Sears Service Now for End User Support
Version-Istanbul

Contents

Date	Version Number	Document Changes	Revised By
25th September 2017	1	Initial Draft	Rashi Kulshreshtha

Purpose

Service-Now is a web-based tool in which Store Users can log Incidents. The requests will then be routed to the appropriate service desk staff and managed appropriately. The primary purpose of the tool is to provide an easy-access self-service tool in which users can request and receive assistance in a timely, consistent, and accurate manner.

Scope

The scope of this document is to define the Incident Management Process, Self-Service and Knowledge Management. The following is a specific list of items that are in scope for this document. Other items not listed here are considered out of scope for this document.

In scope:

- ➢ Incident Management Overview

- ➢ Incident Definition

- ➢ Incident Management Objectives

- ➢ Incident Management Policies

- ➢ Incident Management Process Flow

- ➢ Problem Management Overview

- ➢ Problem Mangement Process Flow

- ➢ Knowledge Management Overview

- ➢ Knowledge Mangement Process Flow

- ➢ Change Management Overview

- ➢ Change Mangement 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

Incident Cycle Overview
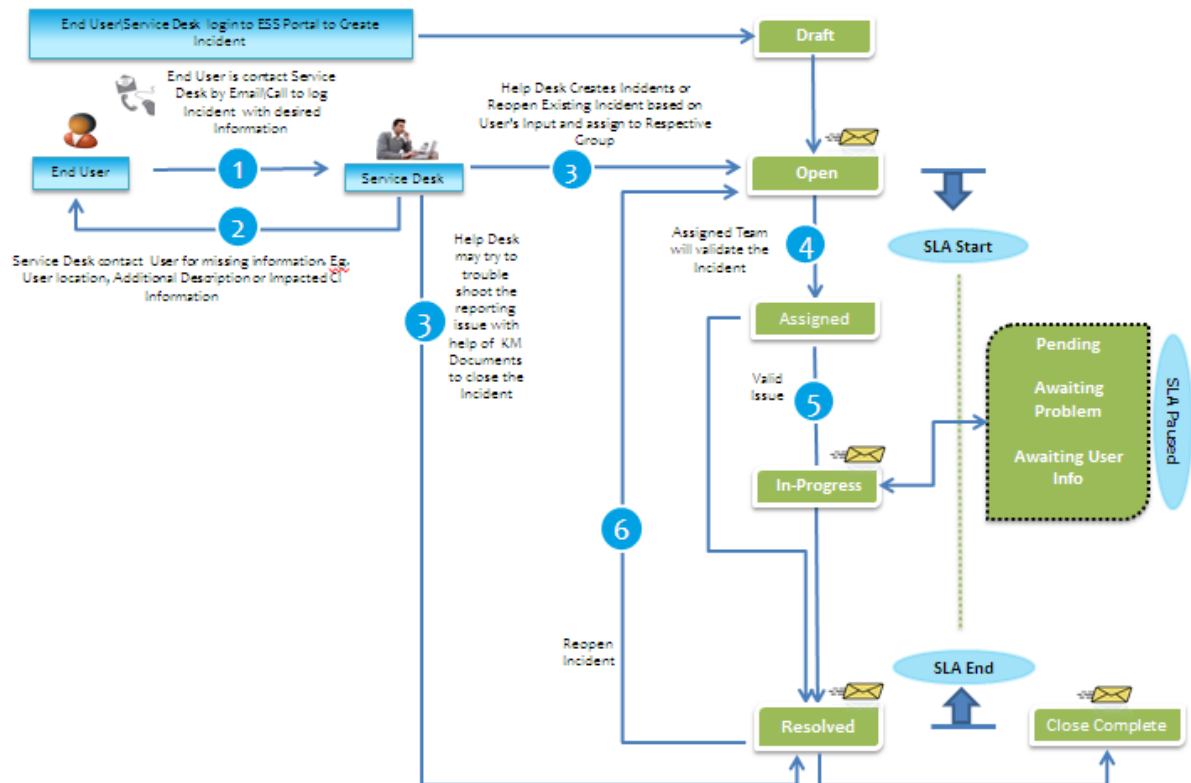
Review of Terminology

Incident - Something is broken
Problem - Something needs to be permanently eliminated from the environment
Change - I need to make a change to the environment
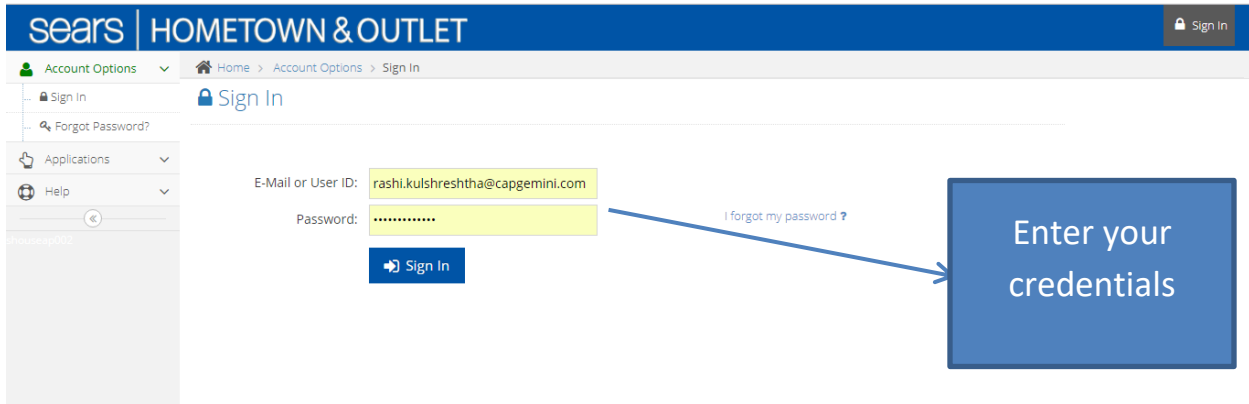**Service Request -** I want something

Accessing Service Now

Service Now can be accessed in any web browser.
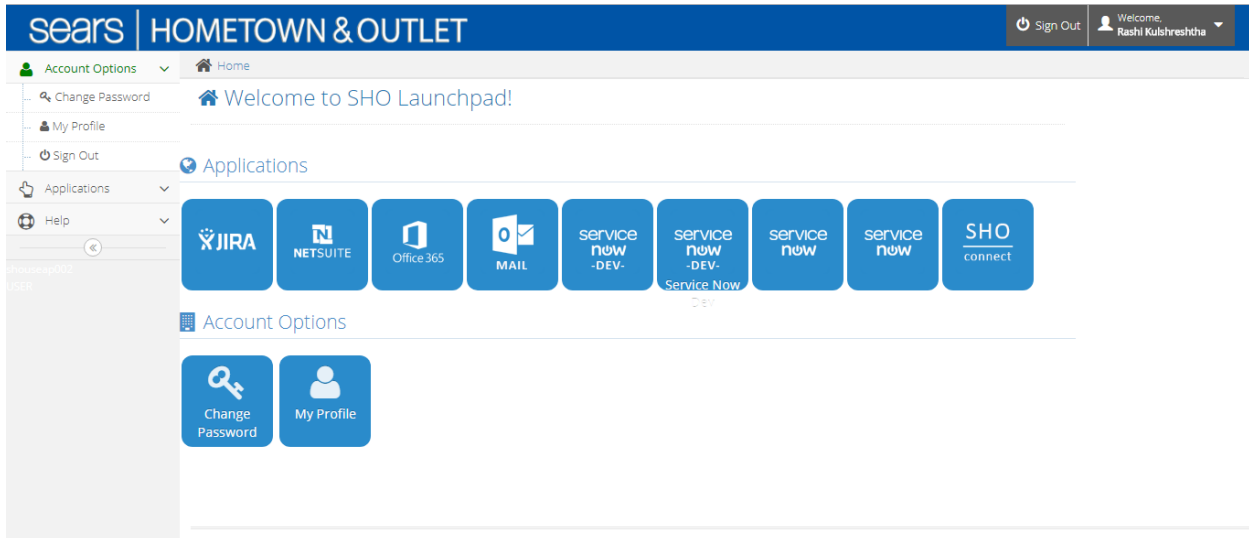You can login to Service Now tool
    1. By accessing the following link from your web browser by using Single Sign-On :-

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

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

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

    1. By accessing the following link from your web browser by using credentials :-
URL: https://remoteitmgmt.service-now.com/login.do
This will redirect to Service Now Login Page.
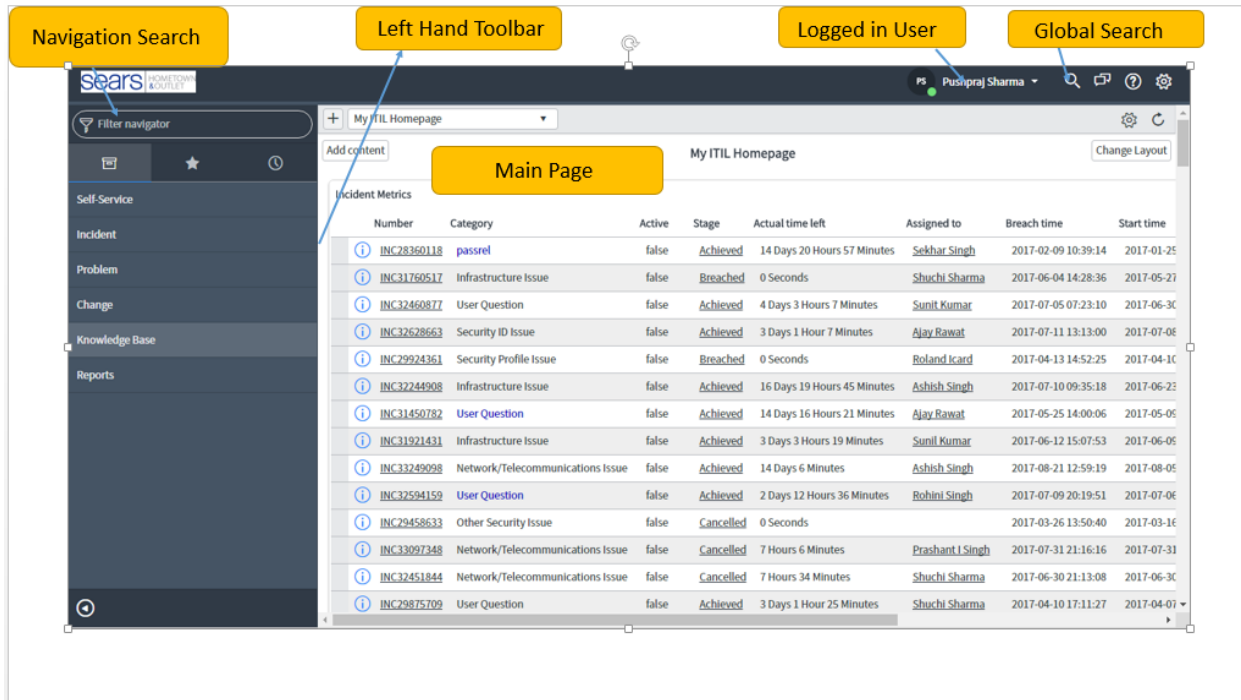
Once you enter valid credentials it will redirect to the Service Now Home Page.
1. Enter your **Email ID** and **Password** mentioned above
2. Press **Enter** or click **Login**.

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.
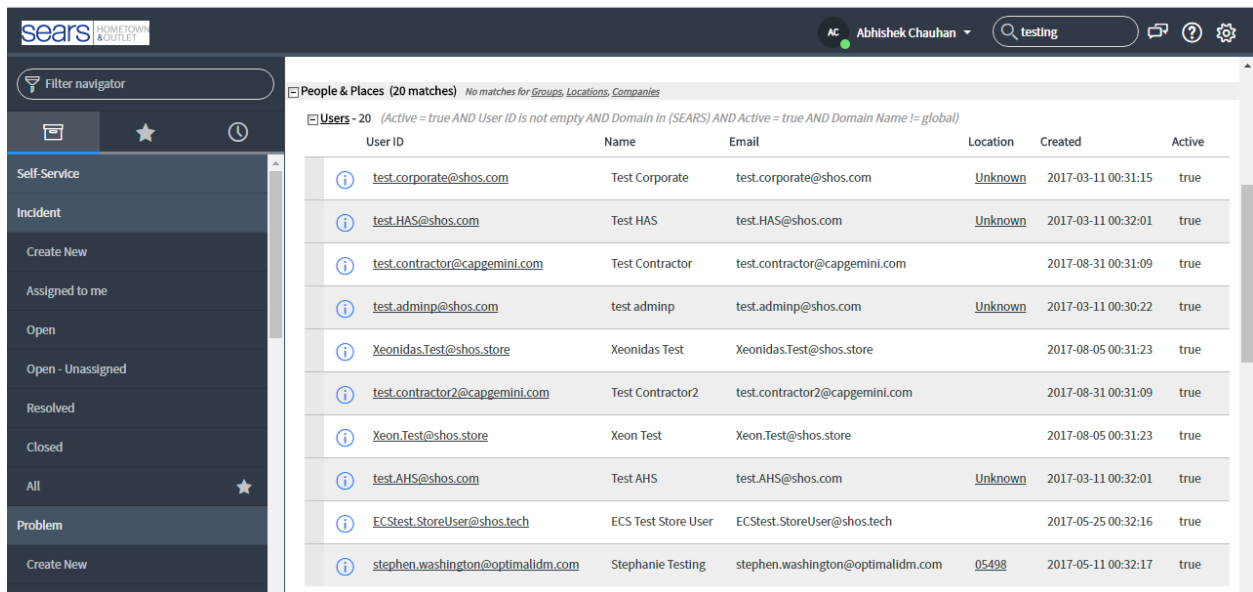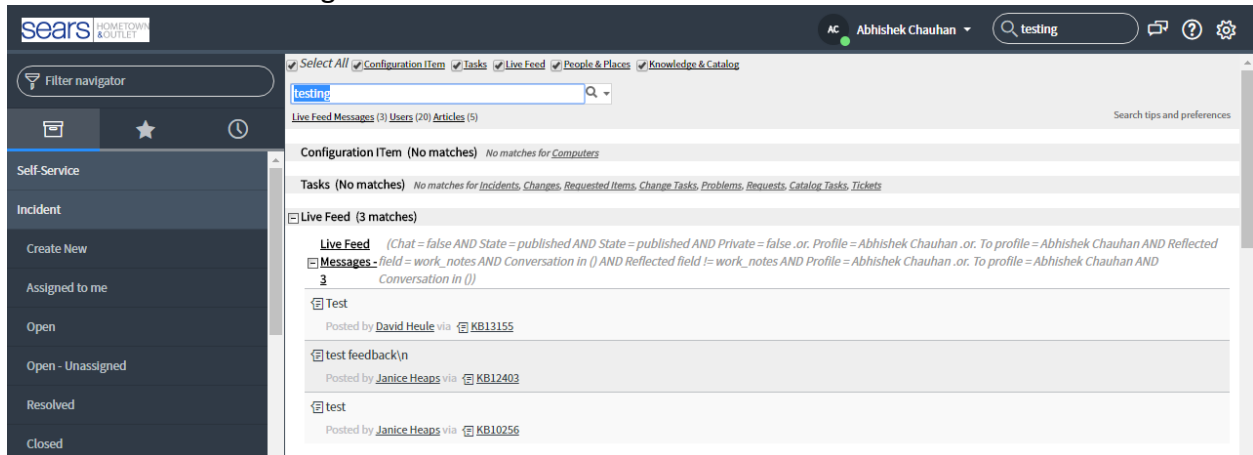
Global Search

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 "**Testing**" in it. They type **testing** into the global search:
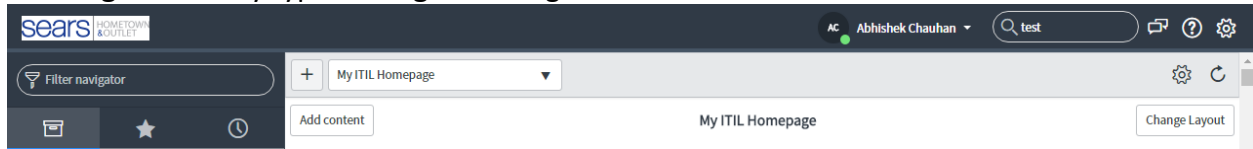
To return these following results :

sears HOMETOWN &OUTLET

AC Abhishek Chauhan ▾   testing

stephen.washington@optimalidm.com   Stephanie Testing   stephen.washington@optimalidm.com   05498   2017-05-11 00:32:17   true

Knowledge & Catalog (5 matches)   No matches for Questions, Catalog Items

Filter navigator

Self-Service

Incident

Create New

Assigned to me

Open

Open - Unassigned

Resolved

Closed

All

Problem

Create New

Assigned to me

Known Errors

⊟ **Articles - 5**   (Workflow = Published AND Active = true AND Valid to > 2017-09-27 AND Knowledge base Active = true AND Domain Name != global AND Language = English)

Testing
by Shuchi Sharma • Last modified 6 days ago
Testing
2 Views

testing mark public functionality
by Pushpraj Sharma • Last modified 4 weeks ago
Symptoms Describe symptoms here Cause Describe cause here Resolution Describe resolution here
3 Views

NEC REGISTER AND PERIPHERAL TROUBLESHOOTING AND REPLACEMENT INSTRUCTIONS
by Harsh Sinha • Last modified 4 months ago
Symptoms NEC REGISTER AND PERIPHERAL TROUBLESHOOTING AND REPLACEMENT INSTRUCTIONS Cause Advanced Replacement Form Replacement Instructions Advanced Exchange Diagram Resolution Attached are some of the most updated NEC register and peripheral troubleshooting steps and replacement instructions.

SHOS Keyboard Replacement Instructions Final.doc [rename] [view]
Summary of : SHOS Keyboard Replacement Instructions Final,doc SHOS Keyboard Replacement Instructions Final POS Keyboard Replacement Instructions Keyboard Replacement for POS 1 Trace the Keyboard cable that is plugged into the USB port connected to POS. The Keyboard can be plugged into any of the USB ports. In this example, unplug the Key...

SHOS Mouse Replacement Instructions Final.doc   [rename] [view]
Summary of : SHOS Mouse Replacement Instructions Final,doc SHOS Mouse Replacement Instructions Final POS Mouse Replacement Instructions Mouse Replacement for POS 1 Trace the Mouse cable that is plugged into the USB port connected to POS. USB may be plugged into any of the USB ports. In this example, unplug the Mouse connection from the P...

SHOS POS Scanner Replacement Instructions Final.doc   [rename] [view]
Summary of : SHOS POS Scanner Replacement Instructions Final,doc SHOS POS Scanner Replacement Instructions Final POS Scanner Replacement Instructions If the defective POS Scanner is not postmarked within 10 business days of receiving the replacement, the store will be charged the full replacement cost of the unit. Scanner

Tagging Documents

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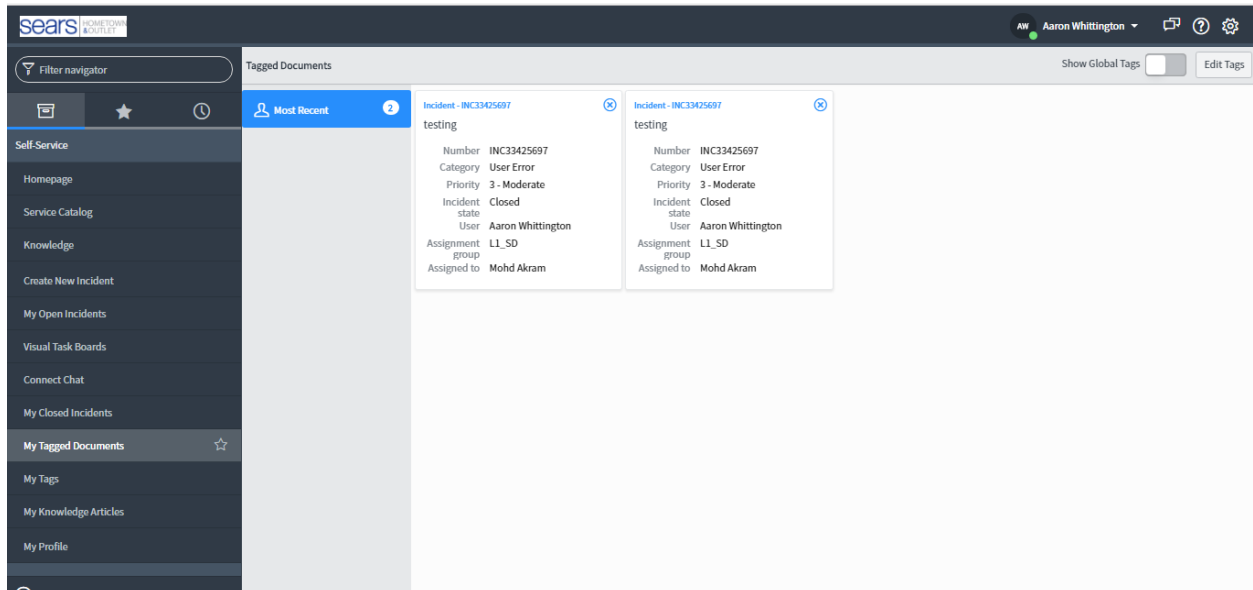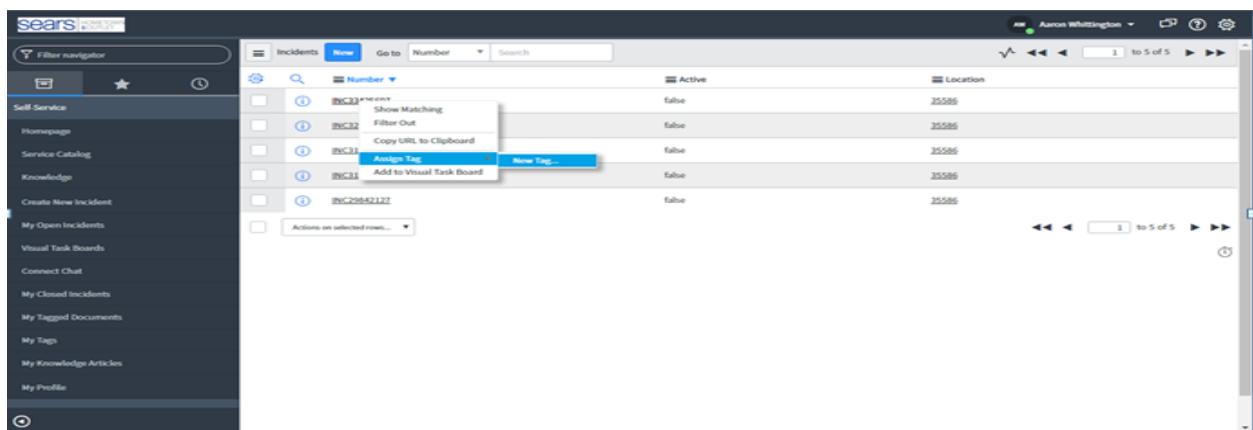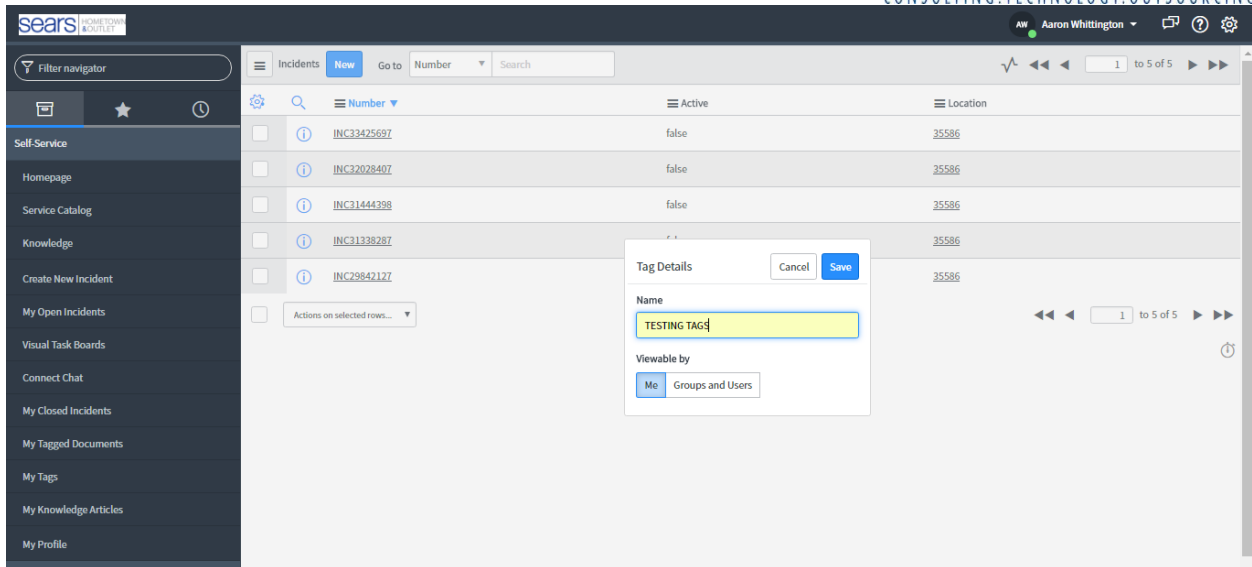

Create Custom Tags

You can create custom tags by following below steps:

1. Click on "My Open Incidents"

2. Right-click on Incident you would like to assign to a new tag
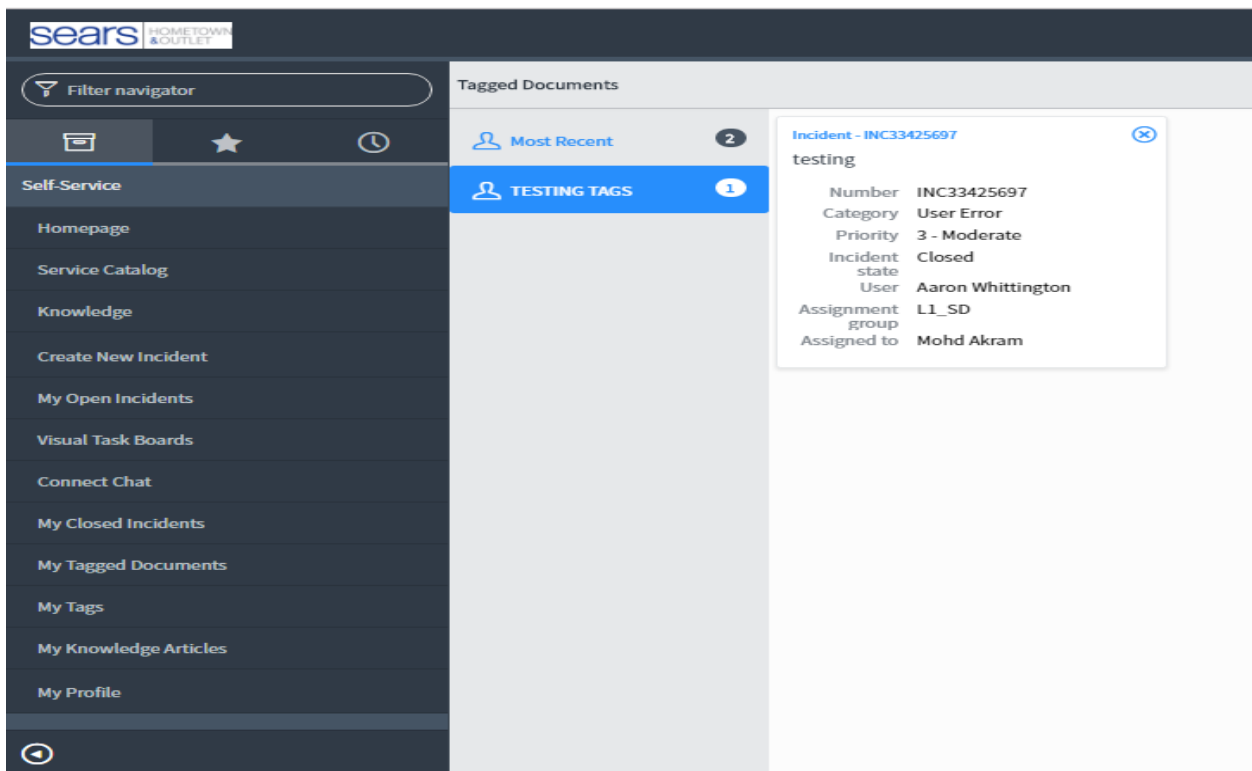
3. Mouse over on "Assign to Tag"

4. Click "New"

Create new tags and assign the tags to different documents. Then view the tagged documents or edit the tags.
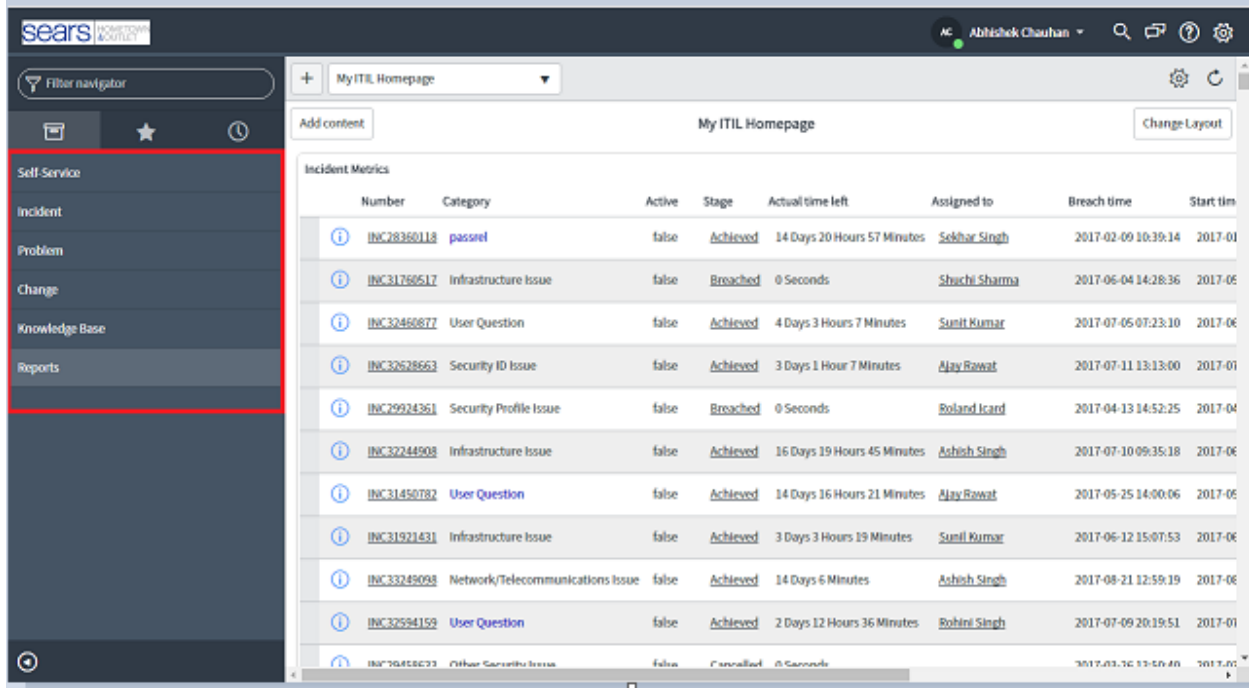
It can be viewed in **My Tagged Documents** with few of incident details**.**

Left Hand Navigation Bar

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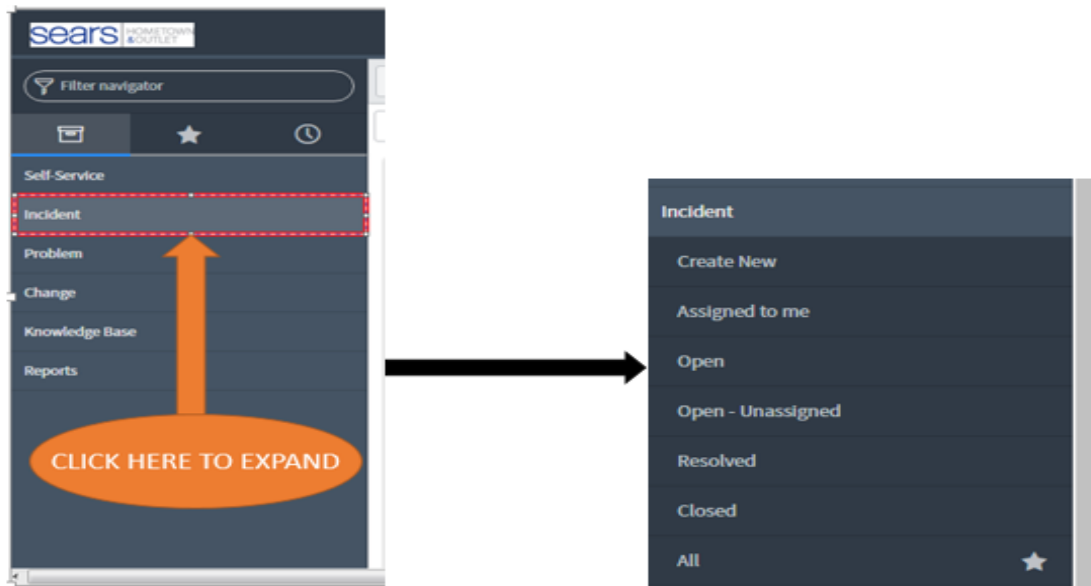**Key features:**
- Clicking any application header will collapse/expand it
- Typing in filter text box will filter out all content that does not have the search terms
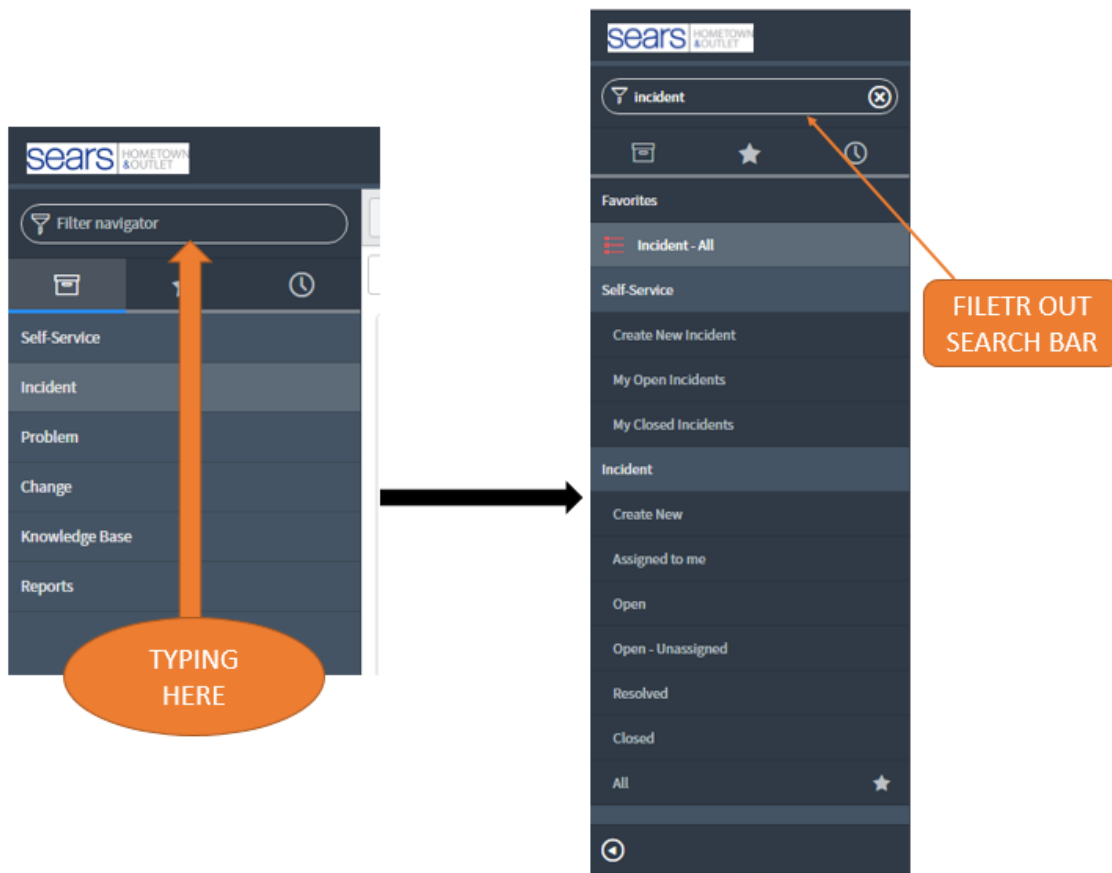
Expanding

Filtering

Service Now homescreen overview

Incident metrics is the list view of recently opened Incident.

Incident Metrics

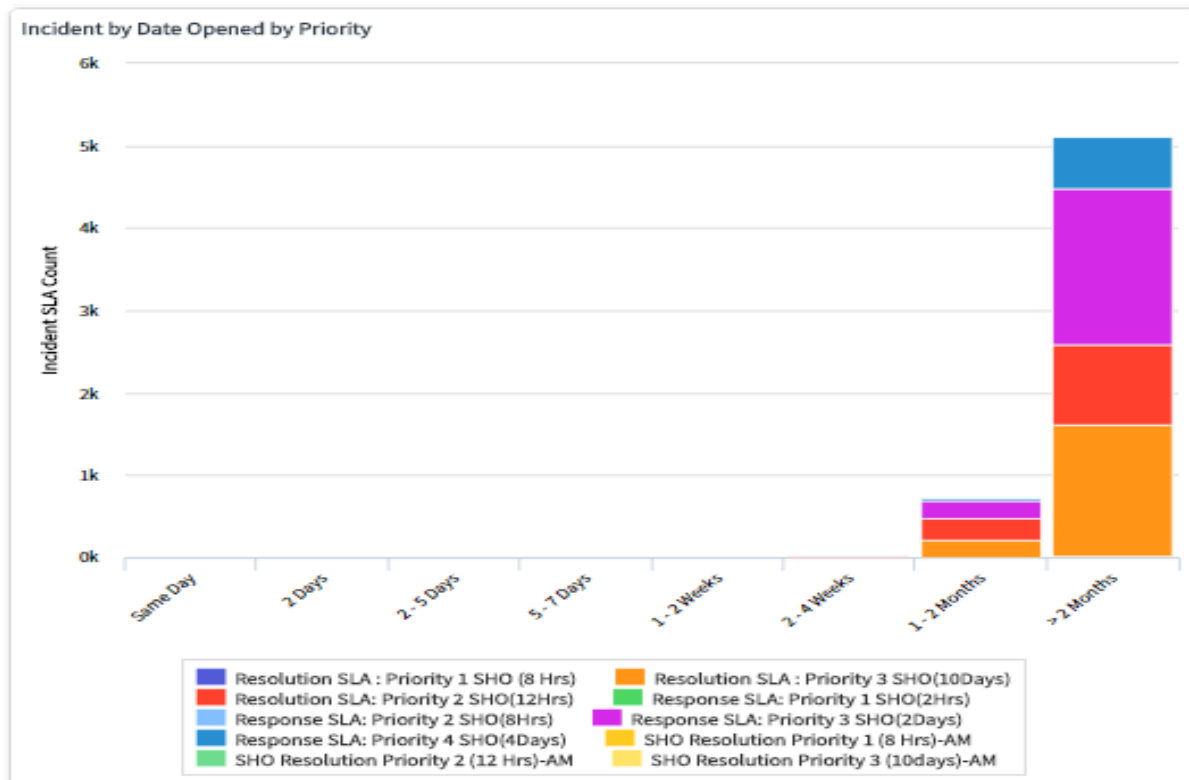|	Number	Category	Active	Stage	Actual time left	Assigned to	Breach time	Start time	Pause time	Pause duration
ⓘ	INC28360118	passrel	false	Achieved	14 Days 20 Hours 57 Minutes	Sekhar Singh	2017-02-09 10:39:14	2017-01-25 13:39:14	(empty)	
ⓘ	INC31760517	Infrastructure Issue	false	Breached	0 Seconds	Shuchi Sharma	2017-06-04 14:28:36	2017-05-27 09:03:00	(empty)	6 Days 6 Hours 25 Mi
ⓘ	INC32460877	User Question	false	Achieved	4 Days 3 Hours 7 Minutes	Sunit Kumar	2017-07-05 07:23:10	2017-06-30 19:23:10	(empty)	
ⓘ	INC32628663	Security ID Issue	false	Achieved	3 Days 1 Hour 7 Minutes	Ajay Rawat	2017-07-11 13:13:00	2017-07-08 09:13:00	(empty)	
ⓘ	INC29924361	Security Profile Issue	false	Breached	0 Seconds	Roland Icard	2017-04-13 14:52:25	2017-04-10 14:52:25	(empty)	
ⓘ	INC32244908	Infrastructure Issue	false	Achieved	16 Days 19 Hours 45 Minutes	Ashish Singh	2017-07-10 09:35:18	2017-06-23 13:35:18	(empty)	
ⓘ	INC31450782	User Question	false	Achieved	14 Days 16 Hours 21 Minutes	Ajay Rawat	2017-05-25 14:00:06	2017-05-09 22:00:06	(empty)	
ⓘ	INC31921431	Infrastructure Issue	false	Achieved	3 Days 3 Hours 19 Minutes	Sunil Kumar	2017-06-12 15:07:53	2017-06-09 11:07:53	(empty)	
ⓘ	INC33249098	Network/Telecommunications Issue	false	Achieved	14 Days 6 Minutes	Ashish Singh	2017-08-21 12:59:19	2017-08-05 16:59:19	(empty)	
ⓘ	INC32594159	User Question	false	Achieved	2 Days 12 Hours 36 Minutes	Rohini Singh	2017-07-09 20:19:51	2017-07-06 17:19:51	(empty)	
ⓘ	INC29458633	Other Security Issue	false	Cancelled	0 Seconds		2017-03-26 13:50:40	2017-03-16 13:50:40	(empty)	
ⓘ	INC33097348	Network/Telecommunications Issue	false	Cancelled	7 Hours 6 Minutes	Prashant I Singh	2017-07-31 21:16:16	2017-07-31 09:16:16	(empty)	
ⓘ	INC32451844	Network/Telecommunications Issue	false	Cancelled	7 Hours 34 Minutes	Shuchi Sharma	2017-06-30 21:13:08	2017-06-30 09:13:08	(empty)	
ⓘ	INC29875709	User Question	false	Achieved	3 Days 1 Hour 25 Minutes	Shuchi Sharma	2017-04-10 17:11:27	2017-04-07 13:11:27	(empty)	
ⓘ	INC32458891	User Question	false	Achieved	14 Days 1 Hour 19 Minutes	Ajay Rawat	2017-07-17 13:40:12	2017-06-30 17:40:12	(empty)	

Active incident SLA's for particular user

My Active SLA's

	Number	Category	SLA definition	Stage	Actual elapsed time	State	Active
ⓘ	INC33458904	Not A Defect	Resolution SLA : Priority 3 SHO(10Days)	In progress	4 Days 19 Hours 47 Minutes	(1)	true
ⓘ	INC33458904	Not A Defect	Response SLA: Priority 3 SHO(2Days)	Achieved	26 Minutes	(1)	true
ⓘ	INC33409230	Configuration Defect	Resolution SLA : Priority 1 SHO (8 Hrs)	Breached	3 Days 21 Hours 44 Minutes	(1)	true
ⓘ	INC33409230	Configuration Defect	Response SLA: Priority 3 SHO(2Days)	Breached	11 Days 18 Hours 46 Minutes	(1)	true
ⓘ	INC33458874	Not A Defect	Resolution SLA : Priority 3 SHO(10Days)	In progress	4 Days 19 Hours 45 Minutes	(1)	true
ⓘ	INC33458874	Not A Defect	Response SLA: Priority 3 SHO(2Days)	Achieved	34 Minutes	(1)	true
ⓘ	INC33458874	Not A Defect	Resolution SLA : Priority 3 SHO(10Days)	Achieved	4 Minutes	(1)	true

◀◀ ◀ 1 to 7 of 7 ▶ ▶▶

Active Incident SLA's based on group

My Groups Active SLAs

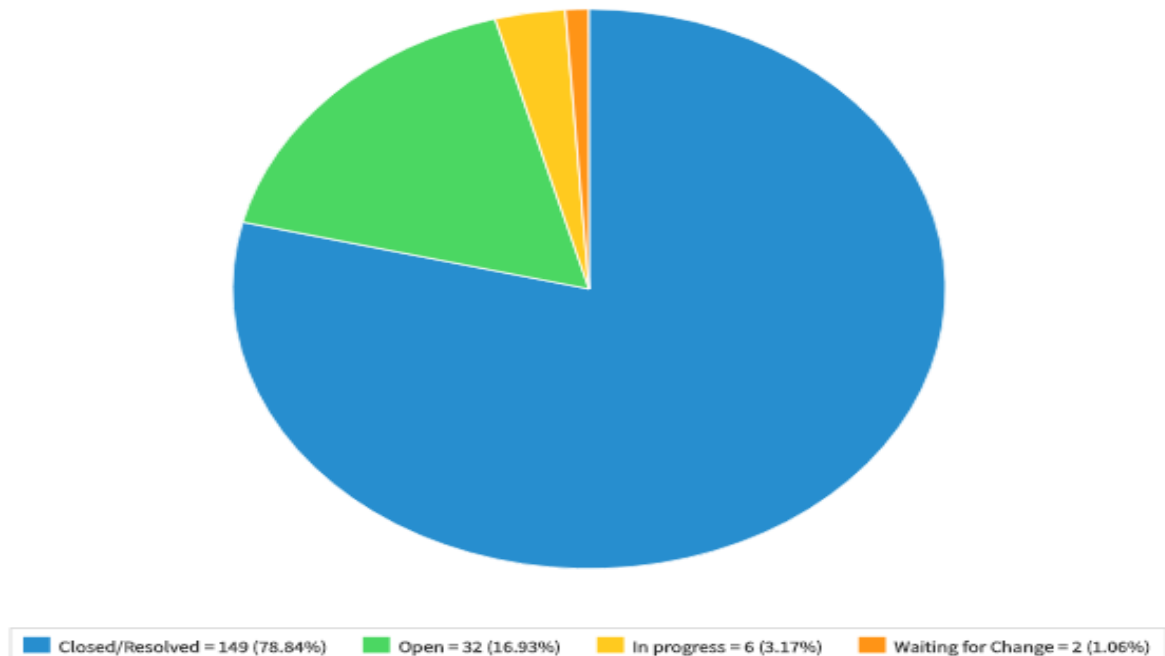|	Number	Category	SLA definition	Stage	Actual elapsed time	Active	Incident state
ⓘ	INC33229189	User Question	Resolution SLA : Priority 3 SHO(10Days)	Paused	6 Minutes	true	Awaiting User Info
ⓘ	INC33299272	Network/Telecommunications Issue	Resolution SLA : Priority 3 SHO(10Days)	Breached	48 Days 19 Hours 32 Minutes	true	Assigned
ⓘ	INC33377680	Network/Telecommunications Issue	Response SLA: Priority 3 SHO(2Days)	Achieved	28 Minutes	true	Assigned
ⓘ	INC33321600	User Question	Response SLA: Priority 3 SHO(2Days)	Achieved	53 Minutes	true	Assigned
ⓘ	INC33357540	Infrastructure Issue	Response SLA: Priority 3 SHO(2Days)	Achieved	12 Hours 46 Minutes	true	Assigned
ⓘ	INC33322539	Other Security Issue	Response SLA: Priority 3 SHO(2Days)	Achieved	8 Minutes	true	Assigned
ⓘ	INC33364703	Network/Telecommunications Issue	Resolution SLA : Priority 3 SHO(10Days)	Paused	0 Seconds	true	Awaiting User Info
ⓘ	INC33385007	Infrastructure Issue	Resolution SLA : Priority 3 SHO(10Days)	Breached	45 Days 17 Hours 12 Minutes	true	Assigned

Incident by date opened by priority

Incident by Date Opened by Priority

Legend:
- Resolution SLA : Priority 1 SHO (8 Hrs)
- Resolution SLA : Priority 3 SHO(10Days)
- Resolution SLA: Priority 2 SHO(12Hrs)
- Response SLA: Priority 1 SHO(2Hrs)
- Response SLA: Priority 2 SHO(8Hrs)
- Response SLA: Priority 3 SHO(2Days)
- Response SLA: Priority 4 SHO(4Days)
- SHO Resolution Priority 1 (8 Hrs)-AM
- SHO Resolution Priority 2 (12 Hrs)-AM
- SHO Resolution Priority 3 (10days)-AM

Incident Count based on Incident state

Incident Count

Closed = 14,535 (98.53%)   Assigned = 158 (1.07%)   New = 31 (0.21%)   Awaiting User Info = 14 (0.09%)
Active = 13 (0.09%)   Awaiting Evidence = 1 (0.01%)
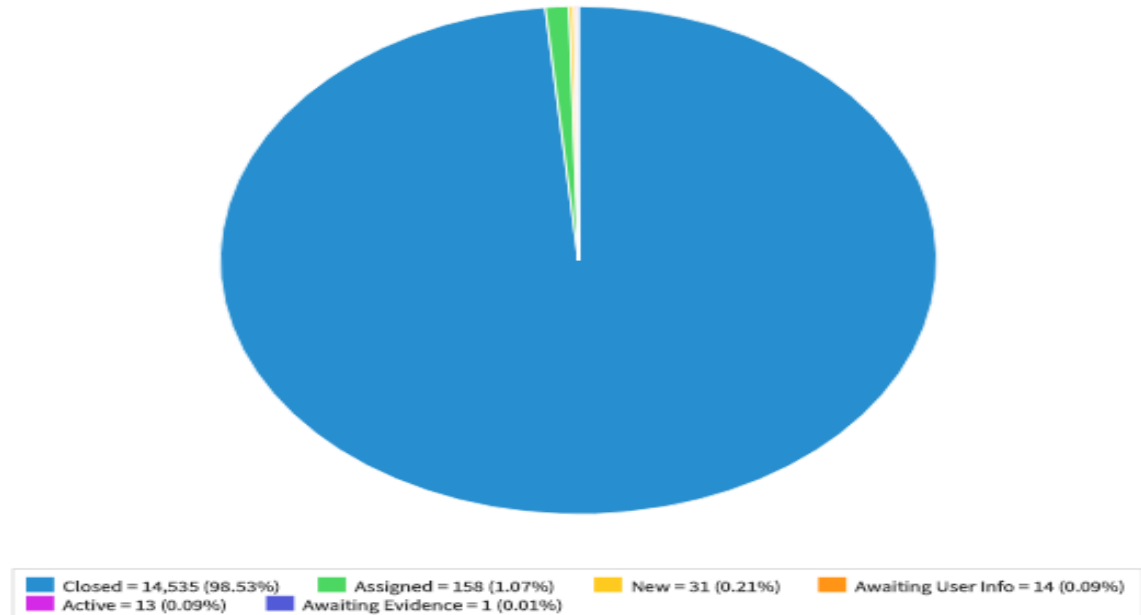
Problem Count based on Problem type

Problem Count

Closed/Resolved = 149 (78.84%)   Open = 32 (16.93%)   In progress = 6 (3.17%)   Waiting for Change = 2 (1.06%)

Change Count based on change state

Change Count

Open = 41 (49.4%) Closed Complete = 40 (48.19%) Closed Incomplete = 1 (1.2%) Closed Skipped = 1 (1.2%)
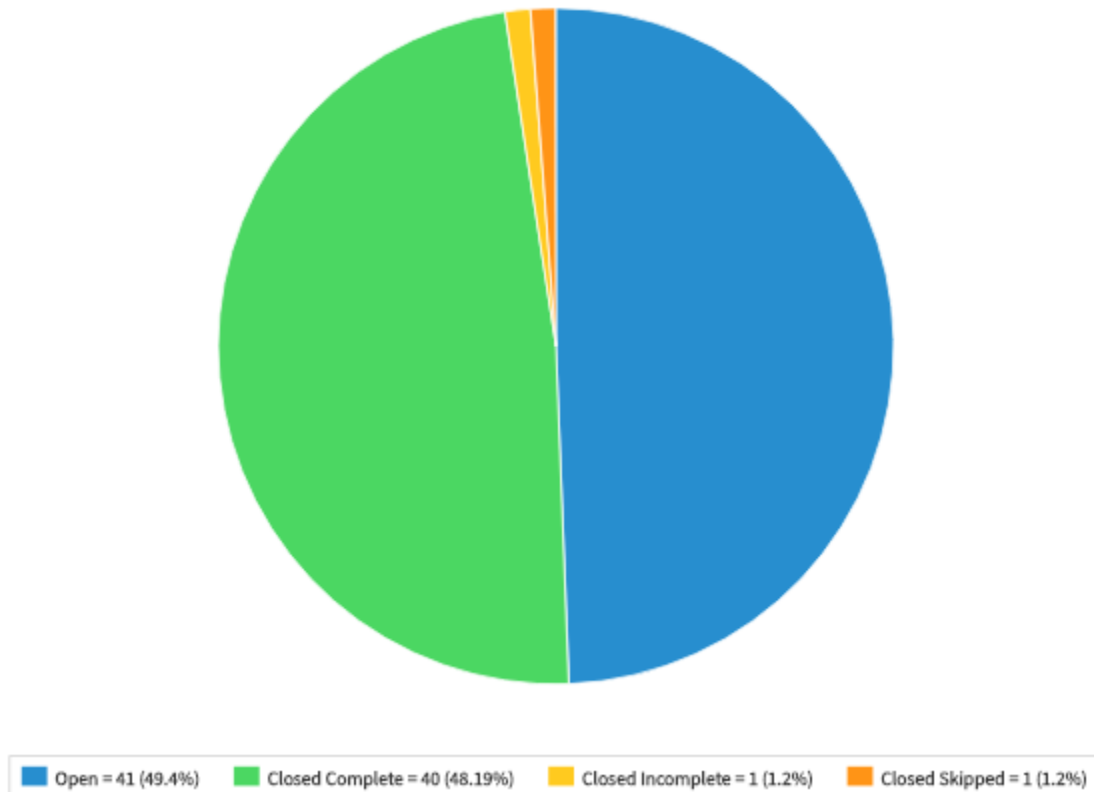
You can find banner tool options by clicking on "gear icon (⚙)" provided on right side of the page.
The popup window appears.
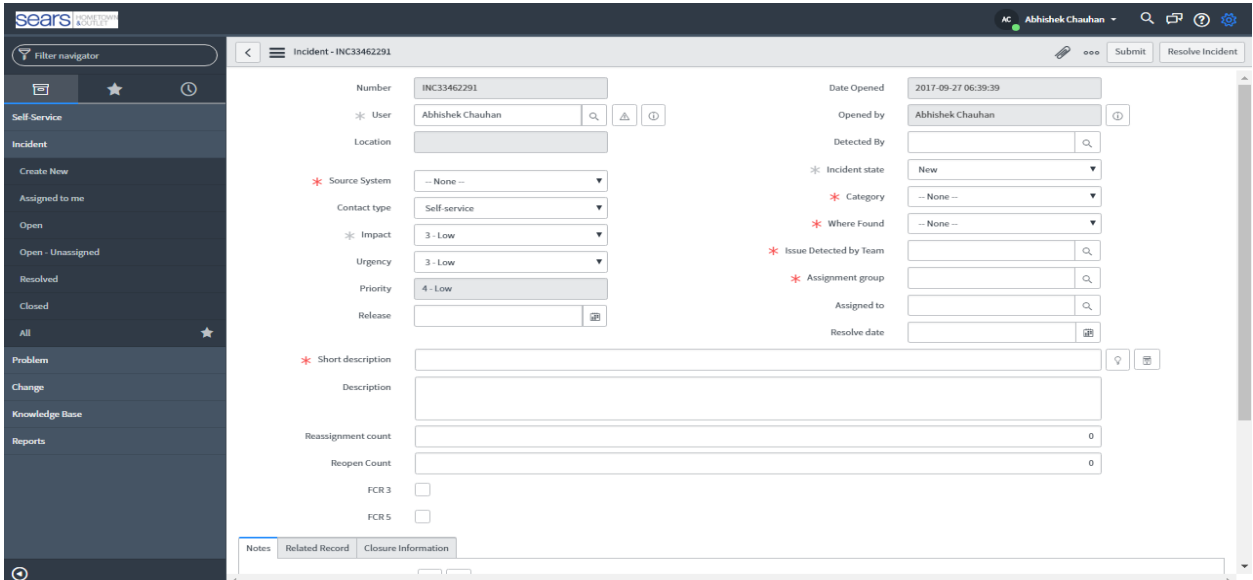
An Incident is an unplanned interruption to a technology service or reduction in quality of a technology service. Failure of a Configuration Item or product that has not yet impacted service is also an incident.

An incident should be logged when there is an Issue or problem, such as a disruption in proper functioning of a Store Service.
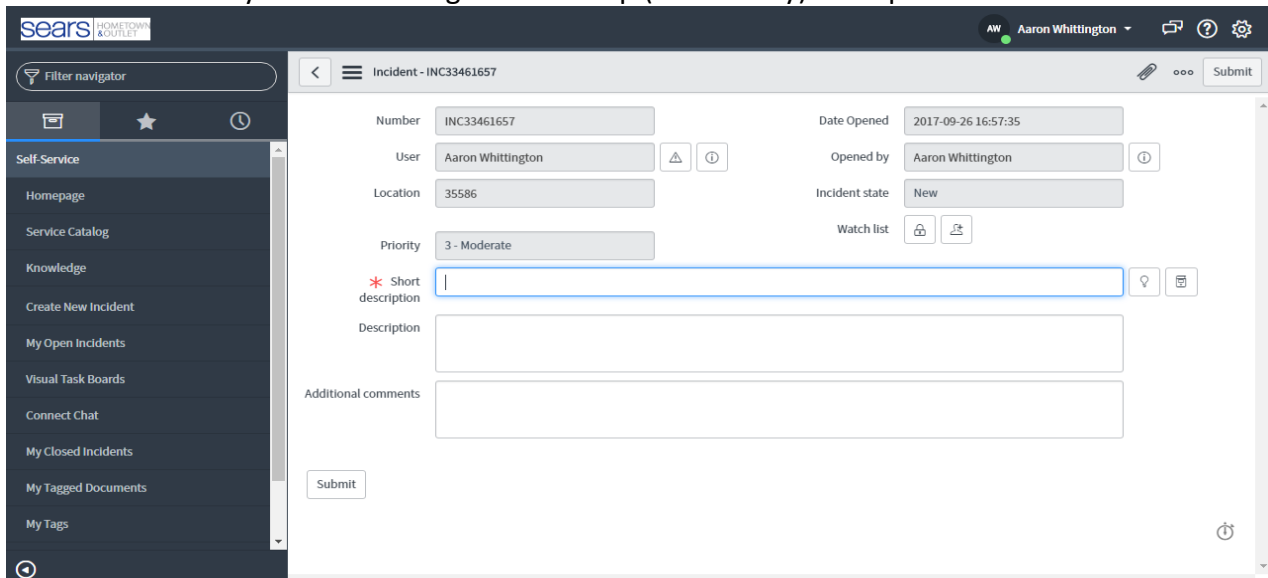
Once an incident is logged, a member of the Service Desk Team will resolve the issue remotely and send follow-up notifications as appropriate. The incident resolution process is below as well as the notifications users will receive throughout the incident lifecycle:
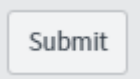
1. Login to Service-Now, and select the "Create New Incident" from Incident module.
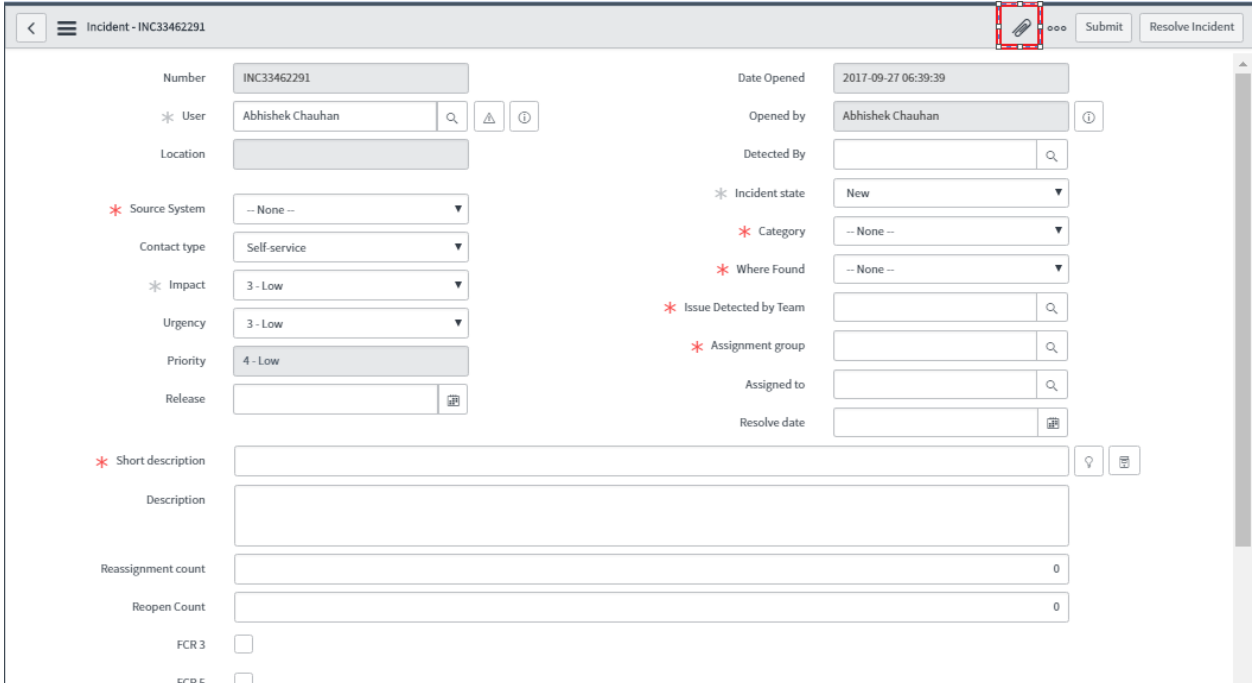
2. Fill in Suggested Source System, Short Description, Category, Where Found, Issue detected by team and Assignment Group (Mandatory) and optional fields as well.
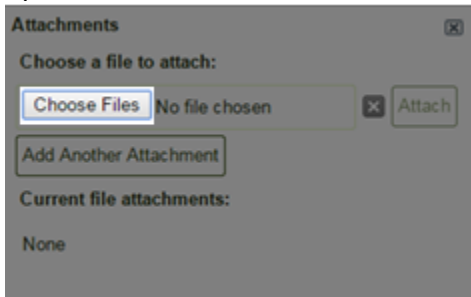
3. Click [Submit] Button to Submit the Incident.
4. Incident will get created.
5. An email will be sent to the user when a ticket is opened on their behalf.
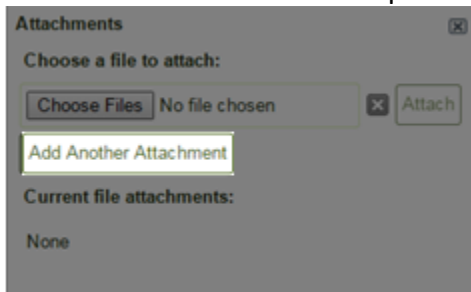
Upload attachments to Incident

1. Click on the attachment button and a dialogue box will appear. Attachment button will appear on right corner of Incident form.
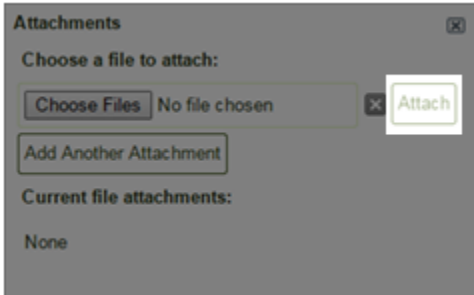
2. From the pop-up window click "Choose Files" and navigate to the file which you want to upload.

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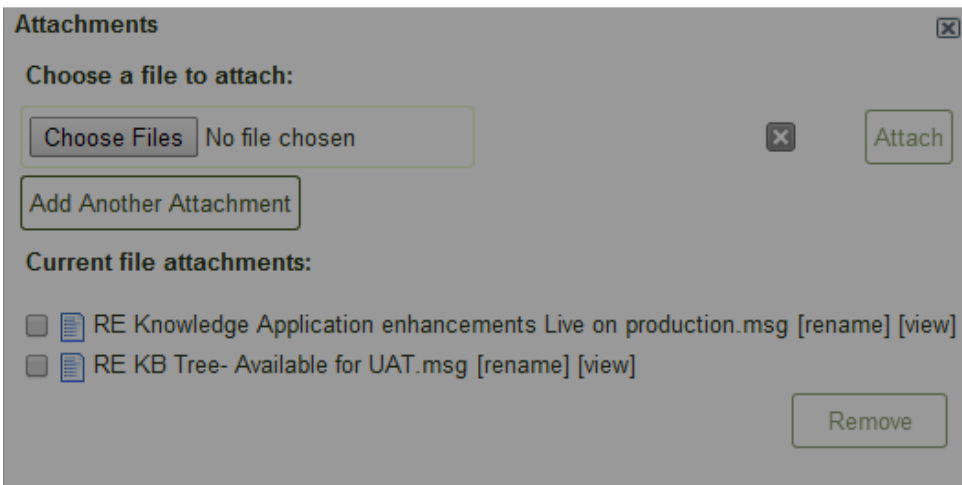
- Click "Attach".

Attachments ☒
Choose a file to attach:

[Choose Files] No file chosen   [☒] Attach

[Add Another Attachment]

Current file attachments:

None

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

Attachments ☒

Choose a file to attach:

[Choose Files] No file chosen   [☒]   [Attach]

[Add Another Attachment]

Current file attachments:

☐ 📄 RE Knowledge Application enhancements Live on production.msg [rename] [view]
☐ 📄 RE KB Tree- Available for UAT.msg [rename] [view]

[Remove]

How to Manage Incident Tickets

Incident Tickets go through the following life cycle:

New → Active → Assigned → Awaiting Problem → Awaiting User Info → Awaiting Evidence → Resolved → Closed
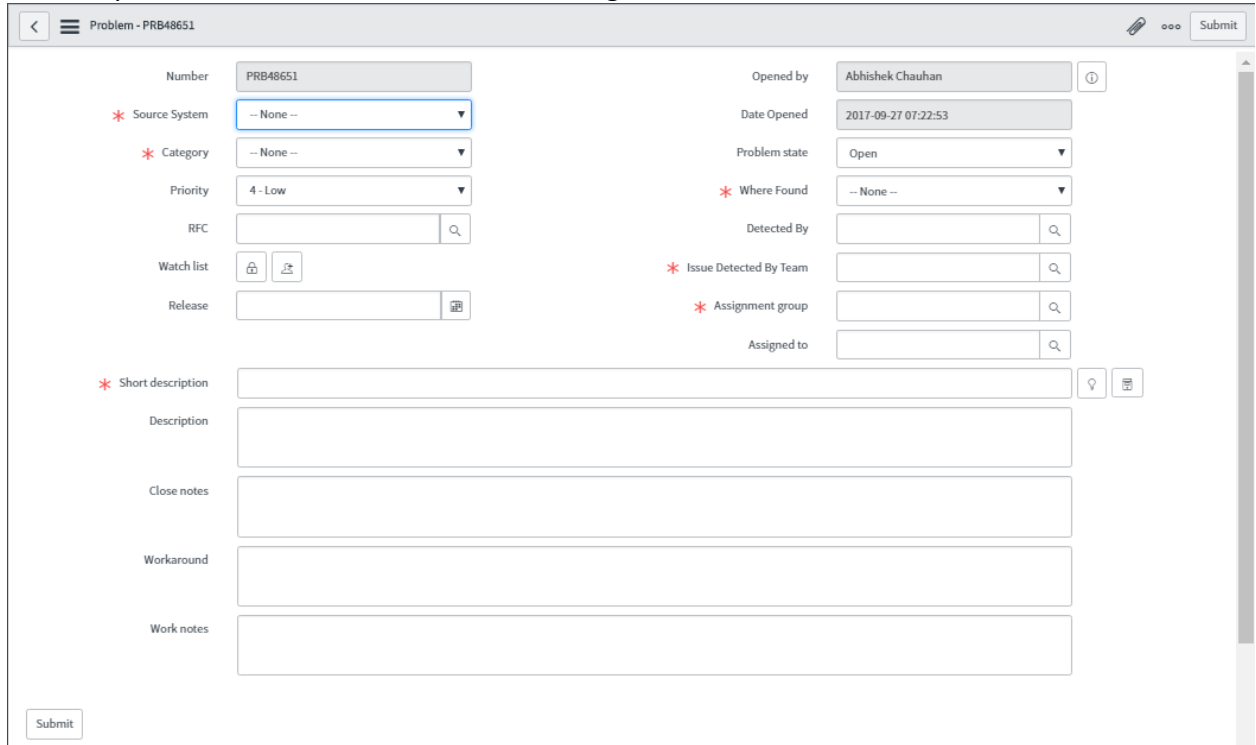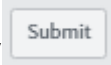
What is Problem

Problem Management helps to identify the cause of an error in the IT infrastructure that is usually reported as occurrences of related incidents. Resolving a problem means fixing the error that will stop these incidents from occurring in the future. While Incident Management deals with fighting symptoms to incidents, Problem Management seeks to remove the causes of incidents permanently from the IT infrastructure

Creating a New Problem

1. Login to Service-Now, and select the "Create New Problem" from Problem module, or else problem can be raised from an existing Incident.
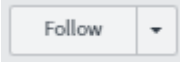
2. Fill all the mandatory and optional fields.

3. Click on (Submit) button to submit the problem ticket.

4. All the activities performed on the ticket can be tracked from activity stream.

5. Upload an attachment following the same procedure as mentioned in Incident process.

6. Follow a problem ticket by clicking on (Follow ▾) button

7. If problem ticket needs to be updated, change the required information and click on (Update) button. The ticket will be updated accordingly.
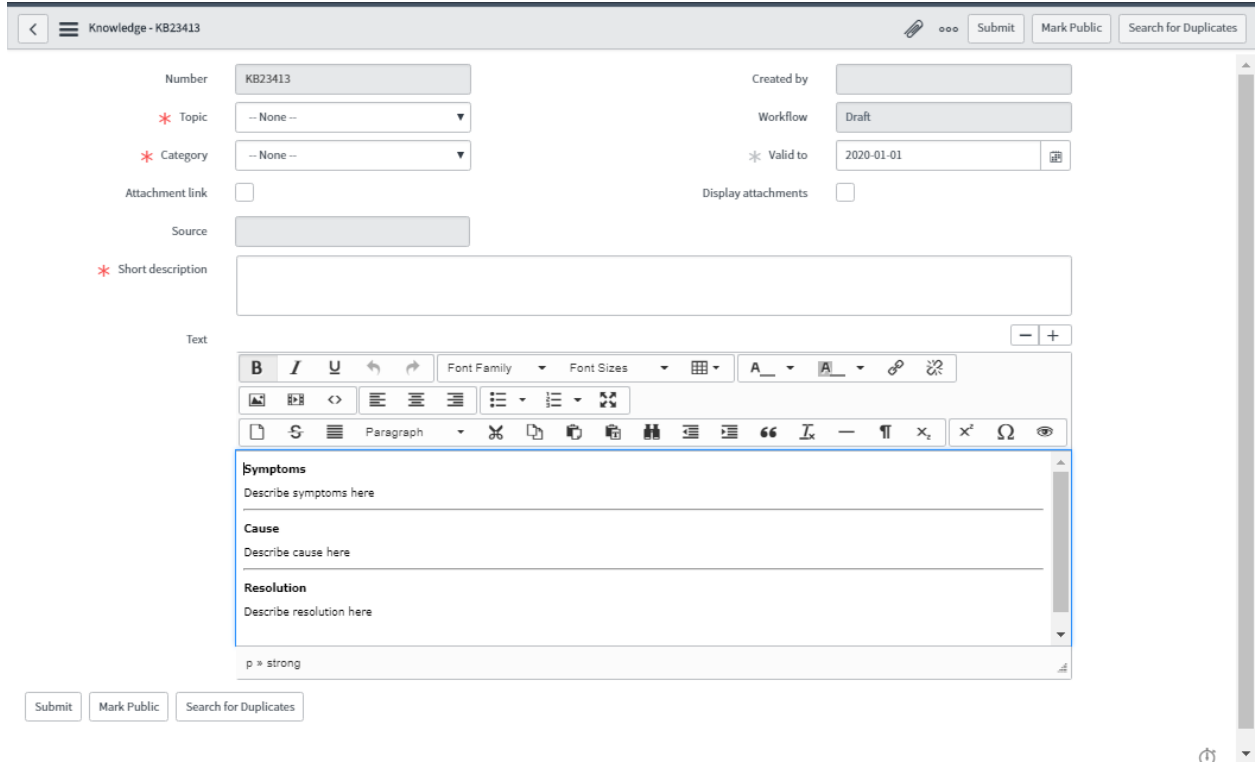
How to Manage Problem Tickets

Problem Tickets go through the following life cycle:

Open → In Progress → Waiting for change → Known Error → Closed/Resolved

Creating a Knowledge Article

1. Login to Service-Now, and select the "Create New knowledge" from knowledge module.
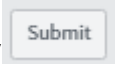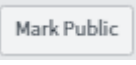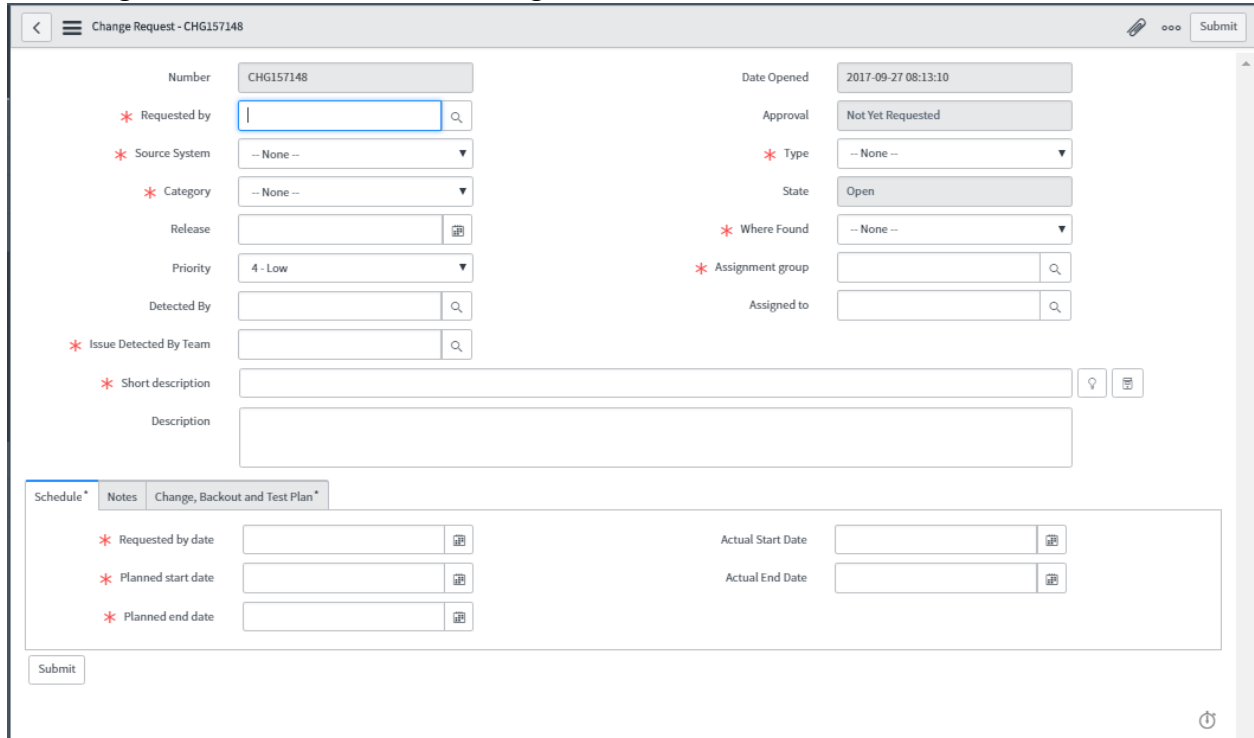
2. Fill all the mandatory, optional fields and required text in the test field.

3. Click on (Submit) button to submit the problem ticket.

4. The article can be marked public by clicking on (Mark Public) button.

5. Upload an attachment following the same procedure as mentioned in Incident process.

Creating a New Change

1. Login to Service-Now, and select the "Create New Change" from change module, or else change can be raised from an existing Incident.

2. Fill all the mandatory and optional fields.

3. Click on (Submit) button to submit the change ticket.
4. If it is a normal and emergency change, then an approval is triggered to requested by manager.
5. Once the manager approves the change, again approvals are triggered to all the assignment group members.
6. After receiving approval from manager and group member, change tasks (Plan, Build, test and Implement) are created.

7. On completing all the tasks, change request state automatically changes to **closed complete.**
8. If change any one of the change tasks are rejected, change request state changes to **closed incomplete.**
9. All the activities performed on the ticket can be tracked from activity stream.

10. Upload an attachment following the same procedure as mentioned in Incident process.

11. Follow a change ticket by clicking on (Follow ▾) button.

12. If change ticket needs to be updated, change the required information and click on (Update) button. The ticket will be updated accordingly.