

Brennan IT

# ServiceNow User Guide

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Guy Lyon  
2017



**BRENNAN IT**

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## 1. The Brennan IT ServiceNow Portal

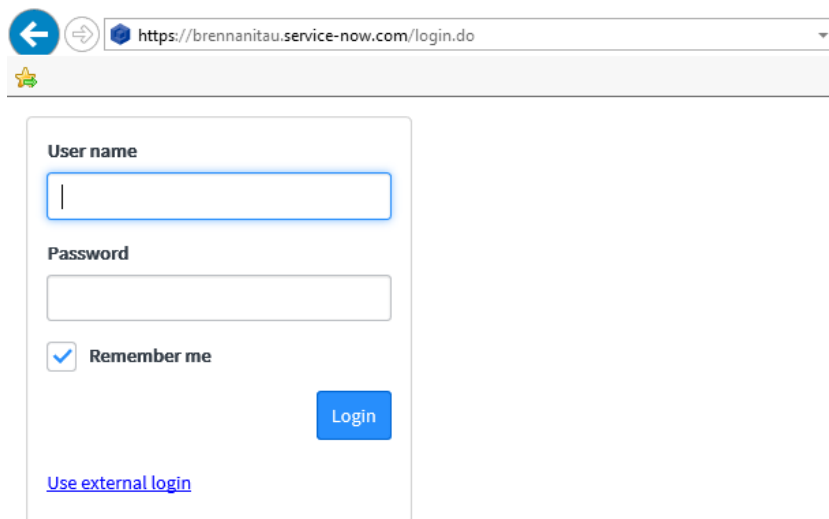
Not only are you supported by a dedicated Account Manager and a Service Desk team available 24x7x365, you also have access to the Brennan IT ServiceNow portal. The Brennan IT ServiceNow portal provides you access to the Brennan IT ticketing system, where you can enter service requests or faults directly into the system, or track the progress of all open calls and gather information on the type of calls most frequently logged.

It also provides insight to user information we have for your organisation as well as any IT infrastructure we manage. Change approval is also delivered through the portal if required for your business.

The portal is scalable and we are investing continuously to deliver many more services over time to benefit our clients.

### 1.1 How to access the Portal

Log in at <https://brennanitau.service-now.com/> or via our website through the 'Login' page.



The screenshot shows a web browser window with the address bar displaying <https://brennanitau.service-now.com/login.do>. The login form contains the following elements:

- User name**: A text input field with a cursor.
- Password**: A password input field.
- ☒ **Remember me**: A checked checkbox.
- Login**: A blue button.
- [Use external login](#): A blue link.

The ServiceNow portal is meant for client IT managers – our main contacts within your organisation to give you a view on how we are managing all IT support. It is not currently intended for 'end users' – who would receive regular updates on their requests via email and phone calls from our Service Desk.

If you have not already been granted a login – please note it is granted this is per individual user email address. To request please email us at [servicedesk@brennanit.com.au](mailto:servicedesk@brennanit.com.au). Your organisation may ask us to confirm login permissions before we provide a password.

You can reset your password through the 'profile' link at the top right, or email us if you lose your password or are locked out.

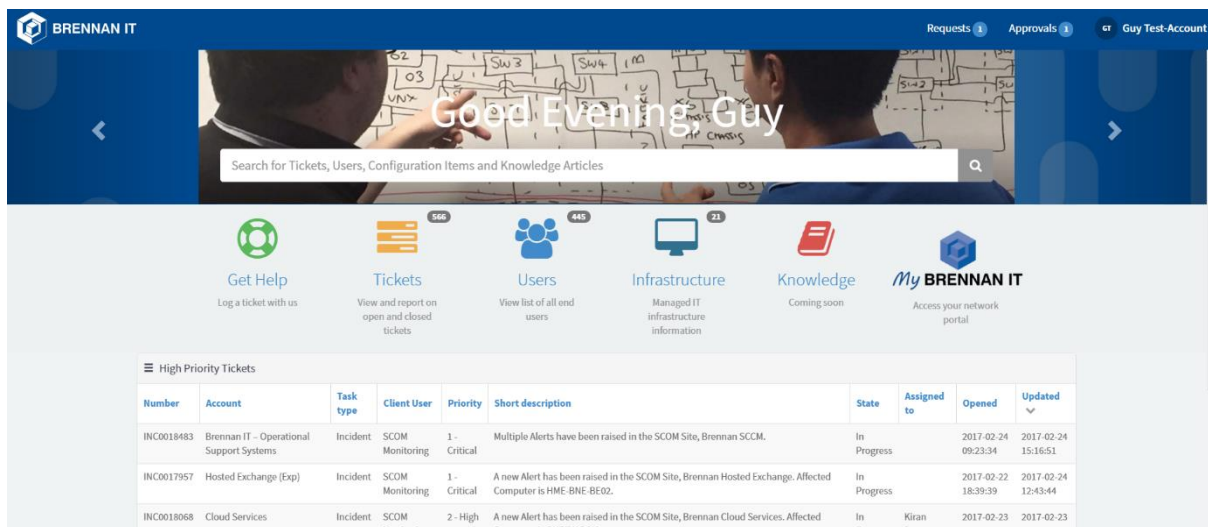
## 2. Dashboard

The first screen you will see is the overall Dashboard. This is the landing page and can be returned to at any time by clicking the Brennan IT logo at the top left corner.

In the top right corner you will see your profile name where you can reset your password.

Depending on current activities there may be shortcuts to Approvals and Requests in the top right hand corner as well.

The main icons will be explained in further detail throughout this user guide. The numbers against those icons represent the current amount of open items under each database.



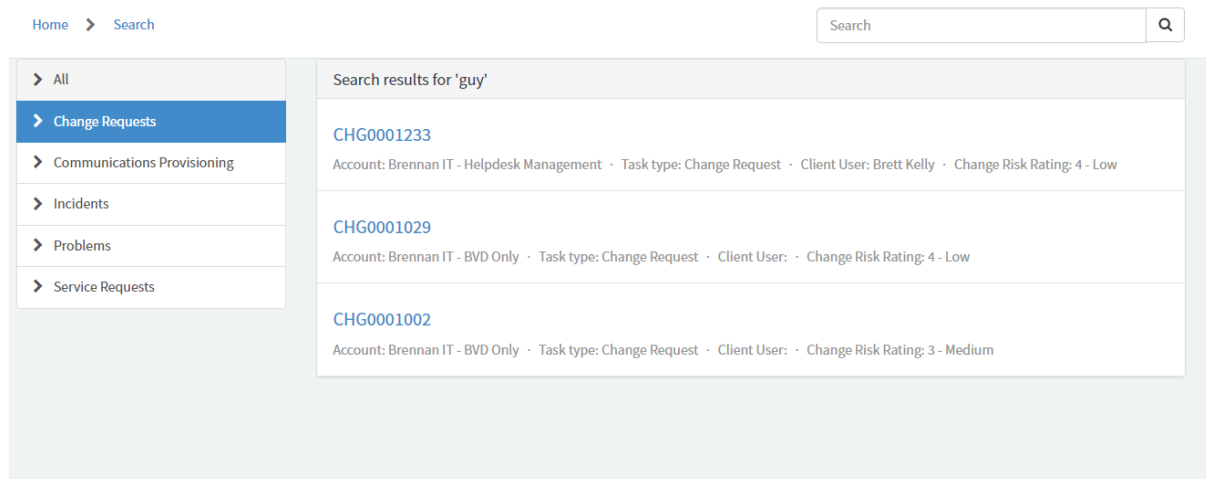
The dashboard features a top navigation bar with the Brennan IT logo, a search bar, and links for Requests (1), Approvals (1), and a user profile (Guy Test-Account). Below the navigation bar is a large banner with the text "Good Evening, Guy" and a search bar for Tickets, Users, Configuration Items, and Knowledge Articles. The main content area displays several icons with counts: Get Help (0), Tickets (566), Users (445), Infrastructure (21), Knowledge (Coming soon), and My BRENNAN IT (Access your network portal). Below these icons is a section titled "High Priority Tickets" with a table of ticket details.

Number	Account	Task type	Client User	Priority	Short description	State	Assigned to	Opened	Updated
INC0018483	Brennan IT - Operational Support Systems	Incident	SCOM Monitoring	1 - Critical	Multiple Alerts have been raised in the SCOM Site, Brennan SCOM.	In Progress		2017-02-24 09:23:34	2017-02-24 15:16:51
INC0017957	Hosted Exchange (Exp)	Incident	SCOM Monitoring	1 - Critical	A new Alert has been raised in the SCOM Site, Brennan Hosted Exchange. Affected Computer is HME-BNE-BE02.	In Progress		2017-02-22 18:39:39	2017-02-24 12:43:44
INC0018058	Cloud Services	Incident	SCOM Monitoring	2 - High	A new Alert has been raised in the SCOM Site, Brennan Cloud Services. Affected Computer is RNF-FVATISM01	In Progress	Kiran Ramnara	2017-02-23 06:13:10	2017-02-23 19:21:10

### 2.1 Search Bar

You can use the search bar to find any type of ticket by any corresponding information. You can search with all or part of a ticket number – or by the specific topic or user name.

It is then possible to refine by type of ticket as per the screenshot below.



The search bar interface shows a search results page for the query "guy". The left sidebar contains a list of categories: All, Change Requests, Communications Provisioning, Incidents, Problems, and Service Requests. The main content area displays the search results for "guy", showing three tickets with their details.

Search results for 'guy'
<p><b>CHG0001233</b></p> <p>Account: Brennan IT - Helpdesk Management · Task type: Change Request · Client User: Brett Kelly · Change Risk Rating: 4 - Low</p>
<p><b>CHG0001029</b></p> <p>Account: Brennan IT - BVD Only · Task type: Change Request · Client User: · Change Risk Rating: 4 - Low</p>
<p><b>CHG0001002</b></p> <p>Account: Brennan IT - BVD Only · Task type: Change Request · Client User: · Change Risk Rating: 3 - Medium</p>

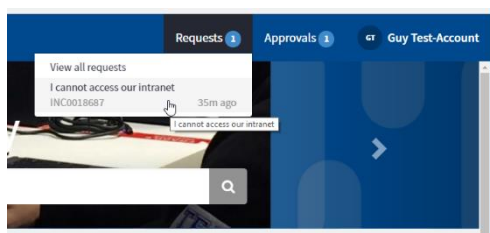
## 2.2 High Priority Tickets Summary

The front page table shows all open Priority 1 and 2 incidents for quick access to updates on urgent incidents affecting your business. Simply click a line item to view the ticket details and updates.

High Priority Tickets									
Number	Account	Task type	Client User	Priority	Short description	State	Assigned to	Opened	Updated
INC0017957	Hosted Exchange (Exp)	Incident	SCOM Monitoring	1 - Critical	A new Alert has been raised in the SCOM Site, Brennan Hosted Exchange. Affected Computer is HME-BNE-BE02.	In Progress		2017-02-22 18:39:39	2017-02-24 12:43:44
INC0018068	Cloud Services	Incident	SCOM Monitoring	2 - High	A new Alert has been raised in the SCOM Site, Brennan Cloud Services. Affected Computer is BNEFVADSM01.	In Progress	Kiran Bangera	2017-02-23 06:33:30	2017-02-23 19:21:10
INC0018081	Internal Support	Incident	SCOM Monitoring	2 - High	A new Alert has been raised in the SCOM Site, Brennan IT Internal. Affected Computer is BRENSYD-DC3.	In Progress		2017-02-23 08:18:31	2017-02-23 10:42:31
INC0017455	BVD Only	Incident	Nagios Web Service	1 - Critical	Host=BNE-ENV-CARD1, Service=Host_Check, Status=DOWN	In Progress		2017-02-21 17:17:47	2017-02-21 17:17:48
INC0012813	Internal Support	Incident	SCOM Monitoring	2 - High	A new Alert has been raised in the SCOM Site, Brennan IT Internal. Affected Computer is BITGSCSQL01.	In Progress	Afroz Shaikh	2017-02-08 11:06:13	2017-02-16 04:11:04
INC0015018	BVD Only	Incident	Nagios Web Service	1 - Critical	Host=SYD-PE-99, Service=Host_Check, Status=DOWN	In Progress		2017-02-14 14:23:20	2017-02-14 14:23:21

## 2.3 Requests Shortcut

Any open tickets logged by yourself will show here for quick access.



Clicking the ticket number will open a summary page of the ticket where you can see recent progress / comments by the assigned Brennan IT staff.

You can add further comments by Typing messages in the top box and clicking the 'Send button'. Attachments (for example screenshots) can be uploaded using the Paperclip Icon

I cannot access our intranet

Type your message here...

Send

GT

Guy Test-Account

35m ago

This is a test comment

GT

Guy Test-Account

7m ago

Please note, this problem is happening to other users too

GT

Guy Test-Account

7h ago

none

GT

Guy Test-Account

7h ago

INC0018687 Created

Start

Agent working on this Incident: Guy Lyon

Number

INC0018687

State

In Progress

Priority

3 - Moderate

Created

7h ago

Updated

35m ago

Options

Description

I cannot access our intranet

Additional Information

none

Location

Attachments

Drop files here

## 2.4 Approvals Shortcut

Some items – such as Change Requests – may require approvals to move into production or implementation. The Approval icon in the top is a shortcut to these. You can quickly jump to any tickets requiring your approval – see a summary of the relevant fields and approve or reject here.

[Home](#) > [Approval Form](#)

Search

This Change Request requires your approval

State  
Requested

Created  
a day ago

Updated  
7h ago

Approve

Reject

Approval request for Change Request CHG0001233

Opened by: Guy Lyon

Requested by: Guy Lyon

Change Window: 2017-02-25 12:26:10 - 2017-02-25 13:26:14

Short Description

Test Change for Portal Demonstration

Justification

Need an example change for the portal demo

Implementation Plan

Show on demo and then delete

Risk and Impact Analysis (expected outage time)

No risk or impact

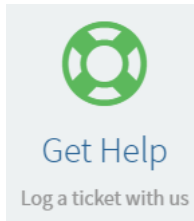
Backout Plan

None

Test Plan

Look at change on portal - if it's there, job done!

### 3. Get Help



Simple way to instantly log a ticket for your company. If request raised through the portal your company and user information will be passed through. Only a short description is required, the servicedesk will then triage the request and assign it to the appropriate resolution group

You can add additional comments or attachments if needed.

#### Report an Issue

Submit a ticket to the Brennan IT Support Desk

**What's wrong? We'll help put it right if we can.**

If you want to report that something you were previously using now no longer works or has developed a fault (such as an application, internet connection, email, telephone etc) you're in the right place. If your request relates to something you wish to obtain, get access to or change, submit a Service Request through the catalog.


Typical incident notifications:

- My work computer/application won't start/launch
- The network/telephone line seems to be down
- I can't access my email/file server/printer

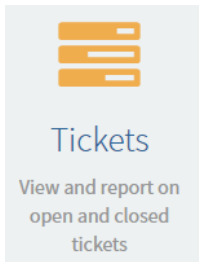
Description

Additional Information

Submit

 Add attachments


## 4. Tickets



The main ticket table shows all open and closed tickets against your company. The list can be sorted columns in the table by clicking on the column headers.

The list (and all other tables on the Portal) can be filtered by right clicking on any cell and selecting 'Show Matching' – to show only items matching that category, or 'Filter Out' to remove that category from the view. Click any line item to open that ticket.

Tickets are generally read only, except for the comments and attachments which can be updated by Portal users on open tickets

My Company Tickets									
Number	Account	Task type	Client User	Priority	Short description	State	Assigned to	Opened	Updated 
REQ0012844	Brennan Internal 1st Level Support (Exp)	Request	Tom Varghese	3 - Moderate	Email Logging	Work in Progress	Tom Varghese	2017-02-25 01:18:55	2017-02-25 01:20:11
INC0018017	Brennan IT – Operational Support Systems	Incident	SCOM Monitoring	3 - Moderate	A new Alert has been raised in the SCOM Site, Brennan SCCM. Affected Computer is SCCMSRV1.	Billed		2017-02-22 23:23:42	2017-02-25 01:13:46
INC0018022	BVD Only	Incident	Nagios Web Service	1 - Critical	Host=BNE-FW-2, Service=Host_Check, Status=DOWN	Billed		2017-02-23 00:03:48	2017-02-25 01:13:21
INC0018778	Brennan IT – Operational Support Systems	Incident	SCOM Monitoring	3 - Moderate	A new Alert has been raised in the SCOM Site, Brennan SCOM. Affected Computer is BITSYDMSCWEB1.	Resolved		2017-02-25 01:06:12	2017-02-25 01:12:24

Each ticket type has a slightly different look depending on the fields – the incident form is shown below;

I cannot access our intranet

Attachments Edit  
change\_request (1).xlsx

Number  
INC0018687

\* Caller  
Guy Test-Account

Priority  
3 - Moderate

State  
In Progress

Category  
Server

\* Short description  
I cannot access our intranet

Description  

↶ ↷ Paragraph B I [List Icons] [Image Icon] {t} <>

I cannot access our intranet

Opened  
2017-02-24 16:37:33

Updated  
2017-02-25 00:05:03

Assignment group  
Other

Assigned to  
Guy Lyon



## 4.1 Ticket (Task) Types

ServiceNow handles multiple types of tickets with separate fields and workflow / SLA management to ensure efficient throughput

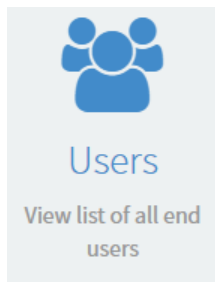
- INC – Incident
  - Break/fix tickets to track resolution of your incidents - unplanned interruptions to an IT Service or reduction in the quality of an IT service
- REQ – Request
  - Service requests from your company users for information, advice or access to an IT service.
- PRB – Problem
  - Higher level tickets which may refer to situations causing multiple incidents
- CHG – Change Request
  - Infrastructure change requests, submitting by our technicians that may or may not require approval to proceed. Please discuss with your service team if you require Change Request notifications or approval.
- COM/PRV – Communications provisioning line item/contracts
  - Used to track the provisioning of new network services

## 4.2 Export data

Use the 'three line' icon in the top left of the table to export the current filtered view to Excel, PDF or CSV for further processing.

Please note that our monthly reports provide all trends and information pertaining to tickets for your company. If you are not currently receiving these, please speak to your account or service team.

## 5. Users



This list shows all the active users we have recorded against your company, with email and phone information where applicable.

This was migrated across from our previous helpdesk system in order to preserve this information as it helps us raise future tickets much faster when we already have user details. It is manually updated as we process tickets – except for those clients where we integrate with Active Directory in which case the information is live.

You can see from the table which other members of your organisation currently have permission to access the Portal.

This information is read-only through the portal, to address any incorrect, missing or further information please contact the servicedesk

Guy Lyon

User ID

Guy.Lyon@brennanit.com.au

Email

Guy.Lyon@brennanit.com.au

First name

Guy

Last name

Lyon

Title

Manager - Client Experience & Change

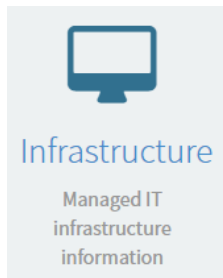
Location

Sydney

Business phone

Mobile phone

## 6. Infrastructure



For Managed IT clients – this section shows all the configuration items (Cis) that Brennan IT either monitors or has added manually through working on incidents and requests.

Most of this information comes from the SCOM and SCCM management tools that we deploy across our clients infrastructure to ensure recent patching, identify alert conditions (such as low disk space or high utilisation) and deploy updates.

Tickets can be logged against specific Cis in order to assist with troubleshooting and calculate relationships between affected items. Any alerts raised by the monitoring toolsets will automatically raise tickets against the relevant CI

Further technical information on each configuration item can be seen by clicking on a line item.

This information is read-only through the portal, for any missing or further information please contact the servicedesk

Configuration	
OS Domain	RAM (MB)
saas.bcc	4095
Operating System	CPU manufacturer
Windows 2008 R2 Enterprise	GenuineIntel
OS Version	CPU type
6.1.7601	GenuineIntel
OS Service Pack	CPU speed (MHz)
Service Pack 1	2700
DNS Domain	CPU count
	1
Disk space (GB)	CPU core count
	1
Chassis type	
Other	

## 7. Knowledge Base

This feature is not currently populated – it will be the space we share general and client specific knowledge articles that our team has discovered through the transition/onboarding process or updated over time.

## 8. My Brennan IT

Currently this links through to our separate Cloud and Data Network portal for clients with those services. This portal requires separate credentials to access – please contact your client or service manager if required.

We will look to integrate this information into the single ServiceNow portal in future.

This portal is also available through the website Login page or <https://mymy.brennanit.com.au/>

#### **SYDNEY**

14 / 45 Clarence Street  
Sydney NSW 2000  
Tel | 02 8235 9595  
Fax | 1300 887 047

#### **MELBOURNE**

Level 1, 53 Coppin Street  
Richmond VIC 3121  
Tel | 03 8613 1010  
Fax | 1300 887 047

#### **BRISBANE**

73 Amelia Street  
Fortitude Valley QLD 4006  
Tel | 07 3234 9300  
Fax | 1300 887 047