McDonalds Service Now for Service Desk Support
Version- Eureka

Service-Now ITIL User Guide

Document Revisions

Date	Version Number	Document Changes	Revised By
November 5, 2014	*1*	*Initial Draft*	*Mrudula Manjrekar*
July 13 ,2015	*2*	*Initial Draft*	*Mrudula Manjrekar*

Table of Contents

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

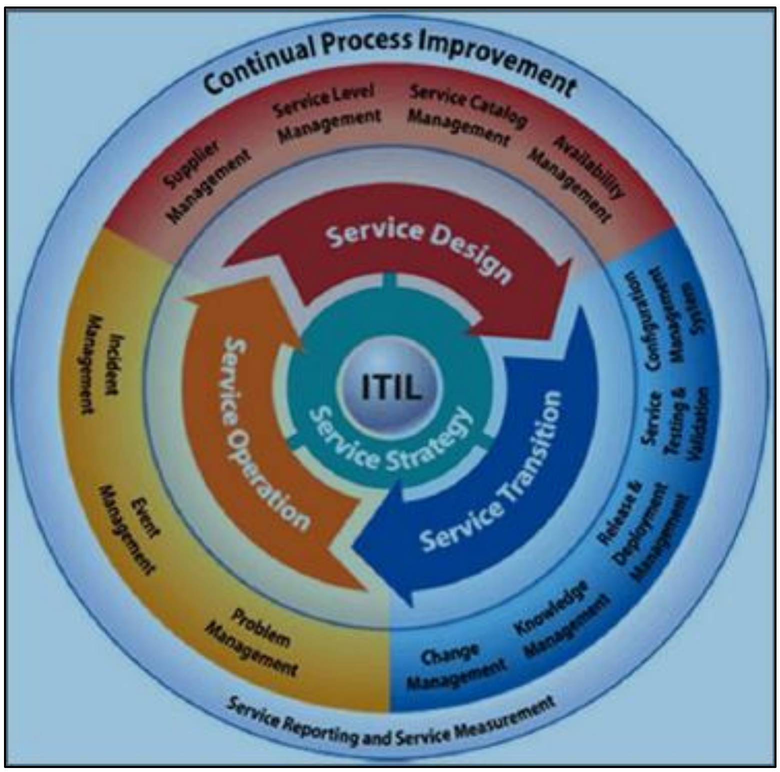
ITIL Overview

•What is ITIL?

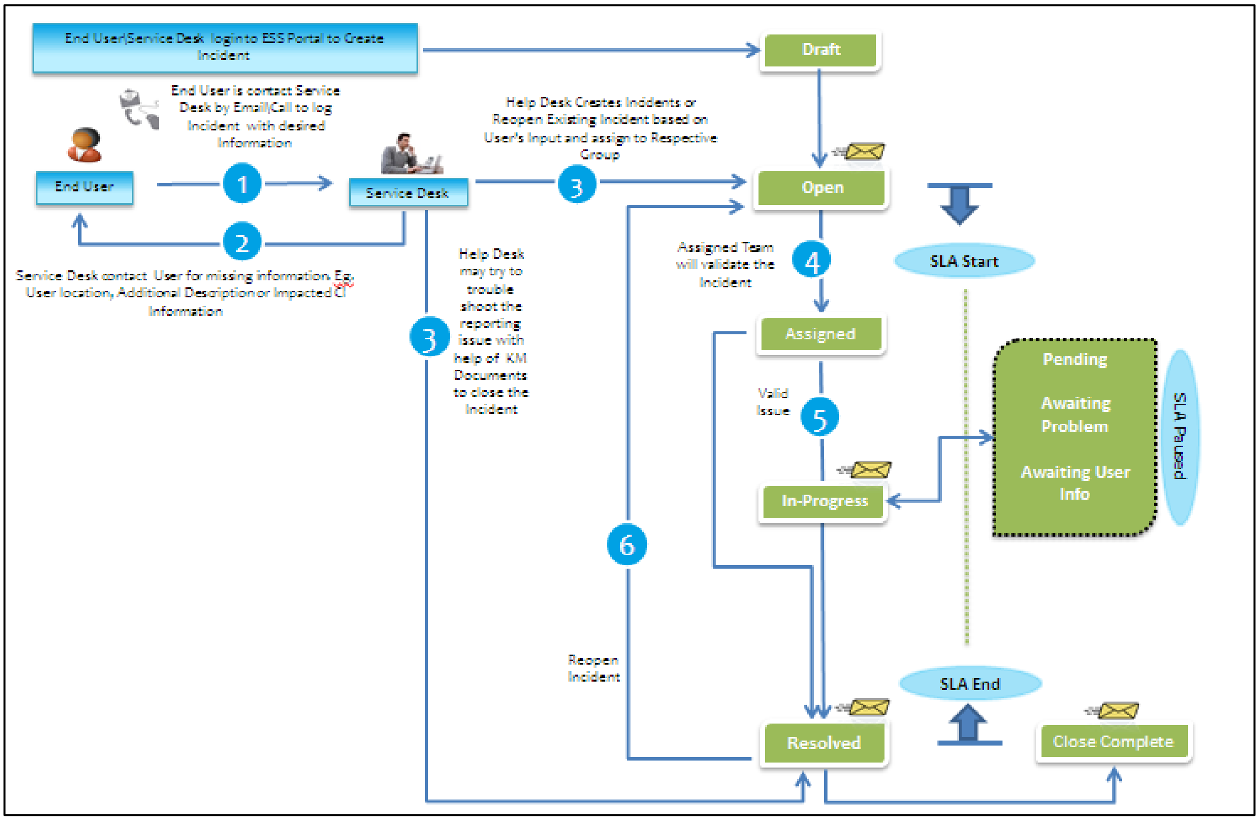
- ITIL® is the only consistent and comprehensive documentation on best practices for IT Service Management. Incident Management, Request Management, Problem Management
- Service Desk falls within Service Operations.

•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
-



Incident Lifecycle Overview



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:

CMDB = Configuration Management Database

CI= Configuration Item

Accessing Service-Now

Service Now can be accessed in any web browser.

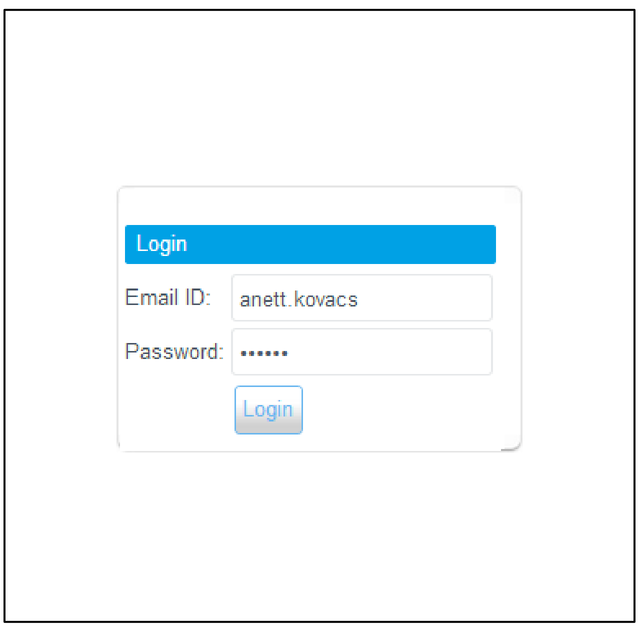
NOTE: The only documented issues with web browser compatibility are in IE6, a far outdated version of Internet Explorer

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.

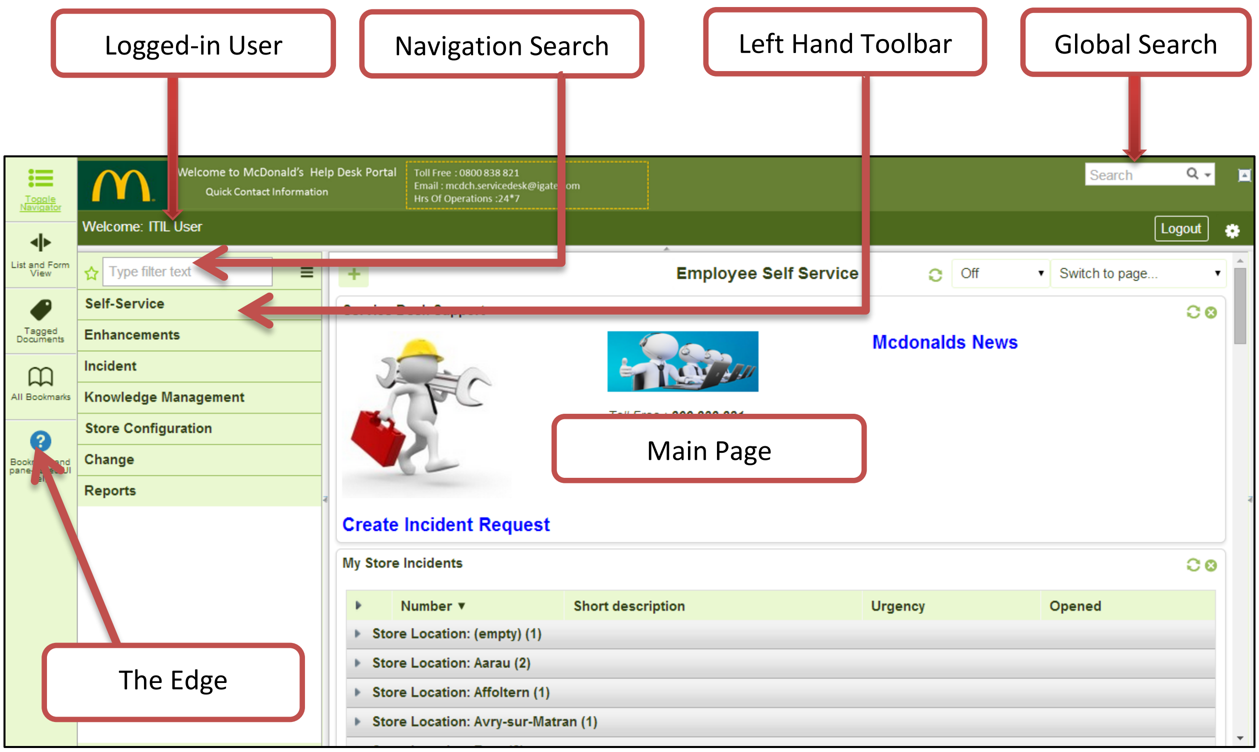
1. Enter your **User ID** against **Email ID** and **Password** against **Password** as mentioned above
2. Press **Enter** or click **Login**.

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 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.

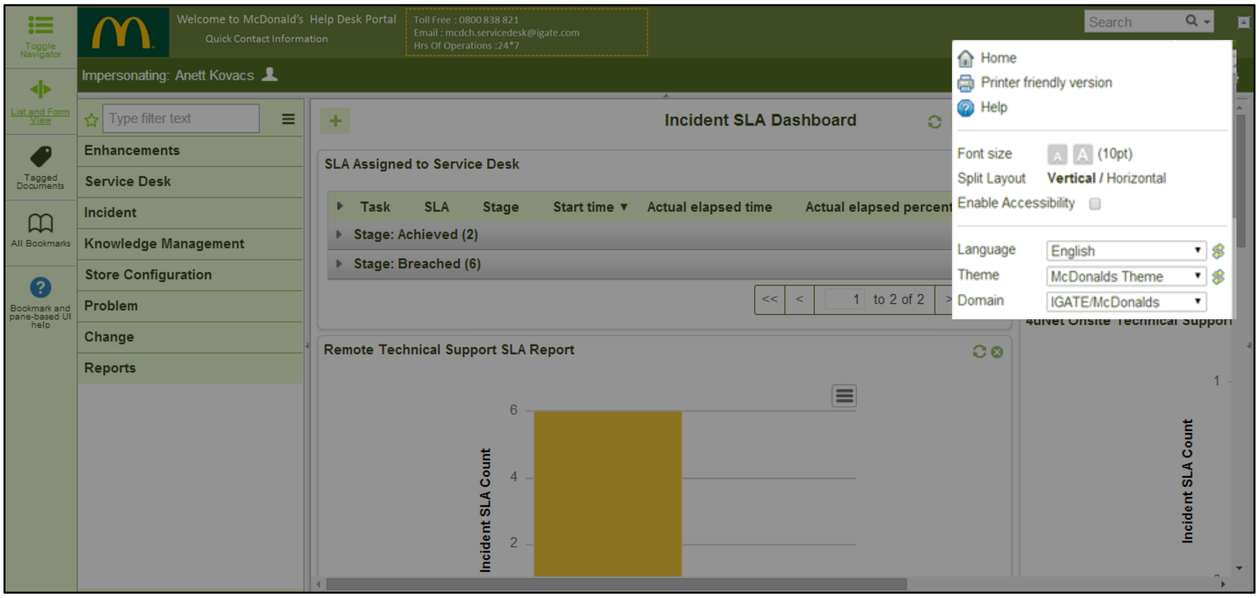


Welcome Message (

) Shows name of currently logged in user.

 Logout (

) Show logout page



 Homepage () Returns to the homepage.

 Print () Opens a printable version of the current content frame.

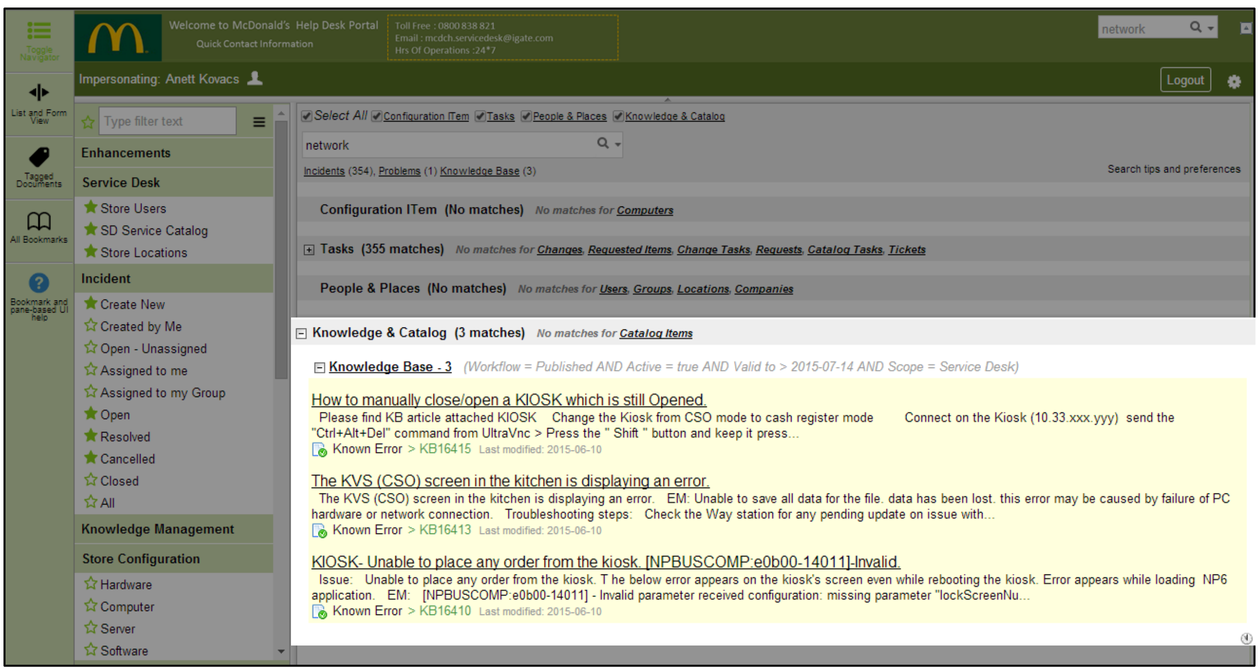
 Help () Provides help

Global Search

The global search can be used to search ALL data within ServiceNow, not just a specific module.

Ex: A user cannot remember a Knowledge number, but remembers the short description has "**network**" in it. They type **network** into the global search:

To return these results:



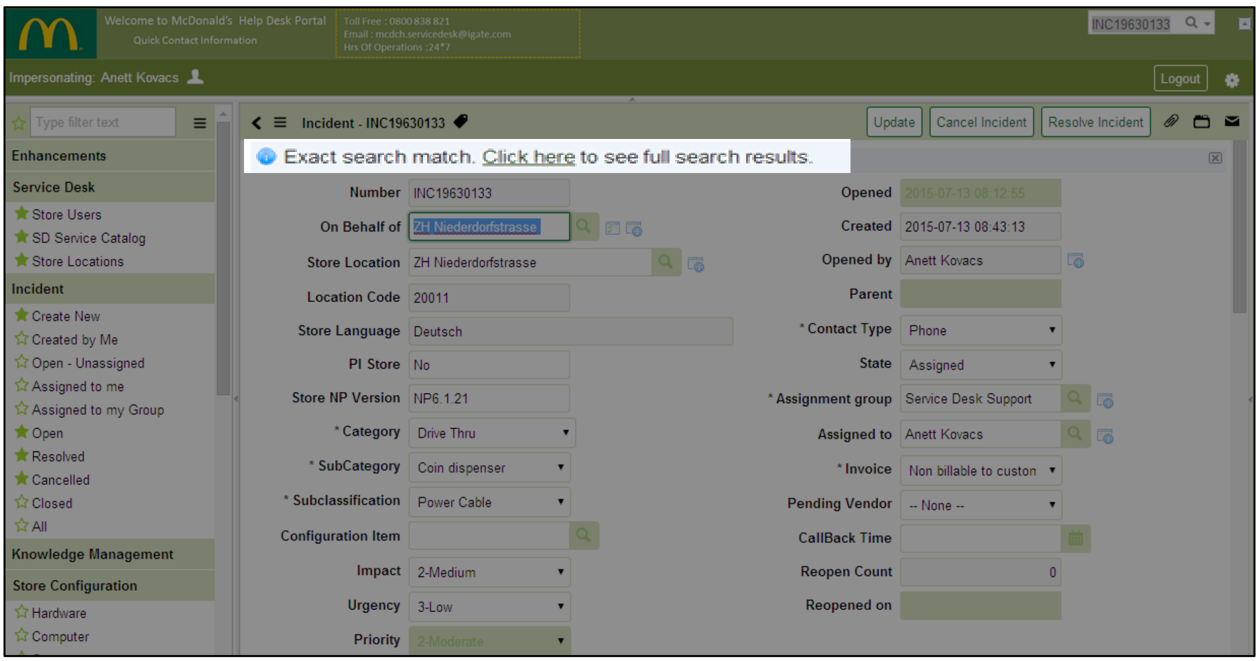
Global Search

The global search can be used to search ALL data within ServiceNow.

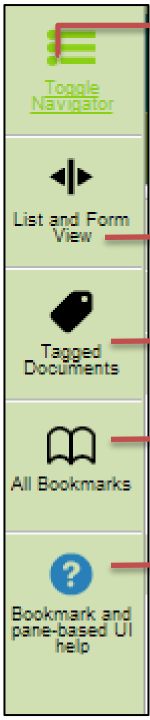
Users can also type in an exact ticket number, to be taken directly to that ticket.

Ex: **INC16793083**

To return below result:



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.

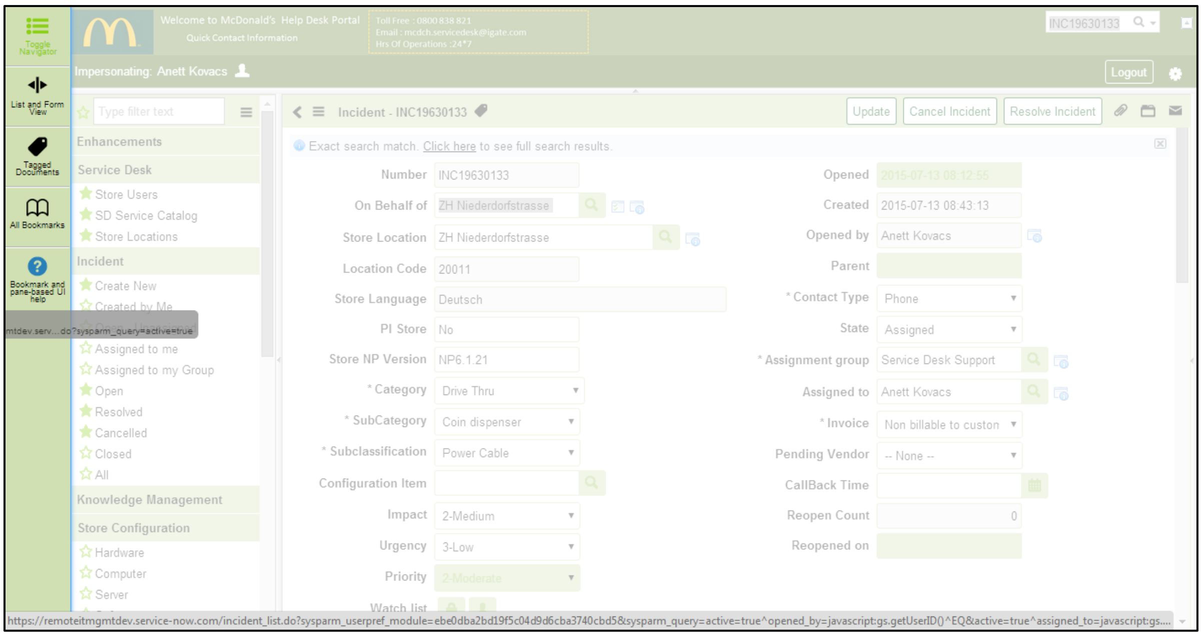
Provides a list of all bookmarks in the Edge.

This will open the Help Page. This is called Edge Help Window.

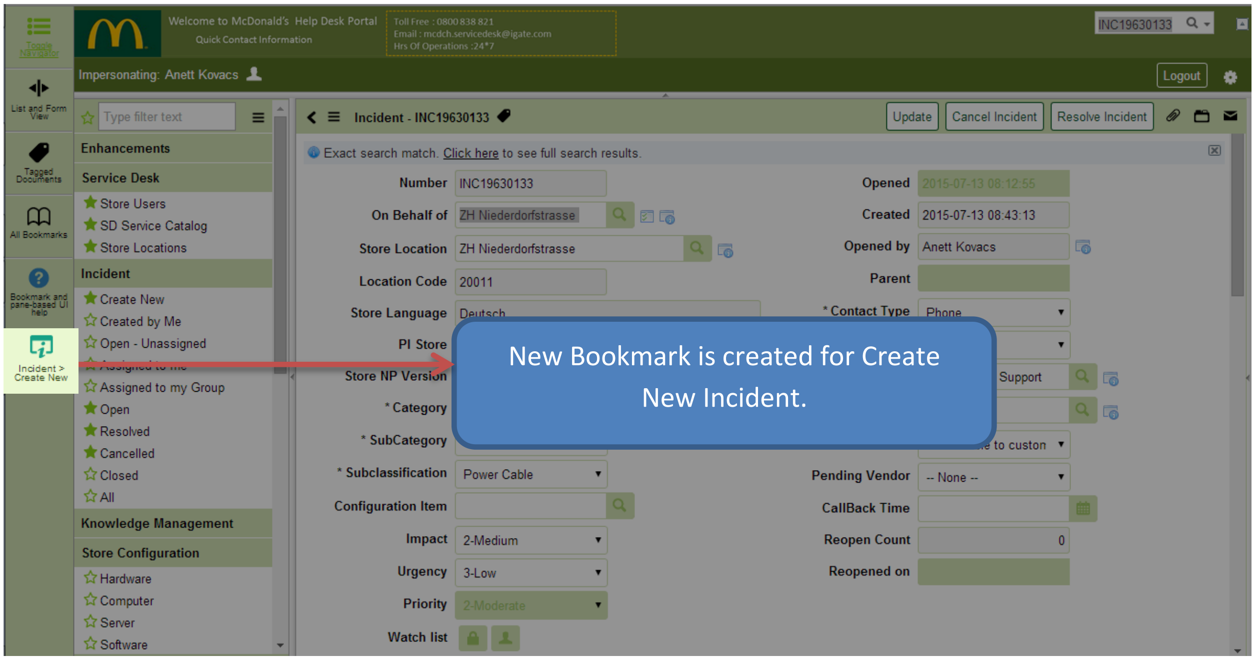
Bookmarks Bar

To Add New Bookmark:

Drag a Link to the Edge. Click and hold the required Module/Link/Reports. And push it to Edge as follows.

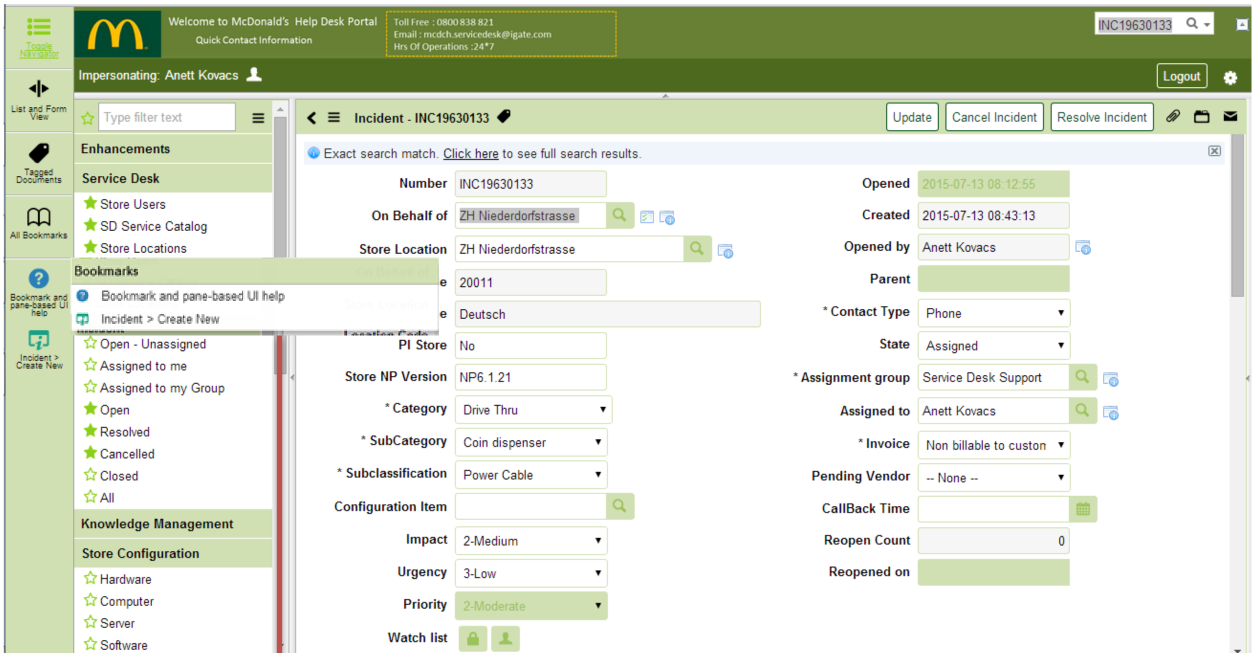


Once it is pushed into Bookmark Bar, then the Bookmark Bar will look as follows



Welcome to McDonald's Help Desk Portal
Quick Contact Information
Impersonating: Anett Kovacs
Logout
Type filter text
Enhancements
Service Desk
Store Users
SD Service Catalog
Store Locations
Incident
Create New
Created by Me
Open - Unassigned
Assigned to my Group
Open
Resolved
Cancelled
Closed
All
Knowledge Management
Store Configuration
Hardware
Computer
Server
Software
Incident > Create New
All Bookmarks
Incident - INC19630133
Update
Cancel Incident
Resolve Incident
Exact search match. Click here to see full search results.
Number
INC19630133
On Behalf of
ZH Niederdorfstrasse
Store Location
ZH Niederdorfstrasse
Location Code
20011
Store Language
Deutsch
PI Store
Store NP Version
* Category
* SubCategory
* Subclassification
Power Cable
Configuration Item
Impact
2-Medium
Urgency
3-Low
Priority
2-Moderate
Watch list
Opened
Created
2015-07-13 08:43:13
Opened by
Anett Kovacs
Parent
* Contact Type
Phone
Support
Pending Vendor
-- None --
CallBack Time
Reopen Count
0
Reopened on
New Bookmark is created for Create New Incident.

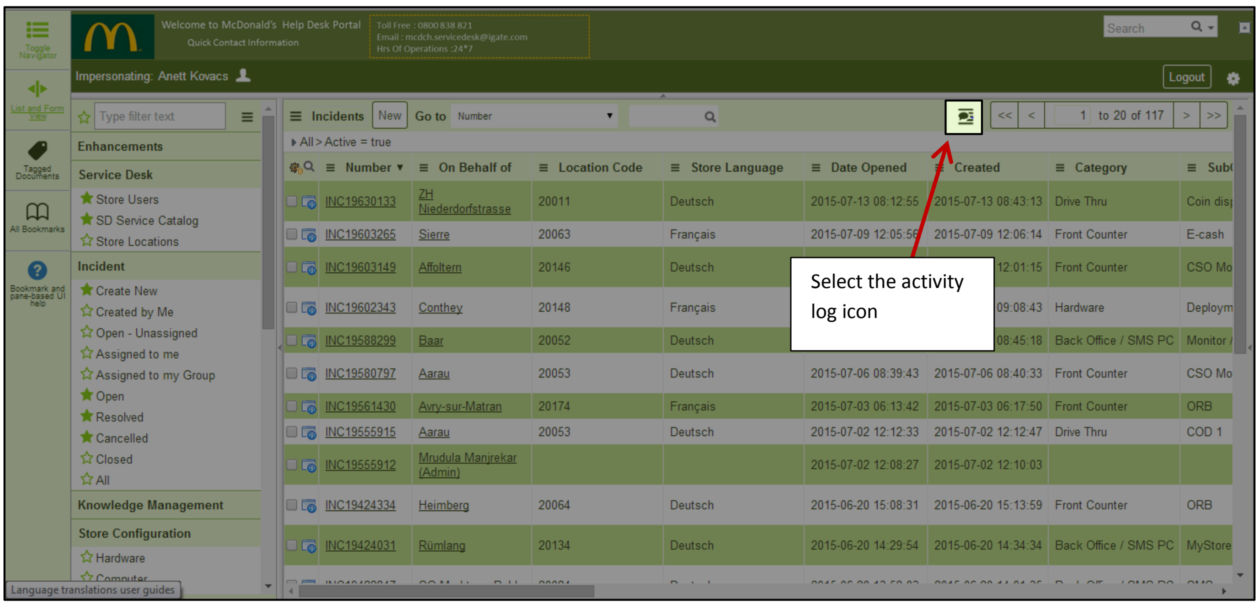
Bookmarks Bar



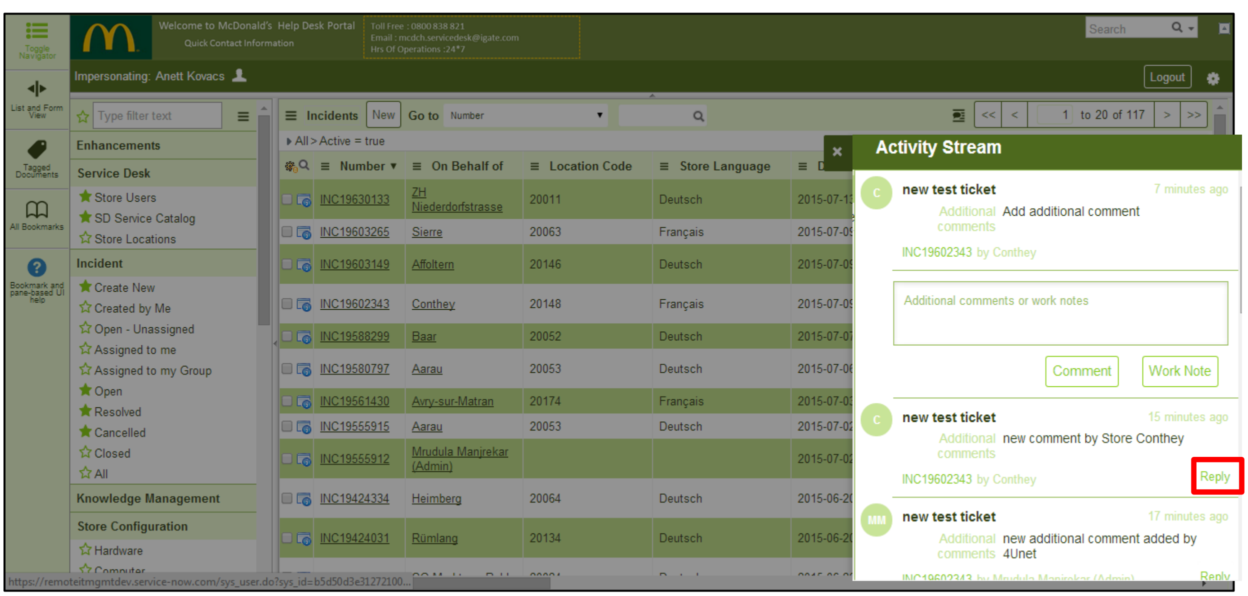
Link will be created under All Bookmarks Bookmark

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.

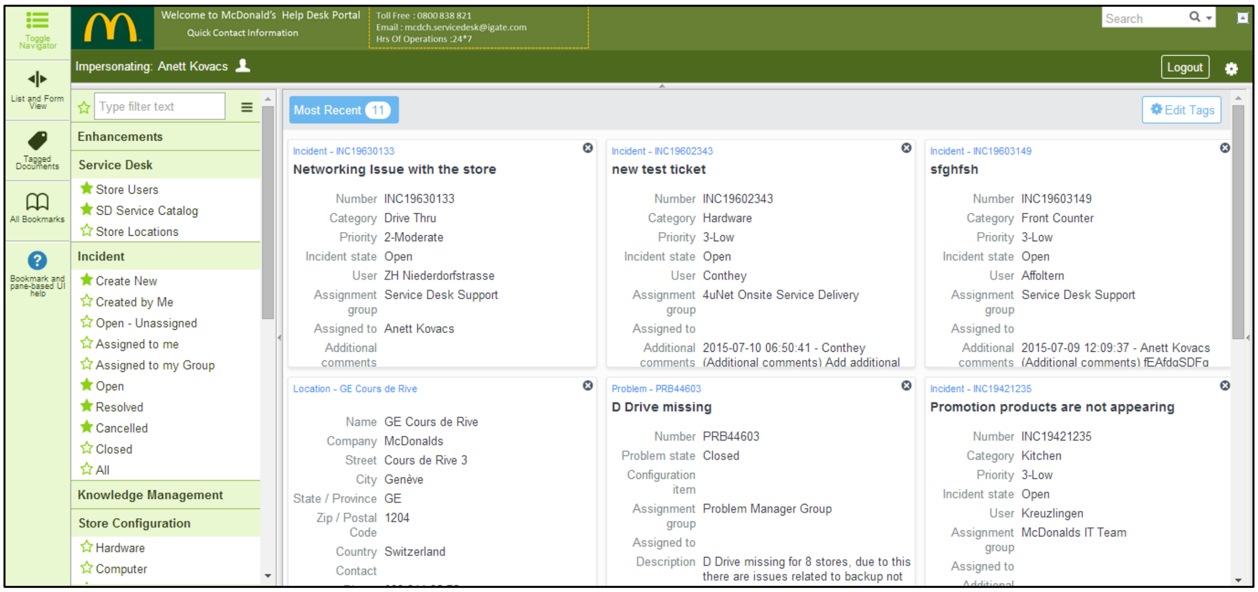


You can add additional comment directly inside the activity filter by clicking on the “Reply” button and then “Comment”.



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.

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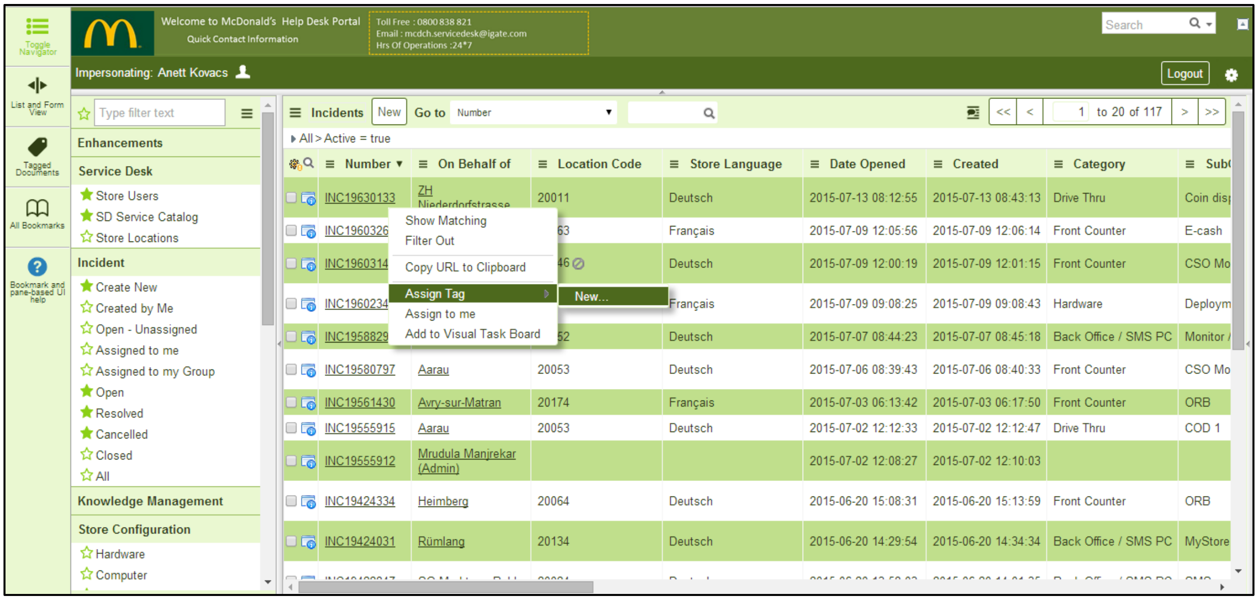

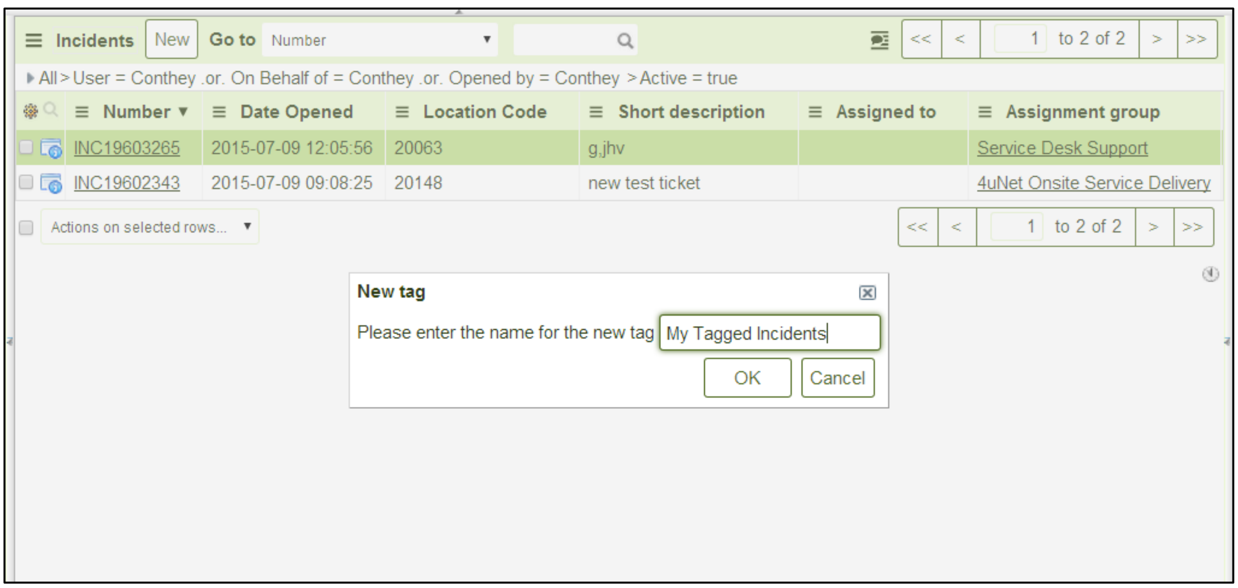

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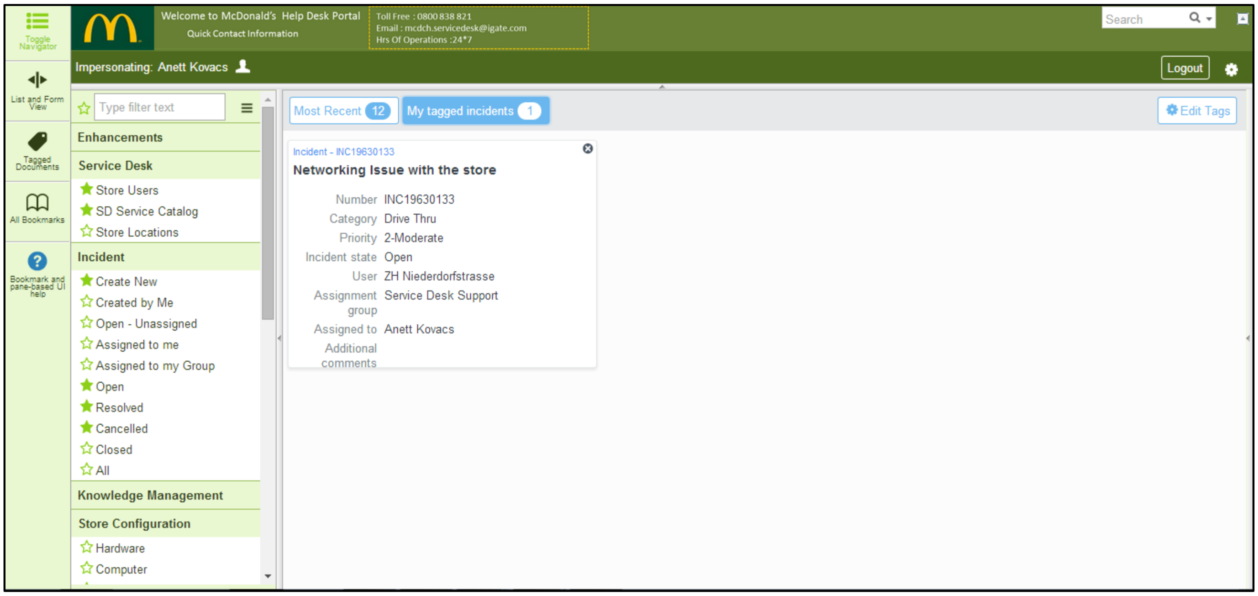
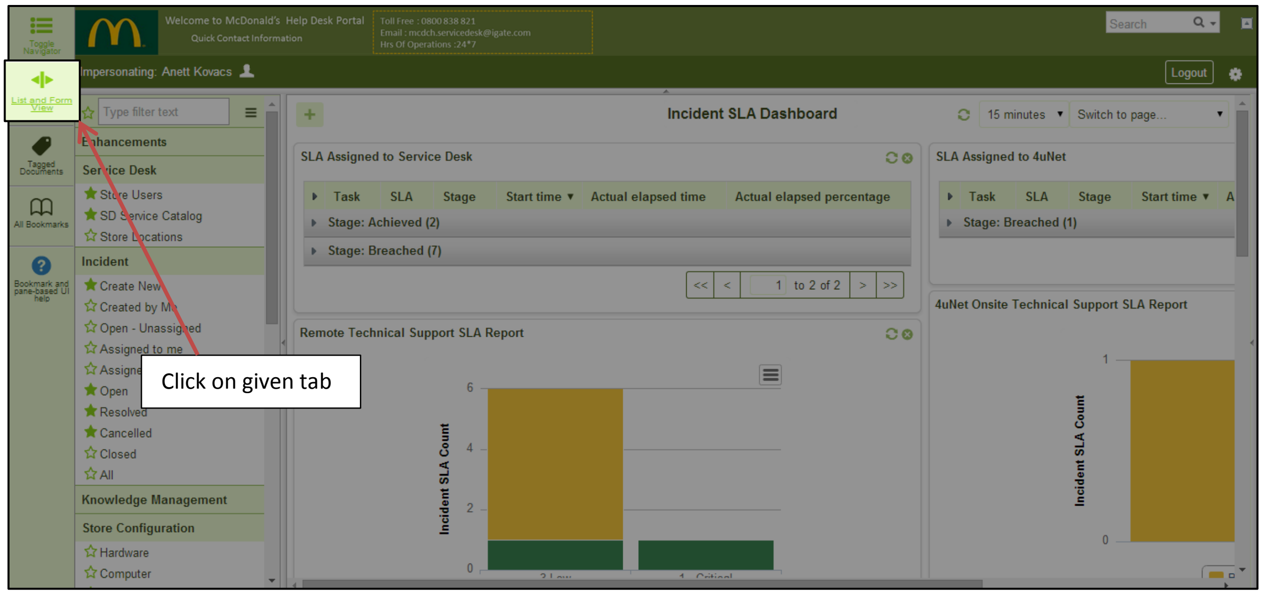
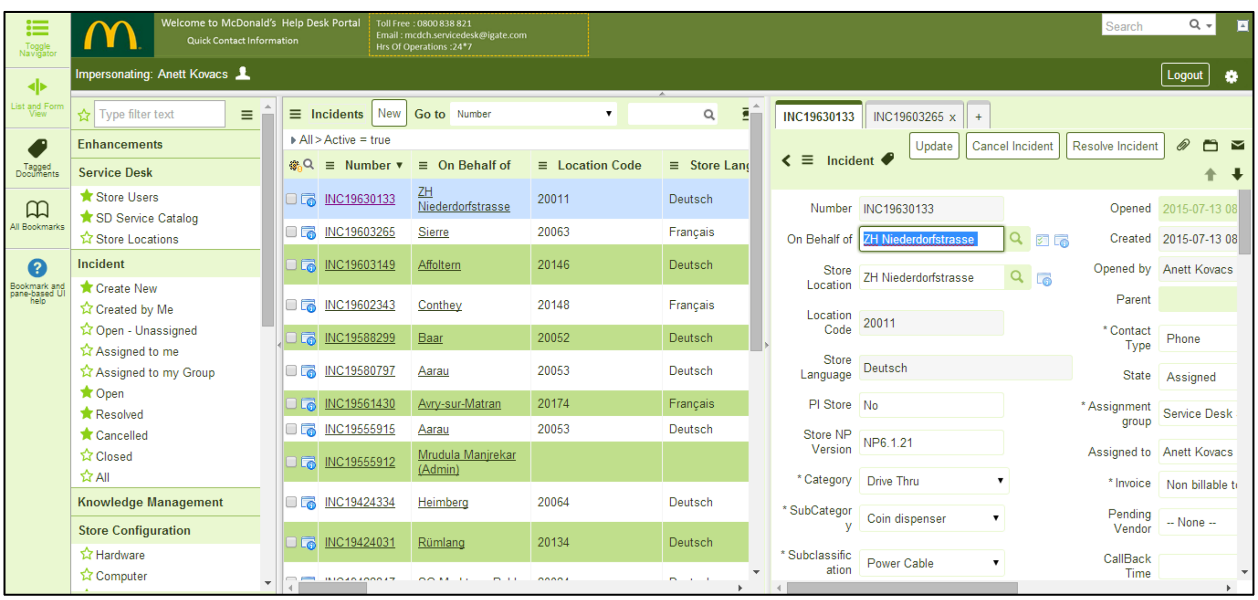


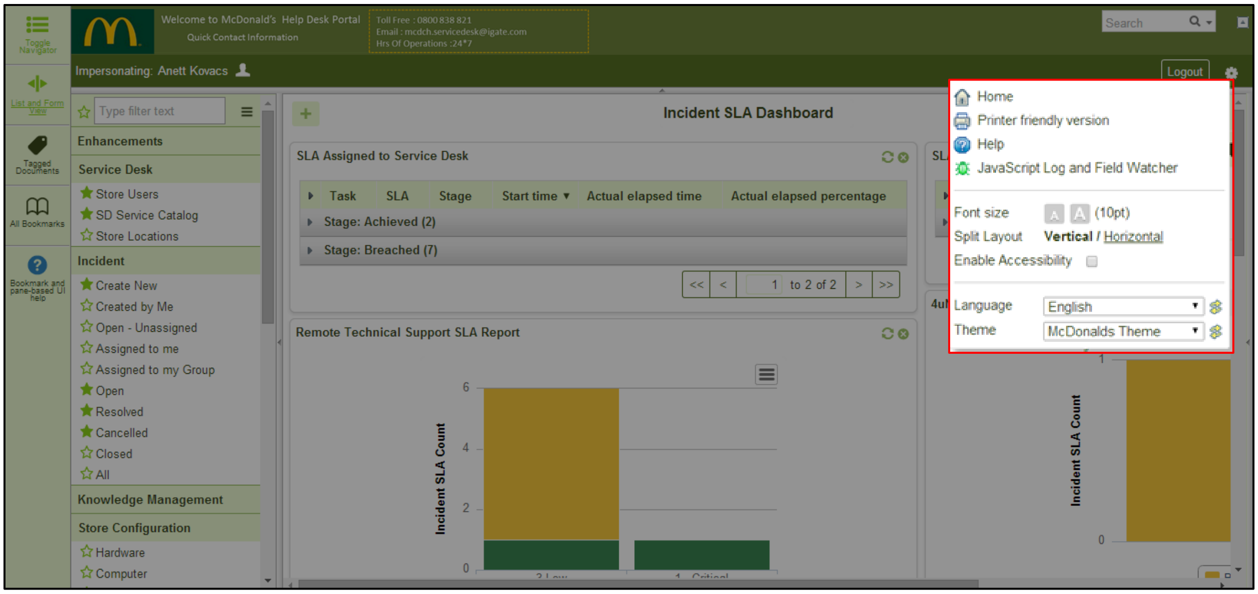
Using Form Pane Tabs

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 : mcdch.servicedesk@igate.com
Hrs Of Operations : 24*7
Search
Logout
Impersonating: Anett Kovacs
Toggle Navigator
List and Form View
Tagged Documents
All Bookmarks
Bookmark and pane-based UI help
Type filter text
Enhancements
Service Desk
Store Users
SD Service Catalog
Store Locations
Incident
Create New
Created by Me
Open - Unassigned
Assigned to me
Assigned to my Group
Open
Resolved
Cancelled
Closed
All
Knowledge Management
Store Configuration
Hardware
Computer
Incident SLA Dashboard
SLA Assigned to Service Desk
Task
SLA
Stage
Start time
Actual elapsed time
Actual elapsed percentage
Stage: Achieved (2)
Stage: Breached (7)
to 2 of 2
Remote Technical Support SLA Report
Incident SLA Count
Home
Printer friendly version
Help
JavaScript Log and Field Watcher
Font size
(10pt)
Split Layout
Vertical / Horizontal
Enable Accessibility
Language
English
Theme
McDonalds Theme

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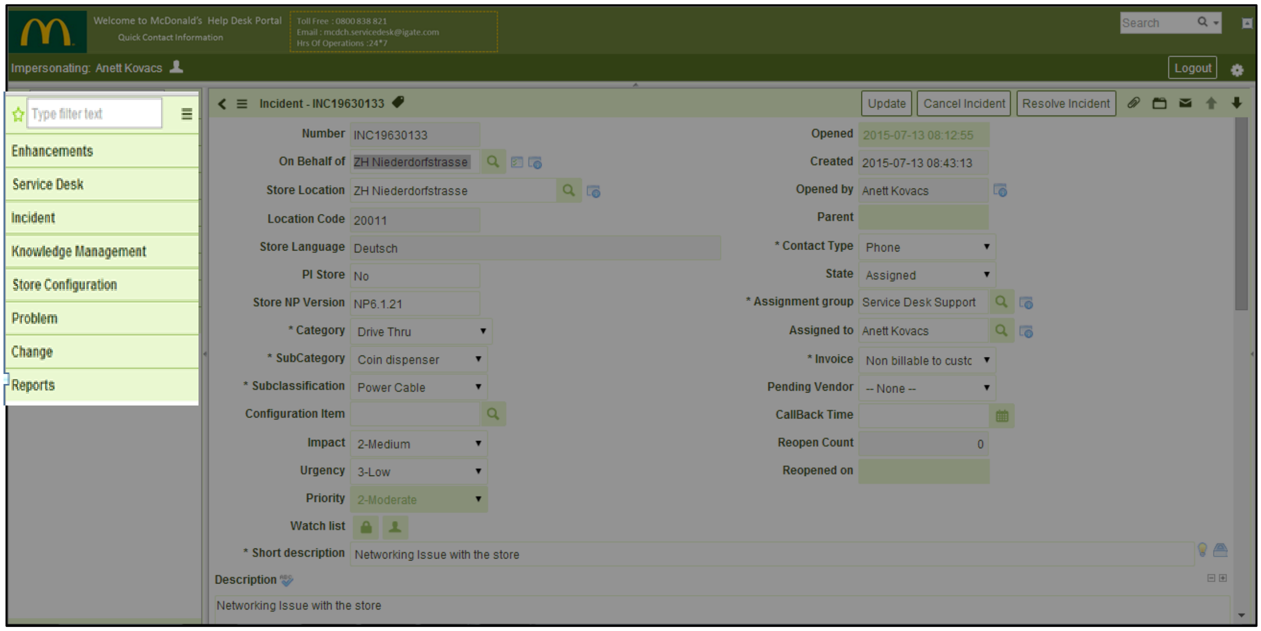
Left Hand Navigation Bar

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

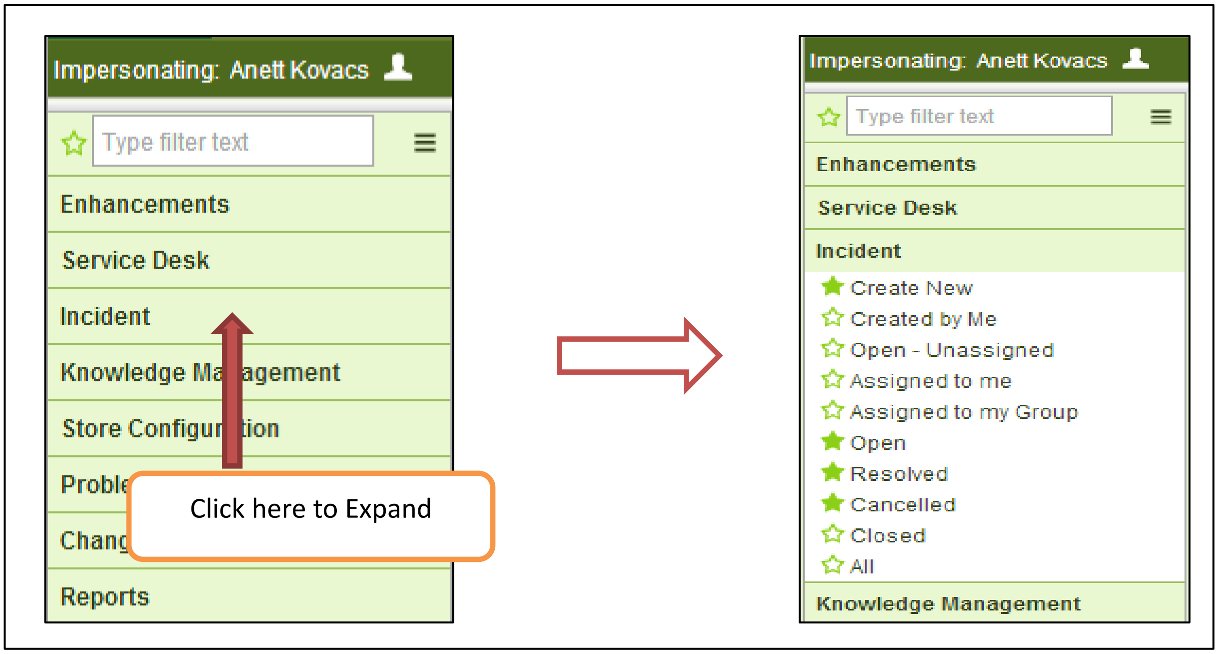
Key features:

- 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



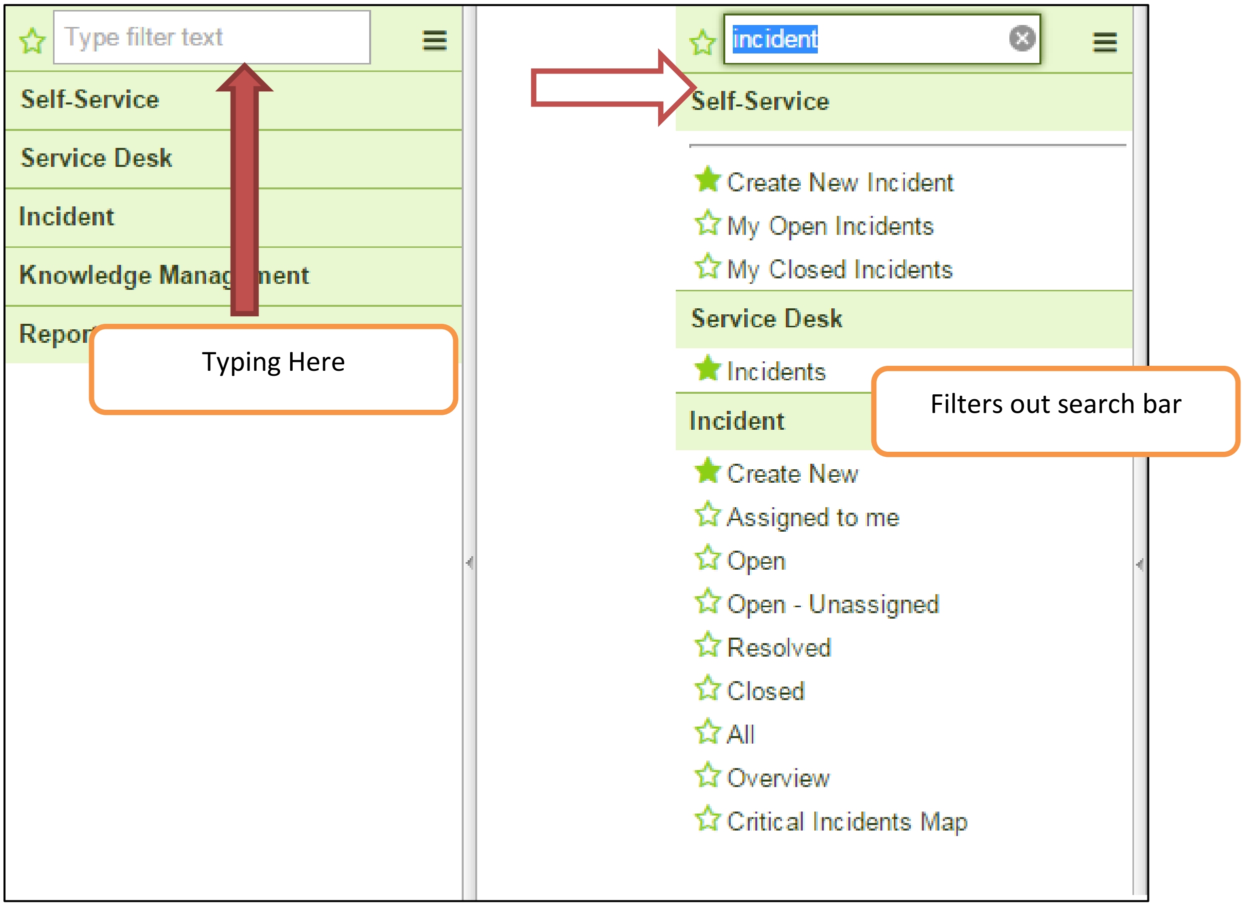
Left Hand Navigation Bar

Expanding:



Left Hand Navigation Bar

Filtering:



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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.

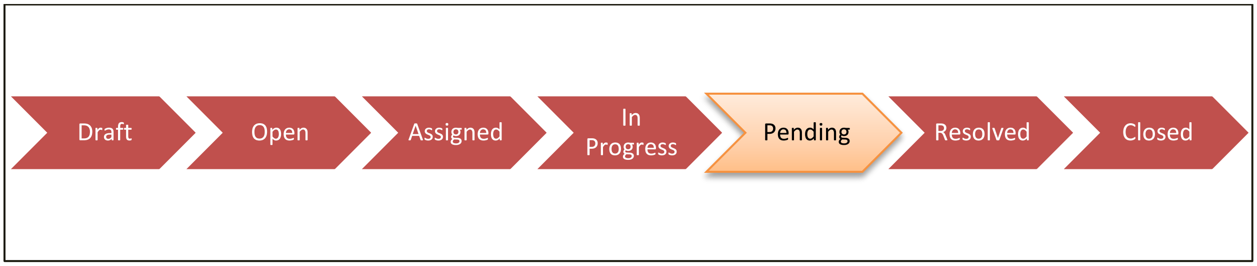
Examples of incidents

- 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

How to manage Incident tickets in Service-Now

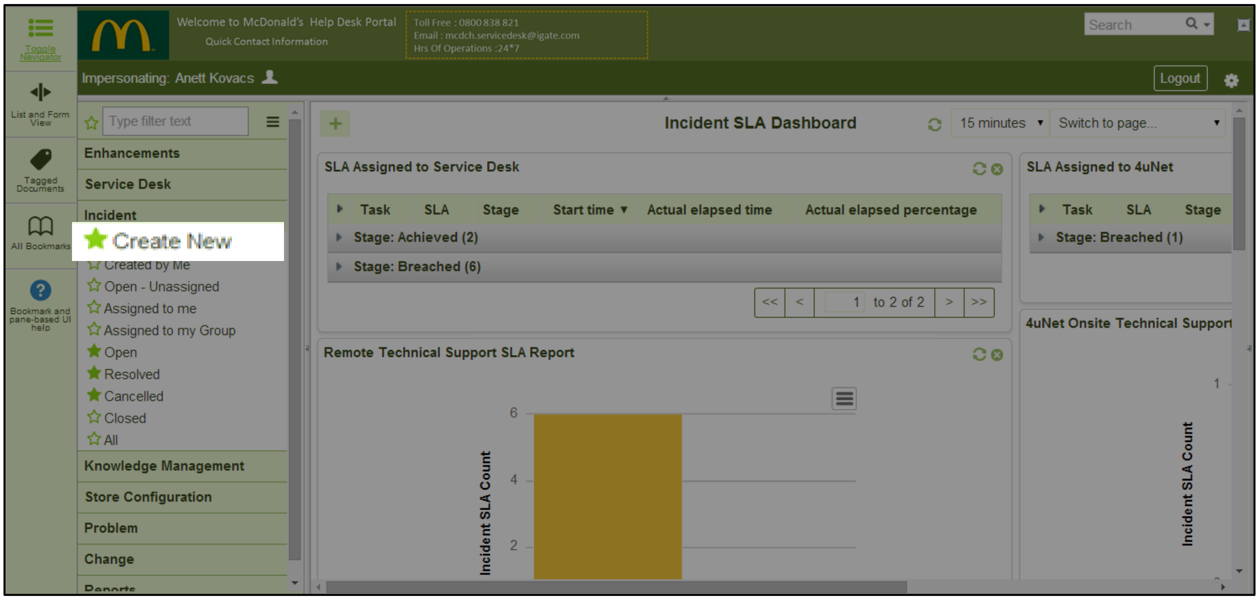
Incident Tickets go through the following life cycle:



The guide below explains the detailed flow to manage an Incident through its lifecycle.

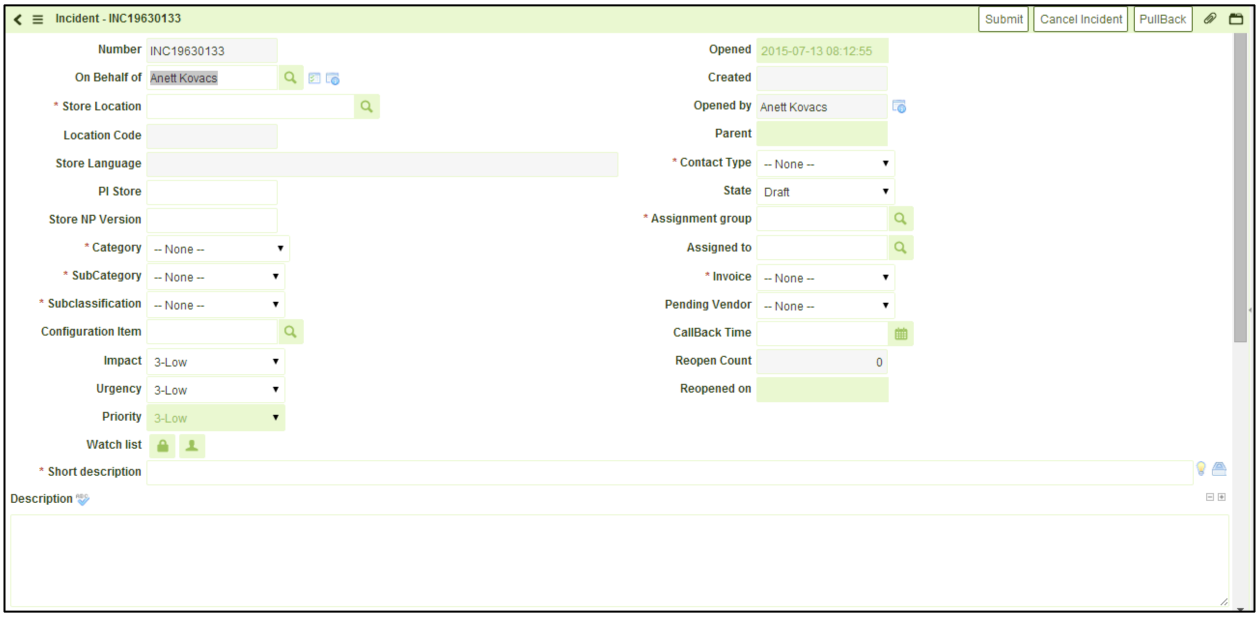
Creating a New Incident Ticket

In the left Navigation Bar, click on Create New under the Incident Module.



Fill in the appropriate details in the fields on the incident ticket form. Mandatory fields are designated by (*) mark beside the field.

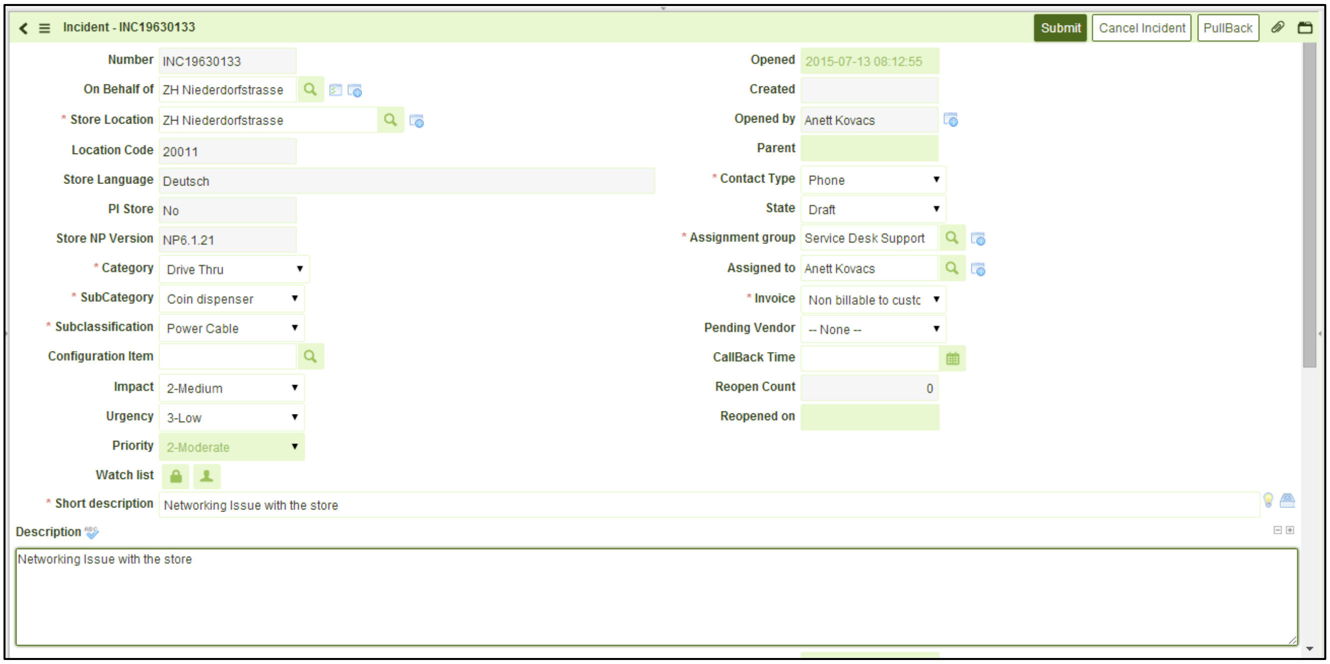
Field Definitions:



- **Number**: Incident Ticket Number which is automated by the system.
- **On Behalf of**: This contains the name of the employee requesting help. It is automated depending on login credentials provided by Service-Now.
- **Store Location**: Automated to provide caller location.
- **Location Code**: Auto-populates Store Location's code.
- **Category:** This is a drop down menu which contains the affected area or the technology requiring attention.
- **Sub Category**: Depending on the category, sub-category is selected to narrow down the actual cause of the problem.
- **Sub Classification**: Depending on the sub-category, sub classification is selected to narrow down the actual cause of the problem.
- **Configuration Item**: A searchable field that narrows down the search to which component is actually affected.
- **Impact**: The degree to which a system/service is degraded.
- **Urgency:** The measurement that describes how quickly an incident needs to be resolved.
- **Priority:** Impact and Urgency combine to designate a calculated priority used to prioritize the incident.
- **Opened:** Date/Time stamp of when the ticket was created. This is system generated.
- **Created:** Date/Time stamp that has details of when the ticket has been created.
- **Opened By:** This field contains the information of the user who has opened the ticket.
- **Parent:** This field will contain the Parent ticket for which this ticket is created.
- **Contact Type:** Choice list option field to select the mode of incident creation. *When an end user creates the ticket this field is automated by system to be of type "Service Desk Support."*

- **State:** This choice list field to decide the current state of the ticket. It should be updated as the incident progresses.
- **Assignment group:** Service Provider group assigned to the ticket.
- **Assigned to:** An individual who is a member of an Assignment group and is going to work on the ticket.
- **Callback Time:** The time when Service Desk Team called Incident Submitter to get details about the Incident. *Field is mandatory, when state is "Callback Required- Troubleshooting" and "Awaiting Confirmation to Resolve"*
- **Invoice:** Select appropriate invoice option for the incident for billing purposes.
- **Pending Vendor:** List of all vendors for McDonalds Swizz. *Field is mandatory, when state is "Pending Vendor"*
- **Short Description:** Brief synopsis describing the nature of the incident.
- **Description:** Detailed description about the Incident as to why it is created.
- **Onsite Assignment Time:** This field is automated to capture the date/time stamp whenever the Service desk assigns ticket to 4uNet Onsite Team.
- **Onsite Arrival Time:** 4uNet team member should update the date/time stamp when they have arrived to resolve the issue.
- **Notification to Onsite team:** This checkbox is to be ticked mandatory when the Service Desk is assigning the ticket to 4uNet delivery team.
- **Resolve Date:** Date/Time stamp of when the ticket was resolved. This is system generated.
- **Watch List:** Provides functionality that allows interested individuals to receive email updates regarding ticket updates and status changes.
- **Additional Notes: add comments as ticket progresses**
- **Internal Notes: These are work notes and not visible to customer. Used for internal team communication**

2. Later, click on the Submit button (Submit) on the header/bottom as shown below. After the creation of incident, click on the update button whenever any modifications are done to the ticket.


Incident - INC19630133
Submit
Cancel Incident
PullBack
Number INC19630133
On Behalf of ZH Niederdorfstrasse
* Store Location ZH Niederdorfstrasse
Location Code 20011
Store Language Deutsch
PI Store No
Store NP Version NP6.1.21
* Category Drive Thru
* SubCategory Coin dispenser
* Subclassification Power Cable
Configuration Item
Impact 2-Medium
Urgency 3-Low
Priority 2-Moderate
Watch list
* Short description Networking Issue with the store
Opened 2015-07-13 08:12:55
Created
Opened by Anett Kovacs
Parent
* Contact Type Phone
State Draft
* Assignment group Service Desk Support
Assigned to Anett Kovacs
* Invoice Non billable to custc
Pending Vendor -- None --
CallBack Time
Reopen Count 0
Reopened on
Description
Networking Issue with the store

Activity Trail

Activity Trail tracks the series of activities and actions that have been performed during the lifetime of the ticket.

Moving ticket through various states:

Incidents can be in multiple statuses depending on where they are in the resolution life cycle. The following table outlines the different possible statuses for Incidents:

Status	**Definition**
Draft	The Incident has been in Process of Creation
Open	The Incident is submitted in System.
In-Progress	Incident is being worked upon by respective Assignment Team
Assigned	Incident is been assigned to the respective technician.
Pending Vendor	Awaiting Vendor information that will help resolve Incident
Awaiting Problem	Awaiting related Problem to be fixed in System
Awaiting User Info	Awaiting User information that will help resolve Incident
Resolved	Incident has been resolved, Can be Reopened if needed.
Closed\Cancelled	Incident has been closed\Cancelled; Cannot be Reopened
Callback Required- Troubleshooting	Incident requires callback to the store.
Awaiting Confirmation to Resolve	Incident is awaiting confirmation from store and pending resolution
Awaiting Problem Management Fix	Pending with Problem Management team for resolution
Pending McD IT Action	Pending resolution from McDonalds IT Team

Incident Ticket State Flow

Moving ticket from Open to Assigned

1. Select correct Assignment Group and Assigned to individual.
2. Fill in all mandatory fields if not already set.
3. Click on the Submit or update button.

Note: The ticket will move to assigned state after selecting the Assignment Group and Updating the tickets. You can also manually modify the Incident State field to be assigned.

Moving ticket to In Progress State:

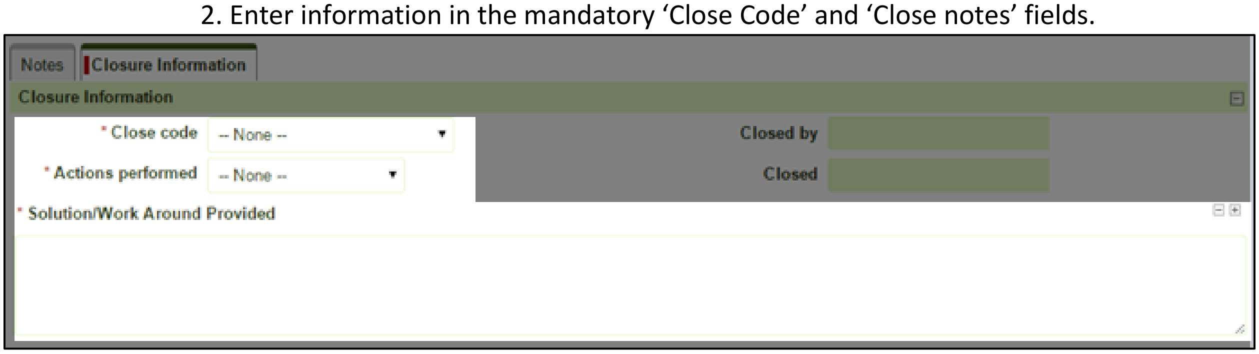
1. Select the Assigned to individual who would be working on a particular ticket.
2. Change the state to In Progress.
3. Click on the Submit or update button.

Moving Ticket to resolved state

There are two ways to resolve the incident ticket

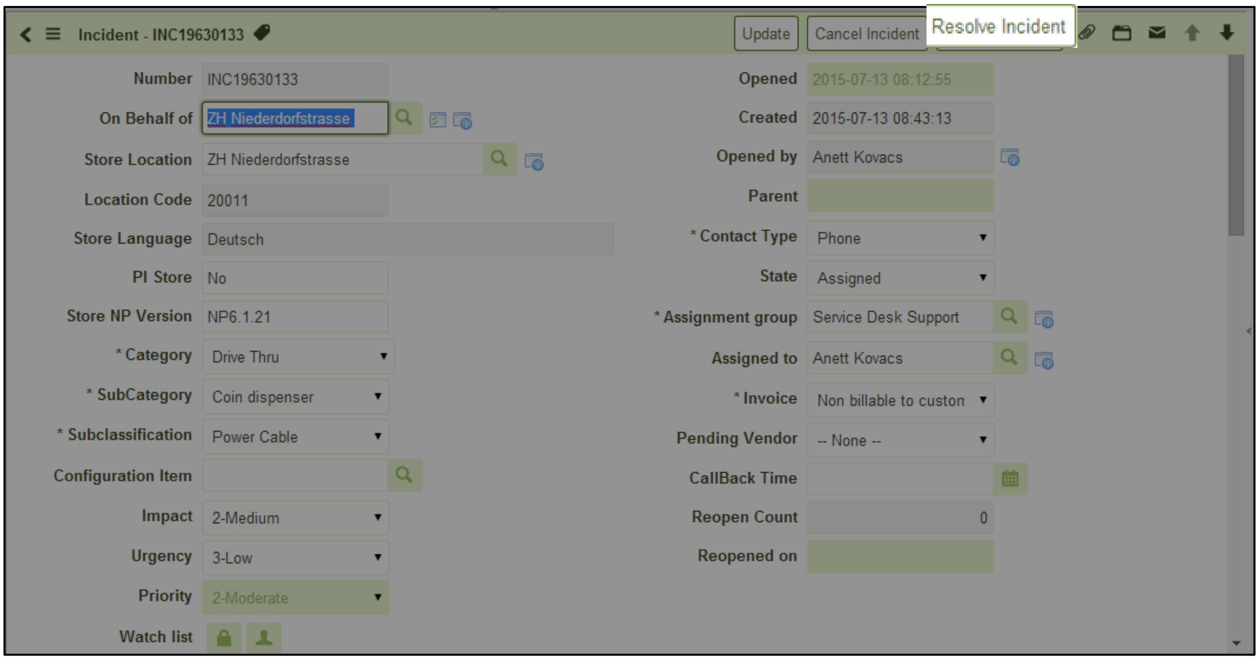
A. Update the state to Resolved.

1. Change the Incident State to 'Resolved'.
2. Enter information in the mandatory 'Close Code' and 'Close notes' fields.

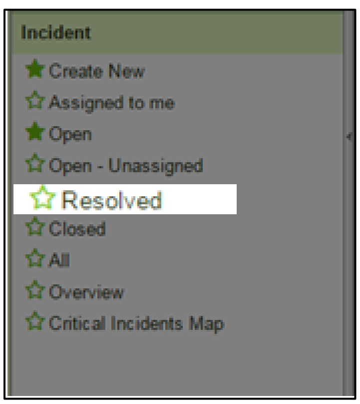


B. Resolve Incident Button

1. Click on the 'Resolve Incident' Button on the header panel.
2. Enter information in the mandatory 'Close Code' and 'Actions Performed' and 'Solutions/Workaround provided' fields.



Note: You would be able to see all the resolved ticket under the "Resolved" section of the incident module.



Moving ticket to Closed State

Tickets will automatically move to closed state, 10 days after being resolved. There is never a need to manually move an incident to closed state.

Pulling back a wrongly assigned ticket:

Once a ticket is wrongly assigned by Service Desk, it can be pulled back in the service desk queue, by clicking the "Pullback" button available on the form. Once a ticket is pulled back by Service Desk user, it is directly added to their queue.

Note: *This facility is available only to Service Desk users.*

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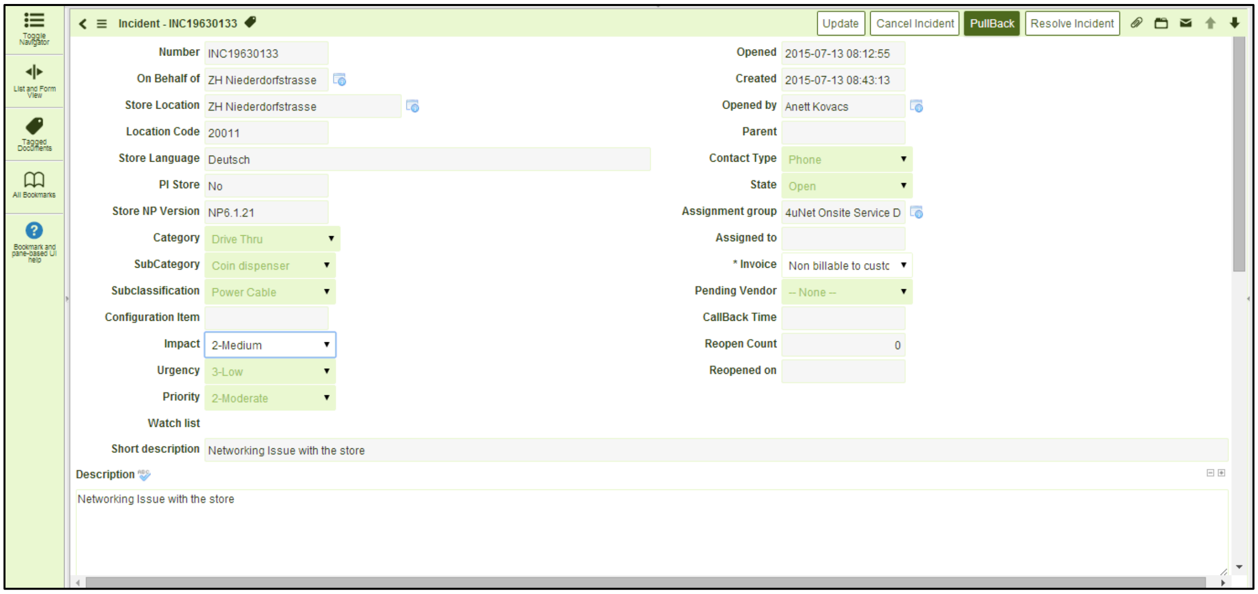
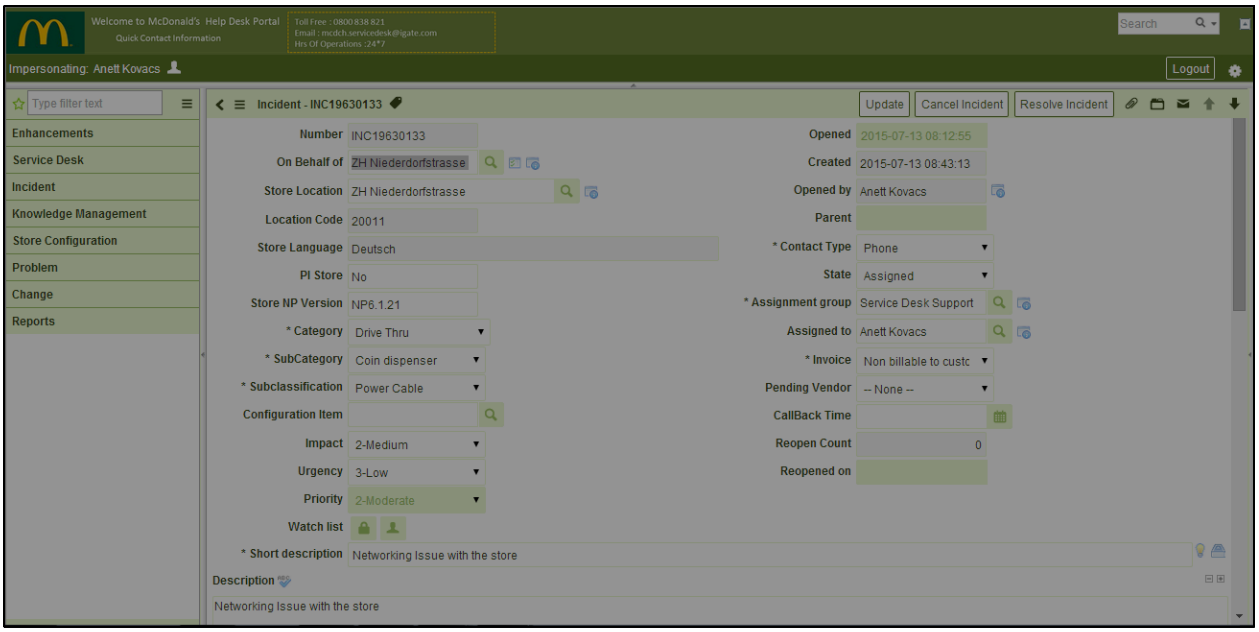
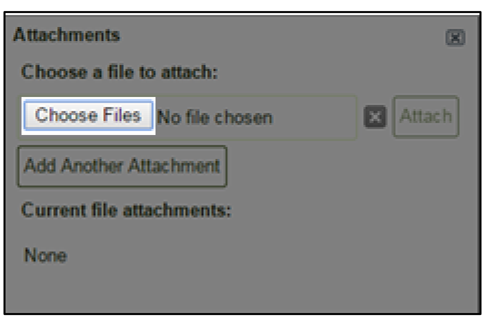


Upload attachments to Incident

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



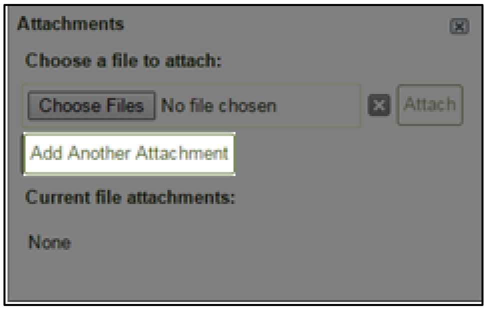
2. From the pop-up window click "Choose Files" and navigate to the file which you want to upload.



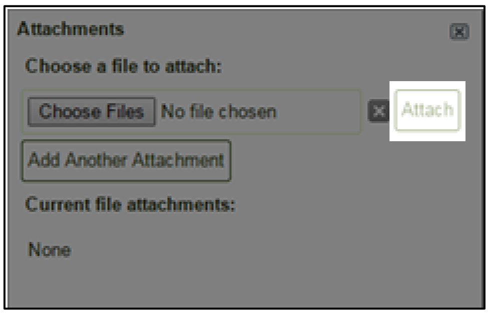
3. You can upload multiple files in one of the following ways

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”.



Important points for processing Incident

Attaching a Configuration Item to an existing Incident Ticket:

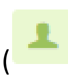
The configuration Item is a searchable field which is customized to provide the items pertaining to a particular restaurant location.

1. Click on the reference field icon to open a full list of available configuration items for the store.
2. Select the affected configuration item from the populated list. Click on the Submit or Update button.

Using the Watch List feature:

The watch list allows the interested individuals to be updated on the progress of an incident. Notifications are sent to the individuals to as the ticket progresses from open to resolve state.

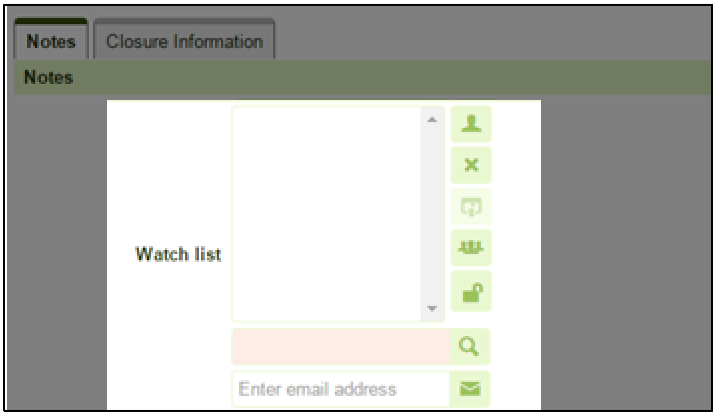
Adding Oneself to Watch List

1. Click on the *person* () icon next to watch list as shown.

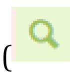
2. Click on the update button.

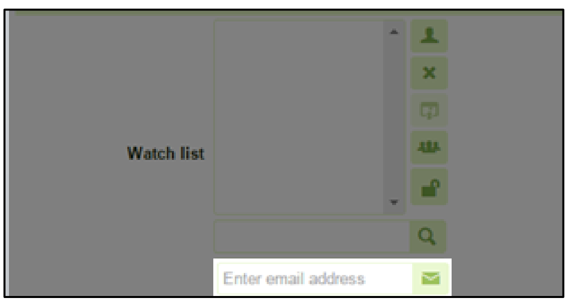
Add someone else to Watch List

1. Select the *Unlock* icon () next to watch list. Then it will be displayed as follows.



2. Adding people to the watch list:

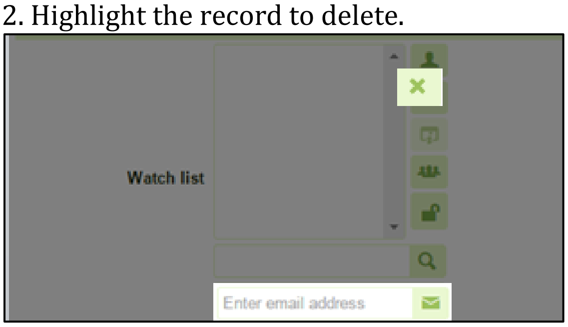
a. Click the magnifying glass (), search by name and select the appropriate person.
b. Once the record is selected, and the name appears in the watch list field, click the Lock *icon* ().
c. You can also enter an address in the email field. Type in the desired email address and click the *email* icon to validate the address.



d. Once the email address is validated, it will be entered to the watch list.
e. Click the *lock* icon to close the watch list.

Remove someone from Watch List

1. Click the Unlock icon () next to the watch list field to expand the field.
2. Highlight the record to delete.



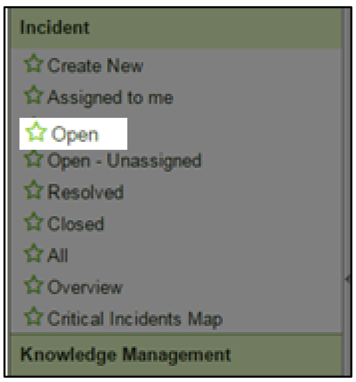
3. Click the Remove selected item icon ( ) to delete the record.

4. Click the *lock* icon ( ) to close the watch list.

How to view newly created Incident

Steps to view Opened Incidents

1. Go to “Incident” Application and Click on “Open” Module.

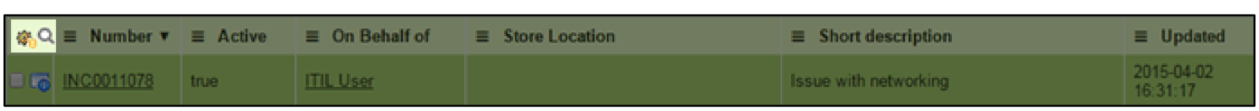


2. List of Incidents that are Active (with Incident State as “New” or “Assigned” or ”Work in progress” or “Pending”) are visible. A newly created incident will be visible at the top in the list. Click on the incident number you want open.
3. If you don’t see newly created incident then right click on the ‘Number’ column and click on ‘sort (z to a) option. Incidents will be sorted.

Personalizing your List:

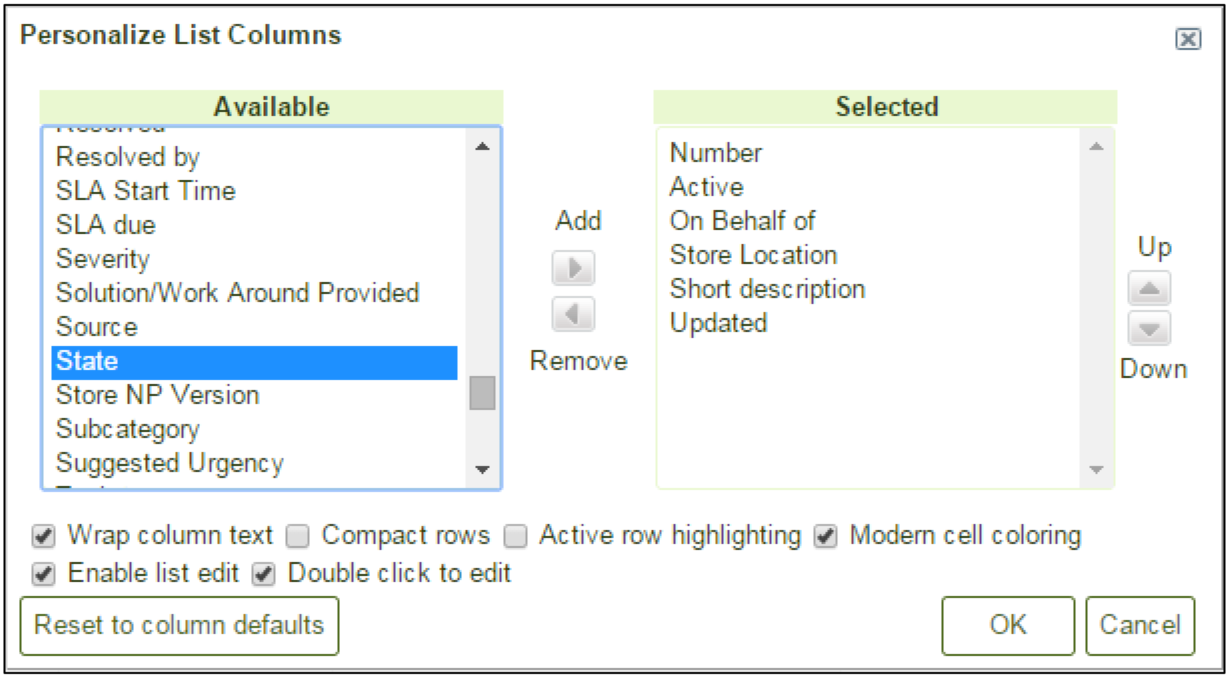
You can personalize your list layout to display the fields you want to see with the overall list of incidents. Below given is an example of how you could add the “closed” date/time stamp for all incidents in the list layout.

1. On the list header, click on the *gear* icon ( ).



Add

2. Highlight the field you want from available and click on add icon ( ) to select the field.



3. To customize the display of fields use Up icon ( ) or Down icon ( )
4. Click on OK icon (OK) to Save List.

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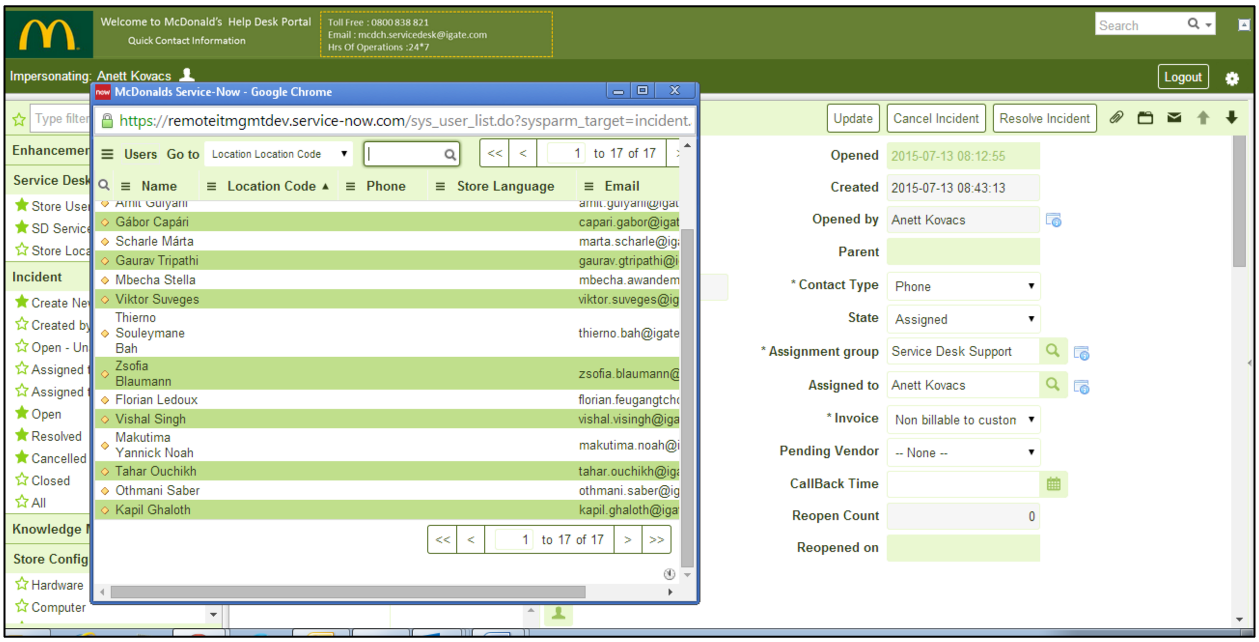
Assigning Incident to an individual

Click on the Binocular icon () of "Assigned To" field, a new window will open with list of users in that group.



Click on the name of support person you wish to assign the incident.

Incident SLA (Service Level Agreement)

SLA's are assigned to tickets on creation of an incident. Depending on the priority of the ticket the SLA is attached to a particular incident.

SLA for High Priority Ticket

SLA time duration for high priority ticket is 45 minutes.

SLA	Type	Stage	Start time	End time	Actual elapsed time	Actual elapsed percentage
Remote Technical Support P1 Software	SLA	In progress	2015-03-12 09:38:02		1 Day 3 Hours 22 Minutes	3,649.11

SLA for Moderate Priority Ticket

SLA time duration for medium priority ticket is 2 hours.

SLA	Type	Stage	Start time	End time	Actual elapsed time	Actual elapsed percentage
Remote Technical Support P2 Software	SLA	Completed	2015-03-10 06:48:17	2015-03-10 07:13:36	25 Minutes	21.1

SLA for Low Priority Ticket

SLA time duration for medium priority ticket is 3 hours.

SLA	Type	Stage	Start time	End time	Actual elapsed time	Actual elapsed percentage
Remote Technical Support P3 Software	SLA	In progress	2015-04-01 14:40:46		23 Hours 19 Minutes	777.37

When the Service Desk assigns ticket to Onsite Support Team, the Remote technical Support SLA for a particular priority is *achieved* and the SLA for the same priority starts for Onsite Support Team. Given below is an example of Service Desk Support assigning priority 1 ticket to Onsite Support Team.

SLA	Type	Stage	Start time	End time	Actual elapsed time	Actual elapsed percentage
On-Site Technical Support P1 SW/HW	SLA	In progress	2015-03-12 09:38:02		0 Seconds	0
Remote Technical Support P1 Software	SLA	Cancelled	2015-03-12 09:38:02	2015-04-02 17:43:15	21 Days 7 Hours 5 Minutes	68,144.93

SLA Duration Configured

Below are the SLA Durations which are configured in Service-Now system.

Name	Duration	Active
Remote Technical Support P2 Software	2 Hours	true
On-Site Technical Support P3 SW/HW	2 Days 2 Hours	true
Remote Technical Support P3 Software	3 Hours	true
On-Site Technical Support P2 SW/HW	6 Hours	true
Remote Technical Support P1 Software	45 Minutes	true
On-Site Technical Support P1 SW/HW	3 Hours	true