

Service Now On-Call Procedure

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Preface:

Service Now Links for FMC

Production Link for SN Instance:

· Production: <https://fmcna.service-now.com>

Development Links for SN Instances:

· Development: <https://fmcnadev.service-now.com>

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Intro

On-Call schedules in Service Now allow a quick view of resources to contact in the event of a major incident requiring immediate attention. Managers can set their on-call rotation and schedules, set escalation rules, and allow roster members to manage and maintain the schedules. On-call schedules can be viewed by group, and reports can be run to generate a calendar of on-call groups for a given time period.

Viewing On-call schedules

To access the on-call schedules, use the navigation pane on the left hand side of the ServiceNow user interface. Note, you must have the itil role enabled on your account to use the UI rather than the Service Portal.

Once here, you will see the on-call groups to which you belong under the “My On-Call Schedules” tab.

Parts of an on-call schedule:

Shift

A shift is the time period during which the members of a roster are on-call. You can view the details of any shift from the calendar.

Roster

A roster is a set of members that is on call for a shift. Because there is typically a roster for each escalation level (primary, secondary, tertiary), there are typically multiple rosters for a shift. The members of any roster are contacted in the order that is defined by the escalation policy.

Roster members (members)

The members of a roster are the users that have been added to a single roster. Roster members typically have the itil role. During an assigned shift, members must be available to act if notified of an escalation.

- Users must be members of the same group.
- The shift manager (rota_manager role) might or might not be a roster member.

Rotation

Rotation is the process of exchanging the turn of duty of members of a roster.

- Members' From and To dates determine when they are members of the roster.

Schedule

A schedule specifies the times that shifts are active. For example, a company that wants coverage of tasks around the clock would use a 24-7 schedule. Companies that provide support around the globe could use a follow the sun schedule to cover time zones across continents.

Escalation

Escalations are a series of notifications to roster members for a task. The notifications happen in the order specified by the escalation path for the shift.

Notification

On-Call Scheduling sends escalation notifications to members of a shift. Notification methods include email, voice, Slack, and SMS.

Holidays and time off

Roster members can request time off. Managers can plan for and manage holidays and requests for time off.

Creating New On-Call Schedules

In order to create or modify an on-call schedule, you must have one of the following two roles assigned to you:

Rota_admin (can create, edit, and delete rotations. They can manage all aspects of a rotation such as the rosters, roster members, coverage, and time-off.)

Rota_manager (can do the above, provided they are the manager of the group or be configured as shift manager for the group, or have been delegated either rota_manager or shift manager.

From the On-call navigation menu, choose Create/Edit Schedule

Select the Group from the drop-down reference selector for the schedule

- For "Create Option", select new, unless there is already a template available that you want to select.
- Leave Allow Shift Schedule Overlap and Escalation Rule on Shift overlap Default for now.

You can change these settings after creation if you wish.

- Use a Shift name that will be intuitive and recognizable for the group.
- The question “Would you like to use an existing schedule?” gives you common schedules to choose from, or you can define your own.
- Choose the start date, and whether or not to specify holidays on the calendar schedule. You can choose whether or not to send on-call reminders, and settings for how many weeks of coverage are shown for those who subscribe to the on-call calendar.

Unless you have another shift to create, for example, for an offshore team or a 3rd shift, etc... click “Next Step” in the upper right hand corner to continue.

This step creates members of the PRIMARY roster.

- Select the members of the group which have been populated for you in the list selector box, and move the members who will rotate through primary on-call into the “Selected” box.
- Select the start date, rotation interval, day of week for rotation, on-call reminders. Then, select Add Roster to create your SECONDARY on-call roster.

If you selected to copy the details of the primary roster, you will already have the members you selected in the primary roster, present and selected for the secondary roster.

If you are done creating rosters (you have no tertiary on-call roster), click Next Step in the upper right hand corner to continue.

The next panel allow you to specify how long to wait in between notifications to members of the roster, and also who to notify if no one in the rosters have acknowledged the notification. Choices here are to notify a specific individual, notify all, or the group manager.

After you have made your choices, you may click “Next Step” in the upper right hand corner to continue.

From here, you will review and publish your on-call schedule, and send subscriptions to the members of the rosters so that they can view the on-call schedule and calendar.

Once you have published the on-call schedule, you will be able to view and manage your on-call schedule, modify coverage for shifts from the calendar itself, and modify any settings.

Other Resources

Service Now On-Call documentation: [Service Now On-Call - Paris release](#)

Creating an On-Call Schedule: [ServiceNow Creating an on-call schedule](#)