GSD. ServiceNow - How to handle issues with ServiceNow

Article ID: KB0039542
Created: 2025-01-27 13:22:31
Updated: 2025-01-27 14:14:59
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3', 'value': 'acaf843397d74958f7e3bb8fe153afe3'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/5e325c48c38a1a100acd3300150131e3', 'value': '5e325c48c38a1a100acd3300150131e3'}

General Information:

Possible symptoms/errors:

How to handle issues with ServiceNow.

Alternative names of the system:

SNOWTicketing ToolIT Service Portal

IMPORTANT NOTICE:

In case of ServiceNow outage SD is obliged to contact the ServiceNow SLS team via e-mail or MS Teams immediately.

Solution:

In case of any issues occurring within the ServiceNow ticketing tool (either frontend or backend) SD needs to assign the ticket to the ServiceNow SLS team Ext_WW_ServiceNow_SLS_Capgemini. It will be analyzed by them or by the 3rd level support team Ext_WW_ServiceNow_TLS_Capgemini. Such ticket must include the following information:

Affected user Summary of the issue Screenshot of error message Other necessary information depending on the issue.

ServiceNow Outage:

In case of ServiceNow outage SD needs to contact the SLS team. If a major incident ticket cannot be created due to the service unavailability an immediate communication via e-mail or MS Teams is mandatory.

Contact: Mark Townson

Group lead: Hermann Luckhardt

Assignment Group:

Ext_WW_ServiceNow_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

ServiceNow Backend: https://fmcna.service-now.com/ Frontend/Service Portal: https://fmcna.service-now.com/sp