



**McDonalds Service Now for Service Desk Support
Version- Eureka**

Service-Now ITIL User Guide

Document Revisions

[illegible]

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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

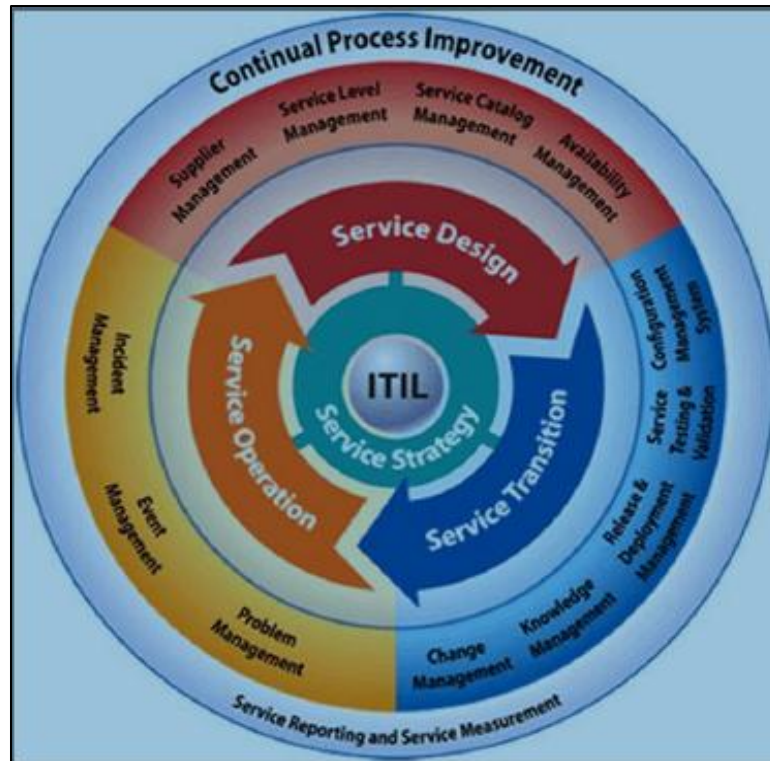
ITIL Overview

•What is ITIL?

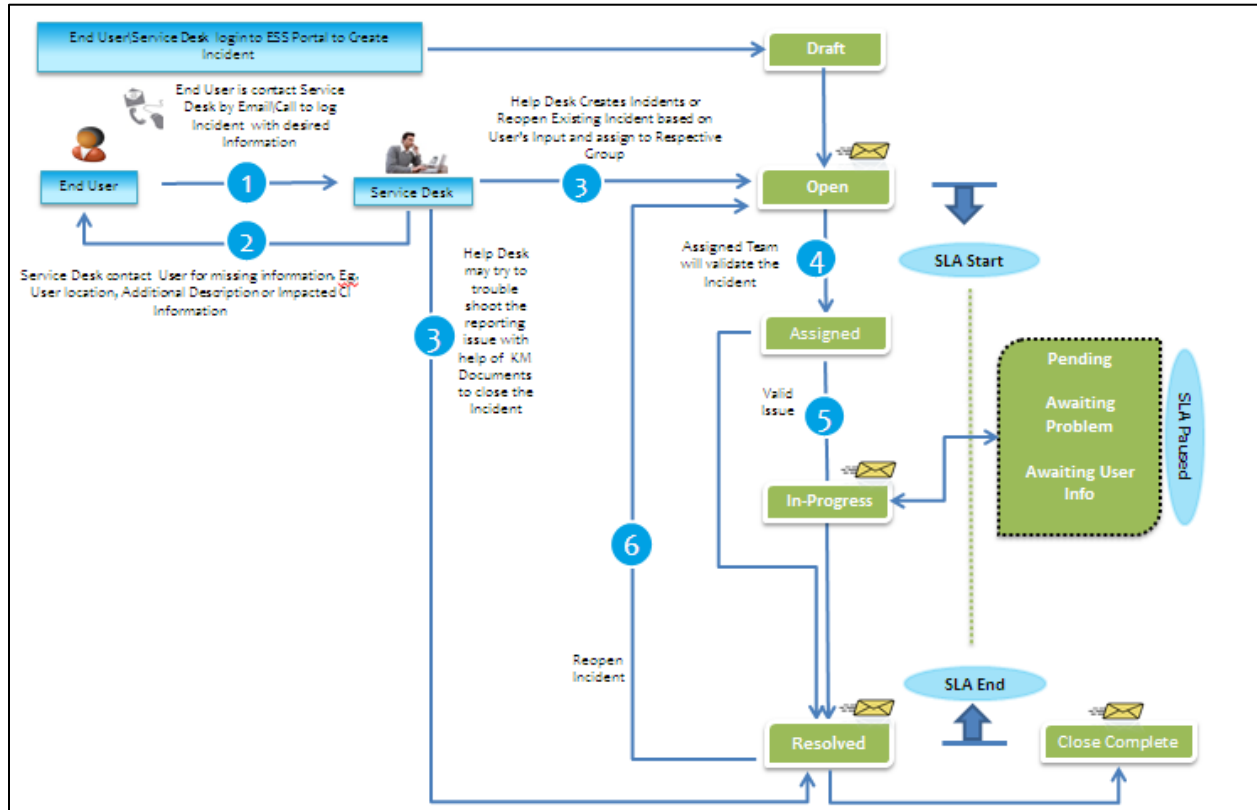
- ITIL® is the only consistent and comprehensive documentation on best practices for IT Service Management. Incident Management, Request Management, Problem Management
- Service Desk falls within Service Operations.

•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.

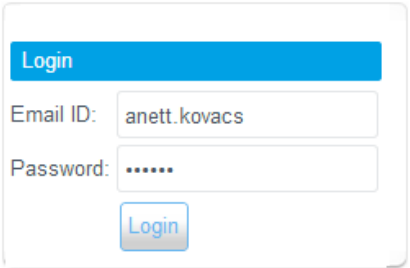
NOTE: The only documented issues with web browser compatibility are in IE6, a far outdated version of Internet Explorer

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.

A screenshot of a login form titled "Login" in a blue header. Below the header, there are two input fields: "Email ID:" with the text "anett.kovacs" and "Password:" with masked characters "*****". Below the password field is a blue "Login" button.

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

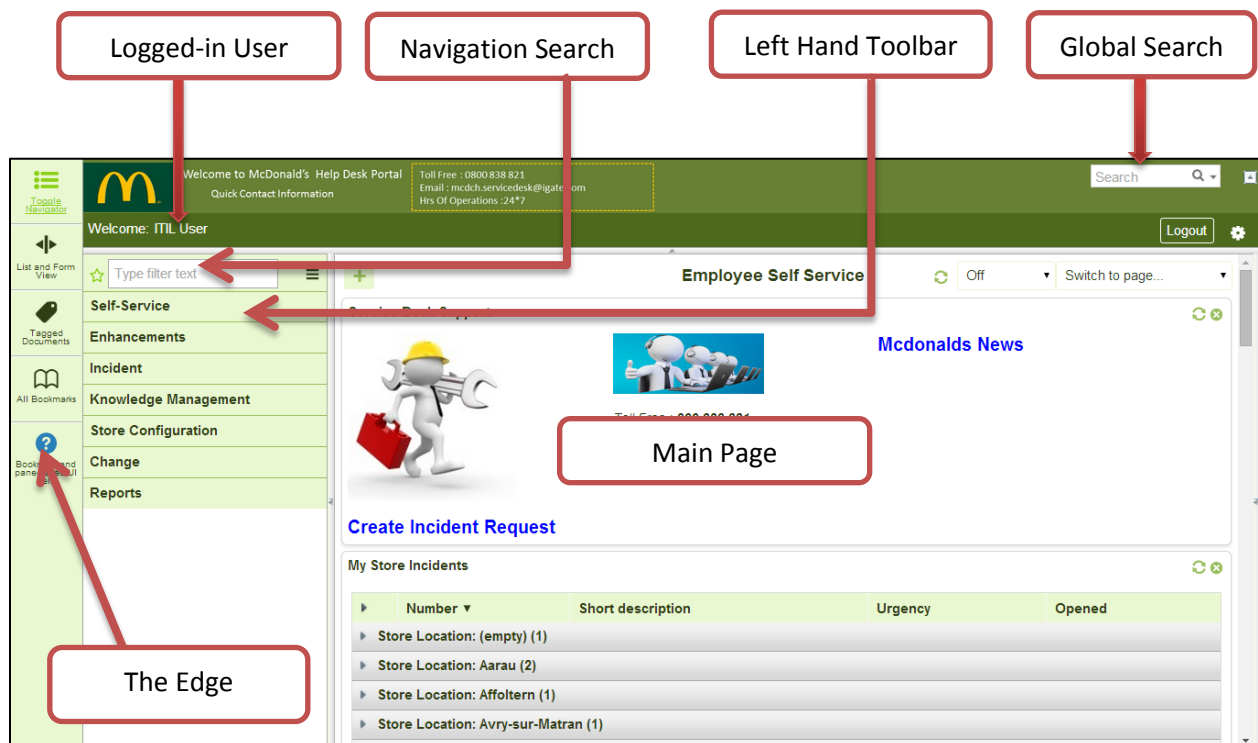
1. Enter your **User ID** against **Email ID** and **Password** against **Password** as mentioned above
2. Press **Enter** or click **Login**.

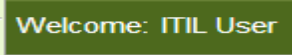
Note: In case you do not have an account with Service Now, please contact IGATE Service Desk at Mcdch.Servicedesk@igate.com

Home Screen

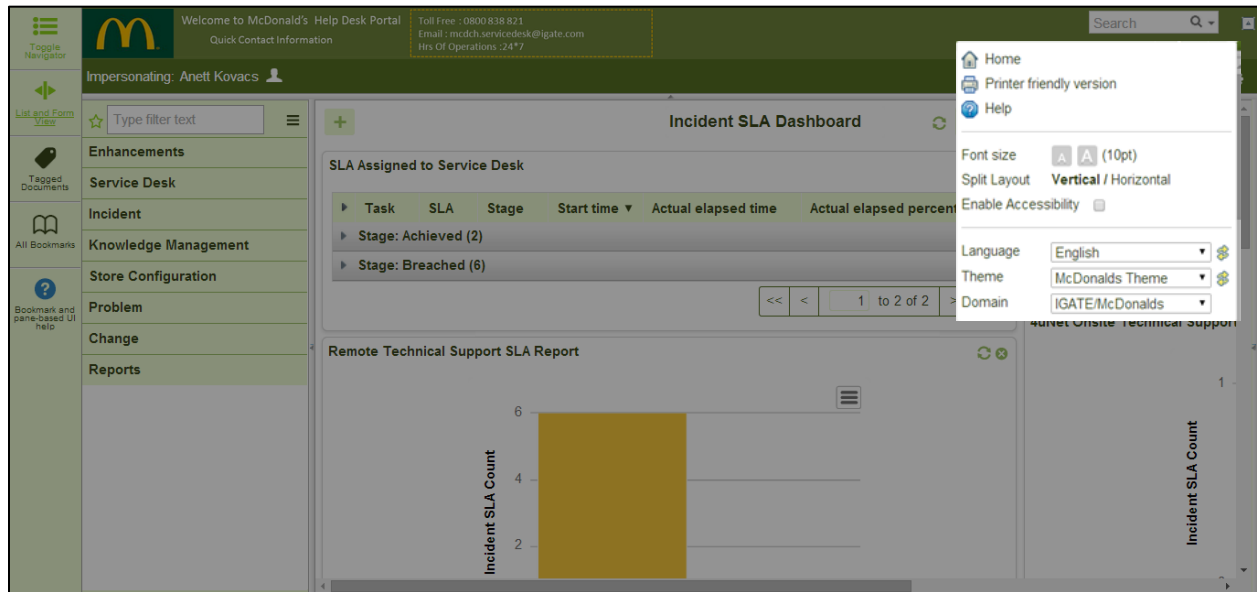
Once you logged into Service-Now for the first time; Your Home Screen will be as below.

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

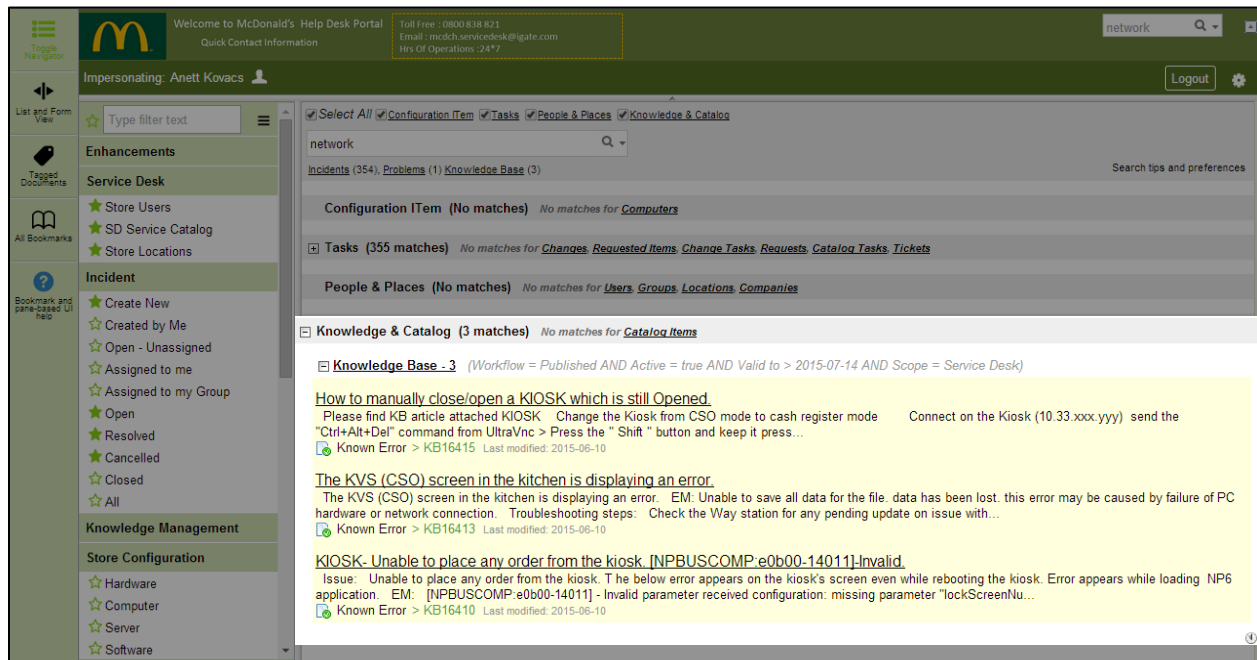
Global Search

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:

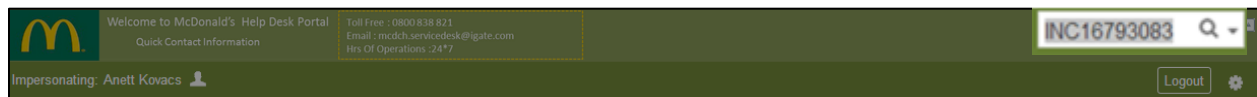


Global Search

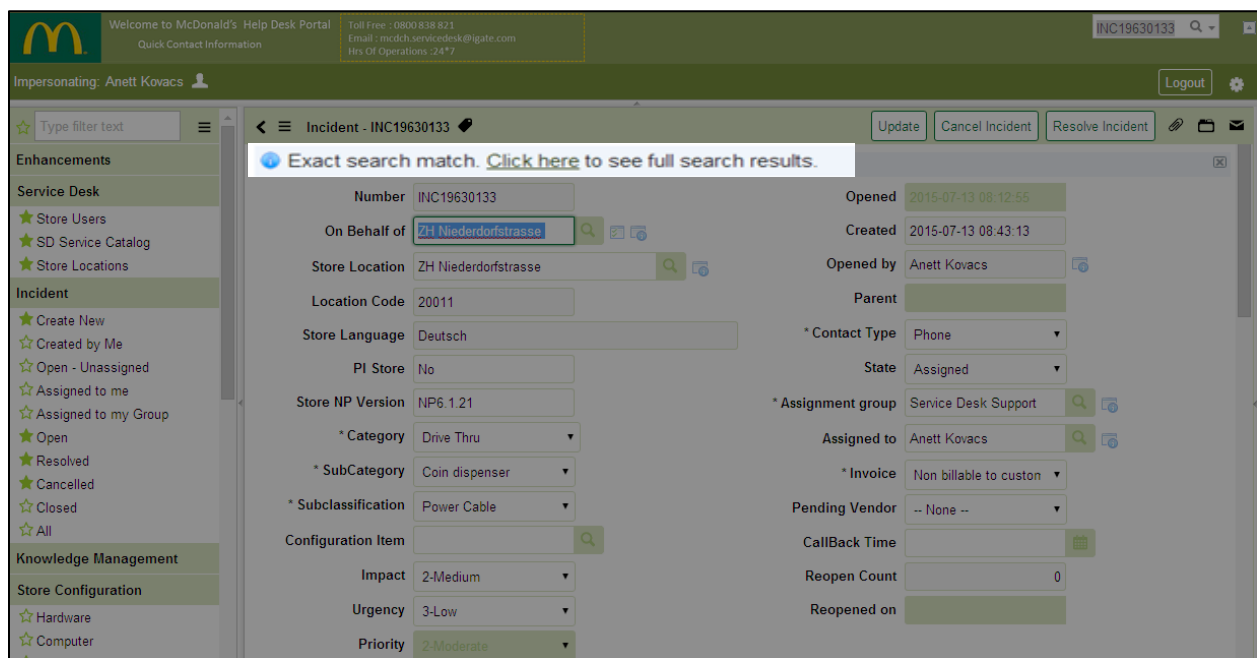
The global search can be used to search ALL data within ServiceNow.

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

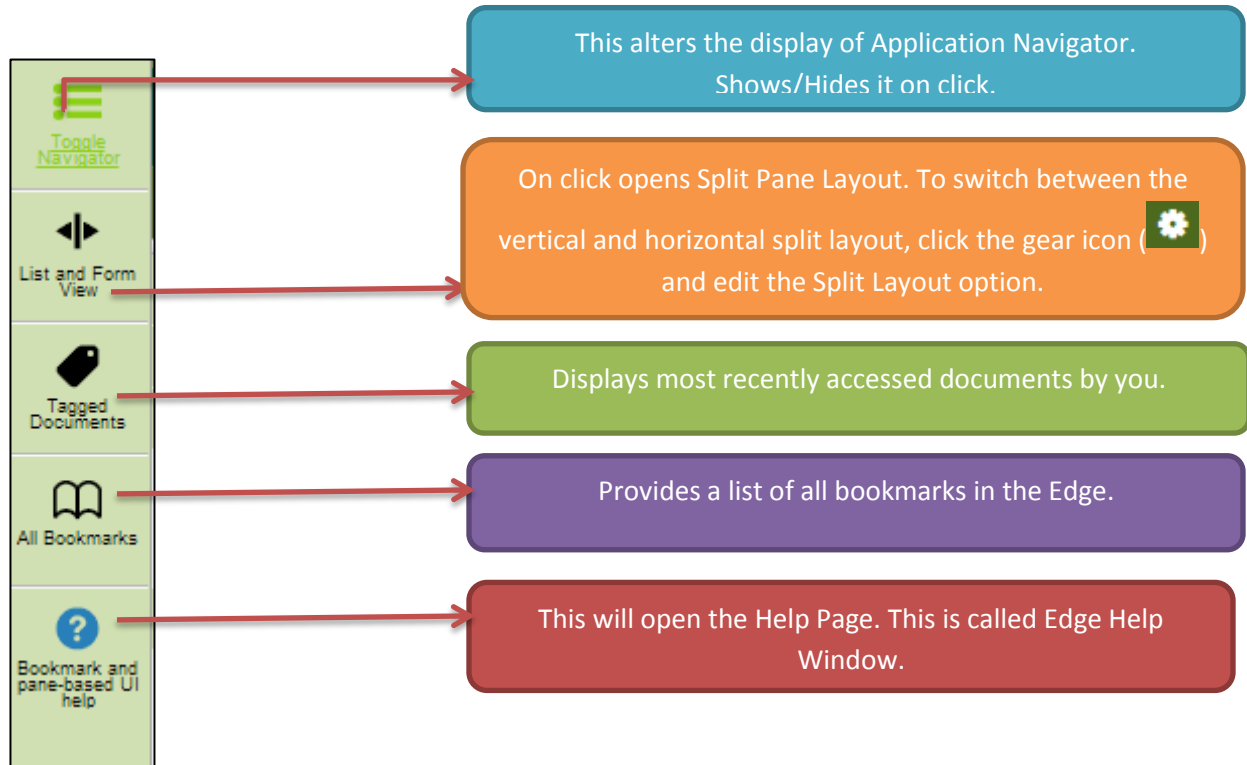
Ex: **INC16793083**



To return below result:



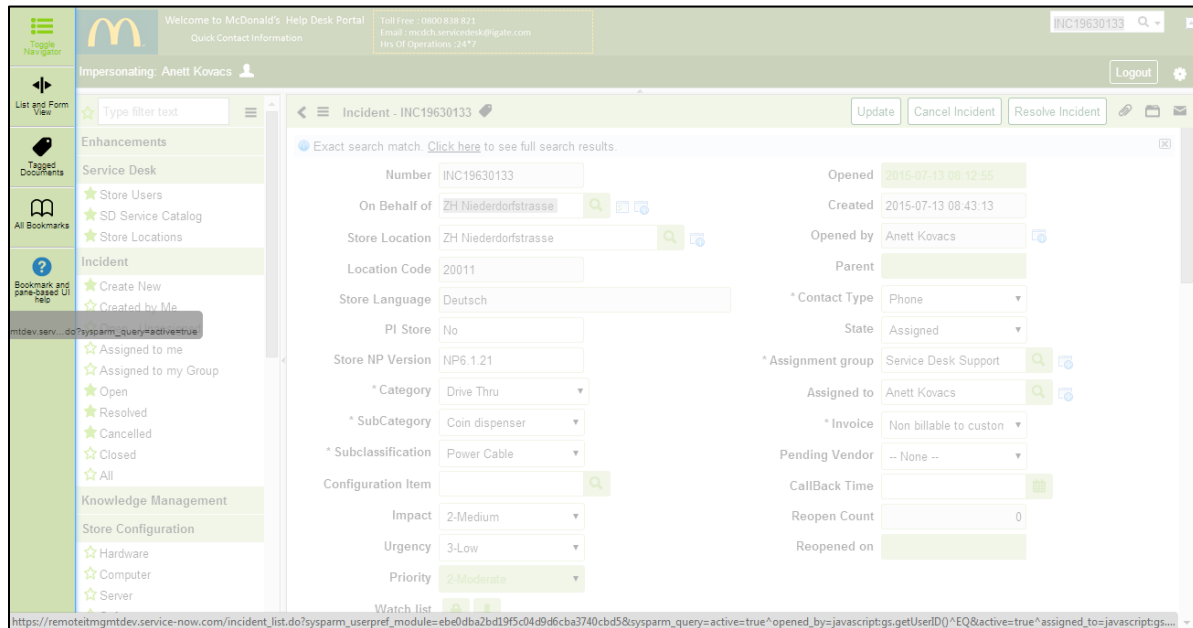
The Edge




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

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

INC19630133

Impersonating: Anett Kovacs

Logout

List and Form View

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

Server

Software

Incident - INC19630133

Update

Cancel Incident

Resolve Incident

Exact search match. [Click here](#) to see full search results.

Number

INC19630133

Opened

2015-07-13 08:12:55

On Behalf of

ZH Niederdorfstrasse

Created

2015-07-13 08:43:13

Store Location

ZH Niederdorfstrasse

Opened by

Anett Kovacs

Location Code

20011

Parent

Store Language

Deutsch

* Contact Type

Phone

PI Store

Support

Store NP Version

* Category

* SubCategory

* Subclassification

Power Cable

Pending Vendor

-- None --

Configuration Item

CallBack Time

Impact

2-Medium

Reopen Count

0

Urgency

3-Low

Reopened on

Priority

2-Moderate

Watch list

New Bookmark is created for Create New Incident.

Bookmarks Bar

The screenshot shows the McDonald's Help Desk Portal interface. The top header includes the McDonald's logo, a welcome message, contact information, and a search bar with the incident number INC19630133. The left sidebar contains navigation links for 'List and Form View', 'Enhancements', 'Service Desk', 'Store Users', 'SD Service Catalog', 'Store Locations', 'Bookmarks', 'Knowledge Management', and 'Store Configuration'. The 'Bookmarks' section is expanded, showing a list of bookmarked items. A red arrow points from the 'Incident > Create New' link in the 'Bookmarks' section to a blue callout box at the bottom.

Incident - INC19630133

Exact search match: [Click here](#) to see full search results.

Number: INC19630133

On Behalf of: ZH Niederdorfstrasse

Store Location: ZH Niederdorfstrasse

Opened: 2015-07-13 08:12:55

Created: 2015-07-13 08:43:13

Opened by: Anett Kovacs

Parent:

* Contact Type: Phone

State: Assigned

* Assignment group: Service Desk Support

Assigned to: Anett Kovacs

* Invoice: Non billable to custom

Pending Vendor: -- None --

CallBack Time:

Reopen Count: 0

Reopened on:

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

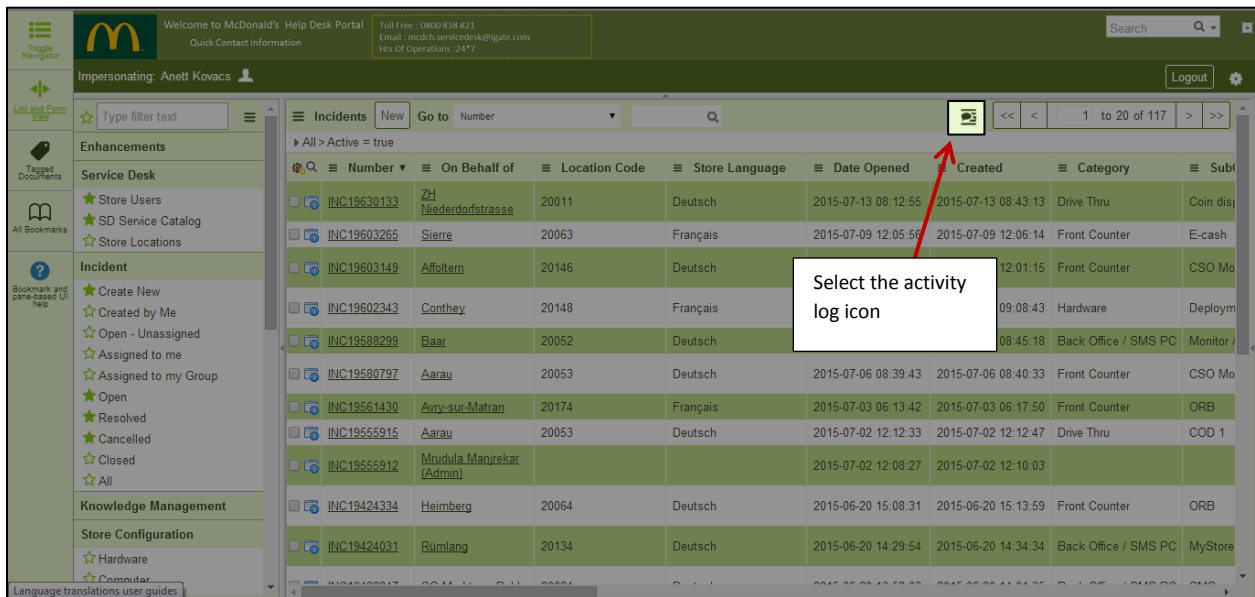
Priority: 2-Moderate

Watch list:

Link will be created under All Bookmarks
Bookmark

Live Stream Activities

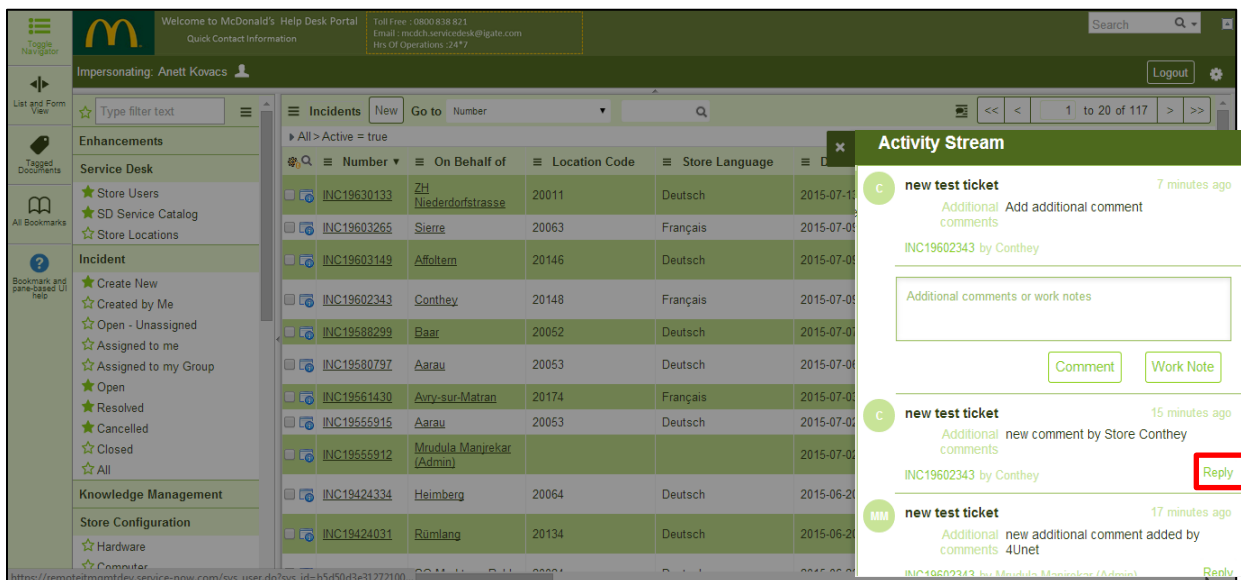
The live stream information appears in a fly-out window, and is the same information that appears in the activity formatter for a record. The information in the fly-out window updates automatically with audit and journal entries. Click the **X** at the top to close the activity stream.



The screenshot shows the McDonald's Help Desk Portal interface. On the left is a navigation menu with sections like 'Service Desk', 'Incident', and 'Knowledge Management'. The main area displays a table of incidents. A red arrow points to a small icon in the top right corner of the incident list, with a callout box that says "Select the activity log icon".

Number	On Behalf of	Location Code	Store Language	Date Opened	Created	Category	Subt
INC19630133	ZH Niederdorfstrasse	20011	Deutsch	2015-07-13 08:12:55	2015-07-13 08:43:13	Drive Thru	Coin dis
INC19603265	Sierre	20063	Français	2015-07-09 12:05:56	2015-07-09 12:06:14	Front Counter	E-cash
INC19603149	Affoltern	20146	Deutsch		12:01:15	Front Counter	CSO Mo
INC19602343	Conthey	20148	Français		09:08:43	Hardware	Deploym
INC19588299	Baar	20052	Deutsch		08:45:18	Back Office / SMS PC	Monitor
INC19580797	Aarau	20053	Deutsch	2015-07-06 08:39:43	2015-07-06 08:40:33	Front Counter	CSO Mo
INC19561430	Avry-sur-Matran	20174	Français	2015-07-03 06:13:42	2015-07-03 06:17:50	Front Counter	ORB
INC19555915	Aarau	20053	Deutsch	2015-07-02 12:12:33	2015-07-02 12:12:47	Drive Thru	COD 1
INC19555912	Mrudula Manjekar (Admin)			2015-07-02 12:08:27	2015-07-02 12:10:03		
INC19424334	Heimberg	20064	Deutsch	2015-06-20 15:08:31	2015-06-20 15:13:59	Front Counter	ORB
INC19424031	Rumlang	20134	Deutsch	2015-06-20 14:29:54	2015-06-20 14:34:34	Back Office / SMS PC	MyStore

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

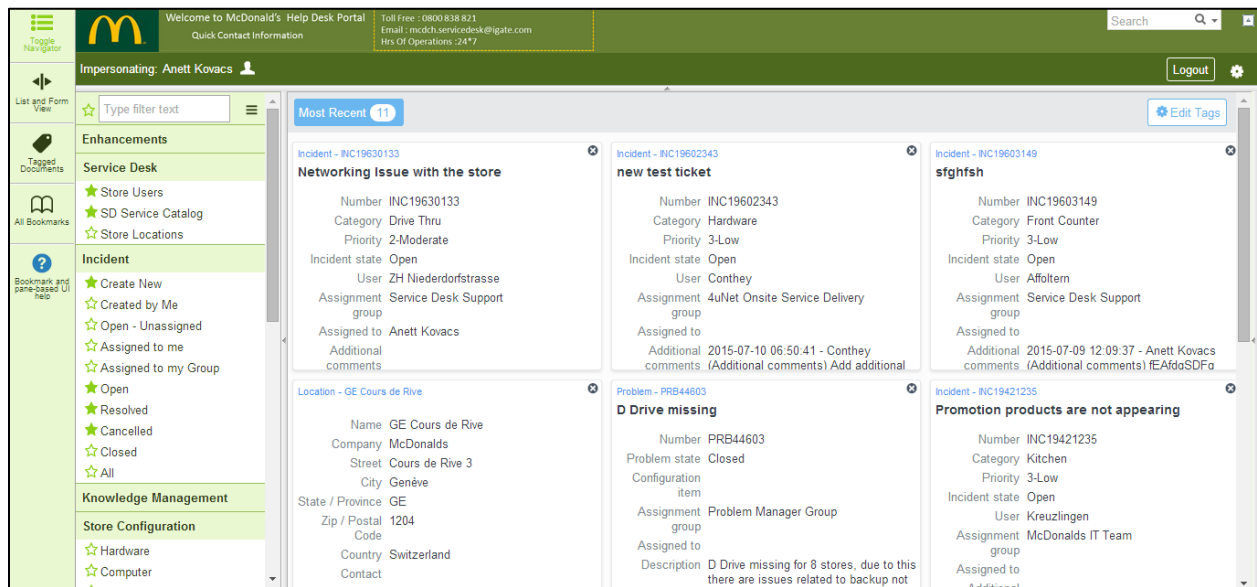


The screenshot shows the McDonald's Help Desk Portal interface with the 'Activity Stream' fly-out window open. The window displays a list of recent activity entries, including 'new test ticket' and 'Additional comments'. A red box highlights the 'Reply' button next to one of the entries.

Activity	Time
new test ticket	7 minutes ago
Additional comments	
INC19602343 by Conthey	
Additional comments or work notes	
Comment	
Work Note	
new test ticket	15 minutes ago
Additional comments	
new comment by Store Conthey	
INC19602343 by Conthey	
Reply	
new test ticket	17 minutes ago
Additional comments	
new additional comment added by 4Unet	
INC19602343 by Mrudula Manjekar (Admin)	
Reply	

Tagging Documents

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



The screenshot shows the ServiceNow interface for a McDonald's Help Desk Portal. The left sidebar contains navigation options such as 'Service Desk', 'Incident', and 'Knowledge Management'. The main area displays a list of tagged documents under the 'Most Recent' tab. The documents include:

- Incident - INC19630133**: Networking Issue with the store. Details: Number INC19630133, Category Drive Thru, Priority 2-Moderate, Incident state Open, User ZH Niederdorfstrasse, Assignment Service Desk Support group, Assigned to Anett Kovacs.
- Incident - INC19602343**: new test ticket. Details: Number INC19602343, Category Hardware, Priority 3-Low, Incident state Open, User Conthey, Assignment 4uNet Onsite Service Delivery group, Assigned to 2015-07-10 06:50:41 - Conthey.
- Incident - INC19603149**: sfghfsh. Details: Number INC19603149, Category Front Counter, Priority 3-Low, Incident state Open, User Affoltern, Assignment Service Desk Support group, Assigned to 2015-07-09 12:09:37 - Anett Kovacs.
- Location - GE Cours de Rive**: Details: Name GE Cours de Rive, Company McDonalds, Street Cours de Rive 3, City Genève, State / Province GE, Zip / Postal 1204, Code, Country Switzerland, Contact.
- Problem - PRB44603**: D Drive missing. Details: Number PRB44603, Problem state Closed, Configuration item, Assignment group Problem Manager Group, Assigned to, Description D Drive missing for 8 stores, due to this there are issues related to backup not.
- Incident - INC19421235**: Promotion products are not appearing. Details: Number INC19421235, Category Kitchen, Priority 3-Low, Incident state Open, User Kreuzlingen, Assignment McDonalds IT Team group, Assigned to.

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

Search

Impersonating: Anett Kovacs

Logout

Incidents

New

Go to

Number

1 to 20 of 117

All > Active = true

Number	On Behalf of	Location Code	Store Language	Date Opened	Created	Category	SubC
INC19630133	ZH Niederndorferstrasse	20011	Deutsch	2015-07-13 08:12:55	2015-07-13 08:43:13	Drive Thru	Coin disp
INC1960326	Show Matching Filter Out	63	Français	2015-07-09 12:05:56	2015-07-09 12:06:14	Front Counter	E-cash
INC1960314	Copy URL to Clipboard	46	Deutsch	2015-07-09 12:00:19	2015-07-09 12:01:15	Front Counter	CSO Mo
INC1960234	Assign Tag Assign to me Add to Visual Task Board		Français	2015-07-09 09:08:25	2015-07-09 09:08:43	Hardware	Deploym
INC1958829		62	Deutsch	2015-07-07 08:44:23	2015-07-07 08:45:18	Back Office / SMS PC	Monitor /
INC19580797	Aarau	20053	Deutsch	2015-07-06 08:39:43	2015-07-06 08:40:33	Front Counter	CSO Mo
INC19561430	Avry-sur-Matran	20174	Français	2015-07-03 06:13:42	2015-07-03 06:17:50	Front Counter	ORB
INC19555915	Aarau	20053	Deutsch	2015-07-02 12:12:33	2015-07-02 12:12:47	Drive Thru	COD 1
INC19555912	Mrudula Manjrekar (Admin)			2015-07-02 12:06:27	2015-07-02 12:10:03		
INC19424334	Heimberg	20064	Deutsch	2015-06-20 15:08:31	2015-06-20 15:13:59	Front Counter	ORB
INC19424031	Rümlang	20134	Deutsch	2015-06-20 14:29:54	2015-06-20 14:34:34	Back Office / SMS PC	MyStore

Incidents

New

Go to

Number

1 to 2 of 2

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 : mcdh.servicedesk@igate.com
Hrs Of Operations :24*7

Search

Impersonating: Anett Kovacs 

Logout 

Toggle Navigator

List and Form View

Tagged Documents

All Bookmarks

Bookmark and pane-based UI Help

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

Most Recent 12

My tagged incidents 1

Edit Tags

Incident - INC19630133

Networking Issue with the store

Number INC19630133

Category Drive Thru

Priority 2-Moderate

Incident state Open

User ZH Niederdorfstrasse

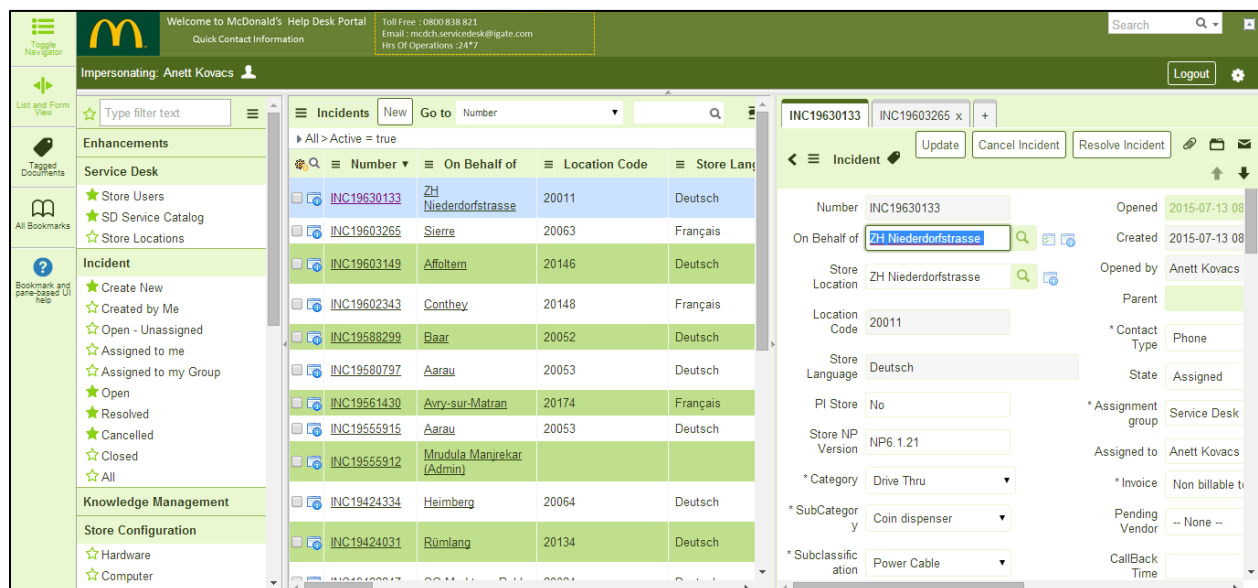
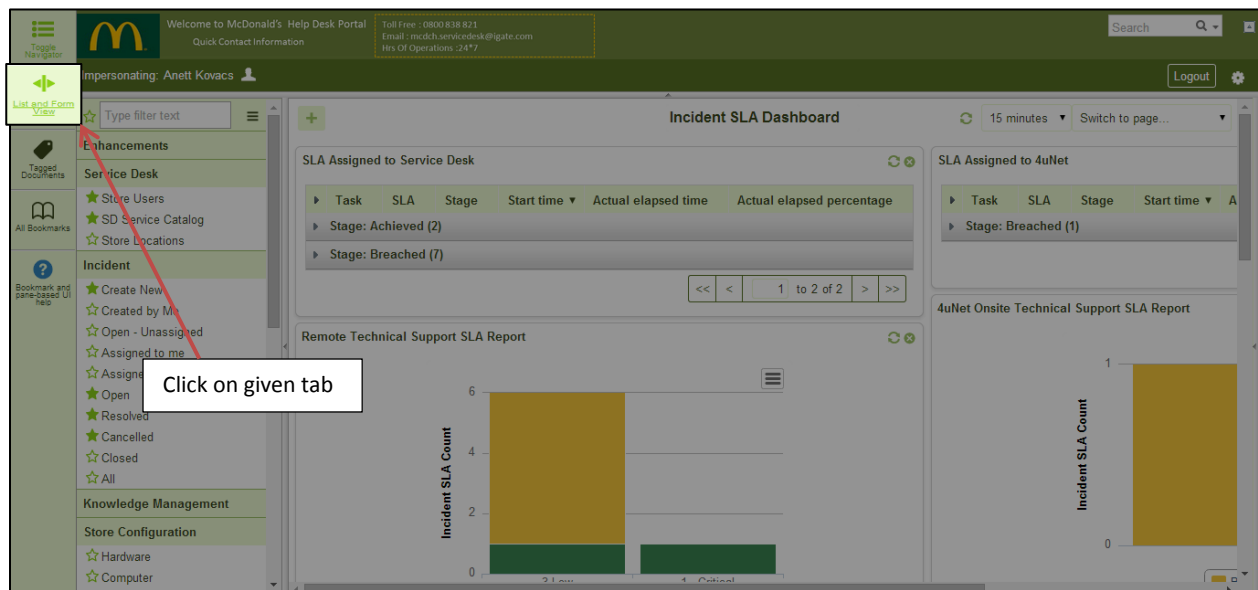
Assignment Service Desk Support group

Assigned to Anett Kovacs

Additional comments

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.

Toggle Nav Gator

Ask and Form View

Tagged Documents

All Bookmarks

Bookmark and view-based UI help

McDonald's

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: Anett Kovacs

Search

Logout

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)

<< < 1 to 2 of 2 > >>

Remote Technical Support SLA Report

Incident SLA Count

6

4

2

0

31 Open

4 Partial

Incident SLA Count

1

0

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

Incident SLA Count

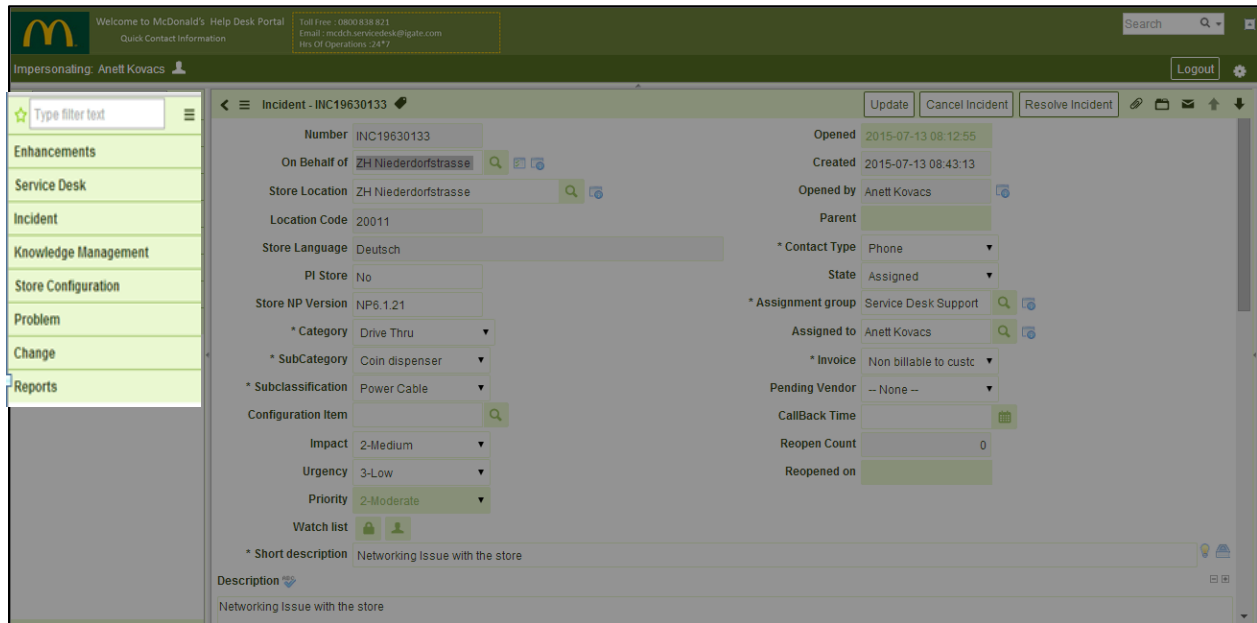
Incident SLA Count

Left Hand Navigation Bar

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

Key features:

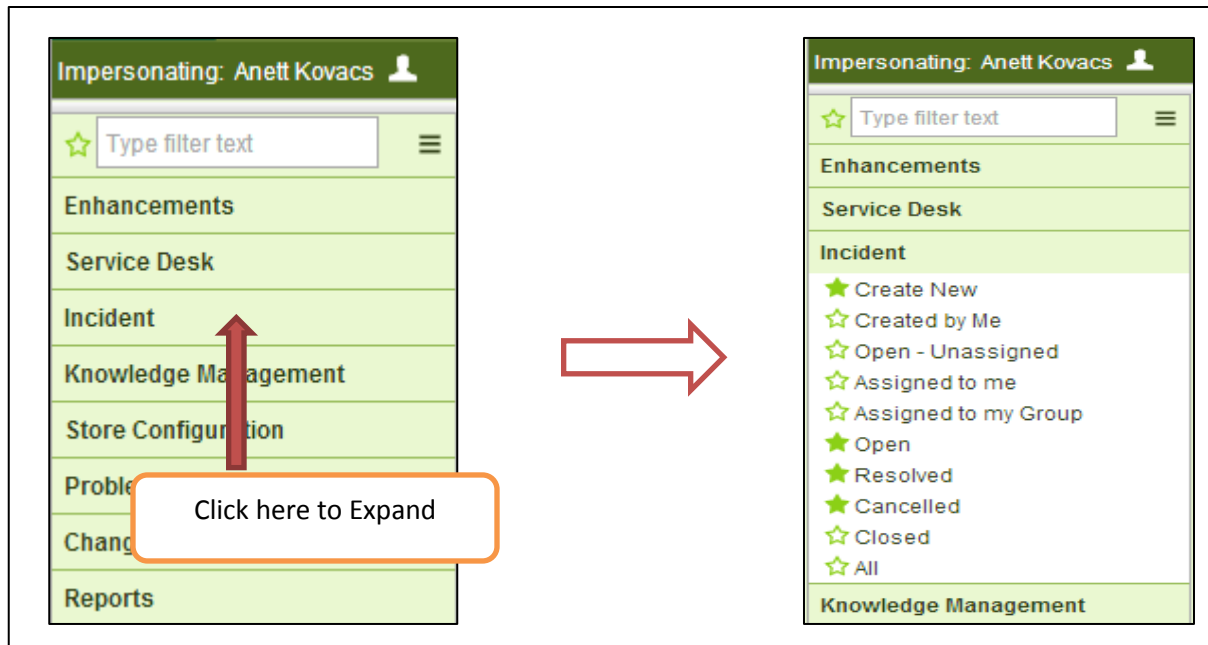
- Clicking any application header will collapse/expand it
- Typing in filter text box will filter out all content that does not have the search terms



The screenshot displays the McDonald's Help Desk Portal interface. On the left, a navigation bar lists modules: Enhancements, Service Desk, Incident, Knowledge Management, Store Configuration, Problem, Change, and Reports. The 'Incident' module is selected. The main area shows details for Incident INC19630133, including fields for Number, On Behalf of, Store Location, Location Code, Store Language, PI Store, Store NP Version, Category, SubCategory, Subclassification, Configuration Item, Impact, Urgency, Priority, Watch list, Short description, and Description. The incident is assigned to Anett Kovacs and is in the 'Assigned' state.

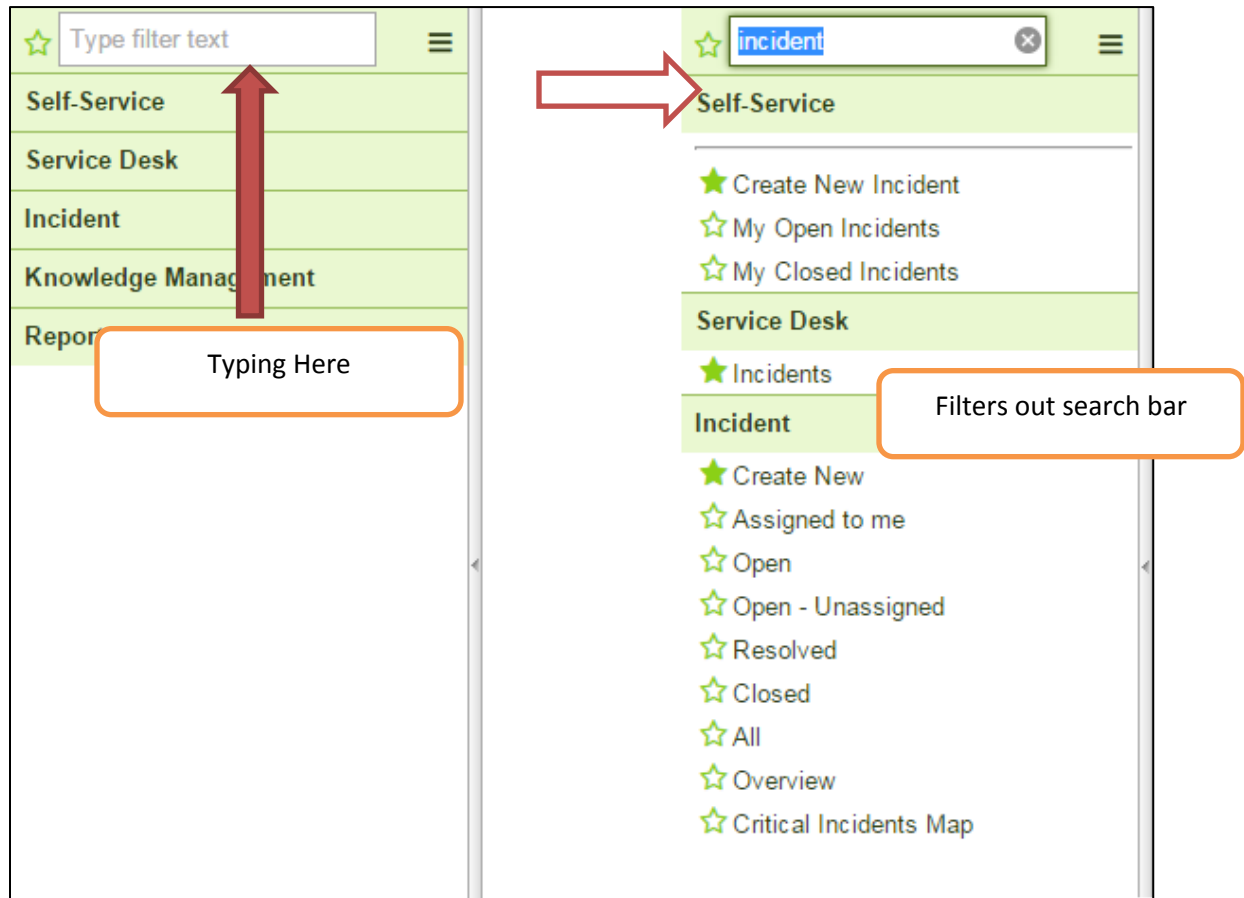
Left Hand Navigation Bar

Expanding:



Left Hand Navigation Bar

Filtering:



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.

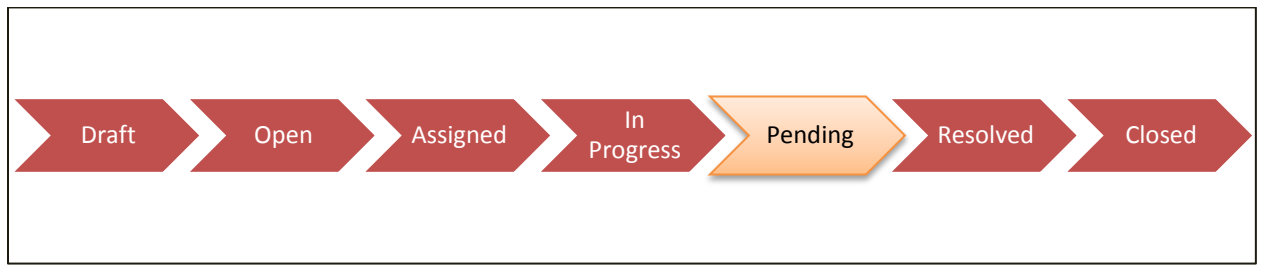
Examples of incidents

- 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

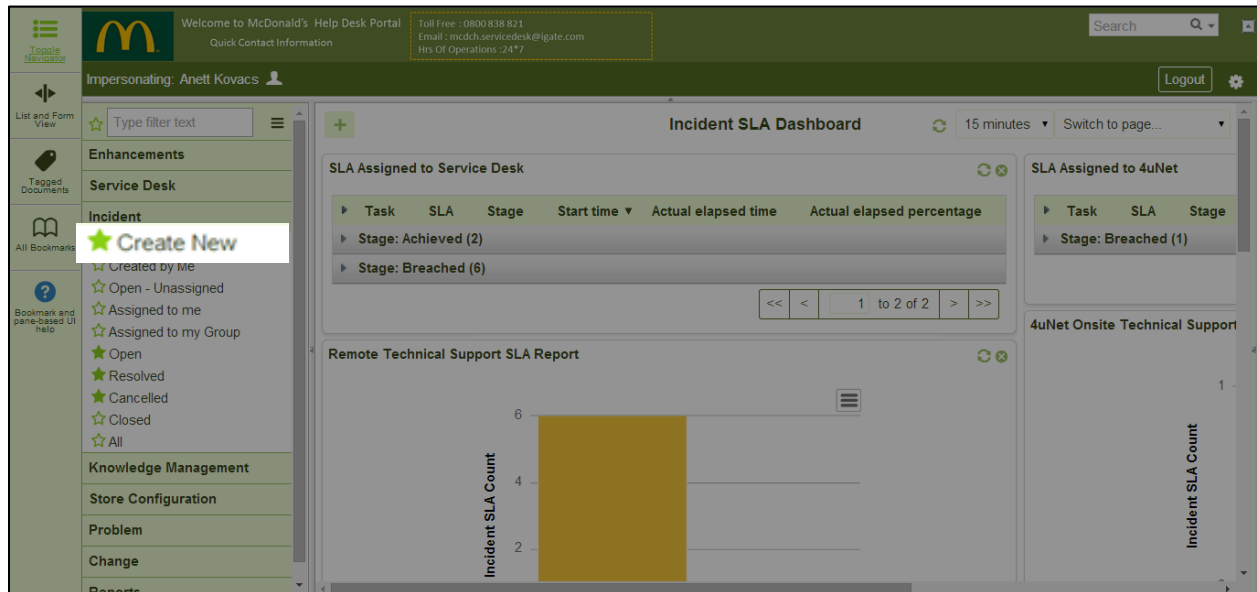
Incident Tickets go through the following life cycle:




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

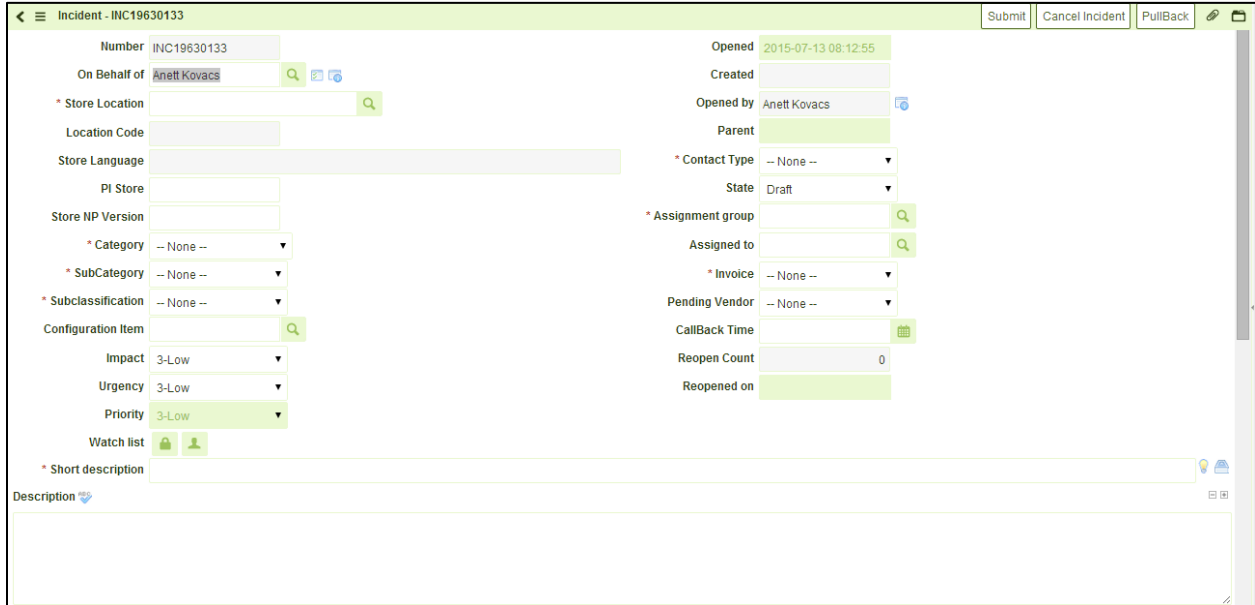
Creating a New Incident Ticket

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



Submit

2. Later, click on the Submit button () 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

SubmitCancel IncidentPullBack

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

Activity <<
☒ All (4)
☒ Impact (1)
☒ Incident state (1)
☒ Opened by (1)
☒ Priority (1)

2015-04-02 14:47:30 **ITIL User** - Changed: Impact, Incident state, Opened by, Priority

Impact: 2-Medium
Incident state: New
Opened by: ITIL User
Priority: 2-Moderate

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:

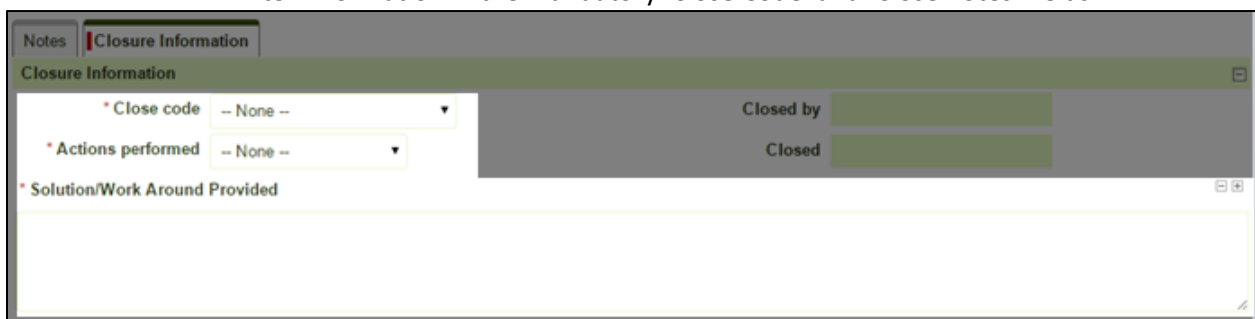
1. Select the Assigned to individual who would be working on a particular ticket.
2. Change the state to In Progress.
3. Click on the Submit or update button.

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.



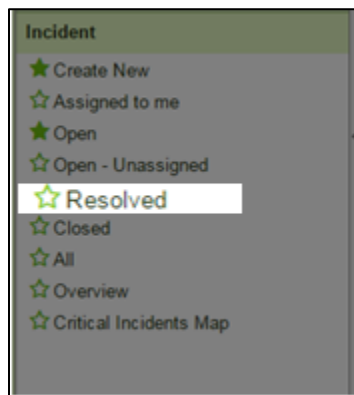
The screenshot shows a web form titled 'Closure Information' with a tabbed interface. The 'Notes' tab is selected. The form contains the following fields:

- * Close code**: A dropdown menu with the option '-- None --' selected.
- * Actions performed**: A dropdown menu with the option '-- None --' selected.
- * Solution/Work Around Provided**: A large text area for providing details.
- Closed by**: A text field for the user resolving the ticket.
- Closed**: A text field for the date of resolution.

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.*

Tools navigation

List and form view

Target components

All bookmarks

Desktop and phone-based UI

Incident - INC19630133

Update Cancel Incident PullBack Resolve Incident

Number

INC19630133

Opened

2015-07-13 08:12:55

On Behalf of

ZH Niederdorfstrasse

Created

2015-07-13 08:43:13

Store Location

ZH Niederdorfstrasse

Opened by

Anett Kovacs

Location Code

20011

Parent

Store Language

Deutsch

Contact Type

Phone

PI Store

No

State

Open

Store NP Version

NP6.1.21

Assignment group

4uNet Onsite Service D

Category

Drive Thru

Assigned to

SubCategory

Coin dispenser

* Invoice

Non billable to custc

Subclassification

Power Cable

Pending Vendor

-- None --

Configuration Item

CallBack Time

Impact

2-Medium

Reopen Count

0

Urgency

3-Low

Reopened on

Priority

2-Moderate

Watch list


Short description

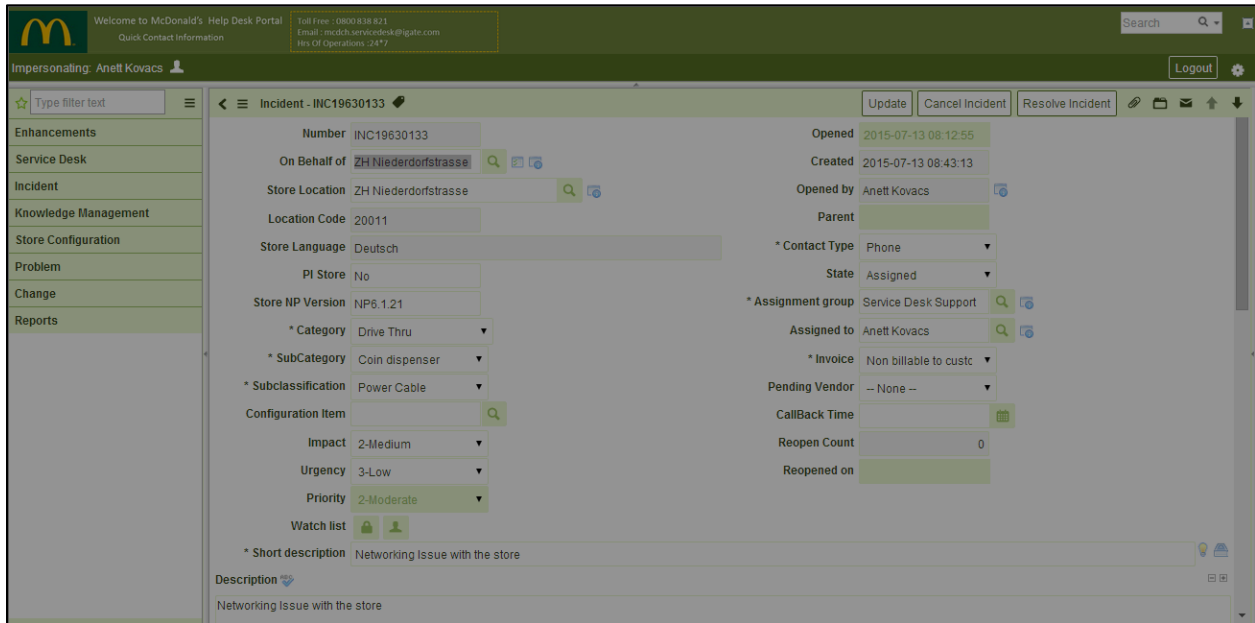
Networking Issue with the store

Description

Networking Issue with the store

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



McDonald's Help Desk Portal

Welcome to McDonald's Help Desk Portal
Quick Contact Information

Toll Free : 0800 838 821
Email: mcdonalds.servicedesk@igate.com
Help Of Operations: 24x7

Impersonating: Anett Kovacs

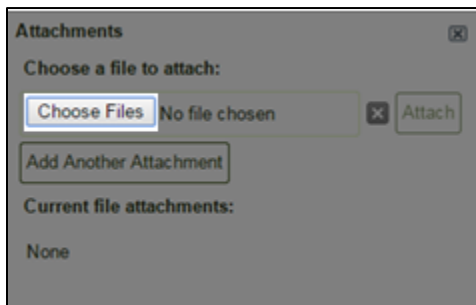
Incident - INC19630133

Update Cancel Incident Resolve Incident

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
Description: Networking Issue with the store

Opened: 2015-07-13 08:12:55
Created: 2015-07-13 08:43:13
Opened by: Anett Kovacs
Parent:
* Contact Type: Phone
State: Assigned
* Assignment group: Service Desk Support
Assigned to: Anett Kovacs
* Invoice: Non billable to custc
Pending Vendor: -- None --
CallBack Time:
Reopen Count: 0
Reopened on:

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



Attachments

Choose a file to attach:

Choose Files No file chosen

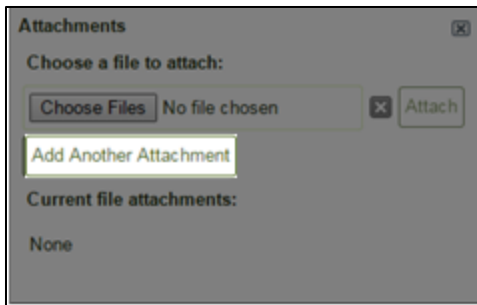
Add Another Attachment

Current file attachments:

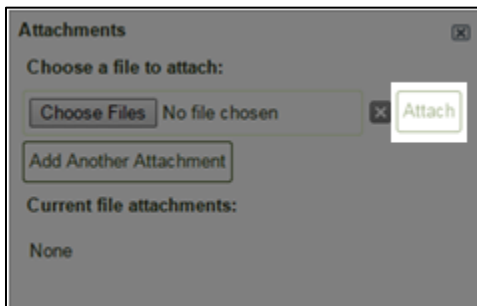
None

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.

Configuration item

Q

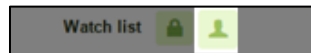
1. Click on the reference field icon to open a full list of available configuration items for the store.
2. Select the affected configuration item from the populated list. Click on the Submit or Update button.

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

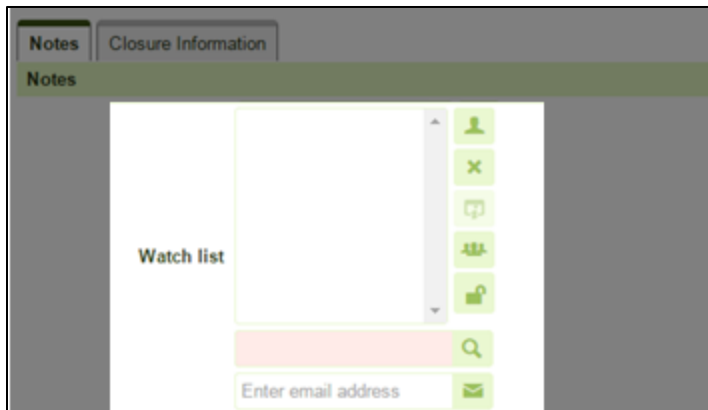
1. Click on the *person* () icon next to watch list as shown.





2. Click on the update button.

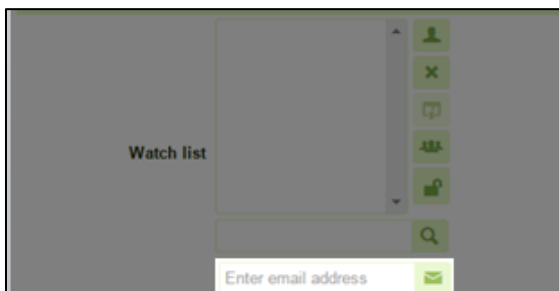
Add someone else to Watch List

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




2. Adding people to the watch list:

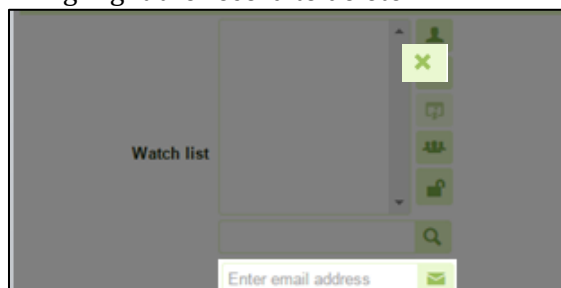
- Click the magnifying glass (), search by name and select the appropriate person.
- Once the record is selected, and the name appears in the watch list field, click the Lock icon ().
- You can also enter an address in the email field. Type in the desired email address and click the *email* icon to validate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





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

Remove someone from Watch List

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

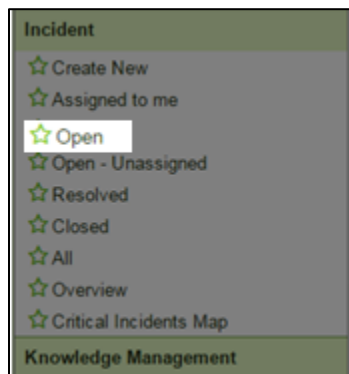


3. Click the Remove selected item icon () to delete the record.
4. Click the *lock* icon () to close the watch list.

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 ().

	Number ▼	Active	On Behalf of	Store Location	Short description	Updated
	INC0011078	true	ITIL User		Issue with networking	2015-04-02 16:31:17

Add

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

Personalize List Columns

Available

Resolved by

SLA Start Time

SLA due

Severity

Solution/Work Around Provided

Source

State

Store NP Version

Subcategory

Suggested Urgency

Add

Remove

Selected

Number

Active

On Behalf of

Store Location

Short description

Updated

Up

Down



☒ Wrap column text
 ☐ Compact rows
 ☐ Active row highlighting
 ☒ Modern cell coloring

☒ Enable list edit
 ☒ Double click to edit

Reset to column defaults


OK

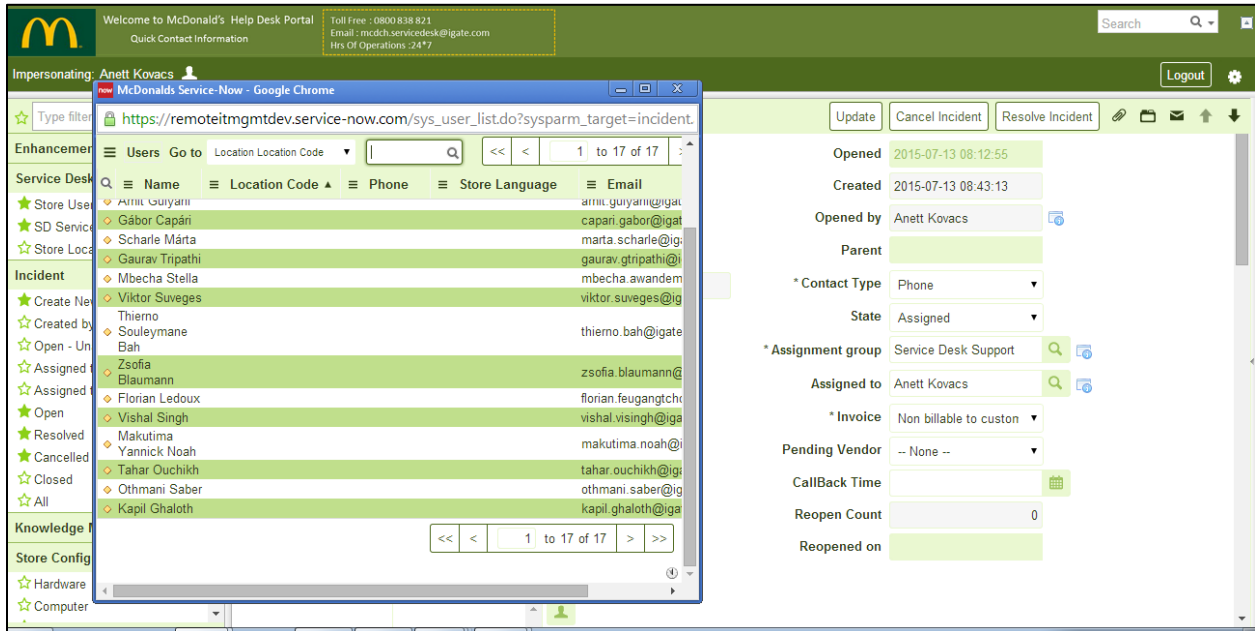
Cancel

3. To customize the display of fields use Up icon () or Down icon ()

4. Click on OK icon () to Save List.

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.



The screenshot displays the IGATE Service Desk Portal interface. A modal window titled "McDonalds Service-Now - Google Chrome" is open, showing a list of users for assignment. The list includes columns for Name, Location Code, Phone, Store Language, and Email. The users listed are:

Name	Location Code	Phone	Store Language	Email
Armit Gujari				armit.gujari@igate.com
Gábor Capári				capari.gabor@igate.com
Scharle Márta				marta.scharle@igate.com
Gaurav Tripathi				gaurav.gtripathi@igate.com
Mbecha Stella				mbecha.awandem@igate.com
Viktor Suveges				viktor.suveges@igate.com
Thierno				thierno.bah@igate.com
Souleymane Bah				thierno.bah@igate.com
Zsófia Blumann				zsofia.blaumann@igate.com
Florian Ledoux				florian.feugangtch@igate.com
Vishal Singh				vishal.visingh@igate.com
Makutima				makutima.noah@igate.com
Yannick Noah				makutima.noah@igate.com
Tahar Ouchikh				tahar.ouchikh@igate.com
Othmani Saber				othmani.saber@igate.com
Kapil Ghaloth				kapil.ghaloth@igate.com

The background interface shows the incident details for "Anett Kovacs", including fields for "Opened", "Created", "Opened by", "Parent", "Contact Type", "State", "Assignment group", "Assigned to", "Invoice", "Pending Vendor", "CallBack Time", "Reopen Count", and "Reopened on".

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