

Introduction to ITSM

- IT Service Management - Implement, manage, and deliver the needs of the businesses by delivering IT solutions

Pillars of ITSM

- Users
- Services
- Quality
- Cost

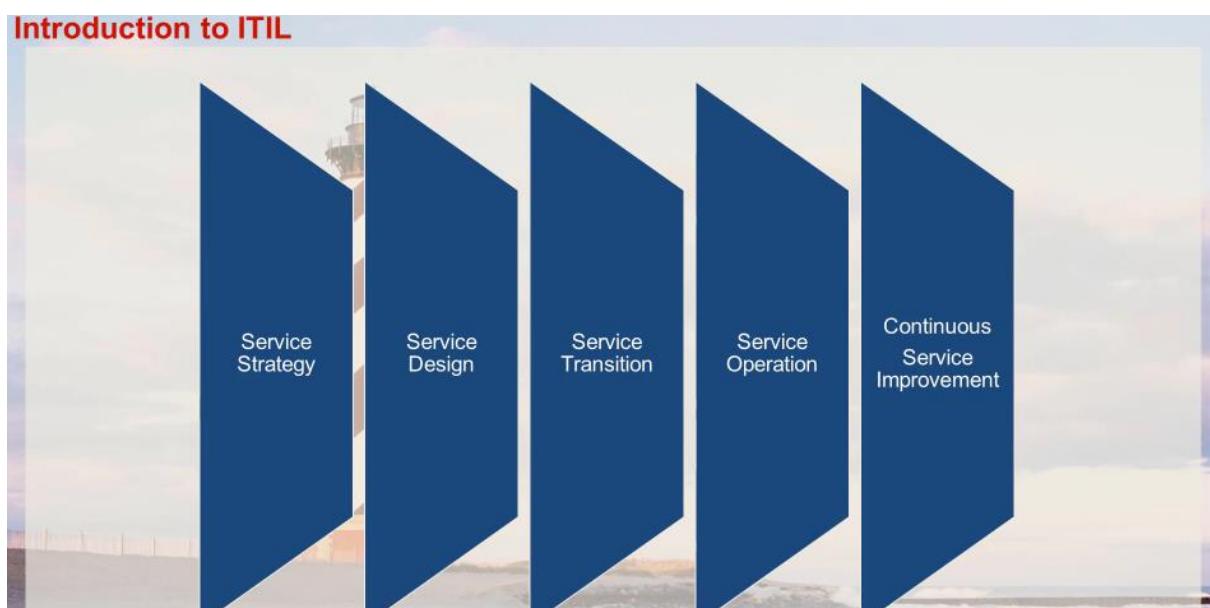
Example

Customers Reporting Incidents to the IT Support Company, then another organization in this case ServiceNow offers a good UI to log and manage these Incidents properly. So we get a win-win solution.

ITSM and its Framework

- ITIL – Information Technology Infrastructure Library, it is a framework of best practice for offering IT services, developed by British Government that we can use to deliver IT services properly.

Steps of ITIL



Hands on SNOW

ServiceNow is a cloud-based platform that provides a range of IT service management (ITSM) solutions. It helps organizations manage and automate their IT services, operations, and workflows, improving efficiency and productivity.

- Obtain a Personal Instance of SNOW.

Incident and Major incident management.

Incident Management & MIM

Definitions Personas Use Cases Process Diagrams Demos

Incident Management

An incident is considered to be any event that could lead to an unplanned interruption to IT services or reduction in the quality for the same

Mission: Restore a normal service operation as quickly as possible and to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

Major Incident

Major Incident Management

Is an incident that results in significant disruption to the business and demands a response beyond the routine incident management process. Major incidents have a separate procedure with shorter timescales and urgency that is required to accelerate resolution process for incidents with high business impact.

Personas

Incident Management & MIM

Definitions Personas Use Cases Process Diagrams Demos

End User

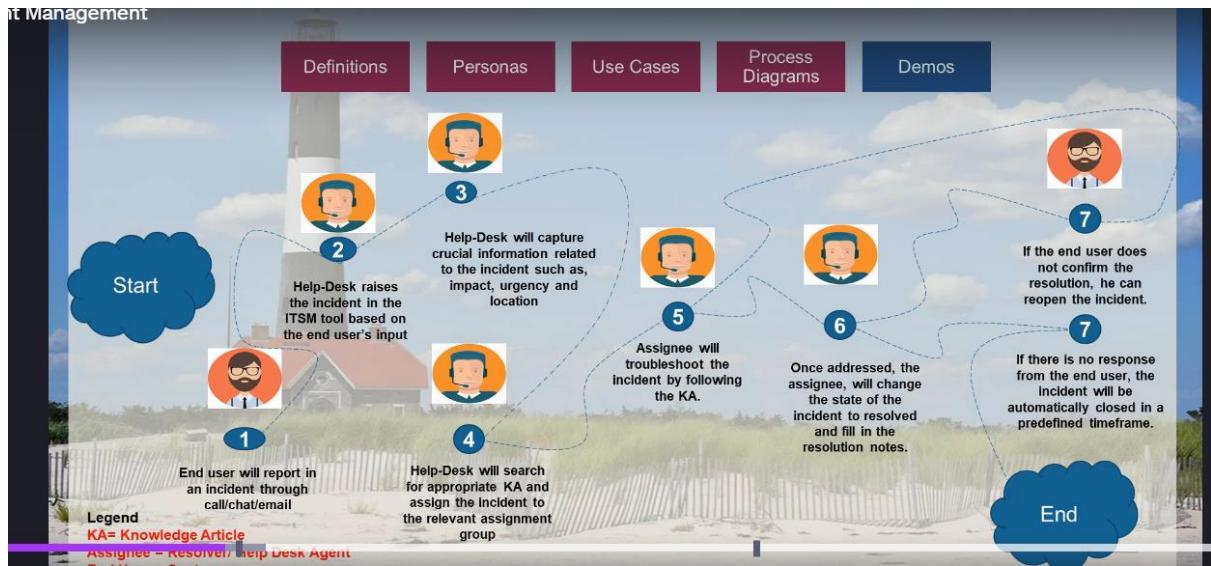
Help-Desk /L2

Group Manager

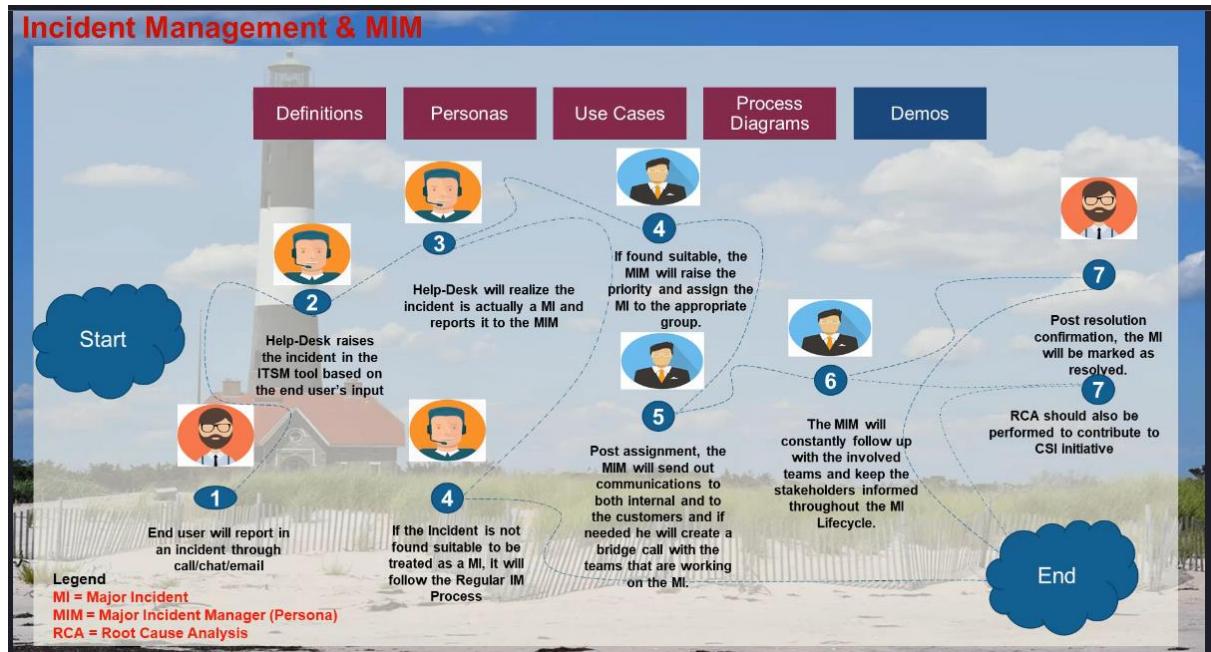
Major Incident Manager

Diagram

Incident Management flow



Major Incident management



Step by step guide to creating an incident

In SNOW Go to Create New Incidents

The screenshot shows the ServiceNow Incident creation interface. The left sidebar has a dark theme with navigation items like Self-Service, Incidents, Watched Incidents, Service Desk, Incidents, Incident, Create New, Assigned to me, Open, Open - Unassigned, Resolved, All, Overview, Critical Incidents Map, and Administration. The main form has tabs for Notes, Related Records, and Resolution Information. The Resolution Information tab is active. Fields include:

- Number: INC0010035
- Caller: Abraham Lincoln
- Category: Software
- Configuration Item: (empty)
- Location: (empty)
- Contact type: None
- State: New
- Impact: 3 - Low
- Urgency: 3 - Low
- Priority: 5 - Planning
- Assignment group: Network
- Assigned to: (empty)
- Short description: Outlook sending issue
- Description: User called in to report he cannot send nor receive emails even though the status of MS Exchange appears to be connected.
Location: Disney
Working hours: 09:00 - 18:00
Language: English, Spanish
- Related Search Results: No results to display
- Knowledge & Catalog (All): Knowledge
- Notes: (empty)
- Related Records: (empty)
- Resolution Information: (empty)
- Resolved by: (empty)
- Resolved on: (empty)
- Watch list: (empty)
- Work notes list: (empty)

- The Number is the Incident number that is automatically generated and stored in the DB table
 - Configuration Item is related to Configuration Management Database
 - New: The incident has been reported but not yet reviewed.
 - In Progress: The incident is being actively worked on by the support team.
 - On Hold: The incident is temporarily paused, often waiting for more information or a third-party response.
 - Resolved: The incident has been addressed, and a solution has been implemented.
 - Closed: The incident is confirmed as resolved, and no further action is required.
- * Priority = Impact + Urgency

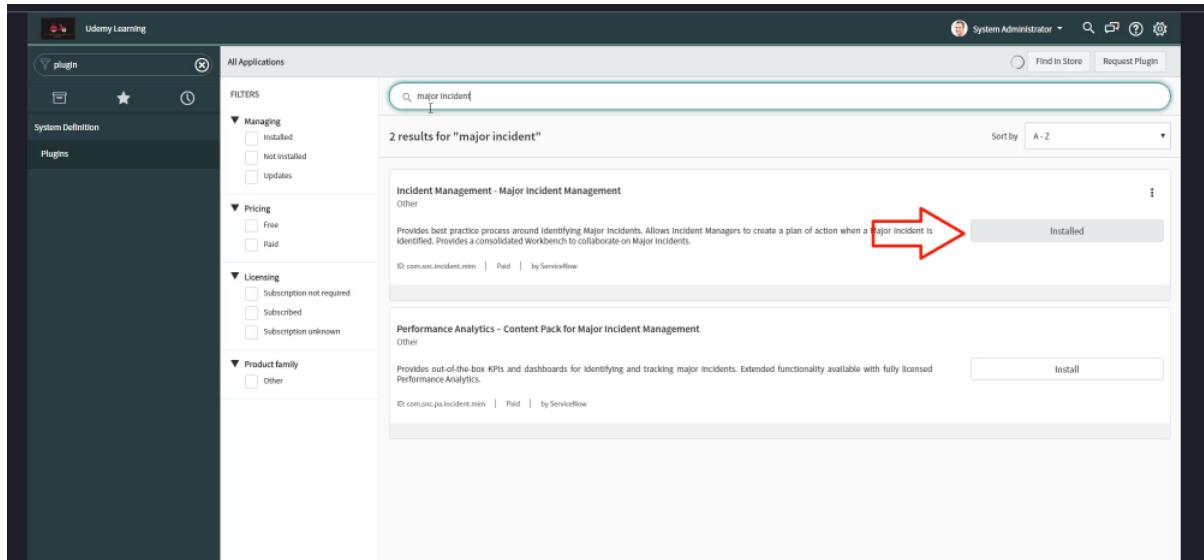
After creation of the Incident, we have 3 tabs

The screenshot shows the ServiceNow Incident creation interface with a red arrow pointing to the 'Notes' tab. The rest of the interface is identical to the previous screenshot, showing the 'Resolution Information' tab active. The 'Notes' tab is highlighted with a red arrow.

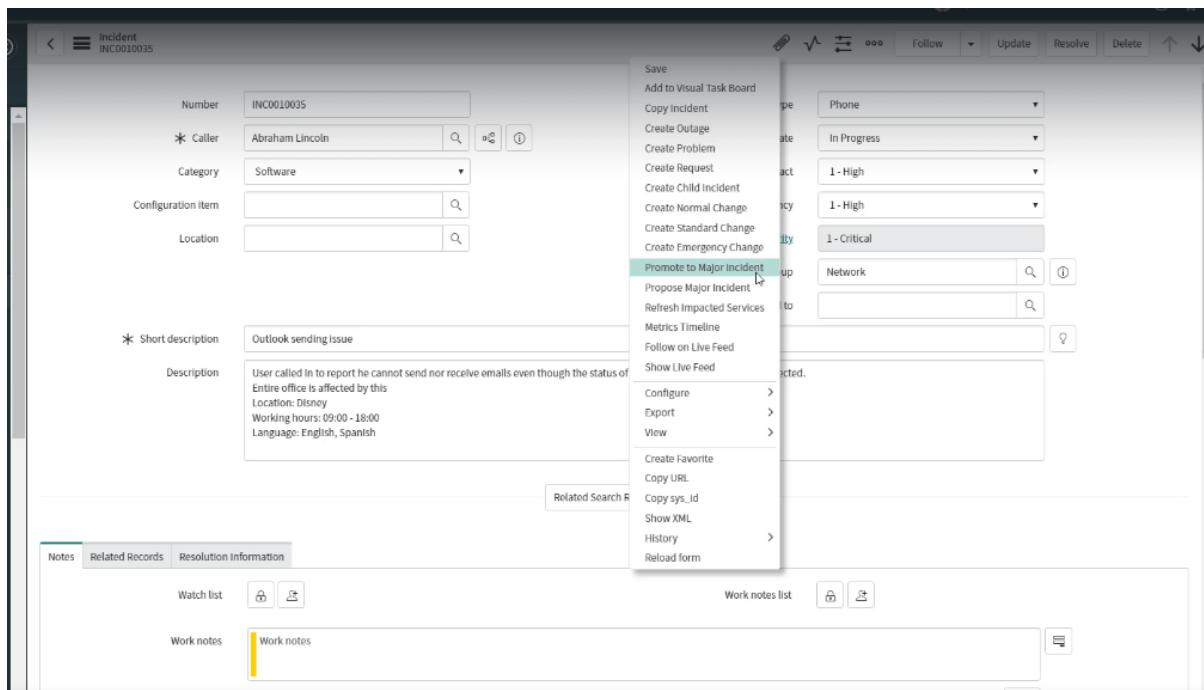
After filling up of the Resolution information we will resolve the Ticket and after standard time default is 5 days the ticket will be closed

Process for Major Incidents

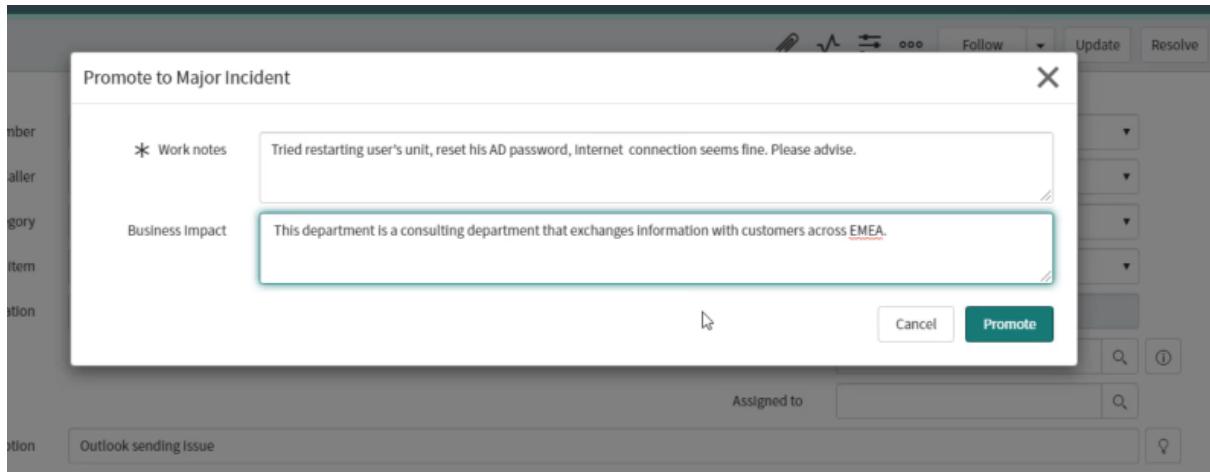
- If the Major incidents plugin is not installed we will install it. Form plugins



- Remember Usually the Major Incidents have either P1 or P2 Priority
- And once Multiple Users are facing the same issue and is not an individual Incident anymore and can have business-wide impact an Experienced helpdesk agent or the incident manager can either **propose** or **promote** this to a **Major Incident**



- Once you promote to the Major Incident you need to fill in the Reasons



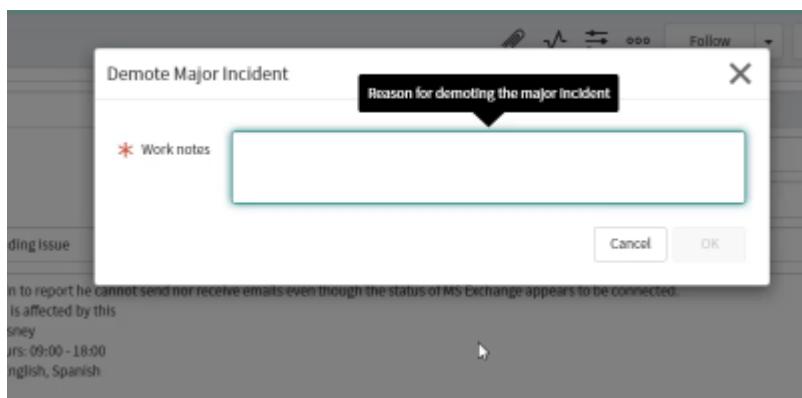
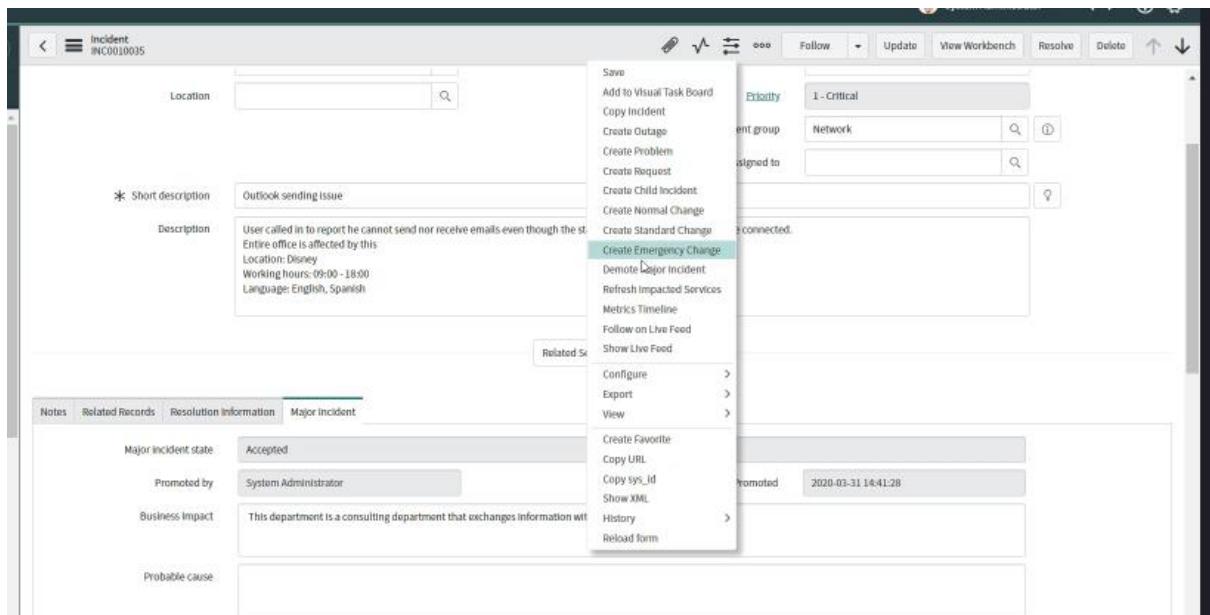
- We need to fill in the work notes and business impact

Once the Incident is promoted to a Major Incident we will get a Major Incident tab

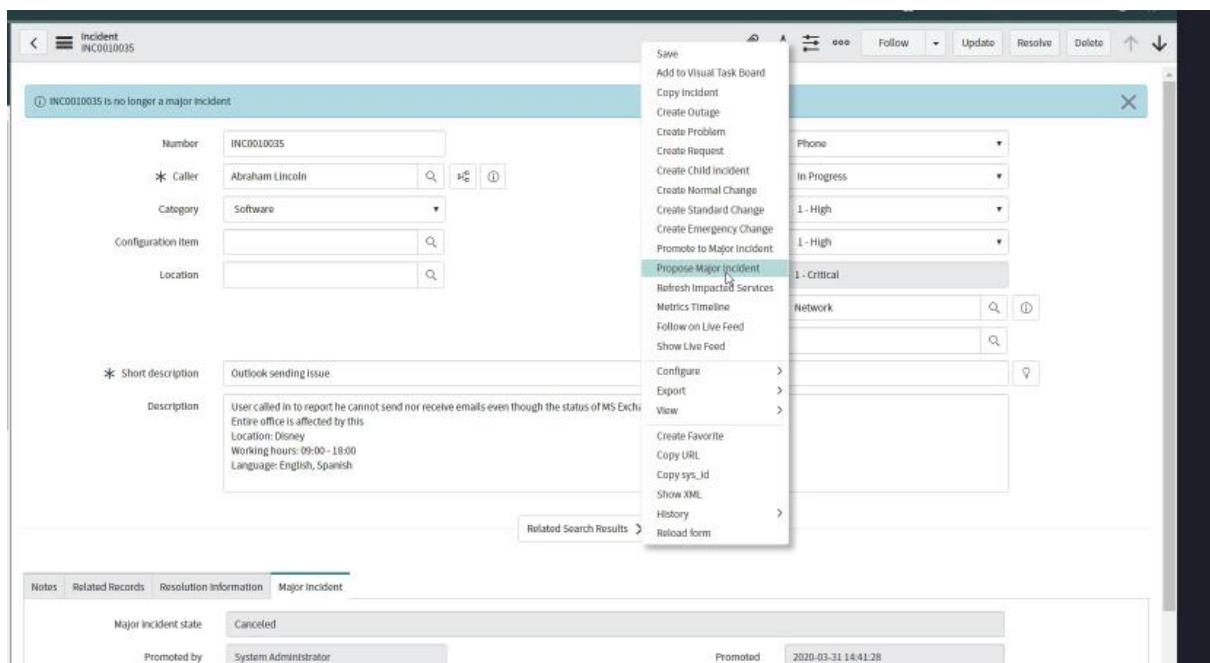
Number	INC0010035	Contact type	Phone
* Caller	Abraham Lincoln	State	In Progress
Category	Software	Impact	1 - High
Configuration item		Urgency	1 - High
Location		Priority	1 - Critical
Assignment group: Network			
Assigned to:			
* Short description	Outlook sending issue		
Description	User called in to report he cannot send nor receive emails even though the status of MS Exchange appears to be connected. Entire office is affected by this Location: Disney Working hours: 09:00 - 18:00 Language: English, Spanish		

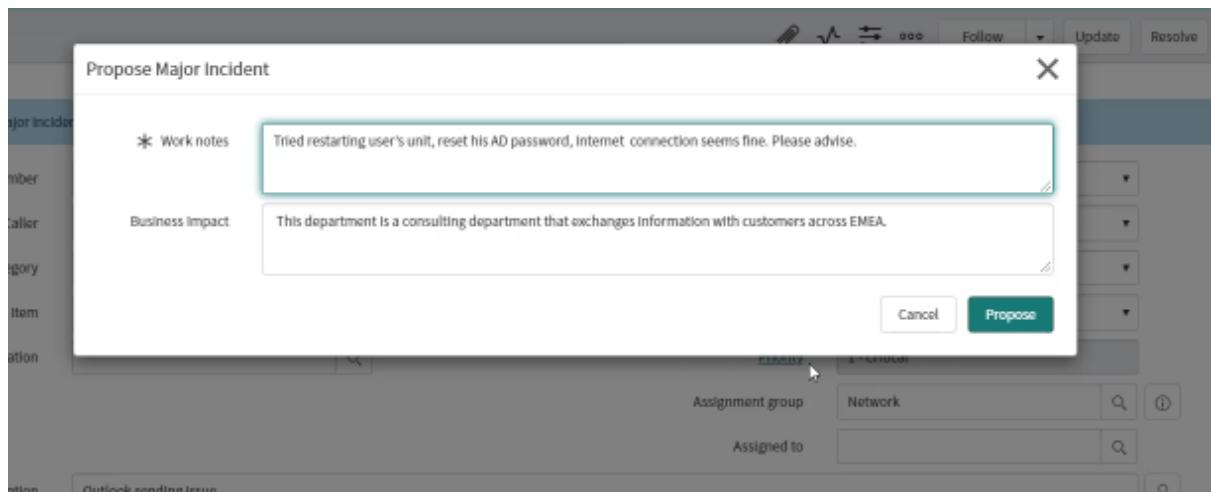
Notes	Related Records	Resolution Information	Major Incident
Major Incident state: Accepted Promoted by: System Administrator Promoted: 2020-03-31 14:41:28 Business impact: This department is a consulting department that exchanges information with customers across EMEA. Probable cause:			

- If the incident is found that it is not suitable for a major incident then we can demote it

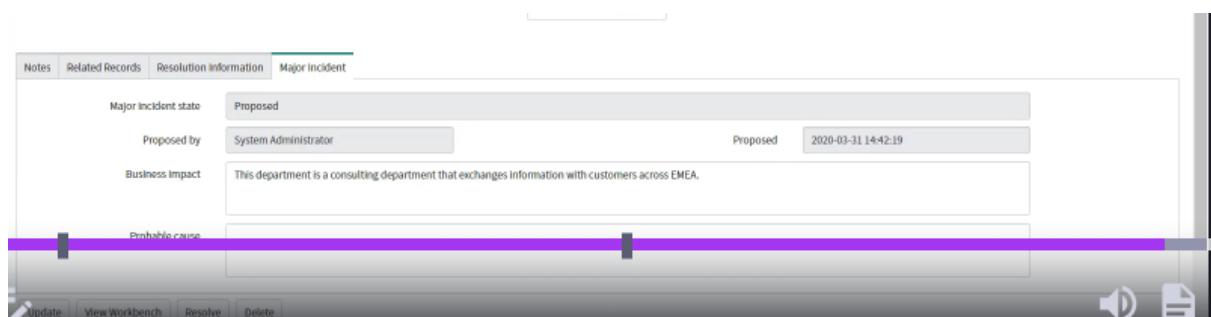


Now instead of directly promoting to a Major incident we will propose it as one



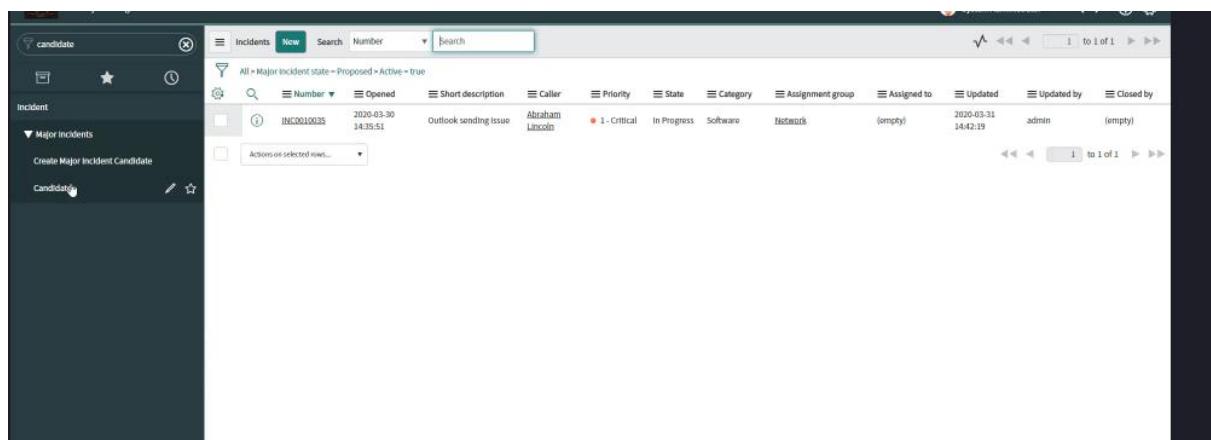


Now once again the Incident will be escalated and the state will be proposed

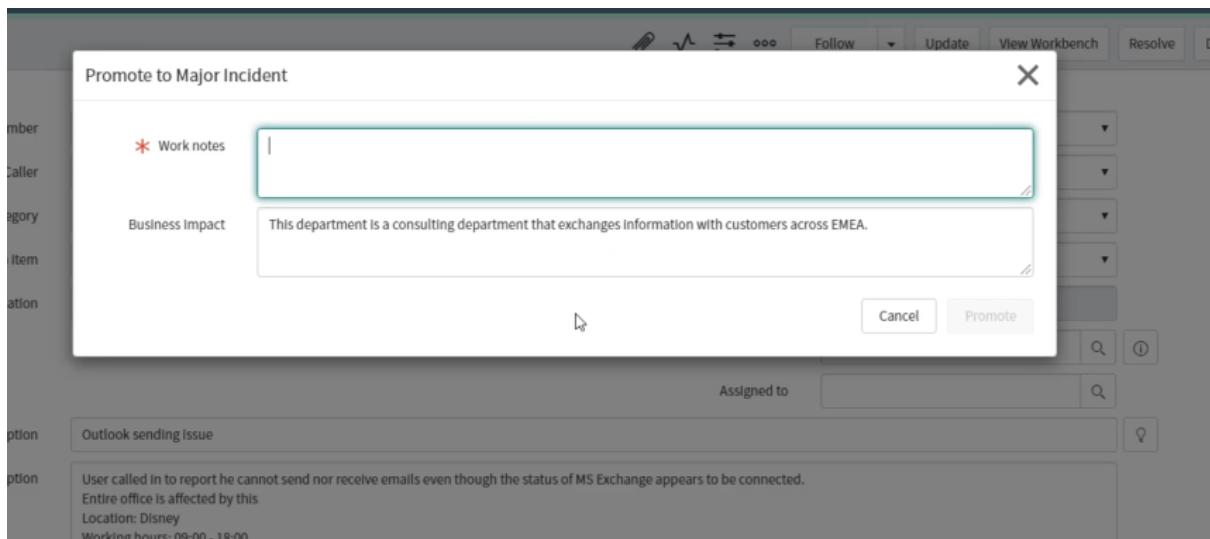


Now Usually the major incidents are assigned to a different team and can be escalated in priority's

Once the Incident is proposed as a major incident, the Major Incident management team can check in the candidate list



- Now if the incident qualifies as a major incident we can
- Promote it to a major incident else can be demoted as well.



Now let's learn about workbench

Notes	Related Records	Resolution Information	Major incident
Major Incident state	Accepted		
Promoted by	System Administrator	Promoted	2020-03-31 14:48:29
Business Impact	This department is a consulting department that exchanges information with customers across EMEA.		
Probable cause			

Buttons at the bottom include: Update, View Workbench (highlighted), Resolve, Delete.

Related Links: [View all Incident and Resolution details](#)

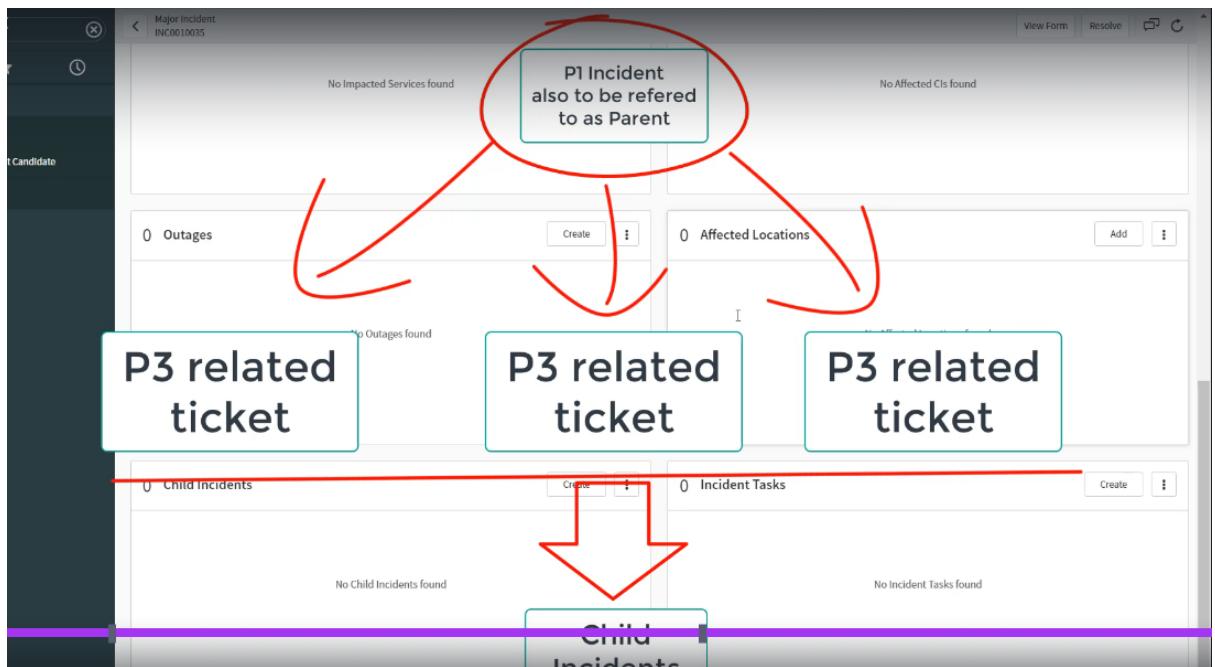
It has two tabs

- Summary and communication

The screenshot shows the ServiceNow Major Incident summary screen. At the top, it displays the title "Outlook sending issue" and a status bar with "Major Incident", "Created: 2020-03-30 14:43:46", "Assigned to: (empty)", "Priority: 1 - Critical", "Category: Software", "State: In Progress", "Duration: 01:00:04:59 (DD:HH:MM:SS)". Below the status bar, there are five summary boxes: "0 Impacted Services", "0 Affected CIs", "0 Outages", "0 Affected Locations", and "0 Child Incidents". The "Summary" tab is selected. On the right side, there are two sections: "Communication Tasks" (listing tasks like "Initial Technical Communication", "Initial Stakeholder Communication", etc.) and "Groups" (listing groups like "Active" and "On Call Groups").

The summary tabs will give a complete overview of the major incident and allows the Major Incident manager to Add CI, Child Tickets and affected location for the same.

- What is a child ticket?
- P1 ticket also known as a parent ticket is worked on but in the meanwhile the Help Desk team attaches the same related tickets to the Parent Ticket for organized problem solving. The tickets which are attached are known as child tickets



- The communication tab is the tab form where we can share Email communication according to the template.

Communication Tasks

Technical Communications 0 / 3 Tasks completed

- Initial Technical Communication** Due In 00:07:33 **Send**
- Technical Status Update** **Send**
- Technical Resolution Communication** **Send**

Groups

0 Groups, 0 members involved

No Active Groups

Work notes & Activity

Outlook sending Issue	INC0010035	✓
Technical Communications	ICP0001003	✓
Internal Stakeholder Co...	ICP0001004	✓
End User Communications	ICP0001005	✓

- Setup the Email communication by Add in the Communication Tasks.
- Define the Plan

Add

Define

Manage Recipients

Communication Plan **New Communication Plan**

Channels

Frequency

Due in (Minutes)

Please Select

New Communication Plan

Technical Communications
Internal Stakeholder Communications
End User Communications

Previous Next

Add

Define

Manage Recipients

* Communication Plan: New Communication Plan

* Plan Short description: Exchange down

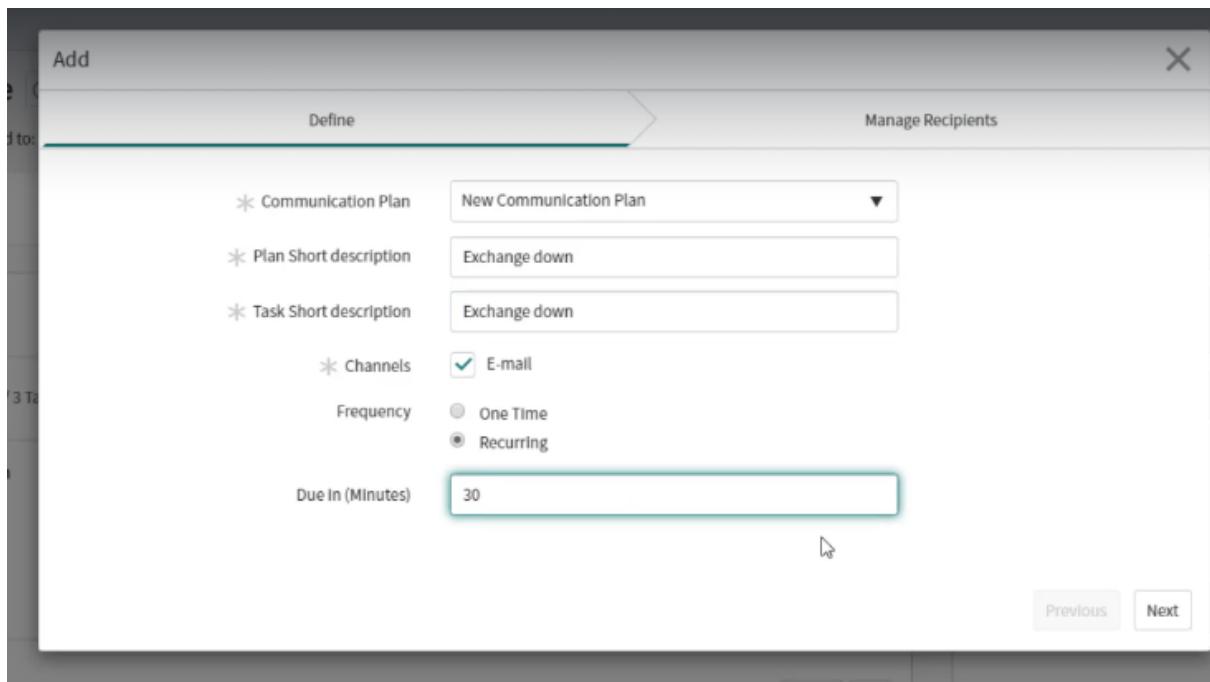
* Task Short description: Exchange down

* Channels: E-mail (checked)

Frequency: One Time (radio button)

Due In (Minutes): 30

Previous Next



- Then manager the recipients

Add

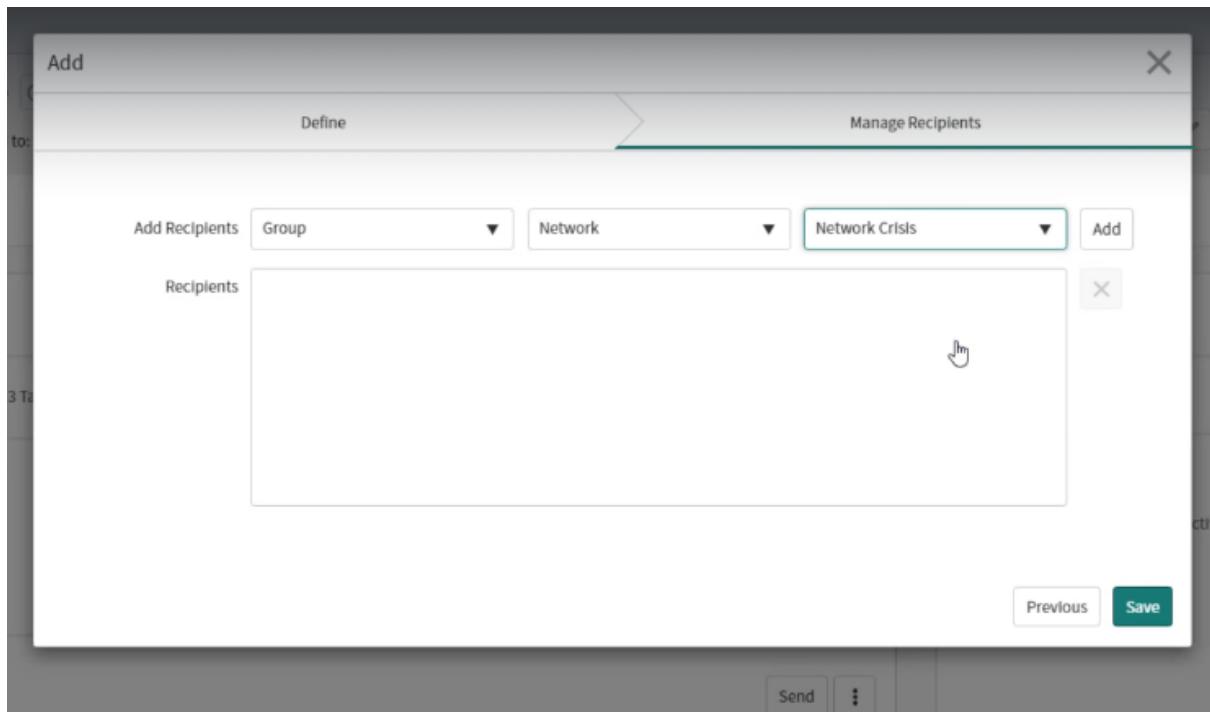
Define

Manage Recipients

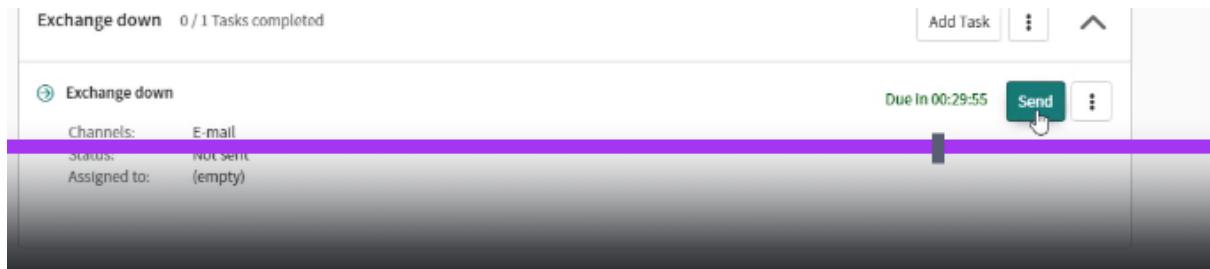
Add Recipients: Group, Network, Network Crisis (selected)

Recipients: Network Crisis

Save



- Save
- Now the task should appear in the view



Now you can send Email to the Concerned team's

Problem management

Problem Management

A Problem is the unknown root cause of one or more existing or potential Incidents. Problems may sometimes be identified because of multiple Incidents that exhibit common symptoms.

Definition Personas Use Case Process Diagram Demos

Definition Personas Use Case Process Diagram Demos

Goals

- Minimize Impact caused by errors
- Prevent recurrent Incidents

Objective

- Discover and Remove errors
- Assure stability

Process Types

- Proactive
- Reactive

Certainly! Here's an example of a problem management scenario:

Incident Description: A user reported experiencing a Blue Screen of Death (BSOD) on their workstation. The issue persisted despite multiple reboots.

Initial Investigation:

1. **Incident Logging:** The incident was logged in the IT service management system.
2. **Preliminary Checks:** Basic hardware checks were performed, and no issues were found.
3. **BSOD Analysis:** The error codes from the BSOD were analyzed, indicating potential software corruption.

Immediate Resolution:

1. **OS Reinstallation:** To quickly restore functionality, the operating system was reinstalled. The user's data was backed up and restored post-reinstallation.
2. **System Monitoring:** The system was monitored for a few days to ensure stability.

Root Cause Analysis:

1. **Detailed Investigation:** A deeper investigation was conducted to identify the root cause of the BSOD.
2. **Software Audit:** A software audit revealed the presence of unauthorized software, specifically a torrent client, which was not compliant with the company's IT policies.
3. **Correlation:** It was determined that the unauthorized software had caused system instability, leading to the BSOD.

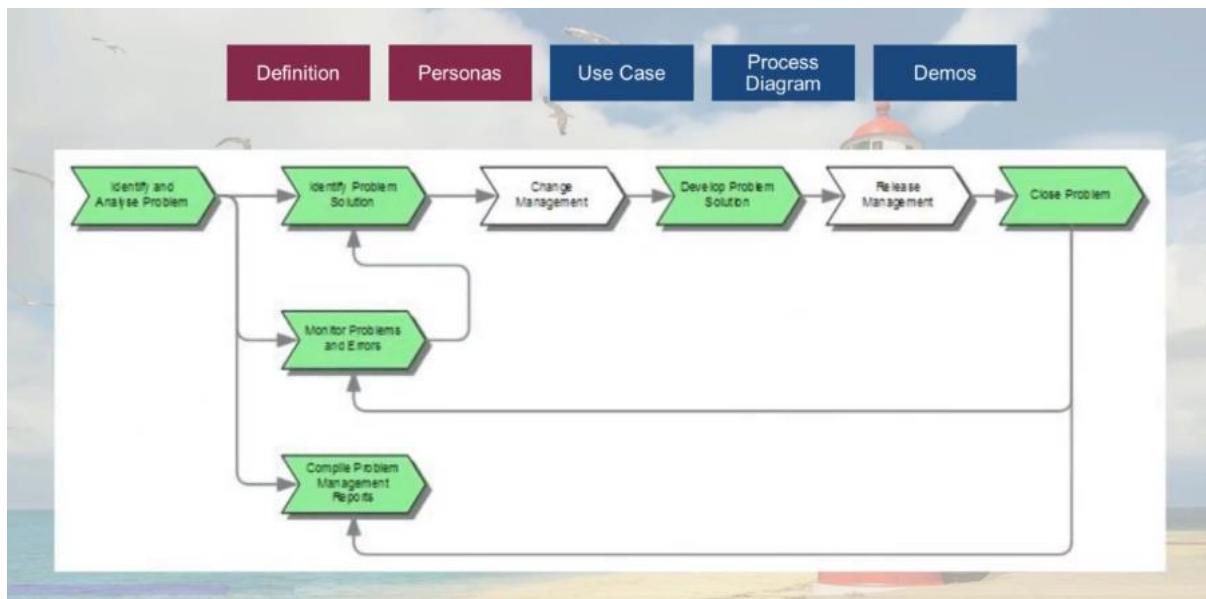
Permanent Solution:

1. **Software Restriction:** The unauthorized software was removed from the user's workstation.
2. **Policy Enforcement:** A policy was implemented to restrict the installation of unauthorized software. This included updating the company's endpoint protection software to block torrent clients and other non-compliant applications.
3. **User Education:** The user was informed about the company's software policies and the importance of adhering to them to prevent future incidents.

Follow-Up:

1. **Monitoring:** The user's workstation was monitored for any further issues.
2. **Feedback:** The user provided feedback on the resolution process, which was positive.

Conclusion: The incident was resolved by identifying and removing the unauthorized software, and implementing measures to prevent similar issues in the future. This proactive approach ensured system stability and compliance with company policies.



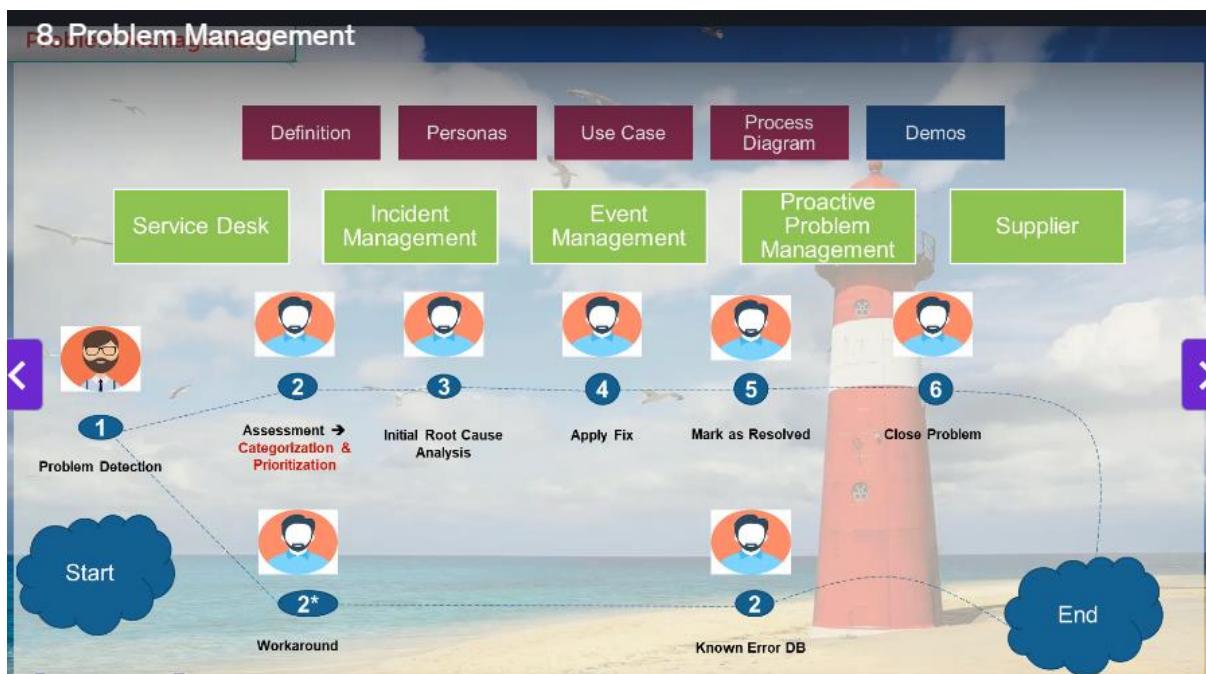
Use Case

We have installed a new cisco WIFI router leading to faster connection but also getting disconnected multiple times, then they called the Service Desk and the SD would perform a workaround like Restart the services to temporarily fix the issue.

But they continue to face the issue, then an investigation was launched found that the router was working on a faulty channel and a Change Request was raised to work on the change

That made the problem disappear.

- Process Diagram



- Example

We have some incident's open that the WIFI Router is disconnecting frequently,

We have applied the work around to restart the router and this is a temporary work around

But the problem manager have noticed that and will open a problem ticket to do further RCA

- Then Open an incident

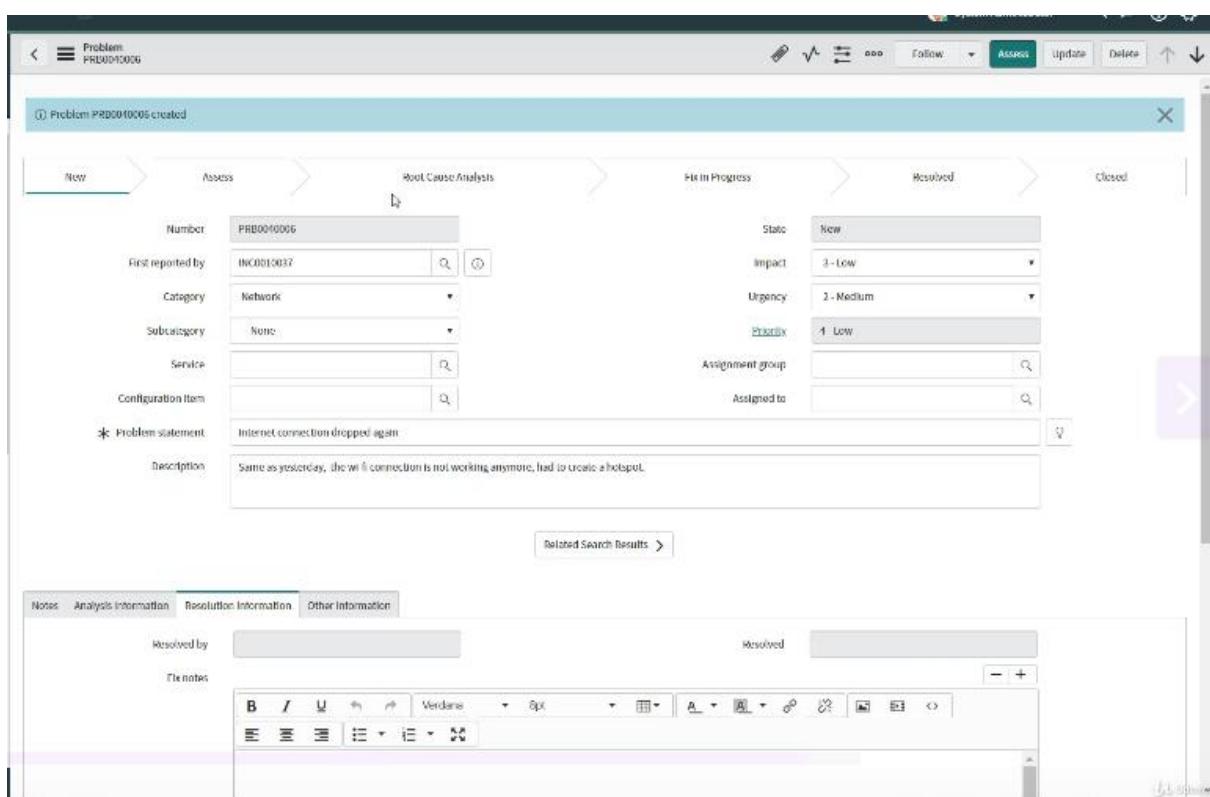
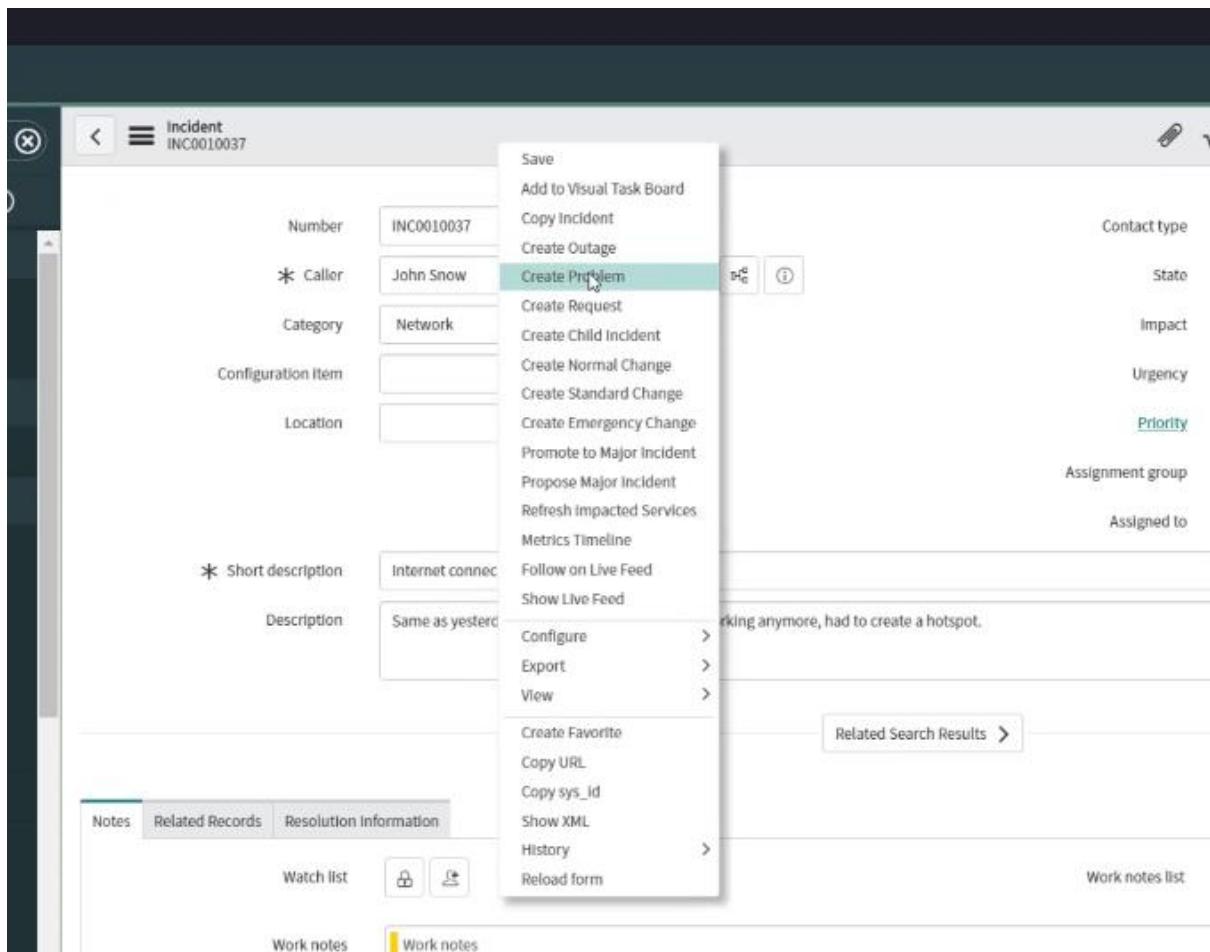
The screenshot shows a software interface for managing incidents. At the top, there is a header bar with the title "Incident" and the number "INC0010037". On the right side of the header are buttons for "Follow", "Update", and "Resolve". Below the header, there are several input fields and dropdown menus:

- Number:** INC0010037
- Caller:** John Snow
- Category:** Network
- Configuration item:** (empty)
- Location:** (empty)
- Contact type:** -- None --
- State:** New
- Impact:** 3 - Low
- Urgency:** 2 - Medium
- Priority:** 4 - Low
- Assignment group:** (empty)
- Assigned to:** (empty)

Below these fields are two text input areas:

- * Short description:** Internet connection dropped again
- Description:** Same as yesterday, the wi-fi connection is not working anymore, had to create a hotspot.

At the bottom of the main form area, there is a "Related Search Results" button. Below the main form, there are three tabs: "Notes" (selected), "Related Records", and "Resolution Information". Under the "Notes" tab, there are sections for "Watch list" and "Work notes". The "Work notes" section contains a single entry labeled "Work notes".



- Then Open a problem ticket

- Fill in the information and hit **Access**

The screenshot shows the 'Problem' creation screen in ServiceNow. The top navigation bar has tabs for 'New', 'Assess', 'Root Cause Analysis', 'Fit in Progress', 'Resolved', and 'Closed'. The 'Assess' tab is currently selected. A green banner at the top says 'Problem PRD0010006 created'. The main form fields include:

- Number:** PRD0010006
- First reported by:** INC0010037
- Category:** Network
- Subcategory:** Wireless
- Service:** IT Services
- Configuration Item:** my8500-nbix08
- Status:** Assess
- Impact:** 2 - Medium
- Urgency:** 2 - Medium
- Priority:** 3 - Moderate
- Assignment group:** Problem Analysts
- Assigned to:** Problem Administrator
- * Problem statement:** Internet connection dropped again
- Description:** Same as yesterday, the wi-fi connection is not working anymore, had to create a hotspot.

Below the form, there are tabs for 'Notes', 'Analysis Information', 'Resolution Information', and 'Other Information'. The 'Notes' tab is selected, showing a 'Work notes list' with one entry: 'This problem has been firstly reported 2 weeks ago when the new router was installed.' There is also a 'Related Search Results' button.

- Then Check if the affected CI's are added
- Then Click **Confirm**
- Then as per company's policy the configuration manager will get in touch with the Problem Manager to investigate further.
- As Per investigation the Problem Manager will fill out the analysis info with details

The screenshot shows a problem management application interface. At the top, there's a toolbar with buttons for 'Start Fix', 'Mark Duplicate', 'Cancel', 'Accept Risk', and 'Update'. Below the toolbar, the problem details are listed:

- Subcategory: Wireless
- Service: IT Services
- Configuration Item: my8500-nbxs08
- Priority: 3 - Moderate
- Assignment group: Problem Analyzers
- Assigned to: Problem Administrator

The 'Problem statement' field contains: "Internet connection dropped again". The 'Description' field contains: "Same as yesterday, the wifi connection is not working anymore, had to create a hotspot."

Below the main form, there are tabs for 'Notes', 'Analysis Information', 'Resolution Information', and 'Other Information'. Under 'Other Information', there are two rich text editors:

- Workaround:** The editor is empty, containing only a single letter 'I'.
- Cause notes:** The editor contains the text: "The 5GHz channel is set to auto and this leads to an interference with another router that is located in its proximity."

Then we need to fill out the Workaround and Cause Notes Fix notes then hit Start Fix

The screenshot shows the 'Start Fix' dialog box. It has a header with a close button 'X' and several buttons at the top: 'Follow', 'Start Fix', 'Mark Duplicate', 'Cancel', and 'Accept Risk'. The dialog is divided into sections:

- State:** 'Fix in Progress'
- Cause notes:** The editor contains the text: "The 5GHz channel is set to auto and this leads to an interference with another router that is located in its proximity."
- Fix notes:** The editor contains the text: "After completing the Change Request related to the auto channel, the issue should be addressed."

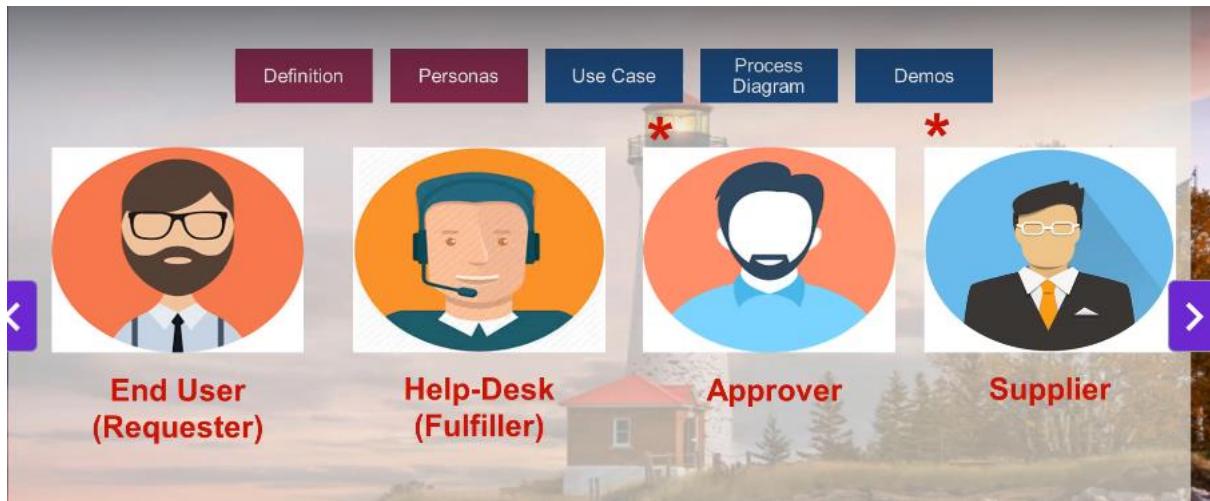
- Then fill out the information in the Popup to Start the FIX
- After that monitor the issue for some time, and check if continue to face this issue.
- If yes, we can continue to work on the issue, else we can **Resolve** the issue.
- If the issue Reappears, We can hit **Re-Analyze** to Analyse the issue.

The screenshot shows a software interface for managing problems. At the top, there's a navigation bar with tabs: New, Assess, Root Cause Analysis, Fix In Progress, Resolved, and Closed. A prominent button labeled "Re-Analyze the Problem" is highlighted. Below the navigation, there's a form with fields for Number (PRB004006), First reported by (INC0010037), Category (Network), Subcategory (Wireless), Service (IT Services), and Configuration Item (my8500-nbxs08). To the right of these fields are dropdowns for State (Closed), Resolution code (Fix Applied), Impact (2 - Medium), Urgency (2 - Medium), and Priority (3 - Moderate). There's also a field for Assignment group (Problem Analyzers) and one for Assigned to (Problem Administrator). Below the main form, there's a "Notes" section containing the text: "Internet connection dropped again". Underneath this, there's a "Description" section with the text: "Same as yesterday, the wi-fi connection is not working anymore, had to create a hotspot." At the bottom of the screen, there are tabs for Notes, Analysis Information, Resolution Information, and Other Information. The Resolution Information tab is selected, showing fields for Resolved by (System Administrator) and Resolved date (2020-04-28 16:01:38). There's also a rich text editor and a note: "After completing the Change Request related to the auto-channel, the icons should be addressed".

Request Fulfilment

The screenshot displays a process diagram titled "Request Fulfilment". At the top, there are five tabs: Definition (selected), Personas, Use Case, Process Diagram, and Demos. The main content area has a background image of a lighthouse. On the left, under the "What?" heading, it says: "Request fulfillment is the process responsible for managing the life cycle of all service requests from the users. These service requests can vary from an access, a new laptop or a software installation." On the right, under the "Why?" heading, it says: "Not all the organizations have this process in place however if number of service requests is a large one, it would be smart to handle service requests as a separate work stream." Below these sections, there's a "Examples" section with three items: "Password Reset", "Shared Folder", and "Unauthorized Software", each accompanied by a yellow cloud icon containing the text "This is a request!".

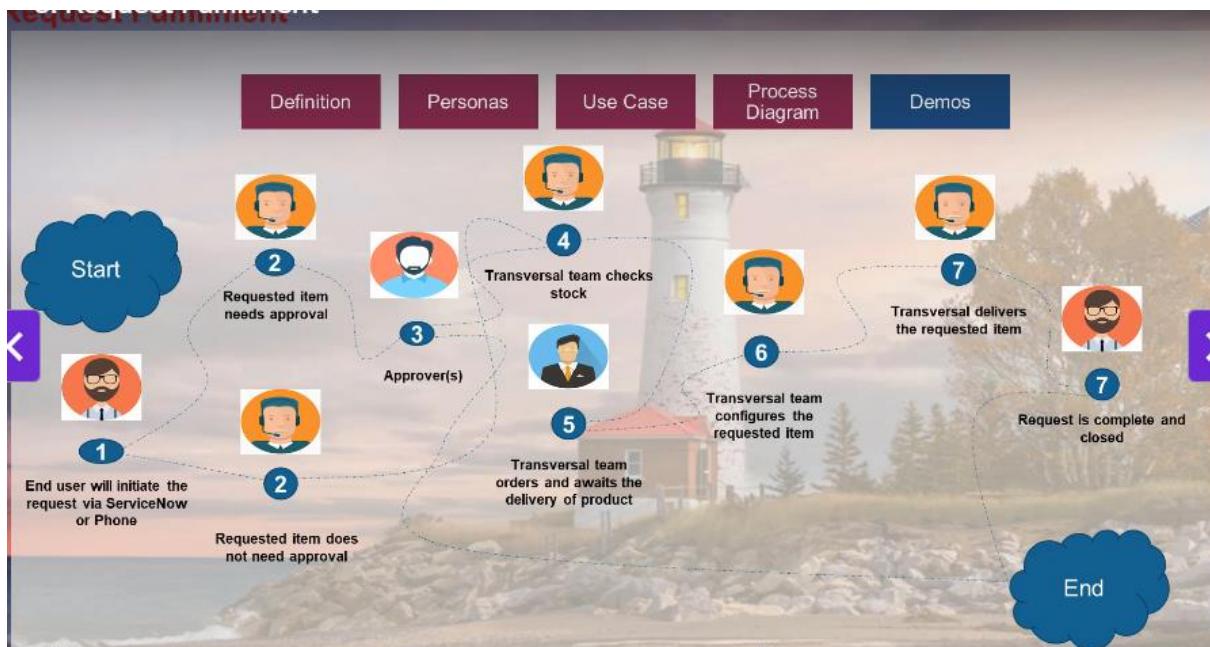
Request Fulfilment Process.



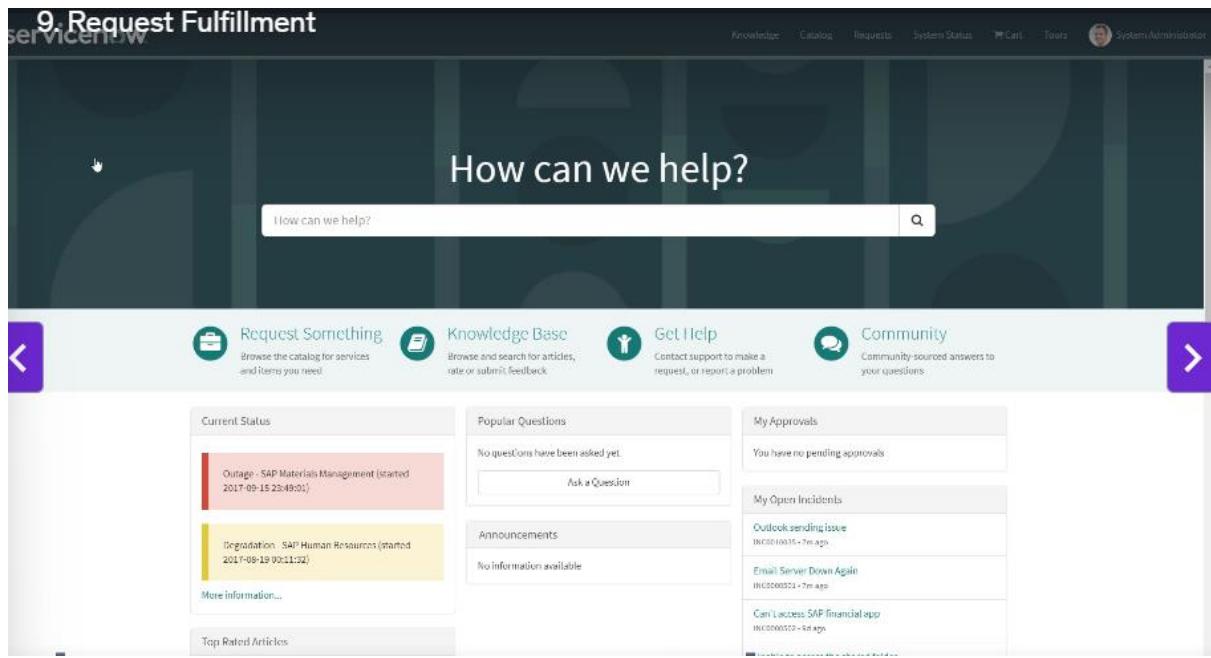
What the Requestor raises is a Request Ticket **REQ** or

And an **RITM** – or Requests Item is generated as per the query/Requests and the agents work on it.

And the activities they perform are known as Tasks.

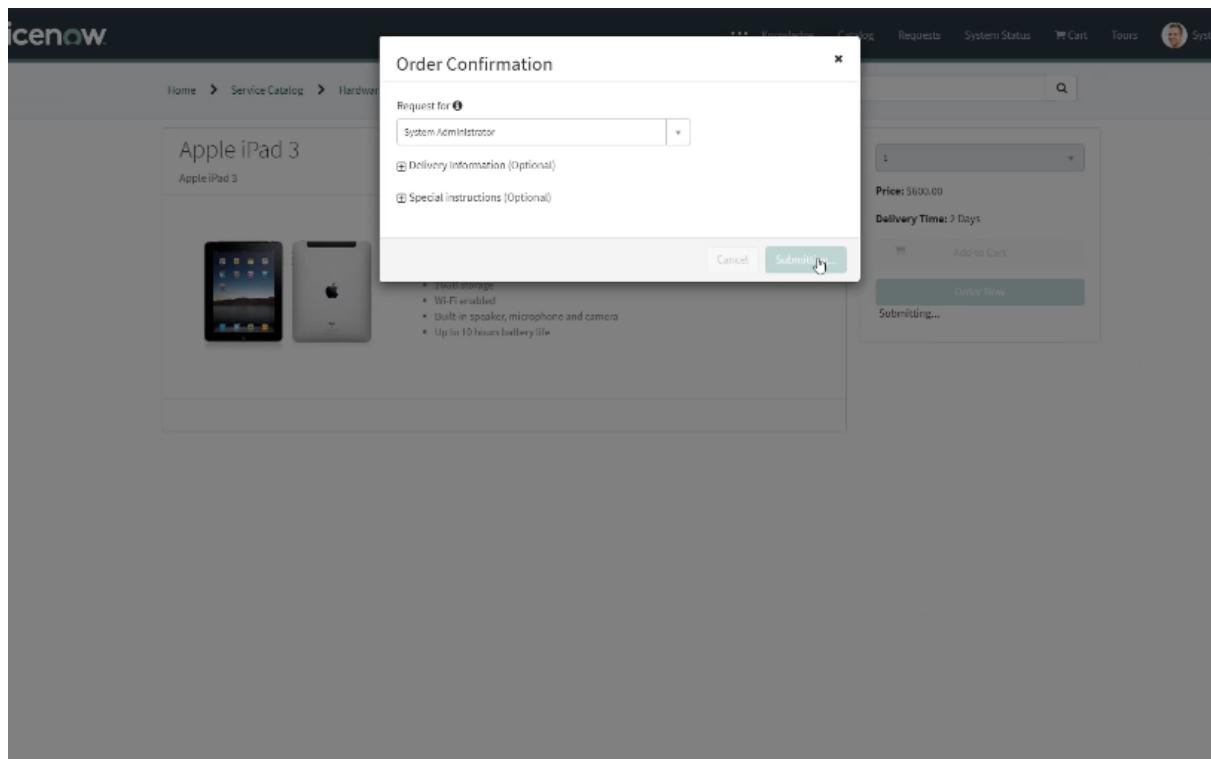


- Request Fulfilment



- Select Request Fulfilment (A Hardware Device)

- Select and Complete the Order flow



Submitted : 2020-04-08 13:27:07					
Request Number : REQ0010013					
Estimated Delivery : 2020-04-10					
Item	Delivery Date	Stage	Price (ea.)	Quantity	Total
Apple iPad 3	2020-04-10	▶	\$600.00	1	\$600.00
					Total: \$600.00

This is Creating a RITM against the REQ

Request
RLQ0010013

Number	RLQ0010013	Opened	2020-04-08 13:27:07
Requested for	System Administrator	Opened by	System Administrator
Location		Approval	Approved
Due date	2020-04-10 13:27:07	Request state	Approved
Price	\$600.00		
Description			
Short description			
Special instructions			

[Update](#) [Cancel Request](#) [Copy](#) [Delete](#)

Related Links
[Show Workflow](#)
[Workflow Context](#)

Requested items (1) [Approvers](#) [Group approvals](#)

Request	Number	Quantity	Catalog	Item	Due date	Price	Assigned to	Stage
RITM0010013	1 (empty)		ApplicPad.3		2020-04-10 13:27:07	\$600.00 (empty)		Green Yellow Blue Orange Red

[Actions on selected rows...](#)

Then when we open the **RITM** we will find the **SCTASK** that we need to work on.

An **RITM** can contain multiple **SC TASKS**, that we need to complete to complete the **RITM**.

As We complete one SCTACK – The RITM will move to next stages

Order Guide

Additional comments (Customer visible)

Post

Activities: 1

System Administrator	Impact: 3 - Low	Opened by: System Administrator	Priority: 4 - Low	State: Open	Field changes + 2020-04-08 13:27:07
----------------------	-----------------	---------------------------------	-------------------	-------------	-------------------------------------

[Update](#) [Delete](#)

Related Links
[Show Workflow](#)
[Workflow Context](#)

Catalog Tasks (1) [Approvers](#) [Group approvals](#)

Request Item	Number	Assignment group	Assigned to	Short description	Actual start	Actual end	Or
RITM0010013	SCTASK0010011	Procurement	(empty)	Order from vendor or move from in-stock inventory	(empty)	(empty)	Edit

[Actions on selected rows...](#)

Submitted : 2020-04-08 13:27:07					
Request Number : REQ0010013					
Estimated Delivery : 2020-04-10					
Item	Delivery Date	Stage	Price (ea.)	Quantity	Total
Apple iPad 3	2020-04-10	▶	\$600.00	1	\$600.00
					Total: \$600.00

- Request Fulfilment (Access to Software).
- Visit Request Fulfilment, -> Get access to the Software.

The screenshot shows a service catalog interface. The top navigation bar includes 'Home', 'Service Catalog', and 'Training Management Access'. Below this is a search bar. On the left, there's a sidebar with 'Categories' and various links like 'Can We Help You?', 'Departmental Services', 'Hardware', 'Office', 'Peripherals', 'Quick Links', 'Role Delegation', 'Software', and 'Standard Changes'. The main content area is titled 'Training Management Access' and shows a sub-item 'Access to Training Management' with the description 'Access to Training Management'. A 'View Details' button is visible at the bottom of this item. The interface uses a light gray background with blue and black text.

The REQ is created – Associated RITM is also generated

Then as per flow we need to accept or reject the Request.

CHANGE MANAGEMENT

- Type of Change

In the context of IT service management and the Change Advisory Board (CAB), changes are typically categorized into three main types:

1. Standard Changes:

- Pre-approved and low-risk changes.
- Follow a well-defined process.
- Examples: Routine software updates, password resets.

2. Normal Changes:

- Require assessment and approval by the CAB.

- Vary in complexity and risk.
- Examples: Implementing new software, major system upgrades.

3. Emergency Changes:

- Implemented quickly to resolve critical issues.
- Often reviewed after implementation.
- Examples: Fixing a security vulnerability, restoring a failed service.

Change Management

Definition Personas Use Case Process Diagram Demos

Change Management is the Process responsible for controlling the lifecycle of all changes and works to enable beneficial changes to be made with minimal disruption to IT Services.

The objective of Change Management is to ensure changes are recorded, assessed, authorized, prioritized, planned, tested, implemented, documented and reviewed in a controlled manner.

Change Management

Definition Personas Use Case Process Diagram Demos

Goal	Objective	Change Categories
<ul style="list-style-type: none"> • Controlling the lifecycle of all changes → Minimal Disruption to IT Services 	<ul style="list-style-type: none"> • Follow the process thoroughly / controller manner 	<ul style="list-style-type: none"> • Normal – Requires Approval • Standard – No Approval required • Emergency – CAB Approval

end

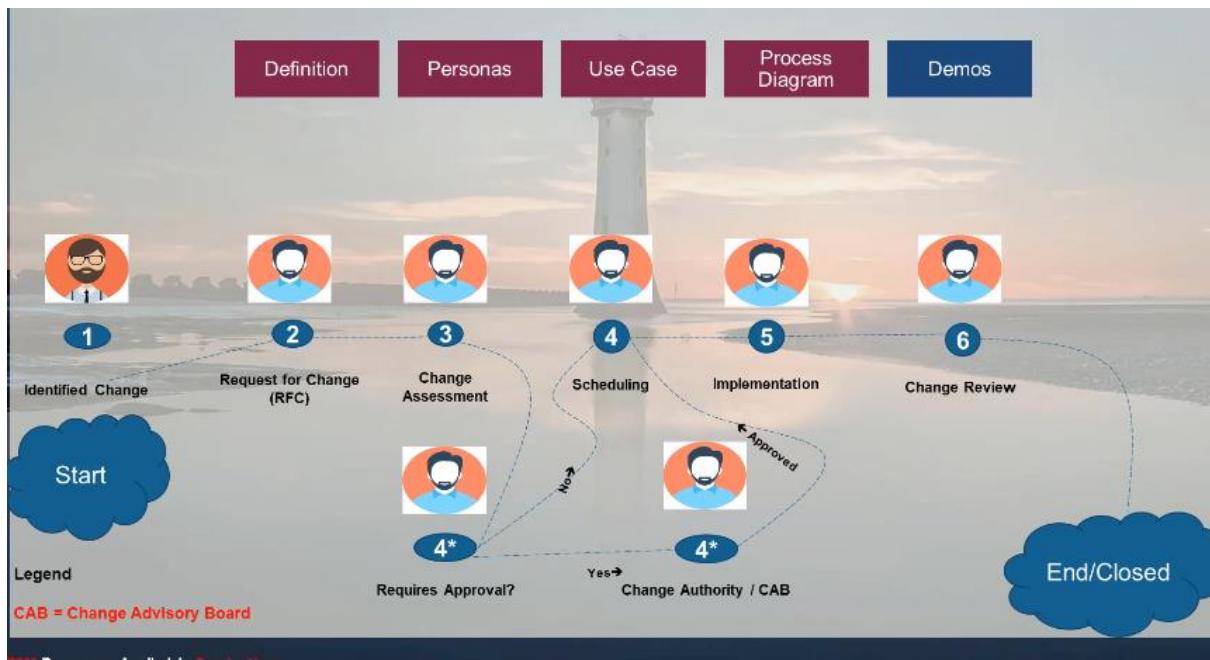
3 = Change Advisory Board

CAB – Change Advisory Board.

The Change Advisory Board (CAB) is a group of individuals responsible for evaluating and approving changes within an organization, particularly in IT service management. The CAB ensures that changes are assessed for potential risks, impacts, and benefits before implementation. This helps maintain stability and minimize disruptions to services.



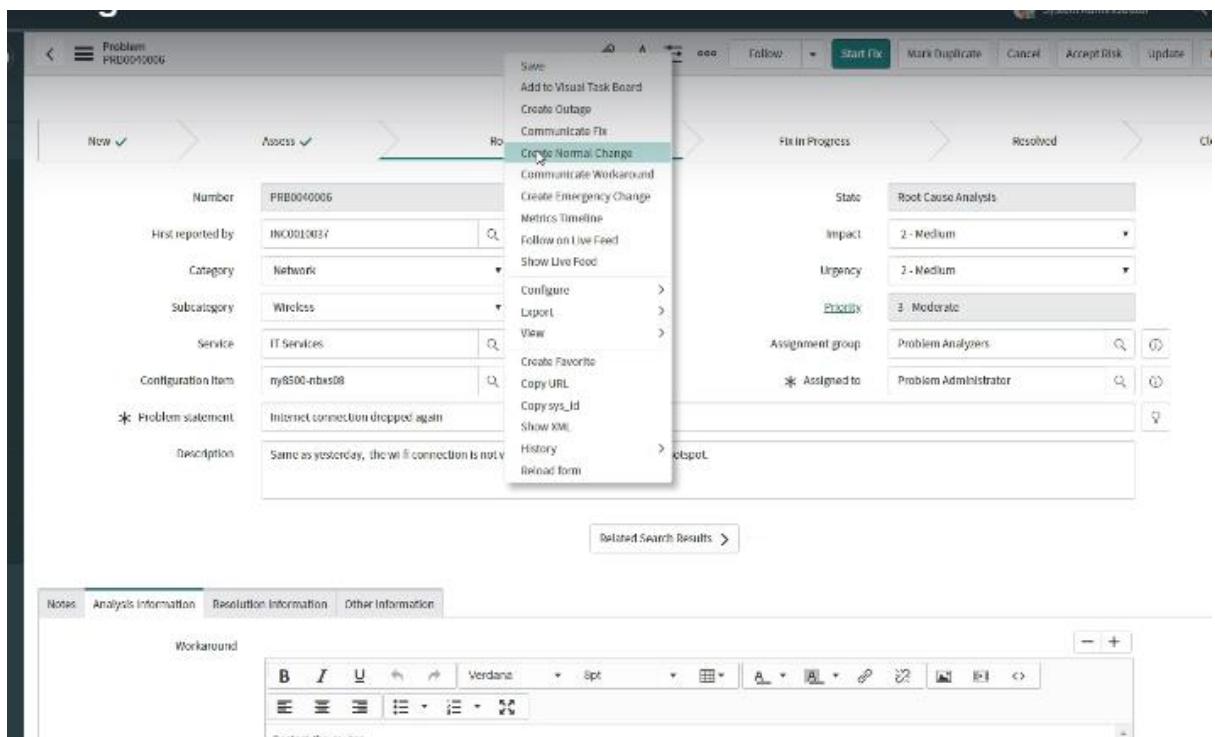
- The Change Management Process workflow.



- A change request can start from Incident, Problem, Event, or Proactive Monitoring.

Raising a Change from the Problem Ticket

- Right Click on the Problem Ticket and hit “Create Normal Change”



- Then the Change Form appears

Change Request
CHG0030021

(1) Change CHG0030021 created

New > Assess > Authorize > Scheduled > Implement > Review > Closed > Canceled

Number	CHG0030021	Type	Normal
Requested by	System Administrator	State	New
Category	Other	Conflict status	Not Run
Service		Conflict last run	
Configuration item	my8500-nbcs08	Assignment group	
Priority	3 - Moderate	Assigned to	
Risk	Moderate		
Impact	3 - Low		
Short description	Internet connection dropped again		
Description	Same as yesterday, the wi-fi connection is not working anymore, had to create a hotspot.		

Planning | Schedule | Conflicts | Notes | Closure Information

Justification:

Implementation plan:

- The Documents need for change

Planning | Schedule | Conflicts | Notes | Closure Information

Justification:

Implementation plan:

Risk and Impact analysis:

Backup plan:

Test plan:

Planning | Schedule | Conflicts | Notes | Closure Information

Justification: The newly purchased router disconnects several times a day leading to at least 20 minutes of inactivity. This was not experienced before hence the need for a change.

Implementation plan: The local IT team will travel on-site, test which channel works best, without interruptions and select it manually.

Risk and Impact analysis: N/A

Backup plan: N/A

Test plan: The local IT team will connect to the router with multiple devices and run a test or download speed to make sure that the configuration succeeded.

Request Approval | Update | Delete

Then after filing the detail information we will hit “Request Approval ”

Once the Change is approved the State will change to Scheduled

The screenshot shows the 'Change Request' details page for CHG0030024. The top navigation bar includes 'Follow', 'Implement', 'Update', and 'Delete' buttons. Below the header, a horizontal timeline shows the progression from 'Now' through 'Assess', 'Authorize', 'Scheduled' (which is highlighted in blue), 'Implement', 'Review', 'Closed', and finally 'Cancelled'. The main form contains various fields: Number (CHG0030024), Requested by (System Administrator), Category (Network), Service (IT Services), Configuration Item (myBS00 mbx500), Priority (3 - Moderate), Risk (Moderate), Impact (3 - Low), Type (Normal), State (Scheduled, highlighted with a red box), On hold (unchecked), Conflict status (Not Run), Conflict last run (empty), Assignment group (Change Management), and Assigned to (Change Manager). Buttons for 'Save', 'Cancel', and 'Close' are visible at the bottom right.

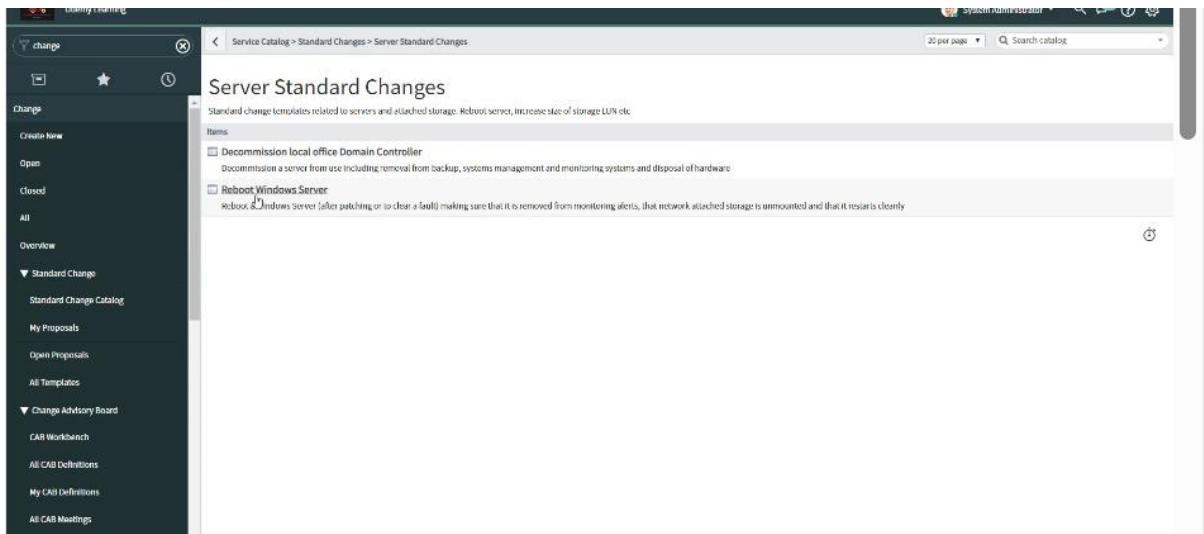
- Selection of Planned start and End date.
- Then Hit **Implement**.
- Then once the implementation was successful, we will go to the **Review Phase**.
- Then will check with SD L1 and the User or L0 if the issue is persisting if not we will Close it.

Raisings a Standard Change.

- To Raise a Standard Change we need to visit the Change -> Create New.

The screenshot shows the 'Change Request' creation page. The left sidebar has a 'Change' menu with 'Create New' selected, indicated by a cursor icon. Other options include 'Open', 'Closed', 'All', 'Overview', 'Standard Change Catalog', and 'My Proposals'. The main content area asks 'What type of change is required?' with three options: 'Normal: Changes without predefined plans that require approval and CAB authorization.', 'Standard: Select from available pre-approved change templates. These changes do not require approval.', and 'Emergency: Unplanned changes necessary to restore service. These changes require CAB authorization only.' A 'Save' button is located at the bottom right.

- The From there Choose “Standard Change.”



- Select a Template for standard change.
- The Steps remains the same, but due to the use of template the fields are pre-populated
- And Doesn't Requires an Approval for the same.

The screenshot shows a 'Change Request - New record' form. The 'Description' field contains the text 'Decommission a server from use including removal from backup, systems management and monitoring systems and disposal of hardware'. The form has tabs for 'Planning', 'Schedule', 'Conflicts', 'Notes', and 'Closure Information'. The 'Planning' tab is active. It includes sections for 'Justification' (empty), 'Implementation plan' (containing detailed steps for decommissioning a DC), 'Risk and Impact analysis' (empty), 'Backout plan' (warning about the不可逆性 of the process), and 'Test plan' (stating 'No client issues result from the removal of this DC').

CMDB - Configuration Management Database

- What is CMDB?
- It is a database that is used by some organizations to store the Hardware and Software-based CIs or Configuration
It also holds the information about the relationship between CI's.
- This is like a database where it will store data about some hardware or software, and how they are likely to link together
- Another Purpose of CMDB is Organized View of Data and the means to Examine data in different ways/views.

- The CI are also dependent on Each other.

Definition

Personas

Use Case

Process Diagram

Demos

What?

- Database used to store CIs
- Holds information about the relationship between CIs

Purpose

- Organized view of data
- Examine data in different views

Benefits

- Overview of the entire Infrastructure
- Helps other process manager address their concerns faster

Legend

CMDB = Configuration Management Database
CI = Configuration ITEM → hardware, software, service, location, documents

Processes Applied In

- Easy to understand a flaws
- CI need for change and how it's related to other services and how It could impact users

Configuration Management Team

- Example

The HR Team Requires a DB to store Employees Data

For that we will have a Hard Disk in a DB that Stores the data and a way for the employee to access it.

Definition

Personas

Use Case

Process Diagram

Demos

New CI

New CI Class?

Create

- Discovery
- External Source
- Manually

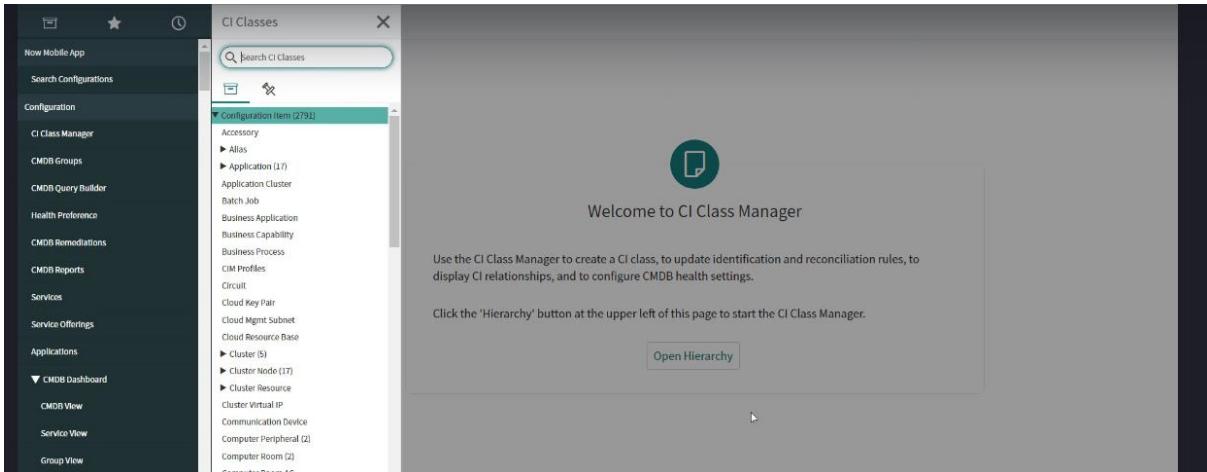
Add Relationship

Health Check

- Completeness → Required fields are populated?
- Correctness → Duplicate CIs?
- Compliance → Adherence to existing process?
- Relationships → Orphan, Duplicate CIs > ?

Processes Applied In

- In application navigation type **configuration** and then type CI Class Manager then Open Hierarchy
- Now we need to create the CIs or configuration items – for this.



Knowledge Management

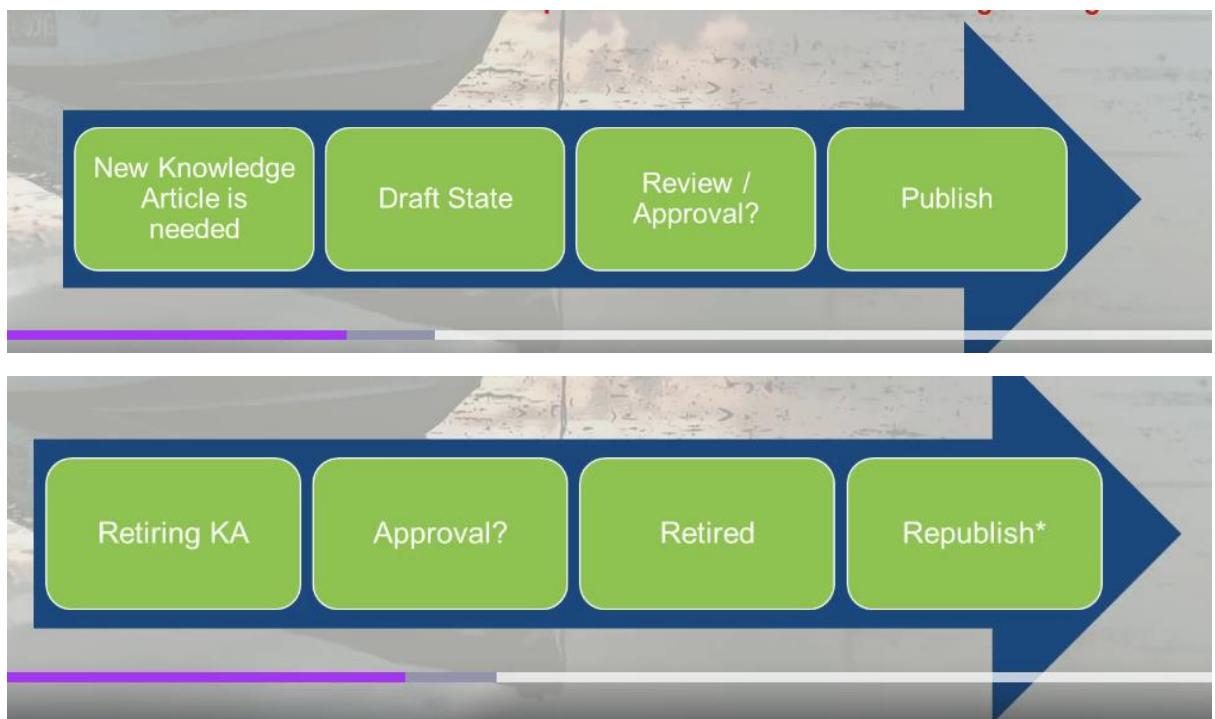
Knowledge Management is responsible for gathering, analyzing, storing, and sharing information across an organization.



- When you call an IT Help Desk or Service Desk, if you are facing an issue with some applications, they usually need some specific knowledge to assist you.
- This knowledge is known as Knowledge Article, Knowledge Base.

Example, for three different personas, once is the L0 or the user, the second one is the Help Desk agent, and the third is the knowledge manager.

Knowledge Article Steps



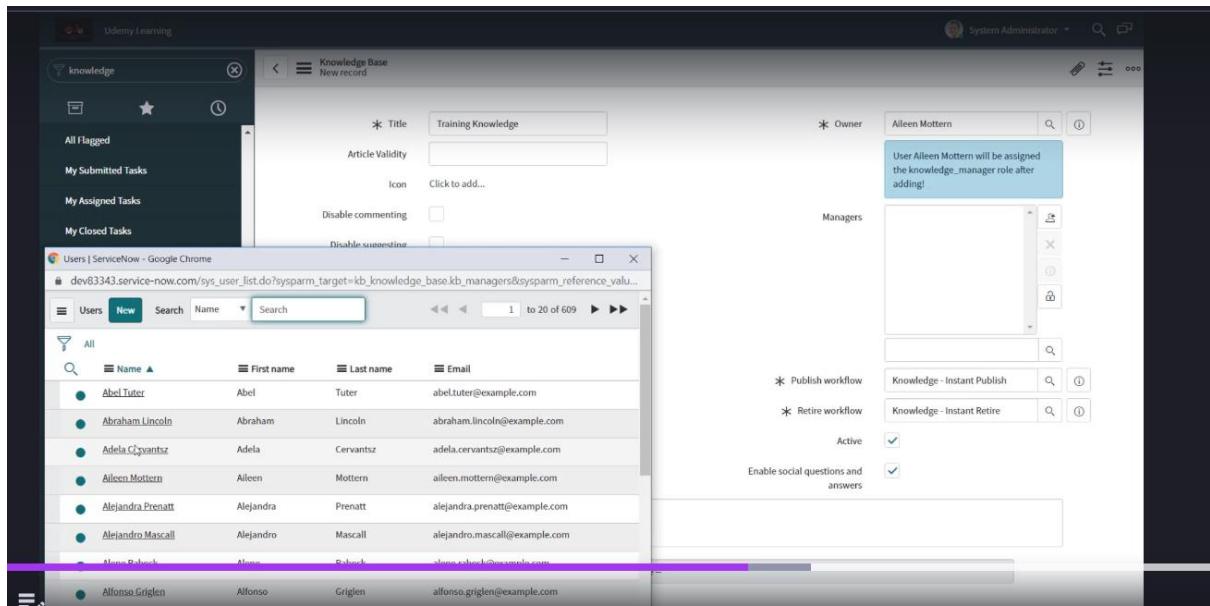
To create a Knowledge Article, we will need to

- Search the Knowledge Section of the SNOW
- Click on **Knowledge Bases**.

Then Click on **New**

- Fill the Required Field's

- Select the Owner Now. In that case, the Owner "xxxxxxxx" will be responsible for the Knowledge Database and can add or remove Knowledge Managers.
- As a hierarchy, the owner is at the top of the Knowledge Database and the Knowledge Managers are added by him to perform knowledge management.
- Adding Managers



Then fill in the required information, save, and a knowledge base is created.

- Now we will create a knowledge article.

Save the knowledge article.

Usually there are multiple steps before we can publish a knowledge article, like Draft and Published, once published the agents and end user can view them.

The screenshot shows the 'Knowledge' module with article number KB0010005. The 'Publish' button in the top right toolbar is highlighted with a red box. The form includes fields for Number (KB0010005), Knowledge base (Training Knowledge), Category, Valid to (2100-01-15), Article type (HTML), Workflow (Draft), Source Task, Attachment link, and Display attachments. A short description field contains 'Training Request'. The Article body section features a rich text editor with various formatting options like bold, italic, underline, and alignment. The content area contains the text: 'In order to request a training all employees need an email approval from their direct manager attached to the ticket.'

- View the KA

The screenshot shows the 'Training Request' article page. At the top, there's a navigation bar with Home, General, Flag article, Create Incident, and Edit buttons. The article title is 'Training Request' with ID KB0010005. It has a rating of 4 stars and 1 view. The content is: 'In order to request a training all employees need an email approval from their direct manager attached to the ticket.' Below the content, it says 'Authored by System Administrator' and 'Last modified Just now'. There are 'Helpful?' buttons for Yes and No. A 'Leave a comment' input field and a 'Comment' button are at the bottom. A 'Copy Permalink' link is also present.

Retire a Knowledge Base

Knowledge KB0010005

Number	KB0010005	Article type	HTML
* Knowledge base	Training Knowledge	Workflow	Published
Category		Source Task	
Published	2020-02-13	Attachment link	<input type="checkbox"/>
Valid to	2100-01-15	Display attachments	<input type="checkbox"/>
* Short description	Training Request		
Article body In order to request a training all employees need an email approval from their direct manager attached to the ticket.			

- Republished a Retired Article.

Udemy Learning System Administrator

Knowledge KB0010005

Number	KB0010005	Article type	HTML
* Knowledge base	Training Knowledge	Workflow	Retired
Category		Source Task	
Valid to	2100-01-15	Attachment link	<input type="checkbox"/>
* Short description	Training Request		
Article body In order to request a training all employees need an email approval from their direct manager attached to the ticket.			

- Now the article is again viewable in Incident view.

Incident New record

Number	INC0010041	Contact type	– None –
* Caller		State	New
Category	Inquiry / Help	Impact	3 - Low
Configuration item		Urgency	3 - Low
Location		Priority	5 - Planning
		Assignment group	
		Assigned to	
* Short description	training		
Description			

Related Search Results ▾

Q training

Knowledge & Catalog (All)

Access to Training Management

Training Request
Training Knowledge

Document Creation

In order to request a training all employees need an email approval from their direct manager attached to the ticket.
Author: System Administrator • 1 view • Last modified: 2020-05-12 • Rating: ★ ★ ★ ★

- End User Views the article

Home > Knowledge > IT (Knowledge Base) > Applications - Microsoft - IE

Search

KB0000003

...

Most Useful

What are phish avoid them?
Ron Kettering
☆☆☆☆☆

Managing Settings in Internet Explorer 10 for Windows 8

Authored by Wayne Webb • 5mo ago • 3 Views • ☆☆☆☆☆

Summary
Learn to set up a home page, connection settings, and parental control in Internet Explorer.

Solution

Want to set up a default home page? Want to set up your Internet connection? Need to block the types of sites that display on your computer? Learn how to do all this in Internet Explorer using the steps below. For all PC browser-related articles see [Manage Your PC Browser](#).

We do not support all browsers. The following information is for reference only. For specific information on using Internet Explorer 10 visit [Microsoft.com](#).

This is outdated for older XP users. Windows XP Service Pack 2 (SP2) contains a collection of new technologies designed to help keep your PC and your personal information more secure. SP2 also makes it easier to monitor these settings with the new Windows Security Center, available through the Control Panel.

The Security Center lets you check the status of your essential security settings. You can also use it to find information about the latest virus or other security threat or to get customer support from Microsoft for a security-related issue.

To open Security Center

- Click **Start** and then click **Control Panel**.



Control Panel with new Security Center icon

- Double-click **Security Center**. You should see a window that looks like the one below.

Service Level Management

This is the process of negotiating service level agreements, ensure SLAs, OLAs, and UCs are appropriately met.

Conduct meetings with stakeholders to review the metrics,

Goal

Maintain and improve quality IT services, Monitor and Report metrics and eradicate Poor services.

SLA (Service Level Agreement)

- Agreement between the outsourcing company and the customer,
- it is negotiable and captures the amount of time needed to deliver a service.
- Configurable in SNOW.
- Example as a paying customer Subway expects to get IT support services with reasonable amount of time from Capgemini.

OLA (Operational Level Agreement.)

- It is an internal agreement within the organisation, for example “x” amount of time until the incident is assigned from L1 to L1.5.
- OLA’s can be configured with per assignment groups, Priority, Location, and others as well.
- The Goal of OLA’s are to deliver internal quality services contributing to successfully meeting SLA’s.
- Configurable in SNOW.

UC (Underpinning contract)

- Agreements between the Service Provider and Vendor.
- Tracks the amount of time needed to deliver a piece of hardware and software.
- Configurable in SNOW.

This is like a contract between the **outsourcing company** and their **vendor** for example they need some software like a telephone device, a ticketing tool

Or like hardware like table chair, monitor

Or Services like Internet and others

Certainly! Let's break down the concepts of **Response SLA** and **Resolution SLA**:

Response SLA

- **Definition:** This is the agreed-upon time frame within which a service provider must acknowledge or respond to a customer's request or issue.
- **Purpose:** It ensures that the customer knows their issue has been received and is being addressed.
- **Example:** If a customer submits a support ticket, the Response SLA might state that the service provider must respond within 1 hour.

Resolution SLA

- **Definition:** This is the agreed-upon time frame within which a service provider must resolve or fix the customer's issue.
- **Purpose:** It sets expectations for how quickly the issue will be fully resolved.
- **Example:** If a customer reports a technical problem, the Resolution SLA might state that the issue must be resolved within 24 hours.

Key Differences

- **Response SLA** focuses on the initial acknowledgment of the issue.
- **Resolution SLA** focuses on the complete resolution of the issue.

Both types of SLAs are crucial for maintaining customer satisfaction and ensuring efficient service delivery. Do you have any specific scenarios or additional details you'd like to discuss regarding SLAs?

Priority Matrix Definition		URGENCY			
		Critical System/ Sales or Revenue Affected	Productivity Affected – No Workaround	Productivity Affected – Workaround In Place	Routine/ Maintenance
IMPACT	Company/ Widespread	Critical - P1	Critical - P1	High - P2	Routine - P4
	Department/ Local Area	Critical - P1	High - P2	Moderate - P3	Routine - P4
	Workgroup/ Test Group	Critical - P2	High - P2	Moderate - P3	Routine - P4
	Single User/ Restaurant	Critical - P2	High - P3	Moderate - P3	Routine - P4

Prioritization Scheme

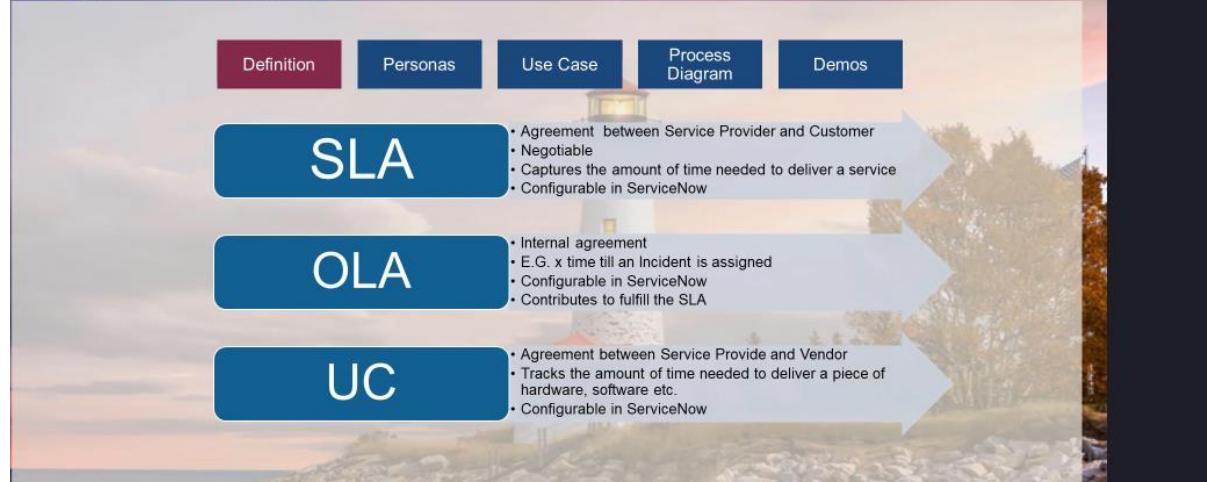
Impact	Urgency			
	Critical	High	Medium	Low
Extensive	1	1	2	4
Significant	1	2	3	4
Moderate	2	2	3	4
Minor	2	3	3	4

Impact

measures how business critical it is; proportional to number of users/restaurants impacted

Extensive	> 500; All users/restaurants
Significant	> 50; multiple users/restaurants
Moderate	User(s) or system(s) impacted
Minor	User or system impacted

Service Level Management



Creating SLA's

- In the SNOW instance search for **SLA Definitions**
- Then Select it.

	Name	Type	Target	Duration	Table	Updated
	Search	Search	Search	Search	Search	Search
<input type="checkbox"/>	Database group resolution (P1 only)	OLA	Resolution	1 Hour	Incident [incident]	2019-04-01 13:03:19
<input type="checkbox"/>	Network group resolution	OLA	Resolution	4 Hours	Incident [incident]	2019-04-01 13:05:04
<input type="checkbox"/>	Priority 1 resolution (1 hour)	SLA	Resolution	1 Hour	Incident [incident]	2016-11-01 13:41:38
<input type="checkbox"/>	Priority 1 response (15 minutes)	SLA	Response	15 Minutes	Incident [incident]	2017-01-11 15:58:27
<input type="checkbox"/>	Priority 2 resolution (8 hour)	SLA	Resolution	8 Hours	Incident [incident]	2016-11-01 13:41:45
<input type="checkbox"/>	Priority 2 response (1 hour)	SLA	Response	1 Hour	Incident [incident]	2017-01-11 16:01:25
<input type="checkbox"/>	Priority 3 resolution (1 day)	SLA	Resolution	1 Day	Incident [incident]	2016-11-01 13:41:52
<input type="checkbox"/>	Priority 3 response (4 hours)	SLA	Response	4 Hours	Incident [incident]	2017-01-11 16:35:23
<input type="checkbox"/>	Priority 4 resolution (2 day)	SLA	Resolution	2 Days	Incident [incident]	2016-10-31 14:33:50
<input type="checkbox"/>	Priority 4 response (8 hours)	SLA	Response	8 Hours	Incident [incident]	2017-01-11 16:37:20
<input type="checkbox"/>	Priority 5 response (40 hours)	SLA	Response	1 Day 16 Hours	Incident [incident]	2017-01-11 16:39:35
<input type="checkbox"/>	SAN DSI contract resolution (3.5 hour)	Underpinning contract	Resolution	3 Hours 30 Minutes	Incident [incident]	2017-02-06 12:36:14
<input type="checkbox"/>	test clie	SLA		33 Days	Incident [incident]	2020-05-15 10:25:00

- To create a new SLA hit New

Name	Type	Target	Duration	Table	Updated
Search	Search	Search	Search	Search	Search
Network CI	SLA	Resolution	1 Hour	Incident [incident]	2019-04-01 13:03:19

- Then Name the SLA – Like Network CI
- Then Select the Type as SLA
- Target as Resolution
- Table Select Incident
- Workflow to Default SLA Workflow
- Then we need to select the Duration – 3 hours
- And the Schedule is 24*7
- And the time Zone should be the caller's Time zone.

Name	Network CI	Application	Global	
Type	SLA	Duration type	User specified duration	
Target	Resolution	* Duration	Days 00 Hours 3 00 00	
Table	Incident [incident]	Schedule source	SLA definition	
Workflow	Default SLA workflow	* Schedule	24 x 7	
Enable logging	<input type="checkbox"/>	Timezone source	The caller's time zone	
Active	<input checked="" type="checkbox"/>			
<input type="button" value="Start condition"/> <input type="button" value="Pause condition"/> <input type="button" value="Stop condition"/> <input type="button" value="Reset condition"/>				
The condition under which the SLA will complete				

- Then we need to put the Start Condition, Pause and Stop Condition

Start condition **Pause condition** **Stop condition** **Reset condition**

The conditions under which the new SLA will be attached and canceled

Start condition **Add Filter Condition** **Add "OR" Clause**

All of these conditions must be met

Active	Is	True	AND	OR	X
Configuration Item	Is	ny8500-nbx08	Q	AND	X

Retrospective start

Start condition **Pause condition** **Stop condition** **Reset condition**

The conditions under which the SLA will pause (stop increasing elapsed time) and resume

Pause condition **Add Filter Condition** **Add "OR" Clause**

Incident state	Is	On Hold	AND	OR	X
----------------	----	---------	-----	----	---

When to resume **Resume conditions are met**

Resume condition **Add Filter Condition** **Add "OR" Clause**

-- choose field --	-- oper --	-- value --
--------------------	------------	-------------

Submit

Start condition **Pause condition** **Stop condition** **Reset condition**

The condition under which the SLA will complete

Stop condition **Add Filter Condition** **Add "OR" Clause**

Incident state	Is	Resolved	AND	OR	X
----------------	----	----------	-----	----	---

Submit