

# ITIL Implementation Guide

## Implementing ITIL in ServiceNow

# ITIL Implementation Guide

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**Note:** *This article applies to Fuji and earlier releases. For more current information, see ITIL<sup>[1]</sup> at <http://docs.servicenow.com>. The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.*

## Overview

The IT Infrastructure Library (ITIL)<sup>[2]</sup> is an integrated, process-based, best practice framework for managing IT services. It provides guidance for creating and operating a Service Desk that provides efficient communication between the user community and the IT provider. Originally initiated to improve IT service management for the UK central government, it has become a standard for many organizations; public or private sector, large or small, centralized or distributed.

This guide provides a general overview of ITIL concepts and how ServiceNow can enable these processes.

## Service Design

### Service Level Management

The Service Level Management process is designed to ensure customer satisfaction within IT service processes. Service level agreements are made between the IT staff and the customers, and the IT desk must monitor their performance as compared to the agreements. In addition, underpinning contracts with external vendors and operational level agreements with internal vendors ensures that these service level agreements are feasible. To find out how ServiceNow implements Service Level Management, visit Service Level Management<sup>[3]</sup>.

### Availability Management

The Availability Management process ensures that availability within a system is kept as close to 100% as possible. By both reacting to past service failures, and planning to avoid future service failures, Availability Management can greatly increase end-user satisfaction with services. To find out how ServiceNow implements Availability Management, visit ITIL Availability Management.

### Capacity Management

The Capacity Management process is designed to ensure that business services are not made unavailable by over-capacity. By analyzing past failures and planning for growth of demand of services, Capacity Management can increase end-user satisfaction with services. To find out how ServiceNow implements Capacity Management, visit ITIL Capacity Management.

## **Supplier Management**

Supplier Management is a process that defines and monitors agreements between an IT department and an external supplier. To find out how ServiceNow implements Supplier Management, visit [ITIL Supplier Management](#).

## **Service Catalog Management**

The service catalog provides a front end for customers to request items and services. Service Catalog Management ensures that this service catalog provides accurate and useful information on the items and services. For more information on how ServiceNow implements Service Catalog Management, visit [ITIL Service Catalog Management](#).

## **Service Transition**

### **Change Management**

The Change Management process ensures that standardized methods and procedures are used for efficient and prompt handling of all changes to minimize the impact of change related incidents on service quality. Consequently, change management aims to improve the day-to-day operation of the organization. IT-related changes that may affect one or many customers are tracked with Change Management. Adding memory to one machine, getting a new server, and installing the latest Windows OS on all PCs are all examples. To find out how ServiceNow implements Change Management, visit [ITIL Change Management](#).

### **Knowledge Management**

The Knowledge Management process ensures that important information flows freely throughout the IT organization. Knowledge Management keeps the CMDB and knowledge base of an organization up-to-date, and uses a Knowledge-Centered Support approach to reduce repeat incidents and problems. For more information on how ServiceNow implements Knowledge Management, visit [Knowledge Management with KCS](#)

### **Asset Management**

Asset Management enables a process of monitoring processes, organizations, people, information, applications, infrastructure, and financial capital within an organization. This allows the organization to collect accurate records of these business components, making them available for both internal and external auditing processes. To find out how ServiceNow implements Asset Management, visit [ITIL Asset Management](#).

### **Configuration Management**

Configuration Management provides a logical model of the infrastructure or a service by identifying, controlling, maintaining and verifying the Configuration Items in existence. To find out how ServiceNow implements Configuration Management, visit [ITIL Configuration Management](#).

### **Release Management**

This discipline of IT Service Management is the management of all software configuration items within the organization. It is responsible for the management of software development, installation and support of an organization's software products. Software Control & Distribution procedures include the management of the software Configuration Items and their distribution and implementation into a production environment. This involves the definition of a release program suitable for the organization, the definition of how version control is implemented, and the procedures surrounding how software is built, released and audited. To find out how out

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ServiceNow implements Release Management, visit [ITIL Release Management](#).

## Service Operation

### Request Fulfillment Management

The Request Fulfillment Management process responds to customers' requests for services and items in a timely and effective manner. For information on how ServiceNow implements Request Fulfillment Management, visit [ITIL Request Fulfillment Management](#).

### Event Management

The Event Management process analyzes and responds to events, ensuring that other processes are triggered at the appropriate time. Event management is involved with starting and maintaining processes based on events. To find out how ServiceNow implements Event Management, visit [ITIL Event Management](#).

### Incident Management

The Incident Management process aims to restore normal service operation as quickly as possible and minimize the adverse impact on business operations. This ensures that the best possible levels of service quality and availability are maintained. To find out how ServiceNow implements Incident Management, visit [ITIL Incident Management](#).

### Problem Management

The process of Problem Management diagnoses the underlying cause of the incidents identified by the Service Desk. It arranges for correcting errors in the IT infrastructure and performs proactive problem prevention. To find out how ServiceNow implements Problem Management, visit [ITIL Problem Management](#).

### Facilities Service Management

Facilities Service Management is a process for maintaining and operating facilities associated with an IT organization. To find out how ServiceNow implements Facilities Service Management, visit [Facilities Service Management](#)

## References

- [1] [https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/product/configuration-management/concept/c\\_ITIL.html](https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/product/configuration-management/concept/c_ITIL.html)
- [2] [https://docs.servicenow.com/bundle/helsinki-it-service-management/page/product/configuration-management/concept/c\\_ITIL.html](https://docs.servicenow.com/bundle/helsinki-it-service-management/page/product/configuration-management/concept/c_ITIL.html)
- [3] <https://docs.servicenow.com/bundle/helsinki-it-service-management/page/product/service-level-management/reference/service-level-mgmt-landing-page.html>

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# Service Design

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## Service Level Management

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**The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

### Overview

In any IT process, it is imperative to guarantee a certain level of service to customers. In order to do so, the IT desk must also receive guarantees of certain levels of service from both internal and external providers. These guarantees are Service Level Agreements, Underpinning Contracts, and Operational Level Agreements.

The ServiceNow platform allows these guarantees to be codified within the system, and dynamically tailored to specific contexts.

### Service Level Management Process

#### Defining Service Guarantees

Out-of-box, the platform only supports SLAs. However, by installing the Service Level Agreements (SLA) Plugin, it is possible to also define Underpinning Contracts and OLAs as well.

The SLA engine, out-of-box, is a timer defined by:

- Start conditions - when the timer should start counting.
- Stop conditions - when the timer stops counting.
- Pause conditions - when the timer should pause. So long as this condition is true, the timer will pause, but as soon as it becomes false the timer will resume counting.
- Duration - how long the SLA should continue counting before it is marked Breached.
- Escalation - At what intervals should the escalation of the task be promoted, from Moderate to High to Overdue.

SLAs have color coding on their duration and escalation fields, so that wherever they are displayed, it is easy to see what progress has or has not been made. Breached SLAs and Overdue escalations display red, signaling the need for their attention.

With the SLA Plugin, SLAs no longer use escalations, but rather a more refined workflow system. To learn how to define SLAs with the plugin, see [Defining an SLA with Plugin](#).

There is also a Service Level Contracts plugin available, which allows multiple SLAs to be bundled in a Service Level Contract. To find out more, see [Defining a Service Contract](#).

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## **Monitoring Service Guarantees**

The SLA engine, with or without the plugin, monitors its own progress using the timers. To be informed of the progress of a guarantees, it is possible to configure email notifications or other event processes. These automatically generate the metrics necessary to monitor achievement of the guarantees.

## **Measuring Customer Satisfaction**

In addition to the quantified measure that SLAs provide, it is also possible to use the survey application to collect information from customers as to their satisfaction with their service experience. Once a survey is created, it can be accessed by users in their self-service application. It is possible to generate customer satisfaction surveys randomly after closing tickets or sent in a scheduled email.

## **Continual Service Improvements to Incident Management**

The service level management process can be improved by the service desk, using information gathered within the platform. Much of the data is already stored within the agreement record. To find out how to report on Service Levels, see Reporting on SLAs.

More information can be gathered by enabling auditing, which allows for an accurate review of the history of the problem. With the Metric Definition Plugin, it is possible to define the Key Performance Indicators to monitor within the system. With these metrics, and the information within the database, it is possible to generate reports, which can then be added to homepages or automatically generated and distributed. With the Database Views Plugin it is possible to join tables for reporting purposes.

Using this information, it is possible to refine the SLAs, Underpinning Contracts, and OLAs to better suit the service level team's unique environment.

# Availability Management

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## Overview

The goal of Availability Management is to ensure that IT services are available at all times. This involves monitoring and analyzing services and their components, analyzing past failures, and planning ahead to avoid future ones. Availability management teams can use ServiceNow to collect important information and propose changes.

## Availability Tools

### Asset and Configuration Management

The Asset and Configuration Management applications, including the CMDB, provide an availability management team with information about the assets and configuration items within the network, as well as their relationships. This can provide the availability management team with crucial information to both understand past outages and prevent future outages. For more information, visit ITIL Asset Management and ITIL Configuration Management.

With the Discovery product, these applications are auto-populated with accurate, up-to-date information from the network.

One important table of information within the CMDB is the `cmdb_ci_outage` which tracks both planned and unplanned outages. With the establishment of a business rule, the `cmdb_ci_outage` table can be automatically populated with unplanned outages as they occur, and can be created as part of a change process.

The Baseline CMDB Plugin extends the CMDB functionality with certain important enhancements. With the plugin, it is possible to take a snapshot of the CMDB labeled 'baseline' to have as a reference, and to automatically update CIs once changes are complete. The Enterprise CMDB Plugin also extends CMDB functionality to deal with large CMDBs.

### Service Portfolio Management

With the Service Portfolio Management Plugin, end users can subscribe to Business Services and Service Offerings, and the platform will track availability data on them. For more information, see Service Subscriptions.

### Change Management

The Change Management application allows the availability management team to plan and coordinate changes. A change management task can be created and ushered through a defined workflow. For more information on the change management tools, see ITIL Change Management.

# Capacity Management

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## Overview

The goal of Capacity Management is to ensure that IT services are available at all times by monitoring the capacity of the services. This involves monitoring and analyzing services and their components, analyzing past failures, and planning ahead to avoid future ones. Capacity management teams can use ServiceNow to collect important information and propose changes.

## Capacity Tools

### Asset and Configuration Management

The Asset and Configuration Management applications, including the CMDB, provide an capacity management team with information about the assets and configuration items within the network, as well as their relationships. This can provide the capacity management team with crucial information to both understand past outages and prevent future outages. For more information, visit ITIL Asset Management and ITIL Configuration Management.

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# Supplier Management

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## Overview

The goal of Supplier Management is to ensure the reliability and cost-effectiveness of outside suppliers. The supplier management team negotiates contracts with external suppliers, and regularly reviews these contracts to ensure that they are being met. The ServiceNow platform provides tools for defining and monitoring these contracts.

## Supplier Management Tools

### Underpinning Contracts

If the supplier management team has negotiated underpinning contracts attached to service level agreements, these can be defined and automated using the Service Level Agreements (SLA) Plugin. Underpinning contracts define and monitors the guarantees. Within ServiceNow, these are fully integrated into the Service Level Management system. For more information, see ITIL Service Level Management.

### Supplier Contract Database

Within the Asset Management application, information is stored regarding contracts, leases, service contracts, purchase orders, warranties, and software licensing. This allows the supplier management team to easily record and track the contracts, with information such as schedule, affected configuration items, and cost and payment schedule. In addition to the Contract Database, it is possible to install the Software Asset Management Extensions Plugin to get warning as contract expiration deadlines approach.

# Service Catalog Management

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## Overview

Service catalogs <sup>[2]</sup> provide a customer-facing view of available service and product offerings provided by departments within the organization. This allows organizations to promote these offerings in a structured and easily navigable way, and encourages customers to access catalogs to serve their own needs.

A well-defined and managed service catalog provides:

- A self-service opportunity for customers.
- A single portal to present all service and product offerings.
- A standardized approach to request fulfillment.
- Management of customer expectations.

The aim of service catalog management is to ensure the accuracy and availability of the items provided within the catalogs.

The Service Catalog application allows you to define and manage all aspects of your service catalogs, including the ability to define the available catalog items, define specific request fulfillment workflows, and create customizable catalog portal pages.

## Video Tutorial

This video introduces the service catalog application.

ServiceNow Service Catalog Demo

## Setting Up a Service Catalog

Administrators and catalog administrators, users with the `catalog_admin` role, can use the Service Catalog application to define service catalog content and layout.

Administrators and catalog administrators can define and manage multiple service catalogs, starting with the Eureka release.

A typical service catalog setup process involves the following steps.

1. Assign roles to those users who are working with the service catalog.
2. Customize the service catalog homepage to meet your requirements.
3. Define content to provide in the service catalog:
  - Catalog items: the goods and services available within the catalog.
  - Categories: the groups of items displayed on the catalog home page.
  - Variables: the options available for tailoring a catalog item to meet specific needs.
4. Define request fulfillment processes, the procedures your organization uses to deliver ordered catalog items.

Administrators and catalog administrators can further extend the service catalog to provide more powerful features, using specialized catalog items, configuration options, and scripting functions. For example, administrators can

customize the checkout process used when ordering catalog items.

## Roles

Role Title [Name]	Description
Administrator [admin]	Can manage all aspects of the Service Catalog application, including scripting functions such as creating UI macros or business rules.
Catalog administrator [catalog admin]	Can manage the Service Catalog application, including catalogs, categories, and items, but not including scripting functions available to administrators.

## Menus and Modules

The Service Catalog application contains these modules:



- **Catalogs:** Define and enable a homepage for multiple catalogs.
- **Catalog:** Access the service catalog portal page to view and request items.
- **Open Records:** View open **Requests**, **Items**, or **Tasks**.
- **Catalog Definition**
  - **Maintain Catalogs:** Create and edit catalogs.
  - **Maintain Categories:** Create and edit categories and subcategories within a catalog.
  - **Renderers:** Define how catalogs and categories are displayed.
  - **Maintain Dynamic Categories:** Create and edit dynamic categories to display commonly-requested items.
  - **Maintain Items:** Create and edit catalog items, the actual goods or services available to order from a catalog.
  - **Content Items:** Create and edit information-based catalog items such as knowledge articles.
  - **Ordered Item Links:** Create and edit link on the ordered item screen, such as a link to a standard terms and conditions page.
  - **Order Guides:** Create and edit standard groups of related items, allowing end users to easily order these items in one request. For example, define a **New Hire Equipment** order guide.
  - **Record Producers:** Enable records to be created directly from the service catalog. For example, allow customers to raise incidents from the service catalog.
  - **User Criteria:** Create user criteria to manage access controls for items and categories.
  - **Maintain Cart Layouts:** Manage configurable cart layouts to define layouts and functions for your cart without scripting.
- **Catalog Policy**
  - **Scriptable Order Guide Failures:** view a list of failures when invoking an order guide using script. For example, if the order guide called does not exist.
  - **Properties:** Define general behavior and usage for a service catalog. For example, configure search behavior and results.
  - **Execution Plans:** Define how a catalog item is procured, configured, and installed (a less-used alternative to workflows).
  - **Fulfillment Groups:** Define groups to perform the work involved in request fulfillment.
  - **Catalog Client Scripts:** Define dynamic effects and validation to items or variable sets.
  - **Catalog UI Policies:** Define the appearance and behavior of fields. For example, make it mandatory for anyone with the title **IT Technician** to add a mobile phone number when ordering business cards.
  - **Overview:** View a homepage showing reports about open requests for catalog items.
- **Catalog Variables**
  - **All Variables:** View and edit all service catalog variables.
  - **Item Variables:** View and edit only the variables that are associated to a catalog item.
  - **Plan Variables:** View and edit variables used with execution plans.
  - **Variable Sets:** View and edit groups of variables that can be shared as sets between catalog items.
- **Mobile Admin**
  - **Mobile Layout:** Configure the service catalog smartphone layout.

## Enhancements

### Fuji

- Administrators and catalog administrators can use user criteria to define reusable access controls for items and categories. Using user criteria stops the usage of entitlements defined.
- Administrators and catalog administrators can use cart layouts to define layouts and functions for your cart without scripting.
- The service catalog GUI is restyled. Buttons, breadcrumb trails, and headers now appear consistent with the other areas of the product.

### Eureka

- Administrators and catalog administrators can create and manage multiple service catalogs.
- Catalog managers and catalog editors can use the catalog item designer to create and maintain catalog items, enabling distributed service catalog administration.
- Administrators can run order guides automatically from within a workflow or a server script.
- Administrators and catalog administrators can create filters to show which variables users select when they order items.

### Dublin

- Administrators can create service catalog record producers directly from the table record.
- Users can access the service catalog from mobile devices.
- On catalog item records, the **Model** field is now visible by default. The field is automatically populated for items created by publishing models.

## References

- [1] [https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/service-catalog-management/concept/c\\_ServiceCatalogManagement.html](https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/service-catalog-management/concept/c_ServiceCatalogManagement.html)
  - [2] [https://docs.servicenow.com/bundle/helsinki-it-service-management/page/product/service-catalog-management/concept/c\\_ServiceCatalogManagement.html](https://docs.servicenow.com/bundle/helsinki-it-service-management/page/product/service-catalog-management/concept/c_ServiceCatalogManagement.html)
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# Service Transition

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## Change Management

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**Note:** *The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.*

### Overview

Change Management helps organizations understand and work to minimize risks of changes to the IT environment. It is essentially a process for managing the people-side of change. ServiceNow helps implement your Change Management process by providing on-demand capabilities for creating, assessing, approving and implementing changes to your environment.

Within the platform, changes are handled using the task record system. Each change is generated through a variety of means as a task record, populated with the pertinent information in individual fields. These tasks can be assigned to appropriate change management team members, who will deal with the task as appropriate. Once the change has been properly implemented, it is closed.

### Change Management Process

#### Raising and Recording Changes

A new change record can be generated in a number of ways:

- An IT team member (role: **itil**) can generate a change by hand through Change > Create New or clicking New from the change record list.
- An IT team member (role: **itil**) can request a change through the Service Catalog.
- A change can be requested from an incident.
- A change can be requested from a problem.
- If a user attempts to create a generic task, the task interceptor will first ask them to specify what sort of task they would like to create. In this way, tasks are always assigned a handling process.
- If an appropriate inbound email action is configured, it can be generated from an email.

If an assignment rule applies, the change will be assigned to the appropriate user or group. Otherwise, it can be assigned by hand.

Email Notifications will keep involved parties informed about updates to the change request.

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## Assessing and Evaluating Changes

Once a change request is in place, the change management team must populate the change request with as much information as possible in order to fully assess the requested change.

Information that can be collected out-of-box:

- **Priority**
- **Category**
- **Type** - Selects a type of change, which triggers an appropriate workflow. Out-of-box, these choices are:
  - **Routine** - A low-impact, commonly performed change.
  - **Comprehensive** - A higher impact change with a more complex procedure.
  - **Emergency** - A high impact change, created in response to an urgent situation.
- **Risk** - In addition to manually evaluating the risk involved in a change, it is possible to install the Best Practice - Change Risk Calculator to assist in this aspect of the process.
- **Schedule** - Includes a requested by date, a planned start and end date, and work start and end dates. This can be integrated with Outlook so that the change schedule will appear in Outlook's calendar. Note that changes made to the schedule in Outlook will **not** change the change record.
- **Change/Backout/Test Plans**
- **Change Tasks** - Can either be generated manually or created from a workflow. If Change Management Workflows is installed, the ITIL best practice workflow appropriate to the specified type (see above) will be used.
- **Approvers** - Can either be generated manually, using an approval engine, or generated from a workflow.
- **Problems** - If the change was generated from a problem, this related list will be automatically populated. Otherwise, this can be populated by hand.
- **Affected CIs** - a list of configuration items (from the CMDB) that will be affected by the change.
- **Impacted Services** - a list of business services (from the CMDB) that will be affected by the change.

## Planning Changes

Changes can be planned directly in the change record, but for complex, multi-step changes, Project Management allows specificity of planning. Projects in the Project plugin can organize many layers of tasks, and present the tasks as a Gantt Chart timeline.

## Authorizing Changes

Approvals for changes can be specified in one of several ways.

- Specified by hand, using the Approvers related list
- Generated using an Approval Rule
- Generated using a workflow.

Using automated approvals, emails will be sent out informing the appropriate user that they need to approve the change. They can either update the Approval field on the form, or can simply respond to the email if the appropriate inbound email action is configured.

## Closing Changes

Once the change has come to an end, and the change has been tested and confirmed, the change can be closed by changing the state. If the change was generated from an incident or problem, a business rule can be configured to automatically close them upon closing the change.

## Continual Service Improvements to Change Management

The change management process can be improved by the service desk, using information gathered within the platform. Much of the data is already stored within the incident record. More information can be gathered by enabling auditing, which allows for an accurate review of the history of the problem. With Metric Definition Support, it is possible to define the Key Performance Indicators to monitor within the system. With these metrics, and the information within the database, it is possible to generate reports, which can then be added to homepages or automatically generated and distributed. With Database Views it is possible to join tables for reporting purposes.

Using this information, it is possible to refine automatic rules such as the assignment rules, workflow, approval engines, or scheduling to better suit the change management team's unique environment.

# Knowledge Management

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**Note:** The Knowledge Management functionality changed significantly with the Fuji release. For more current information, see *Knowledge Management*<sup>[1]</sup> at <http://docs.servicenow.com> The ServiceNow Wiki is no longer being updated. Please refer to <http://docs.servicenow.com> for the latest product documentation.

## Overview

The knowledge management process ensures that important information flows freely throughout the IT department and to the entire organization. For organizations using knowledge centered support (KCS) processes, this information is also part of the incident management and problem management processes. By storing and making available information about common problems and issues, knowledge centered support helps prevent future redundant incidents.

The ServiceNow Knowledge Base application provides role-based tools to create, store, and publish this important information. It also provides tools for all users to find and view the information as needed.

## Knowledge Management Roles

Knowledge management uses these roles:

- **knowledge role:** creates and translates articles; reviews and responds to feedback; works with article submissions.
- **knowledge\_admin role:** performs all the activities of the knowledge role; reviews and responds to ratings, flagged articles, and user search information; updates the knowledge portal with links to outside resources.
- **admin role:** performs all the activities of the knowledge and knowledge\_admin roles; applies role restrictions and other supplementary settings to articles, configures knowledge management properties; manages the label and message text for knowledge forms and pages.

Administrators assign these roles to the users and groups who maintain the knowledge content.

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## Application and Modules

The Knowledge Base application contains these modules, which are available to all users with the admin, knowledge\_admin, and knowledge roles, unless otherwise noted.

Module	Description
Create New	Opens the Knowledge form where you can create a new article. The article number is provided. Enter the content for the article. Users with the admin role can set the article workflow state and assign roles if access is to be limited.
Published	Lists the articles whose workflow state is <b>Published</b> . These articles are accessible from the knowledge portal and search. Review or update published articles, as needed.
Edit	Lists all knowledge articles, regardless of their workflow state. Review or update the articles, as needed.
Retired	Lists articles whose workflow state is <b>Retired</b> . These articles are not accessible from the knowledge portal or search. Review the articles to determine whether any should be updated and republished, retained for historical reference, or deleted.
Feedback	Lists knowledge feedback records. Use the <b>Work notes</b> field on the Knowledge Feedback form to document any changes made as a result of the feedback.
View	Displays the knowledge portal. Search and view articles or click and drag a topic header to temporarily change the arrangement of topics in the portal.

### Submissions

Assigned to me	Lists all knowledge submissions assigned to the logged in user who has the admin, knowledge_admin, or knowledge role. Review the submission to determine whether to create an article and submit it for approval or to reject the submission and note the reason. Submissions are created only when the knowledge submission workflow is enabled.
Open Submissions	Lists all knowledge submissions with <b>Status</b> set to <b>Submitted</b> or <b>Assigned</b> . Review the record to determine whether to assign the submission to a knowledge worker, create an article and submit it for approval, or reject the submission and note the reason. Submissions are created only when the knowledge submission workflow is enabled.  To list submissions that have been closed, create a filter by clicking the arrow beside the breadcrumbs..

### KCS

Flagged Articles	Lists articles that have been flagged as incomplete or inaccurate by users. Open the record to read the user's comment in the <b>Knowledge Feedback</b> related list and to modify the article as needed.  <i>This module is available only to users with admin or knowledge_admin role.</i>
Ratings	Lists ratings from users. Click the <b>Created</b> date to open the rating record. Click the article number to open the article.  <i>This module is available only to users with admin or knowledge_admin role.</i>
Search Log	Lists records of knowledge searches showing the search term and the number of results returned. Use this information to determine whether users are finding what they need in the knowledge base.  <i>This module is available only to users with admin or knowledge_admin role.</i>
Overview	Opens the Knowledge Management homepage. Use the links at the top of the page to add content to the page or change its layout.  <i>This module is available only to users with admin or knowledge_admin role.</i>

### Administration

Navigation Add-ons	Lets you add links on the knowledge portal to different search engines or related websites.  <i>This module is available only to users with admin or knowledge_admin role.</i>
Properties	Lets you configure the knowledge base.  <i>This module is available only to users with admin role.</i>
Messages	Lets you customize the text that appears in various knowledge base locations, such as button labels, category names, and feedback options.  <i>This module is available only to users with admin role.</i>



## Using Knowledge

All users of the ServiceNow application can access the knowledge portal to search, where they can search for and view knowledge articles and provide feedback to help improve the knowledge base. For more information, see [Using the Knowledge Base](#) and [Searching Knowledge](#).

## Creating Knowledge

You can provide knowledge content:

- By creating new articles in the Knowledge form.
- By linking to content in other knowledge systems.
- From existing incidents.
- From existing problems.
- From the service catalog.
- From events by creating a business rule to generate relevant knowledge.
- By publishing managed documents to the knowledge base

Administrators can enable the knowledge submission workflow to have new knowledge articles created as *submissions* that are moderated by knowledge workers before they are published.

## Translating Knowledge

Organizations with knowledge users who speak multiple languages can activate the optional knowledge internationalization features. For more information, see [Knowledge Internationalization](#).

## Tracking and Reporting on Knowledge

Several tracking and reporting options withing ServiceNow help you see how the knowledge content is being developed and used over time. For more information, see [Knowledge Management Reporting and Knowledge Article Tracking](#).

## References

- [1] [https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/product/knowledge-management/topic/p\\_KnowledgeManagment.html](https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/product/knowledge-management/topic/p_KnowledgeManagment.html)

# Asset Management

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**Note:** This article applies to Fuji. For more current information, see *Asset Management* <sup>[1]</sup> at <http://docs.servicenow.com> The Wiki page is no longer being updated. Please refer to <http://docs.servicenow.com> for the latest product documentation.

## Overview

IT Asset Management (ITAM) integrates the physical, technological, contractual, and financial aspects of information technology assets. ITAM business practices have a common set of goals:

- Control inventory that is purchased and used.
- Reduce the cost of purchasing and managing assets.
- Select the proper tools for managing assets.
- Manage the asset life cycle from planning to disposal.
- Achieve compliance with relevant standards and regulations.
- Improve IT service to end users.
- Create standards and processes for managing assets.

Most successful ITAM programs involve a variety of people and departments, including IT, finance, services, and end users.

Asset management and configuration management (CMDB) are related, but have different goals. Asset management focuses on the financial tracking of company property. Configuration management focuses on building and maintaining elements that create an available network of services.

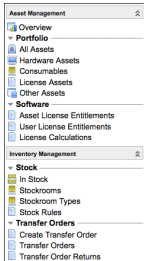
## Asset Management Process

The best method for managing assets depends on business needs and how your business is organized. These steps are one possible process for getting started with Asset Management.

1. Identify assets in your system. A key component of asset management is the initial and ongoing inventory or discovery of what you own. ServiceNow provides these options for asset discovery:
    - The separate, robust Discovery tool.
    - A lightweight, native discovery tool, Help the Help Desk, which enables organizations to proactively scan their network to discover all Windows-based PCs and the software packages installed on those PCs. This WMI-based discovery is included in the base self-service application.
    - For organizations that want to leverage the discovery technologies they have deployed already, such as SMS, Tally NetCensus, LanDesk, or others, ServiceNow can support integration to those technologies via web services. Scanned data can be mapped directly into the configuration management database (CMDB).
  2. Clean up information in the CMDB. Remove information that is obsolete or invalid. Ensure that all remaining information is accurate and complete. Add any necessary information.
  3. Create categories of asset models such as computers, servers, printers, and software.
  4. Create asset models. Models are specific versions or various configurations of an asset, such as a MacBook Pro 17".
  5. Create individual assets, such as hardware, consumables, and software licenses. If you used a discovery tool, you may already have many assets identified accurately.
  6. Manage assets by counting software licenses, viewing assets that are in stock, setting asset states and substates, and analyzing unallocated software.
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# Menus and Modules

Several asset management modules are available in the Asset Management application menu and, starting with the Eureka release, the Inventory Management menu. Prior to the Eureka release, there was no Inventory Management application menu and those modules were in the Asset Management menu. If you are using an older version, see the previous version information.



Under the **Asset Management** menu:

- **Overview:** Opens the Asset Management overview page, which displays graphs and charts for managing assets.
- **Portfolio:** Contains modules to manage assets, including hardware, licenses, and consumables.
- **Software:** Contains modules to entitle licenses to users and machines, and view license calculations that define how software is counted in the Software Asset Management application.

Activating Software Asset Management adds the **Unallocated Licenses** module to the menu.

Under the **Inventory Management** menu:

- **Stock:** Contains modules to manage stockrooms, create new stockroom types, and create stock rules that can automatically transfer assets or send alerts to asset managers.
- **Transfer Orders:** Contains modules to create and manage transfer orders to move assets between stockrooms.

Activating Field Service Management adds the **Personal Stockrooms** module to the menu.

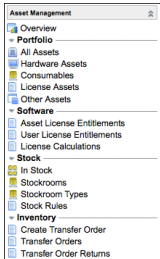


**Note:** For information about the user roles necessary to view the different modules, see *User Roles*.

## Menus and Modules Prior to the Eureka Release

Click the plus (+) to expand information for versions prior to the Eureka release

The Asset Management application menu contains modules for using and managing assets.



- **Overview:** Opens the Asset Management overview page, which displays graphs and charts for managing assets.
- **Portfolio:** Manage assets including hardware, licenses, and consumables.
- **Software:** Entitle licenses to users and machines, and view license calculations that define how software is counted in the Software Asset Management application.
- **Stock:** Manage stockrooms, create new stockroom types, and create stock rules that can automatically transfer assets or send alerts to asset managers.
- **Inventory:** Create and manage transfer orders to move assets between stockrooms.



**Note:** Activating Software Asset Management adds the **Unallocated Licenses** module to the application menu. Activating Field Service Management adds the **Personal Stockrooms** module to the application menu.

## Enhancements

### Fuji

- Users with the asset (Asset manager) role can associate consumables with users.

### Eureka

- The Inventory Management application menu contains asset management modules related to stockrooms and transfer orders.
- If a transfer order has the same source and destination stockroom, its transfer order line automatically moves from the **Draft** stage to **Received** if the selected stockroom is not a personal stockroom. The related asset state and substate become **In stock** and **Pending transfer**.

### Dublin

- Users can enter an asset depreciation effective date that is in the future.
- Users cannot enter a salvage value greater than the cost of an asset. This prevents negative depreciation amount calculations.
- Administrators can link a software vendor item to the software catalog for viewing.
- Administrators can force the creation of an asset manually from the Model Category form if no asset was created when the asset class was selected.
- Users with the asset role can access reports. These additional global reports on asset information are available: Asset Depreciation, Assets by Department, Assets by Location, Assets under Contract, List of Printers
- A gauge called Pending Asset Retirements replaces the Expiring Asset Contracts gauge, which appears in the Contract Management Overview module.

### Calgary

- Hardware models can now have a depreciation schedule. Based on the information specified in the asset record, the depreciation amount is automatically calculated daily using a scheduled job.
- Hardware models can now have disposal instructions. Information such as retired date, resale price, beneficiary, and disposal reason can be added.
- Fixed assets can now be created as containers for multiple assets. Depreciation can be added to fixed assets.
- When using stock rules and selecting the **Vendor** restocking option, a task is now created for the stockroom manager in addition to an email notification being sent.
- A new Product Catalog application enables you to organize all information about assets and models, and coordinate with the service catalog. This improves the quality of information and the ordering experience from within the service catalog.
- A new Procurement application enables you to track requests from the service catalog, create and manage purchase orders, source request items, and receive assets.

## References

- [1] [https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/asset-management/concept/c\\_AssetManagement.html](https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/asset-management/concept/c_AssetManagement.html)

# Configuration Management

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**Note:** This article applies to Fuji and earlier releases. For more current information, see Configuration Management <sup>[1]</sup> at <http://docs.servicenow.com> **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**



**Note:** The latest release that this documentation applies to is Fuji. For documentation on the Geneva release of Configuration Management, see Configuration Management at [docs.servicenow.com](http://docs.servicenow.com) <sup>[2]</sup>.

## Overview

Build and maintain the logical service configurations of the infrastructure and application domains that support a service. These logical service configurations are mapped with the physical configuration / inventory data of the supporting infrastructure and application elements in the respective domains. They track the physical and logical state of IT service elements and associate incidents to the state of service elements, which helps in analyzing trends and reducing problems and incidents.

The configurations are stored in a configuration management database (CMDB) which consists of entities, called Configuration Items (CI), that are part of your environment. A CI may be:

- A physical entity, such as a computer or router
- A logical entity, such as an instance of a database
- Conceptual, such as a Requisition Service

In each case, there are attributes about the CI that you want to maintain, and there is control you want to have over the CI. There are changes that may need to be made and tracked against the CI. Also, to be sure, a CI does not exist on its own. CI's have dependencies and relationship with other CI's. For example, the loss of a bank of disk drives may take a database instance down, which affects the requisition service that the HR department uses to order equipment for new employees.

It is this relationship data that makes the CMDB a powerful decision support tool. Understanding the dependencies and other relationships among your CIs can tell you, for example, exactly who and what is affected by the loss of that bank of disk drives. When you find out that a router has failed, you will be able to assess the effect of that outage. When you decide to upgrade the processor in a server, you can tell who or what will be affected during the outage.

Configuration Items are a personal issue, because each customer has a unique environment. Details about the exact physical attributes of a computer may be needed by one customer, but may just represent meaningless data to another. ServiceNow therefore provides a mechanism to easily define new *classes* of Configuration Items and new relationships that may exist between CI's. New classes can be defined that extend other classes. For example, a **laptop** class exists that extends the **computer** class. The **computer** class itself extends the base CI class. Customer class extensions are automatically part of the ServiceNow environment and blend seamlessly into the integration points for other ITIL processes.

Relationships between CI's can be displayed in a hierarchical fashion, and adding or removing relationship instances is done with a simple double-click of your mouse. For a more detailed description of relationships click [here](#).

## **Auto-Discovery**

The key to any Configuration Management business practice is the initial and on-going inventory or discovery of what you own. ServiceNow provides three options for auto-discovery:

1. Our separate and highly robust Discovery product. You can view and administer CIs as necessary in the CMDB.
2. ServiceNow provides a lightweight native discovery tool, Help the Help Desk, as part of the overall CMDB. Help the Help Desk enables organizations to proactively scan their network to discover all Windows-based PCs and the software packages installed on those PCs. This WMI-based discovery is included in the core ServiceNow functionality, in the Self Service application, at no additional cost. You can view and administer CIs as necessary in the CMDB.
3. For organizations that want to leverage the discovery technologies they already have deployed (SMS, Tally NetCensus, LanDesk etc.), ServiceNow can support integration to those technologies via Web Services. Scanned data can be mapped directly into the CMDB.

## **Integration**

The CMDB has relationships with IT service management processes in the following areas.

### **ITIL Incident Management**

Configuration Management assists Incident Management by: providing the Service Desk with immediate information on the CIs affected, and more timely resolution of faults by understanding what CIs have been affected and changed.

### **ITIL Problem Management**

Configuration Management assists Problem Management by: linking the CIs affected by problems to the incident / problem / change management processes, and ensuring the CI status is properly maintained.

### **ITIL Change Management**

Configuration Management assists Change Management by: recording which CIs have been changed and controlling the status of CIs throughout the entire CI lifecycle. Configuration Management ensures any changes made to CIs are recorded and kept accurate.

### **ITIL Service Catalog Management**

With Service Portfolio Management, Business Services in the CMDB can also be managed by the Service Catalog team, and exposed to end-users who can then request items from them.

## Financial Management

With the Cost Management Plugin, costs can be associated with configuration items, so that the cost associated with Configuration Management can be tracked, and bundled into expense lines, budgets, or cost centers.

## References

- [1] [https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/product/configuration-management/concept/c\\_ITILConfigurationManagement.html](https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/product/configuration-management/concept/c_ITILConfigurationManagement.html)
- [2] [https://docs.servicenow.com/bundle/geneva-it-service-management/page/product/configuration\\_management/concept/c\\_ITILConfigurationManagement.html](https://docs.servicenow.com/bundle/geneva-it-service-management/page/product/configuration_management/concept/c_ITILConfigurationManagement.html)

# Release Management

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**Note:** This article applies to Fuji and earlier releases. For more current information, see Release Management <sup>[1]</sup> at <http://docs.servicenow.com>. **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**



**Note:** The latest release this documentation applies to is Fuji. For the Helsinki release, see Release Management <sup>[2]</sup>. Documentation for later releases is also on [docs.servicenow.com](http://docs.servicenow.com) <sup>[3]</sup>.

## Overview

Release Management <sup>[2]</sup> encompasses the planning, design, build, configuration and testing of hardware and software releases to create a defined set of release components.

ServiceNow handles releases using the task <sup>[4]</sup> record system. Each planned feature is generated through a variety of means as a task record, populated with the pertinent information in individual fields. These tasks can be assigned to appropriate release management team members, who will deal with the task as appropriate until the release has been properly deployed.

Release Management can be effectively used to coordinate releases as a vehicle for planning releases, composed of individual features. Once a release is finalized, a Change Item can be generated (using a custom-built UI Action), allowing the implementation and deployment of a release to be handled within the change management process.

## Release Management Concepts

Release Management consists of the following tables:

- **Products** - represent the hardware or software for which releases will be built. A product can be linked with a Business Service in the CMDB to link it with other ITIL processes.
- **Releases** - represent a planned release for a product. The content of a release is defined by the features (and associated Requests for Change) that it implements.
- **Features** - represent the individual changes being made to the product. A feature may be associated with a configuration item or with a change request, and to a parent release.
- **Release Phases** - represent the planned phases that a release will have, which are used to group the tasks required to carry out the release.
- **Release Tasks** - represent any of the tasks required to implement a feature of a product

## Managing the Release Process

Because features, phases, and release tasks extend the **Task [task]** table, all of the task management tools in the platform are available to power their use:

- **Approval Rules** - automatically issues approvals to involved parties based on pre-defined conditions.
- **Assignment Rules** - automatically assigns tasks to users or groups based on pre-defined conditions.
- **Workflows** - define and automate multi-step execution processes to standardize how work is performed.

In addition, scripts such as business rules and scheduled jobs can further increase the automation of the process.

## Software Control Distribution

The platform allows the Release Management team to control the distribution of software through the creation of a **Definitive Media Library (DML)** stored in the CMDB.

The DML consists of a physical store and a logical store. The physical store is where the master copies of all software media are stored. This tends to be software that has been provided from an external source. The logical store is the index of all software and releases, versions, etc. highlighting where the physical media can be located. The logical store may also be used for the storage of software developed within the organization.

Both physically and logically stored software are represented as records on the DML table.

## Continual Service Improvements to Release Management

The release management process can be improved by the service desk, using information gathered within the platform. Much of the data is already stored within the incident record. More information can be gathered by enabling auditing, which allows for an accurate review of the history of the problem. With the Metric Definition Support, it is possible to define the Key Performance Indicators to monitor within the system. With these metrics, and the information within the database, it is possible to generate reports, which can then be added to homepages or automatically generated and distributed. With the Database Views Plugin it is possible to join tables for reporting purposes.

Using this information, it is possible to refine automatic rules such as the assignment rules, workflow, approval engines, or scheduling to better suit the release management team's unique environment.

## References

- [1] [https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/release-management/concept/c\\_ITILReleaseManagement.html](https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/release-management/concept/c_ITILReleaseManagement.html)
- [2] [https://docs.servicenow.com/bundle/helsinki-it-business-management/page/product/release-management/concept/c\\_ITILReleaseManagement.html](https://docs.servicenow.com/bundle/helsinki-it-business-management/page/product/release-management/concept/c_ITILReleaseManagement.html)
- [3] <http://docs.servicenow.com>
- [4] [https://docs.servicenow.com/bundle/helsinki-servicenow-platform/page/administer/task-table/concept/c\\_TaskTable.html](https://docs.servicenow.com/bundle/helsinki-servicenow-platform/page/administer/task-table/concept/c_TaskTable.html)



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# Service Operation

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## Request Fulfillment Management

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**Note:** This article applies to Fuji and earlier releases. For more current information, see *Service Catalog Request Fulfillment* <sup>[1]</sup> at <http://docs.servicenow.com> **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

### Overview

When a user orders a catalog item, ServiceNow creates a request and attaches the catalog item attached to it. The processing of this request (*request fulfillment*) is driven by a fulfillment process that must be defined.

This process lets administrators automate requesting approvals, assigning requests, and fulfilling requests, using tools similar to those used elsewhere in task administration or workflow.

To define the fulfillment process, administrators need to:

1. Set up fulfillment groups to perform the work.
2. Define the fulfillment processes those groups use to perform the work.

### Setting up Fulfillment Groups

Fulfillment groups perform the tasks related to fulfilling an order. This can include approving an order based on characteristics such as content and price, or any direct action required to complete the order, such as loading software or installing hardware. Any existing user group (in **User Administration > Groups**) can be assigned fulfillment tasks.

To create a group specifically for order fulfillment:

1. Navigate to **Service Catalog > Catalog Policy > Fulfillment Groups**.
2. Click **New**.
3. Fill in the Group form as described under creating groups.

These groups have the type **catalog** and are assigned the catalog and itil roles, but are otherwise normal groups.

## Defining Fulfillment Processes

Each catalog item uses a fulfillment process, to define the request fulfillment process when that item is ordered.

Fulfillment processes are used when ordering standard catalog items, but are not used for some extended types of catalog item, such as content items.

## Selecting a Fulfillment Process

Request fulfillment processes can be defined using either a *workflow* or (less typically) an *execution plan*.



**Note:** ServiceNow typically recommends using workflows for your request fulfillment processes.

## Workflows

Service catalog workflows allow administrators to easily define a complex, multi-step process for fulfilling and approving the request.

Service catalog workflows can be defined using the graphical workflow editor, allowing you to:

- Edit workflows graphically.
- Modify activities and conditions.
- Define transitions between workflow activities.
- Summarize workflow progress through stages.
- Validate workflows to identify potential problems
- Publish workflows for other users.

ServiceNow typically recommends using workflows for request fulfillment processes.

For more information, see [Defining a Service Catalog Workflow](#).

## Execution Plans

Execution plans allow you to describe simple, linear processes.

Although execution plans are useful in some circumstances (for example, if you need to build your processes programmatically or through imports), ServiceNow typically recommends using workflows for request fulfillment processes.

For more information, see [Using Execution Plans](#).

## References

- [1] [https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/service-catalog-management/task/t\\_ManageRequestFulfillment.html](https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/service-catalog-management/task/t_ManageRequestFulfillment.html)

# Event Management

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**Note:** This article applies to Fuji and earlier releases. For more current information, see *ITIL*<sup>[1]</sup> at <http://docs.servicenow.com>. The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.'

## Overview

The goal of Event Management is to detect and analyze events and determine the appropriate process for dealing with the events. This can include categorizing opened tickets, automating processes, comparing performance/behavior against Service Level Agreements, and creating the basis of service improvement and reporting. The ServiceNow platform tracks these events in a number of System Logs, and can respond to them in automated ways using specific policies.

## System Logs

The platform contains a number of logs in the System Logs applications which can be viewed, reported on, or used as the basis of automated policies (see below). These logs include:

- Transactions
- Emails
- Events
- Imports
- Warnings
- Errors

The platform also provides a log file browser, as well as allowing a log file download.

## Event Management Policies

Within the ServiceNow platform, event management can be automated by defining certain policies to respond to specified conditions. The possibilities for these policies are many, because they are custom-defined by the administrator using condition builders or scripts. These automated rules include:

- Task Interceptor
- Business Rules
- Email Notifications
- Inbound Email Actions
- Scheduled Events
- Workflow
- Approval Engines
- Assignment Rules
- Service Delegation

Each of these rules are customizable in the form of IF/THEN: they search for a set of conditions and, once the conditions are triggered, perform a script or task. Because of the extreme flexibility of these event rules, they can be incorporated into any process in a variety of ways, requiring only a knowledge of the appropriate script.

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## Task Interceptor

Most of the ITIL processes in ServiceNow are driven by task records of a particular type. By creating a particular type of task, the user already defines what process will handle the task created. If a user attempts to create a generic task, the task interceptor will first ask them what type of task record they'd like to create. Once the user specifies a type, they are taken to the form for that type of record. In that way, users are prevented from creating tickets or tasks without already directing which process will handle them.

## Business Rules

Business rules provide the flexibility to create automated responses to any event. Out-of-box, there are hundreds of business rules that power many of the functions within the platform. Business rules have two crucial elements: the conditions and the script. The business rule is triggered if the conditions are met, and runs the script.

For instance, one business rule called Post Outage to News is triggered if a business critical business service changes operational status. That is the condition. If that condition is met, it runs a script which checks the new operational status. If the new operational status is down, then the script creates a knowledge base article in the News category informing users of an outage of a business critical service.

Clearly, business rules can be used to automate many processes within the system. This allows IT staff in any department to focus their energies on solving the real-world problems and less time keeping the system accurate.

## Events

One use for business rules is to dynamically generate an event in the Event Log. This creates a log of notable events, as distinguished from the system log. Furthermore, email notifications (see below) use events as their trigger.

## Email Notifications

Email notifications are a crucial communication tool, keeping users informed of information that concerns them. In fact, between email notifications and inbound email actions (see below), some users find that they can go for weeks at a time without visiting their instance in the browser, using email to send and receive communication from the system.

Unlike business rules, email notifications require no scripting knowledge. Email notifications are triggered by events (see above). The administrator writes a simple form email that will be sent out every time a certain event occurs. The email notification form allows pasting of variables that will call up fields from whatever table is generating the email notification. For instance, an email notification generated by an incident can contain in the body information about who opened the incident, what priority the incident is, and what the incident's description is.

Users can enable or disable the email notifications for themselves. Users who receive email notifications can respond to the email, which will trigger an inbound email action. Users can also specify more specific rules regarding which email notifications to receive if the Subscription Based Notifications Plugin is installed.

## Inbound Email Actions

Inbound email actions are the other half of the communication functionality that Email Notifications provide. By responding to email notifications, users can interact with the system through their email provider, without using a browser to visit the instance's website.

Inbound email actions are similar to business rules, using both conditions and scripts. The inbound email action checks the email for a watermark that associates it with a task, and checks for the other conditions. If the conditions are met, the inbound email action performs its script.

For instance, if an email is sent in with no identifiable markings, the default is to create a new incident. If the email has a watermark of an existing incident, the response email will update the new incident according to the inbound

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email action rules.

## System Scheduler

The system scheduler is another method of automating scripts. A schedule item in the system scheduler specifies an interval and run time for the script, and the script itself. This can be useful for automating operational tasks, such as cleaning temporary files and periodically cleaning certain tables. This can also be used, however, for any automated task that uses a specific time interval as its condition.

## Workflow

Workflows are defined processes that generate events based on a defined process. At each step in a workflow, the workflow generates an activity. Once the activity has been responded, the workflow generates the next activity based on how the last activity was resolved. For instance, one common workflow activity is an approval. The workflow generates the request for an approval, and once the user responds, the workflow will generate the next task based on whether the request was approved or rejected.

This allows standard ITIL processes to be codified as workflows, and the standard events within that workflow to be dynamically generated within the workflow.

## Approval Engines

Approval engines are used both within the workflow and independent of them. Approval engines create approval events and connect them to the appropriate approval party, allowing automation of certain approval processes. There are two options for approval engines:

- Approval Rules
- Process Guides

Approval rules are the simpler of the two, and are specialized versions of business rules. They search for conditions, and once the conditions are triggered, run an approval script. For instance, the approval rule Catalog Request Approval >\$1000 looks for any catalog requests where approvals have not yet been requested, and the price of the request is greater than \$1000. If such a request is created, the approval rule requests an approval from the Catalog Request Approvers, and automatically changes the catalog request state to Requested.

Process guides are the more robust version of the approval engine. Whereas the approval rule creates one approval request, the process guide sets in motion a series of steps in an approval process. The process guide searches for a set of conditions, and once the conditions are approved, initiates the first step in the approval process. Once that defined process step is complete, it continues to the next process step, and so on until the process is complete.

These two processes help automate and drive the necessary approval tasks, and put in place standard procedures for approval events.

## Assignment Rules

Similar to approval rules, assignment rules are a specialized business rule that searches for conditions and then runs an assignment script. This is used to auto-assign tasks to appropriate parties. An incident that has a category of Database can be auto-assigned to the database group. Some assignment rules can become very sophisticated, such as the Assignment Based on Workload Script, which assigns a task to the user within a group who has the least amount of work already assigned to them.

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## External Events

Operational events, and other events generated by event management systems outside of the platform, can be integrated into the platform so that information flows between both systems. To see which integrations are available and learn how to implement them, visit [Integration portal](#).

## RSS Event Notification

Events can also be distributed using an RSS feed. This allows users to simply add the RSS feed to an RSS reader for convenience. For information on how to set up the RSS Feed for any list, see [RSS Feed Generator](#).

## Delegations

Service Delegation enables a user to delegate assignments, approvals, and email notifications for a specific period of time. This prevents events from being directed towards a user who is on vacation, or otherwise indisposed.

The Group On-Call Rotation Plugin adds the ability to specify on-call rotations. This means that when an event is automatically assigned to a specific group, the on-call rotation functionality ensures that the users who are on-call at the time that the event is created are the recipients of the event. This prevents high-priority incidents from being assigned to off-duty support members.

## Continual Service Improvements to Event Management

Because of the customized nature of these event management tools, the event management process can be constantly improved by refining the tools to better match the processes. Making the rules and defined processes more specific can create a more refined automated system. As processes change, it is also important to keep the rules and defined processes up-to-date to match the changes in process.

To help this process, it is important to collect as much information about the process as possible. Much of the data is already stored within the incident record. More information can be gathered by enabling auditing, which allows for an accurate review of the history of the problem. With the Metric Definition Plugin, it is possible to define the Key Performance Indicators to monitor within the system. With these metrics, and the information within the database, it is possible to generate reports, which can then be added to homepages or automatically generated and distributed. With the Database Views Plugin it is possible to join tables for reporting purposes.

# Incident Management

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**Note:** This article applies to Fuji and earlier releases. For more current information, see Incident Management <sup>[1]</sup> at <http://docs.servicenow.com>. **The ServiceNow wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

## Overview

The goal of incident management is to restore normal service operation as quickly as possible following an incident, while minimizing impact to business operations and ensuring quality is maintained.

The ServiceNow platform supports the incident management process with the ability to log incidents, classify according to impact and urgency, assign to appropriate groups, escalate, and manage through to resolution and reporting. Any ESS user can log in to ServiceNow to record the incident and track it through the entire incident life cycle until service has been restored and the issue has been completely resolved.

Within the platform, incidents are handled with the task record system. Each incident is generated through a variety of methods as a task record, and populated with the pertinent information in individual fields. These tasks can be assigned to appropriate service desk members, who will deal with the task as appropriate. Once the incident has been properly dealt with, it is closed.

ServiceNow also supports many integrations with outside software. To find out more, visit the integration portal.



**Note:** The incident alert management application allows you to manage communications around high-priority incidents, and is available starting with the Dublin release.

## Incident Management Process

The platform provides a number of tools to enable a service desk to implement the incident management process effectively.

### Identifying Incidents

In addition to having users log incidents, it is possible to automatically generate incidents from pre-established conditions. Business rules use JavaScript to generate an incident after a certain series of conditions has been met. It is also possible to generate incidents from outside the platform with SOAP messaging.

### Logging Incidents

By default, any user can create an incident within the system. There are a number of ways to do this provided in the base system:

- Employee Self Service: ITIL users or administrators can use the **Create New** module in the Incident application, or select **New** from the Incident list. The **Watch list**, **Incident state**, and **Impact** fields are available on the ESS view of the Incident form and the variable formatter is not available. ESS users have write access to the **Watch list** and **Impact** fields.
- Record Producers: Using the Create a New Incident record producer in the service catalog. (Note that this record producer sets the **Contact Type** field of the resulting incident to **Self-Service**.)

- **Inbound Email Actions:** An email addressed to the instance mailbox can create an incident according to inbound email actions.

## Categorizing Incidents

Incident forms have fields for category and subcategory, which allow for easy classification of incidents. These categories can be used by the system to create automatic assignment rules or notifications. For instance, with a certain assignment rule, an incident with a category of **Database** could automatically be assigned to a Database group that always handles database issues.

Another important category for incidents is the incident state. This allows the service desk to track how much work has been done and what the next step in the process might be.

For more information, see [Categorizing Incidents](#).

## Prioritization of Incidents

ITIL uses three metrics for determining the order in which incidents are processed. All three are supported by Incident forms:

- **Impact:** The effect an incident has on business.
- **Urgency:** The extent to which the incident's resolution can bear delay.
- **Priority:** How quickly the service desk should address the incident.

ITIL suggests that priority be made dependent on impact and urgency. In the base system, this is true on Incident forms. Priority is generated from urgency and impact according to the following data lookup rules:

Impact	Urgency	Priority
1 - High	1 - High	1 - Critical
1 - High	2 - Medium	2 - High
1 - High	3 - Low	3 - Moderate
2 - Medium	1 - High	2 - High
2 - Medium	2 - Medium	3 - Moderate
2 - Medium	3 - Low	4 - Low
3 - Low	1 - High	3 - Moderate
3 - Low	2 - Medium	4 - Low
3 - Low	3 - Low	5 - Planning

By default, the **Priority** field is read-only and must be set by selecting **Impact** and **Urgency** values. To change how priority is calculated, administrators can either alter the priority lookup rules or disable the **Priority is managed by Data Lookup - set as read-only** UI policy and create their own business logic.

## Initial Diagnosis of Incidents

Initial diagnosis of incidents is largely a human process, wherein the service desk looks at the information within the incident and communicates with the user to diagnose the problem in the incident.

To aid in the process, the service desk can consult the configuration management database, which contains information on hardware and software within a network and the relationships between them. CMDB can be populated in two ways: Discovery and Help the Help Desk. Discovery is available as a separate product, but Help the Help Desk is available with the base system.



## Escalation of Incidents

The platform has a built-in system of escalation rules which can ensure that incidents are handled speedily. Two escalators are available in the system:

- **Service Level Agreements:** SLAs monitor the progress of the incident according to defined rules. As time passes, the SLA will dial up the priority of the incident, and leave a marker as to its progress. SLAs can also be used as a performance indicator for the service desk.
- **Inactivity Monitors:** The inactivity monitors prevent incidents from slipping through the cracks by generating an event, which in turn can create an email notification or trigger a script, when an incident has gone a certain amount of time without being updated.

## Investigation and Diagnosis of Incidents

Like the initial diagnosis and investigation, investigation and diagnosis are largely human processes. The service desk can continue to use the information provided within by the Incident form and the CMDB to solve the problem. Work notes can be appended to the incident as it is being evaluated, which facilitates communication between all of the concerned parties. These work notes and other updates can be communicated to the concerned parties through email notifications.

## Resolution and Recovery of Incidents

After the incident is considered resolved, the incident state should be set to **Resolved** by the service desk. The escalators will be stopped and the service desk may review the information within the incident. After a sufficient period of time has passed, assuming that the user who opened the incident is satisfied, the incident state may be set to closed.

If an incident's cause is understood but cannot be fixed, the service desk can easily generate a problem from the incident, which will be evaluated through the problem management process. If the incident creates the need for a change in IT services, the service desk can easily generate a change from the incident, which will be evaluated through the change management process.

In addition to the base system incident management workflow, a Best Practice - Incident Resolution Workflow Plugin is available to bring the incident management workflow into better alignment with ITIL v3.

## Closure of Incidents

Closed incidents will be filtered out of view, but will remain in the system for reference purposes. Closed incidents can be reopened if the user or service desk believes that it needs to be reopened.

Incidents that are on the **Related Incidents** list of a problem can be configured to close automatically when the problem is closed through business rules.

If the knowledge check box is selected, a business rule is triggered by closing the incident, and a knowledge article is generated with the information from the incident. This is useful for knowledge management, and knowledge-centered support, reducing the number of repeat incidents by distributing the information related to the incident.

It is also possible to generate customer satisfaction surveys upon closure of incidents. This allows the service desk to gather information about their quality of service directly from the user.

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## Continual Service Improvements to Incident Management

The service desk can improve the incident management process using information gathered within the platform. Much of the data is already stored within the incident record. More information can be gathered by enabling auditing, which allows for an accurate review of the history of the problem.

The following plugins allow you to gather additional incident information:

- **Metric Definition:** Define the key performance indicators to monitor within the system. With these metrics, and the information within the database, it is possible to generate reports that can then be added to homepages or automatically generated and distributed.
- **Database Views:** Join tables for reporting purposes.
- **Vendor Ticketing:** Add vendor data to incidents and integrate with Vendor Performance (starting with the Dublin release).

Using this information, it is possible to refine automatic rules such as the assignment rules, service level agreements, or inactivity monitors to better suit the service desk's unique environment.

Unnecessary incidents can be avoided by encouraging users to consult the knowledge base before creating an incident. For more information, see Knowledge Management with KCS.

## References

- [1] [http://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/incident-management/concept/c\\_IncidentManagement.html](http://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/incident-management/concept/c_IncidentManagement.html)

## Problem Management

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**Note:** This article applies to Fuji and earlier releases. For more current information, see Problem Management <sup>[1]</sup> at <http://docs.servicenow.com> **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

## Overview

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. Problem resolution and elimination of root cause often calls for applying a change to the configuration item in the existing IT environment.

The ServiceNow platform supports the Problem Management process with capabilities to record problems, create knowledge from problems, request changes, assign to appropriate groups, escalate, and manage through to resolution and reporting. This page attempts to detail the out-of-box functionality provided by the platform to manage problems in accordance with the ITIL process.

Within the platform, problems are handled using the task record system. Each problem is generated through a variety of means as a task record, populated with the pertinent information in individual fields. These tasks can be assigned to appropriate problem management team members, who will deal with the task as appropriate. Once the problem has been properly dealt with, the problem task is closed.

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# Problem Management Process

## Identifying and Logging Problems

A problem can be generated in a number of ways:

- An IT staff member can generate one manually using **Problem > Create New** or by clicking **New** from the problem record list.
- An IT staff member can generate a problem from an incident.
- A record producer can be created to allow users to log problems in the service catalog.
- If a user attempts to create a generic task, the task interceptor will first ask them to specify what sort of task they would like to create. In this way, tasks are always assigned a handling process.
- If an appropriate inbound email action is configured, a problem can be generated from an email.

A problem can be associated with a configuration item using CMDB to help the problem management team see the affected item and its relationships to other configuration items.

A problem can be assigned to a user or group. This can be done manually, or using an assignment rule.

A problem can be associated with one or more incidents using a related list, using the **Edit** button. This will already be the case if the problem was generated from an incident. This allows the problem management team to quickly refer to the knowledge already generated by the service desk in investigating the incidents.

## Investigating and Updating Problems

If the problem management team has a problem model process for dealing with certain problems, they can be codified in the system with workflows. This allows for standardization and automation of the process.



**Note:** ServiceNow also provides the *Structured Problem Analysis* application (starting with the Dublin release) as a method for identifying the true root cause of a problem.

As a problem is updated, email notifications will be sent to concerned parties. If inbound email actions are specified, the problem can be updated via email.

The platform has an in-built system of Escalations rules which can ensure that problems are handled speedily. Two escalators are available in the system:

- Service Level Agreements - SLAs monitor the progress of the problem according to defined rules. As time passes, the SLA will dial up the priority of the problem, and leave a marker as to its progress. SLAs can also be used as a performance indicator for the problem management team.
- Inactivity Monitors - The inactivity monitors prevent incidents from slipping through the cracks by generating an event (which in turn can create an email notification or trigger a script) when a problem has gone a certain amount of time without being updated.

## Resolving Problems

If a problem needs a change in order to be resolved, it is possible to request a change, which will be then resolved using the change management process. Once a change has been requested, the problem will appear on a related list on the change item's form. Once the problem is associated with a change item, change the Problem State to Pending Change.

It is possible to create a business rule that will close the problem automatically if the change it is associated with is closed. This automates the process of closing problems that are Pending Change. It is also possible to create a business rule that will automatically close all incidents associated with the problem if the problem is closed.

If a problem's cause has been determined but there is no permanent fix, changing the Problem State to Known Error communicates this fact to the IT staff. This helps reduce the time spent on incidents dealing with the known problem by making known errors easy to find, automatically creating a list of Known Errors. To communicate knowledge related to this problem to users, Create Knowledge from Problem can either communicate a workaround, create a knowledge base article, or create a news item. This is important in the Knowledge-Centered Support process, which reduces repeat incidents and problems, and in the Knowledge Management process.

## Continual Service Improvements to Problem Management

The problem management process can be improved by the service desk, using information gathered within the platform. Much of the data is already stored within the incident record. More information can be gathered by enabling auditing, which allows for an accurate review of the history of the problem. With the Metric Definition Plugin, it is possible to define the Key Performance Indicators to monitor within the system. With these metrics, and the information within the database, it is possible to generate reports, which can then be added to homepages or automatically generated and distributed. With the Database Views Plugin it is possible to join tables for reporting purposes.

Using this information, it is possible to refine automatic rules such as the assignment rules, service level agreements, or inactivity monitors to better suit the problem management team's unique environment.

## References

- [1] [https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/problem-management/concept/c\\_ProblemManagement.html](https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/problem-management/concept/c_ProblemManagement.html)

# Facilities Service Management

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**Note:** This article applies to Fuji and earlier releases. For more current information, see *Facilities Service Management* <sup>[1]</sup> at <http://docs.servicenow.com> **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

## Overview

The Facilities application lets users request changes to the operation and maintenance of your facilities. The facilities staff can then track these requests and make the necessary changes. The benefits of facilities service management include:

- Indicating the exact location of a facilities request on a floor plan so the facilities team knows exactly where users encountered the issue.
- Identifying configuration items (CIs) for each facilities request so you know which items in your infrastructure are also impacted.
- Allowing any user in the system to view all open facilities requests. This gives your users a chance to see the facilities issues that have already been reported before they submit a new request.



**Note:** *Facilities Service Management replaces the earlier Facilities Management application starting with the Eureka release. Customers who are currently using the Facilities Management application can continue to use it after activating Facilities Service Management. However, Facilities Management cannot be activated after upgrading to Eureka or later releases.*

## Facilities Service Management Process

After the facilities administrator creates records for each building, floor, and room in your organization, including specific floor plans, your employees can make requests that can be tracked to a specific room anywhere in any of the buildings.

The process is as follows:

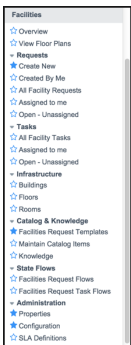
1. Users submit facilities requests using one of the following methods:
  - from the facilities service catalog
  - by tagging the location of the issue on a floor plan
  - on the facilities request form
2. Administrators qualify facilities requests (starting with the Fuji release). Qualifying a facilities request is the process of checking that the information in the request is complete so facilities tasks can be assigned.
3. Administrators organize requests into tasks that need to be done to complete the request and dispatch the tasks (starting with the Fuji release).
4. Facilities staff members perform the tasks necessary to fulfill the request.
5. The assigned facilities staff members close their tasks, allowing the request to be closed (starting with the Fuji release).

# Roles

Role Title [Name]	Description
Facilities administrator [facilities_admin]	Facilities administrators can create and modify all buildings, floors, rooms, and floor plans. They can also qualify and dispatch requests.
Facilities staff [facilities_staff]	Performs the work necessary to answer facilities requests.
Facilities dispatcher [facilities_dispatcher]	Schedules and assigns the tasks to facilities staff (starting with the Fuji release).

# Menus and Modules

Activating this feature adds the Facilities menu to the application navigator with the modules listed below. It also adds modules to the Self-Service application menu.



Under the **Facilities** application menu:

- **Overview:** Open the Facilities Overview homepage, which contains several built-in reports.
- **View Floor Plans:** View the floor plans for each building and submit facilities requests at specific points on the plan.
- **Requests**
  - **Create New:** Create a new facilities request record.
  - **Created By Me:** All facilities requests created by the logged-in user.
  - **All Facilities Requests:** All facilities requests.
  - **Assigned to me:** View and edit facilities requests that are assigned to you or to a group that you belong to.
  - **Open - Unassigned:** View and edit facilities requests that have not been assigned to a user or group.
- **Tasks**
  - **All Facilities Tasks:** All facilities tasks.
  - **Assigned to me:** View and edit facilities requests that are assigned to you or to a group that you belong to.
  - **Open - Unassigned:** View and edit facilities requests that have not been assigned to a user or group.
- **Infrastructure**
  - **Buildings:** Create and edit the building records in your organization.
  - **Floors:** Create and edit floors records that belong to a building.
  - **Rooms:** Create and edit room records on each floor.
- **Catalog & Knowledge**
  - **Facilities Templates:** Create service order templates to update existing facilities documents that reuse the same types of information.
  - **Maintain Catalog Items:** Create or edit catalog items.
  - **Knowledge:** Set up a knowledge base for the application. You can also browse and search for articles that are configured to grant you access, and submit feedback on those articles.
- **State Flows**
  - **Facilities Request Flows:** Create or edit state flows for facilities requests.
  - **Facilities Request Task Flows:** Create or edit state flows for facilities request tasks.
- **Administration**
  - **Properties:** Configure various facilities settings using properties.
  - **Configuration:** Configure the requirements that apply to facilities management, including approvals, qualifications, auto and manual dispatch, and so on (starting with the Fuji release).
  - **SLA Definitions:** Define facilities SLAs.



Under the **Self-Service** application menu:

- **Facilities Catalog:** Submit facilities requests through the service catalog.
- **My Requests:** View all active facilities requests assigned to you. ESS users have read-only access to requests.



**Note:** The Facilities application also installs state flows for facilities requests and tasks in the State Flows application.

## Activating the Facilities Application

Facilities Service Management is available as a separate subscription.

To purchase a subscription, contact your ServiceNow account manager. After purchasing the subscription, activate the plugin within the production instance.

You can evaluate the feature on a sub-production instance without charge by activating it within the instance.

**Click the plus to expand instructions for activating a plugin.**

If you have the admin role, use the following steps to activate the plugin.

1. Navigate to **System Definition > Plugins**.
2. Right-click the plugin name on the list and select **Activate/Upgrade**.

If the plugin depends on other plugins, these plugins are listed along with their activation status.

3. [Optional] If available, select the **Load demo data** check box.

Some plugins include demo data—sample records that are designed to illustrate plugin features for common use cases. Loading demo data is a good policy when you first activate the plugin on a development or test instance. You can load demo data after the plugin is activated by repeating this process and selecting the check box.

4. Click **Activate**.

## Activating Facilities Service Management for the the SM CMS Portal

Facilities Service Management can be added to the Service Management CMS portal by activating the following plugins.

Plugin	ID	Description
Service Management	com.snc.enterprise_service_management.cms	Allows you to add SM applications, such as facilities service management to the Service Management CMS Portal. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details
Facilities Service Management CMS Portal	com.snc.facilities.core.cms	Displays the Facilities Service Management SM application on the Service Management portal. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.

## Upgrading to SM-Based Facilities Service Management

The SM-based Facilities Service Management application replaces facilities service management (starting with the Fuji release). If you already have the Facilities Service Management application active in a pre-Fuji release, the system automatically upgrades the application to the SM-based version when you activate Service Management. All of your facilities requests are automatically migrated to the SM-based Facilities Service Management application. You do not need to perform additional upgrade tasks.



## Enhancements

### Fuji

- The facilities application is redesigned in a structure and workflow that is consistent with the work management application:
  - Facilities requests can be organized into one or more tasks that can be dispatched to facilities groups.
  - By default, the facilities request workflow sends requests through stages of acceptance and qualification before requests can be closed. Request tasks follow another default workflow that sends the tasks through dispatch, assignment, and acceptance before the task can be closed.
- Facilities Service Management is integrated with SM, which helps you manage settings for other SM-based applications, such as Work Management.

### Eureka

- Facilities administrators can create records for buildings, floors, and rooms. These records allow facilities requests to be associated with a specific location in a building.
- Floor plans can be attached to building records. On floor plans, administrators can tag locations, such as conference rooms and cubicles. Users who submit facilities requests can specify one of these locations in the request.

## References

- [1] <https://docs.servicenow.com/bundle/jakarta-service-management-for-the-enterprise/page/product/facilities-service-management/reference/FacilitiesLandingPage.html>

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