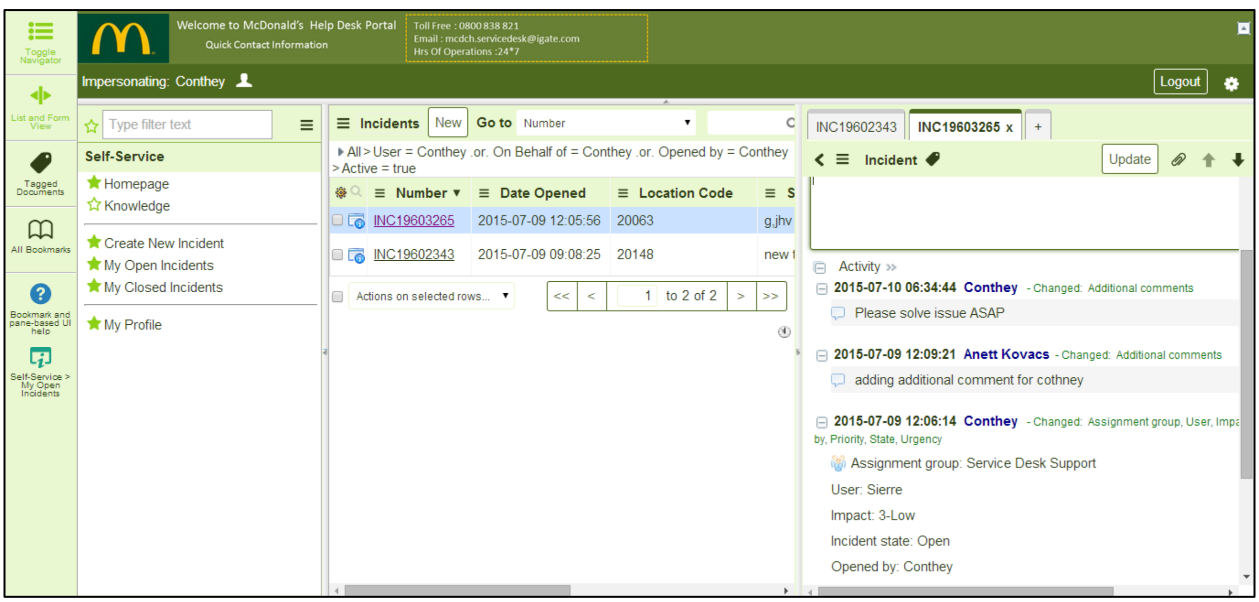




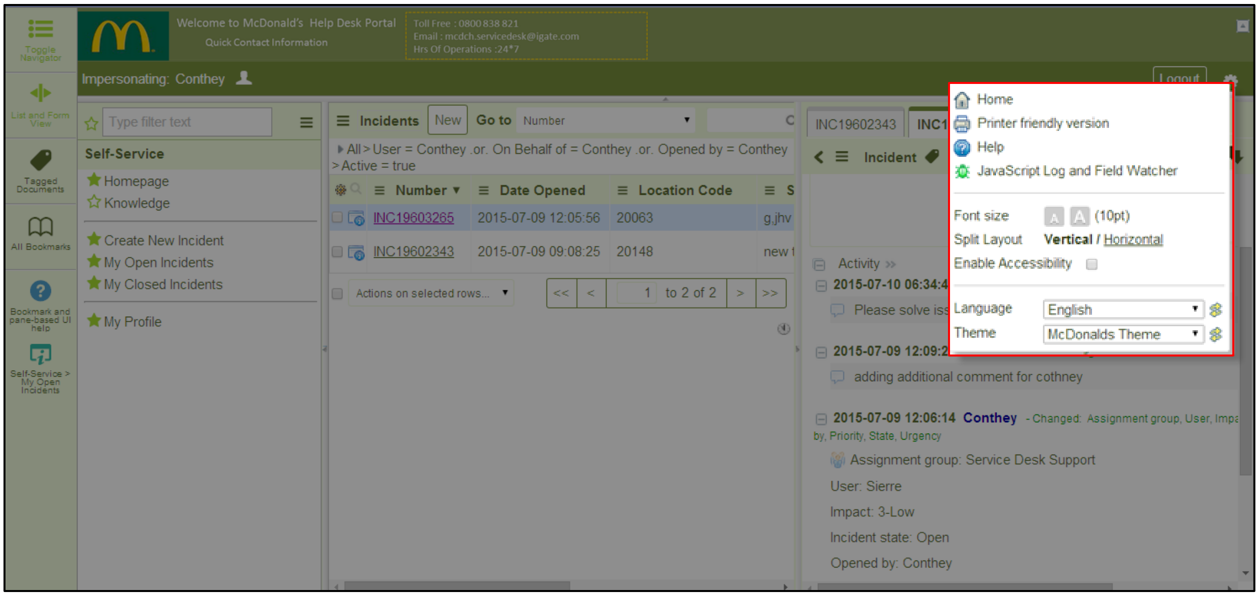

Welcome to McDonald's Help Desk Portal
Quick Contact Information
Toll Free : 0800 838 821
Email : mcdch.servicedesk@igate.com
Hrs Of Operations :24*7
Impersonating: Conthey
Logout
Type filter text
Self-Service
Homepage
Knowledge
Create New Incident
My Open Incidents
My Closed Incidents
My Profile
Most 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 group 4uNet Onsite Service Delivery
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
Impersonating: Conthey
Type filter text
Self-Service
Homepage
Knowledge
Create New Incident
My Open Incidents
My Closed Incidents
My Profile
Incidents
New
Go to
Number
All > User = Conthey .or. On Behalf of = Conthey .or. Opened by = Conthey > Active = true
Number
Date Opened
Location Code
INC19603265
2015-07-09 12:05:56
20063
INC19602343
2015-07-09 09:08:25
20148
Actions on selected rows...
to 2 of 2
Incident
Activity
Home
Printer friendly version
Help
JavaScript Log and Field Watcher
Font size
(10pt)
Split Layout
Vertical / Horizontal
Enable Accessibility
Language
English
Theme
McDonalds Theme
adding additional comment for cothney
2015-07-09 12:06:14 Conthey
Assignment group: Service Desk Support
User: Sierre
Impact: 3-Low
Incident state: Open
Opened by: Conthey

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

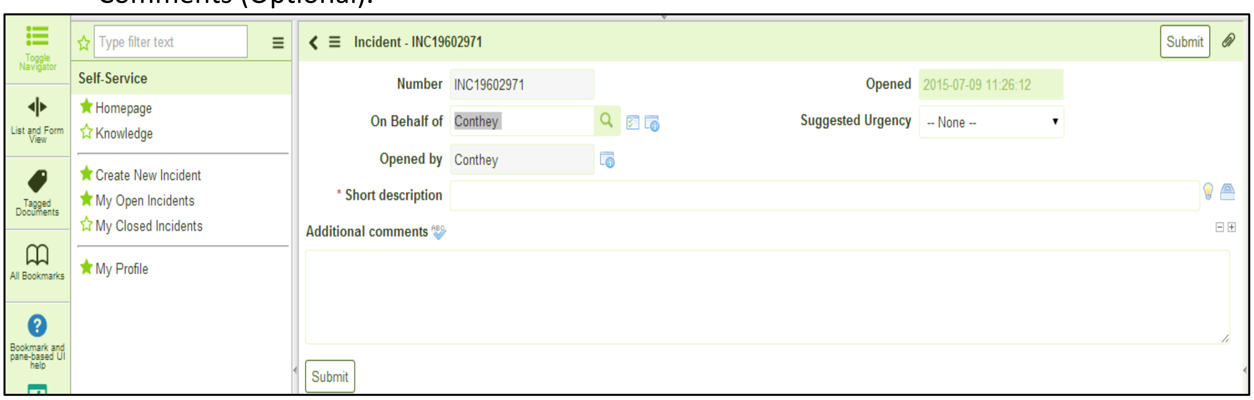
- Kiosk does not accept Credit Card payments.
- Cannot open/Login to STR
- E-cash terminal issues
- POS Daily closing issues
- Issue with networking

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.

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

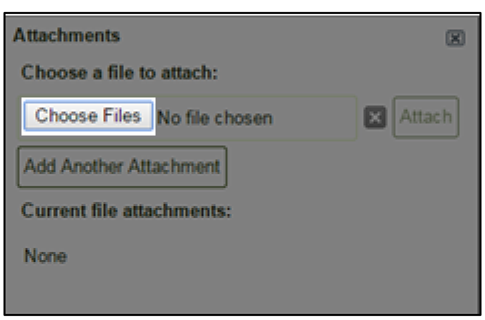


3. Click Submit Button to Submit the Incident.
4. Incident will get created and it will be assigned to Service Desk.
5. An email will be sent to the user when a ticket is opened on their behalf.

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

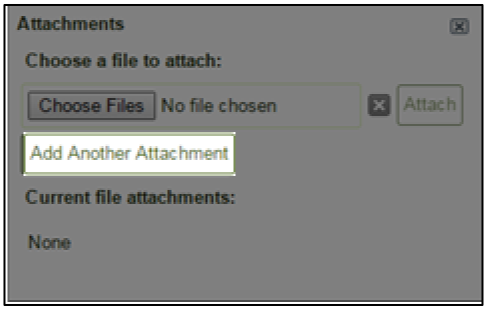
2. From the pop-up window click “Choose Files” and navigate to the file which you want to upload.



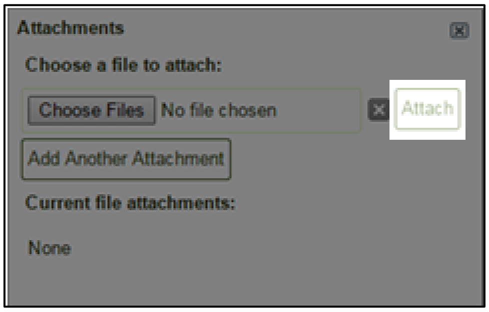
3. You can upload multiple files in one of the following ways

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.



- Click “Attach”.



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

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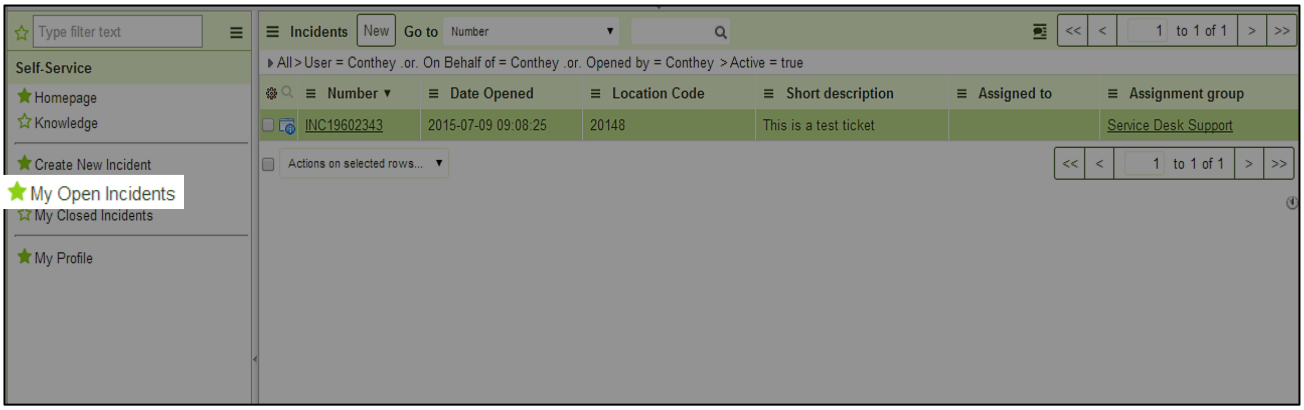
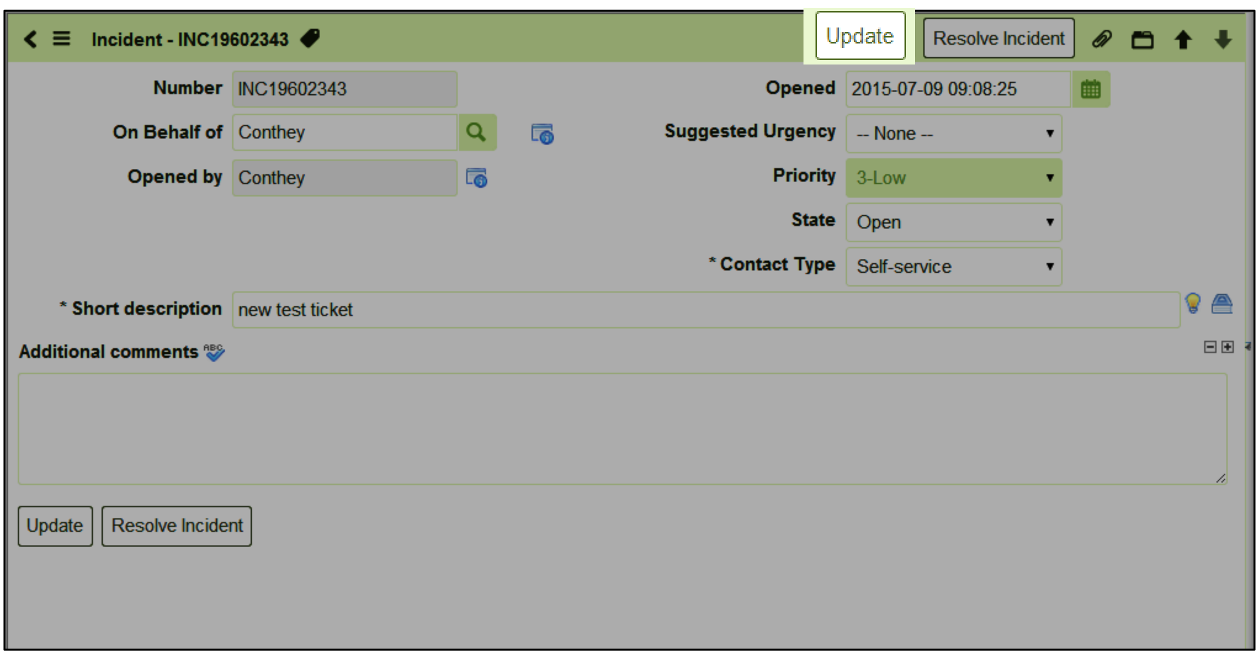
Updating Incident

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.