

Service Management Community Meeting

Welcome!

April 1, 2015

- **Welcome**
- **Test Your Service Management Knowledge**
- **ServiceNow Implementation Update**
- **ITS Service Board Update**
- **What's New in ServiceNow – Category, Incident & Request**

- **Service Management Community Meetings**
 - **Purpose: Provide an opportunity for the Service Management community to engage and share information on all aspects of Service Management.**

Setting the Course
for
thenewnow

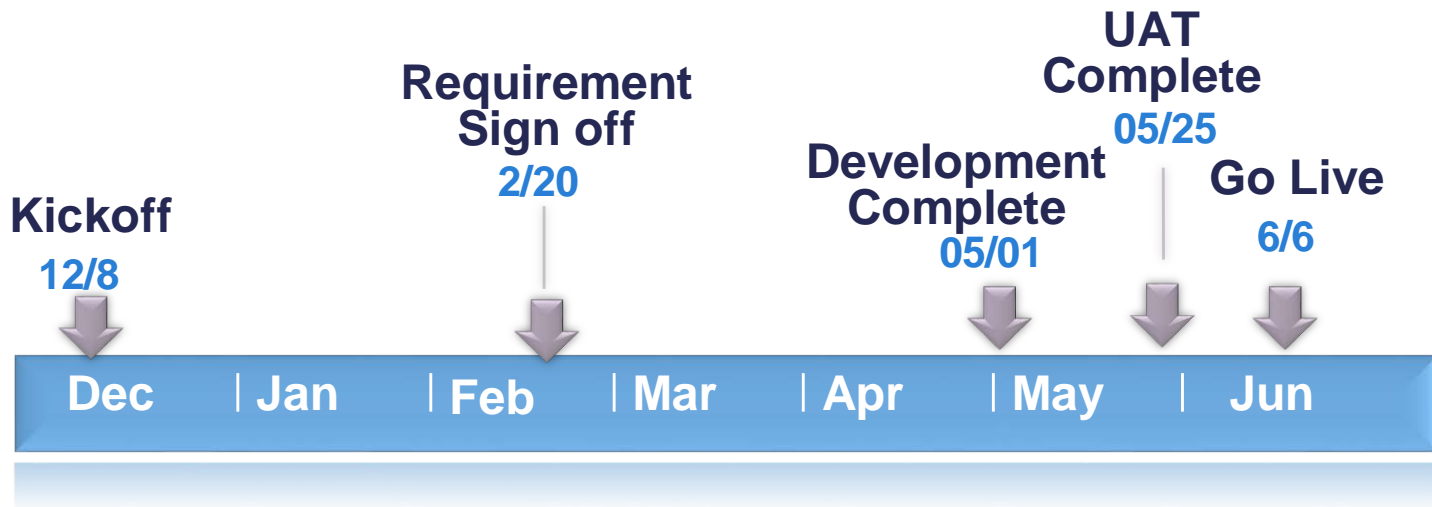
“The NewNow” describes the coming together of current Service Management initiatives in ITS, including:

- A new ServiceNow environment that is upgraded to Eureka**
- A new Service taxonomy that integrates ServiceNow, the ITS website and Service Catalog, and IT financial reporting**
- Streamlining current processes to align with ITSM best practices and to reflect ongoing service management maturity.**

Test Your Service Management Knowledge!

Service Management ServiceNow Implementation Project Update

Project Timeline




- **Fresh implementation of ServiceNow with the Eureka version**
- **Implement the following utilizing the vendor 'Excelerators'**
 - Incident Management
 - Problem Management
 - Change Management
 - Request Management
 - Service Catalog Management
 - Configuration Management
 - Knowledge Management
- **10 Request Fulfillment Workflows**
- **Populate 'CMDB' Lite**
- **ITS Website Integration**
- **Training**

Topic based Transition Clinics | April - May



Build Reviews | March 30 – May 7
(Incident, Request, Change Knowledge, Problem and CMDB)



User Acceptance Testing | May 18 - 22

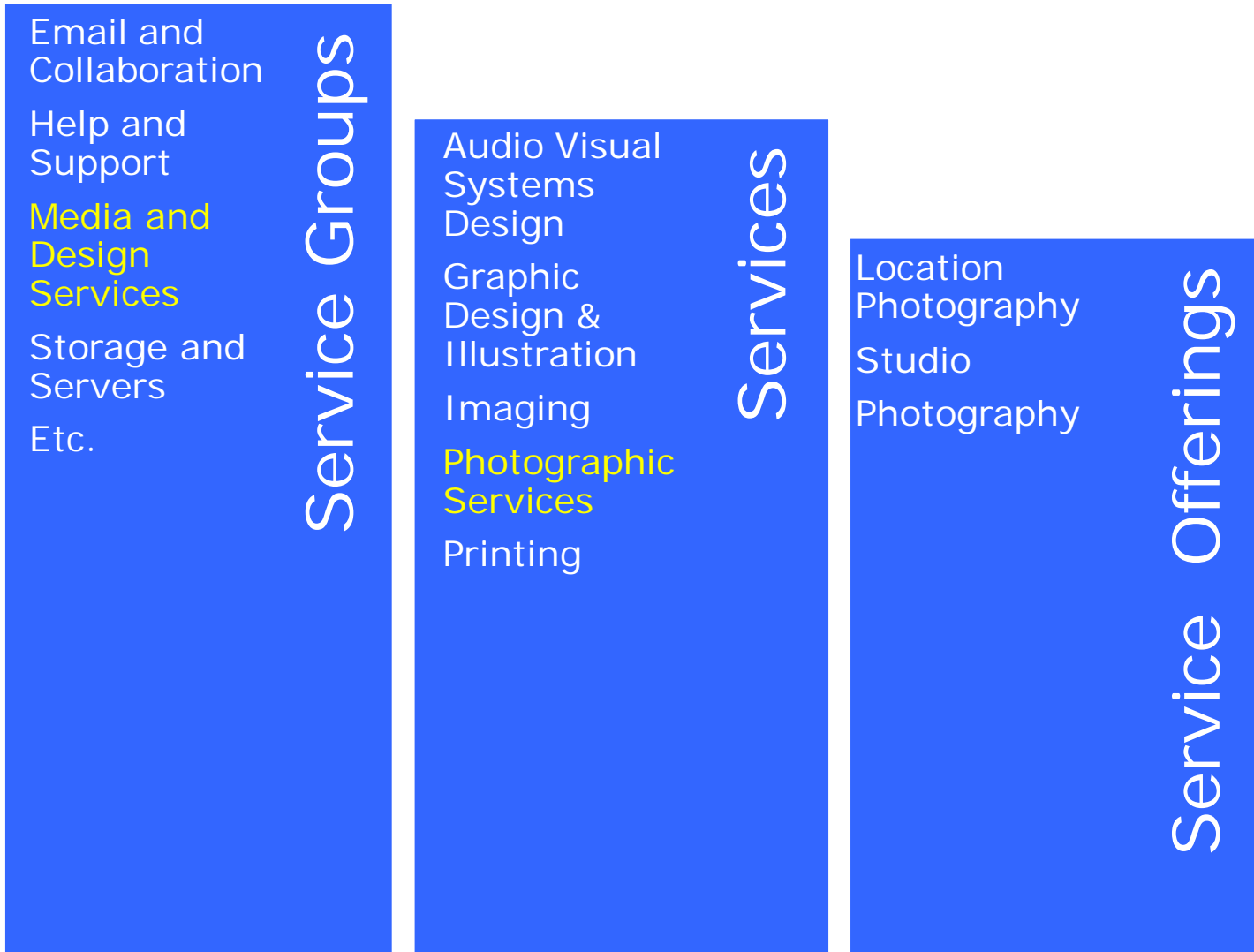


Training | May 26 – June 5
(will continue into July)

- **Service Management Community Meetings**
 - Regular monthly forums on all things Service Management
- **ServiceNow Implementation website**
 - <http://its.yale.edu/about/it-service-management/servicenow-upgrade-project>
- **Get to Know - The New Now Transition Clinics**
 - Designed to be informal clinics where we provide information on what is new and changing.
 - Topics follow and advanced registration required. Additional sessions will be added based on interest.
 - April 9 – Transitioning to the NewNow
 - April 16 – Service Taxonomy, ITS web site
 - April 23 – Incident
 - April 30 - Request

Service Management ITS Service Board

- **Supports FY15 strategic goal of cultural change through 100% adoption of ITIL and Service Framework by providing explicit and strategic service management roles to majority of ITS staff**
- **Provides a framework for mapping information to services to enable strategic decision-making and measure service maturity and performance**
- **Reconciles service information across multiple platforms including ServiceNow, ITS website, PPM tool, and Ideascale**
- **Improves transparency for managing, providing, consuming and reporting on services**
- **Provides unified voice to bring proposals to governance committees**
- **Applies broadly to all University services**



Service Groups

Media and Design, Jeff Siwicki



Service Owner Responsible for a Service

(Photographic Services, David Griffin)

Audio Visual
Systems
Design
Graphic
Design &
Illustration
Imaging
Photographic
Services
Printing

Services

Service Offering Manager

**Responsible for a Service
Offering**

(Studio Photography, David Griffin)

Location
Photography

Studio
Photography

Service Offerings

Service Owner Committees (SOCs)
Comprised of every Service Owner in a
Service Group

Sub-committees
Comprised of every Service Offering
Manager in a Service

Email and Collaboration
Help and Support
Media and Design Services
Storage and Servers
Etc.

Service Groups

Audio Visual Systems Design
Graphic Design & Illustration
Imaging
Photographic Services
Printing

Services

Location Photography
Studio Photography

Service Offerings

Service Management

Service Taxonomy

- New taxonomy can be viewed in Quickbase.
 - <https://yale.quickbase.com/db/bjp9bxk25>
- Qbase is supporting the working development of services. Data will ultimately reside in ServiceNow and ITS website



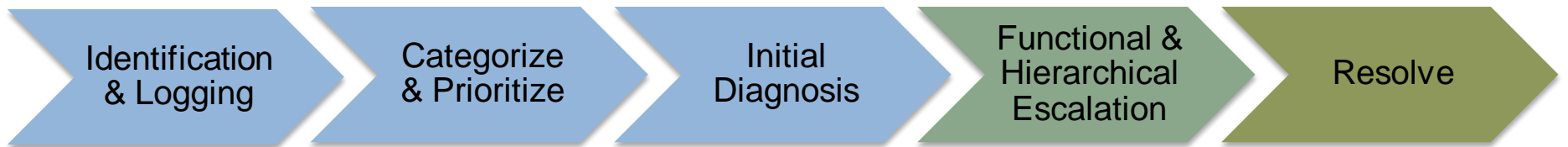
- New ITS Service Webpages
- Taxonomy will match ServiceNow service catalog
- All services offerings can be requested directly from the ITS website. Most service offerings webpages will directly generate ServiceNow requests.

The screenshot displays the Yale Information Technology Services website. At the top, there is a navigation bar with links for 'Help Desk', 'My Tickets', and 'Show System Status'. Below this is a search bar labeled 'Search ITS'. A main navigation menu includes categories like 'SOFTWARE & TECHNOLOGY', 'SERVICES', 'HOW TO', 'EVENTS', 'FORMS & POLICIES', 'SECURE COMPUTING', 'ABOUT ITS', and 'CENTERS'. The current page is 'Services > Accounts and Access > Passwords'. The left sidebar lists various services, with 'Accounts and Access' expanded to show 'NetIDs and Passwords', 'NetIDs for non-Yale Employees', 'Passwords', 'START', and 'Yale Directory'. The main content area is titled 'Passwords' and contains text explaining password requirements and a list of login credential types: NetID passwords, Database passwords, and Application specific passwords. A 'HELP!' callout box is present on the right side of the page, along with buttons for 'Make a Service Request', 'Report an Issue with this Service', 'Ask a Question About this Service', and 'Check the Status of My Tickets'. There is also a 'Top How To Articles' section with links to VPN and mobile device guides.

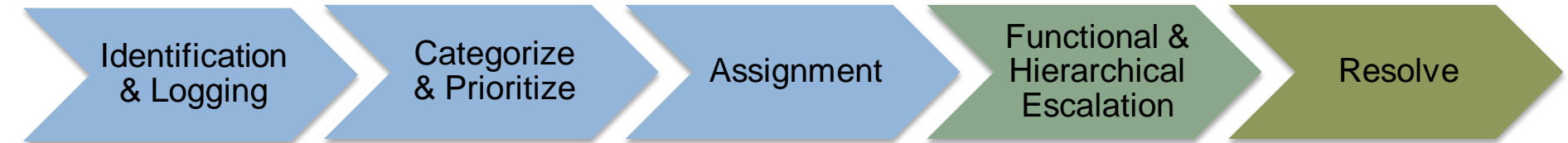
What's New in ServiceNow

- **What is an Incident?**
 - Something broken that can be fixed quickly.
 - The goal of incident management is to restore service as quickly as possible while minimizing impact to the business.
- **What is a Request?**
 - An order of a good or service.
 - Types of Requests:
 - **Generic Request:**
 - Handled in the Incident module.
 - Custom workflow is not required.
 - **Structured Requests:**
 - Handled in the Request module.
 - Includes custom workflow (tasks and approvals).
 - If the Structured Request hasn't been built then it will be linked to the Simple Structured Request form.

Incidents



Generic Requests



Structured Requests



Now: INC or REQ? Helpdesk decides.

- If wrong type is started, difficult to close and re-enter.
- Limited custom request forms.

The screenshot displays the Service Catalog interface. On the left is a navigation sidebar with a search filter and a list of options. Two options are circled in red: 'Create New Request' in the 'Self-Service' section and 'Create New' in the 'Incident' section. The main content area is titled 'Service Catalog' and features a search bar. Below the search bar are several expandable categories, each with a list of services. The categories and their services are:

- Backing Up, Storage and Servers**
 - New Linux Micro-Tier Virtual Server
 - Request an Enterprise VMware Virtual Machine
- Client Teams and Business Systems**
 - PMO - Access to Quickbase Program Management Office
 - PMO - Activate, Deactivate, or Modify Resource Information
 - PMO - Add a PMO Sharepoint Teamsite
 - PMO - Modify Locked Information
 - Propose a New Service Request Type
 - Publish a ServiceNow Report or Template
 - ServiceNow Accounts and Groups
 - ServiceNow Enhancement Proposal
 - Software Library Addition or Change
- Collaboration and File Sharing**
 - Request a New MOVI Service Account
- Computer and Device Support**
 - Bass Media Equipment Checkout
 - Create New Incident (Something Broken)
 - Desktop Security Request
 - Internal ITS Request
 - Request Desktop Support
 - Software Deployment Request
 - Third-Party Data Export
- Email and Calendars**
 - Request for Mailing List
- Phones and Cable TV**
 - Yale MeetingPlace Teleconference
- Research Technologies**
 - FAS HPC Account Creation
- Teaching and Learning**
 - Initiate a Lunch & Learn
- Web and Application Services**
 - Deploy Java/Ruby Webfarm Application
 - Drupal Deployment
 - Drupal Migration
 - GSA Updates
 - Request New Webfarm Application
 - Update ITS Web Site Content
 - Webmaster Support Request
 - WordPress Feature Request
 - WordPress Site Request
- Wifi and Networks**
 - Request for New Data Center IP Addresses

At the bottom right, there is a 'Shopping Cart' section which is currently empty.

Business Service Provider Service

← Incident = Required field Save & Exit Save & Stay Assign to me Mark as Duplicate

New Assigned In Progress On Hold Resolved Closed

Incident State:	New	Opened:	2015-03-30 09:40:18
Incident:	INC0441685	Opened by:	Chris Bellerjeau
Client:		Impact:	3 - Low
Contact:		Urgency:	3 - Low
Contact Type:	Phone	Priority:	5 - Low
Location:		Assignment Group:	
IT Business Service:		Assigned To:	
Incident Type:	-- None --	Watch List:	
IT Provider Service:		Knowledge Candidate:	
IT Component Category L1:	-- None --	Time Worked:	00:01:58 / 00:01:58
IT Component Category L2:	-- None --		
IT Component Category L3:	-- None --		
Affected Component:			
Short Description:			

Assignment Group

ServiceNow IT Service Management Suite

https://yale.service-now.com/sys_user_group_list.do?sysparm_target=IO%3Ad881eab1683f10007...

Groups Go to Name 1 to 50 of 167

All

Name
AIT Audio Visual Systems Design
AIT Classes V2 support
AIT Collaboration and Communication Technologies
AIT eLab Notebook
AIT Galleries_ Libraries_ Museums and Prof Schools
AIT High Performance Computing Group
AIT Instructional Systems Design
AIT Instructional Technology Group
AIT Lecture Capture
AIT Research Computing
AIT Science Research Software Core
AIT StatLab Services
AIT WebCasting
BSG BI Finance
BSG BI HR
BSG BI ITS
BSG BI Procurement
BSG BI Research Admin
BSG BI YSS
BSG Faculty HR Records
BSG Finance Systems
BSG HR and Payroll Systems

Assign to me Mark as Duplicate

Resolved Closed

03-30 09:40:18

Bellerjeau

W W W

58 / 00 : 01 : 58

Affected Component: Short Description:

Introducing Categories

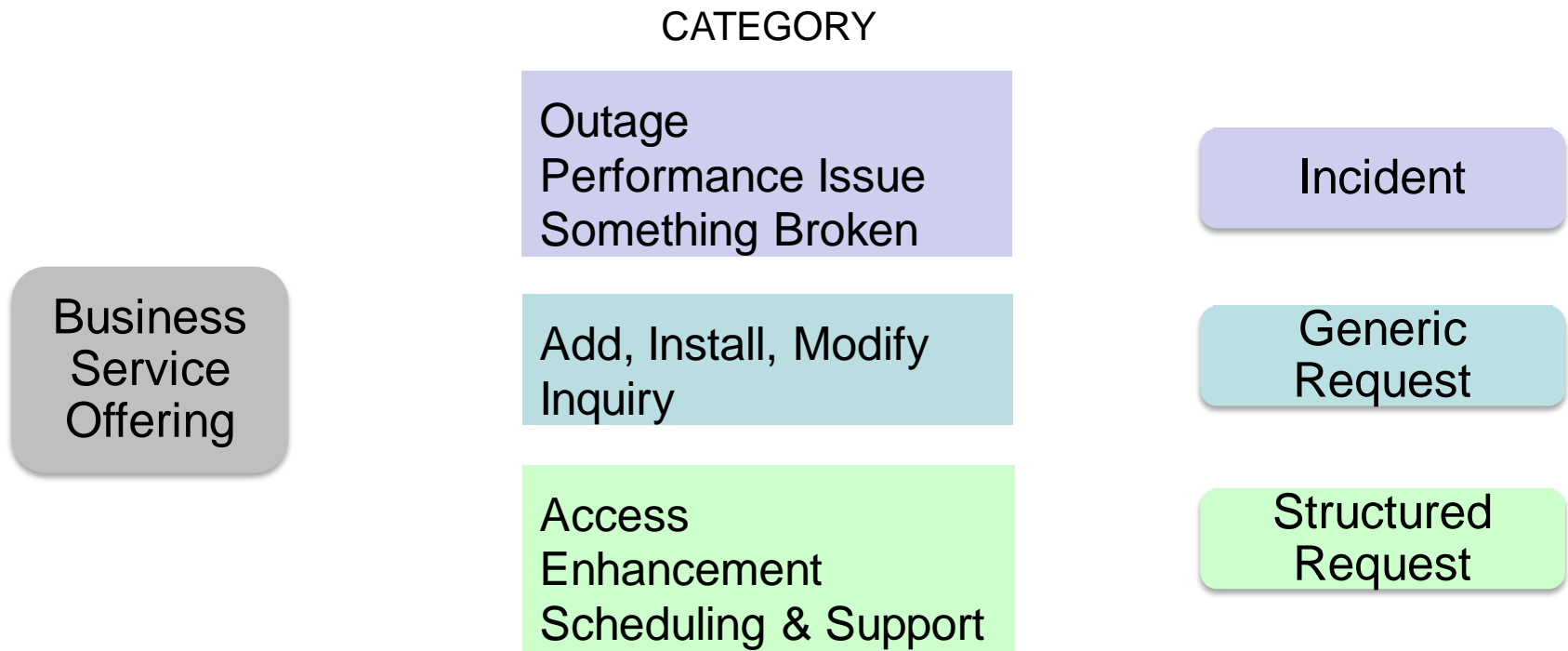
CATEGORY

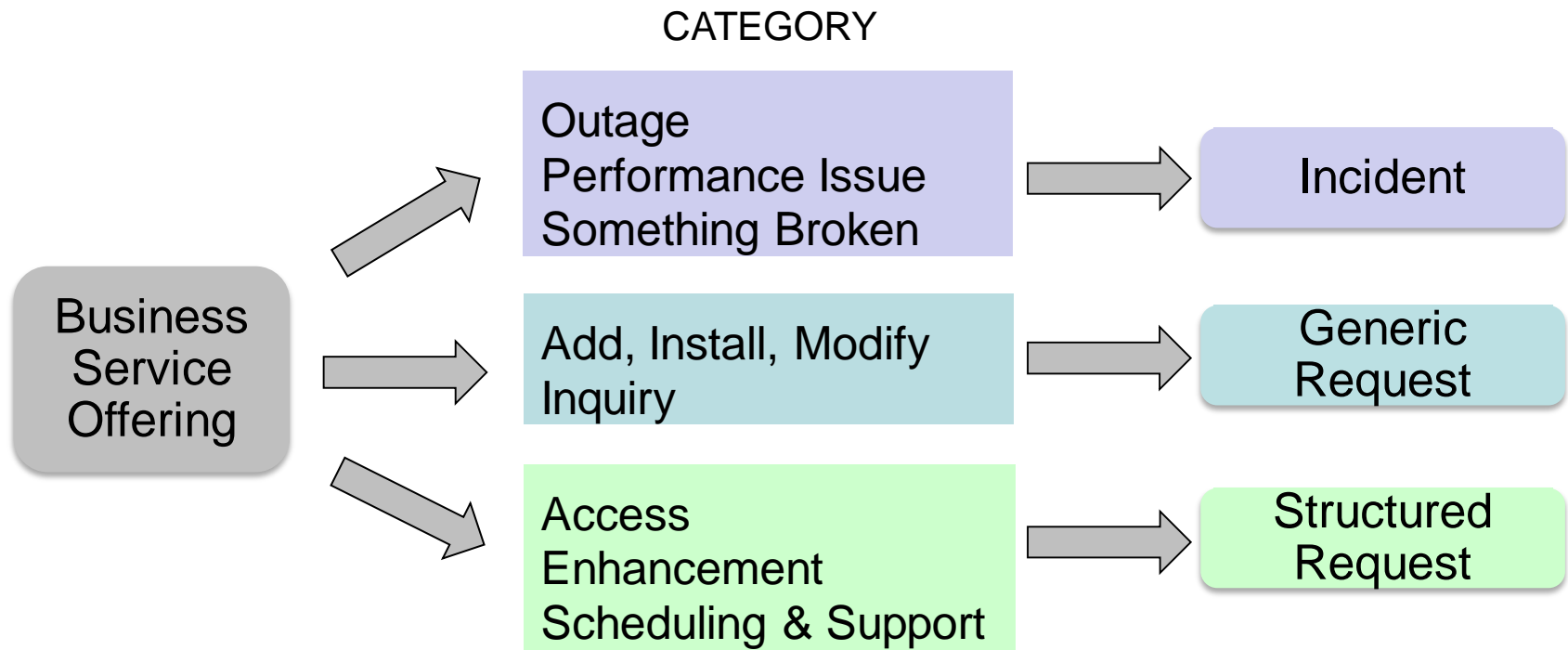
Outage
Performance Issue
Something Broken

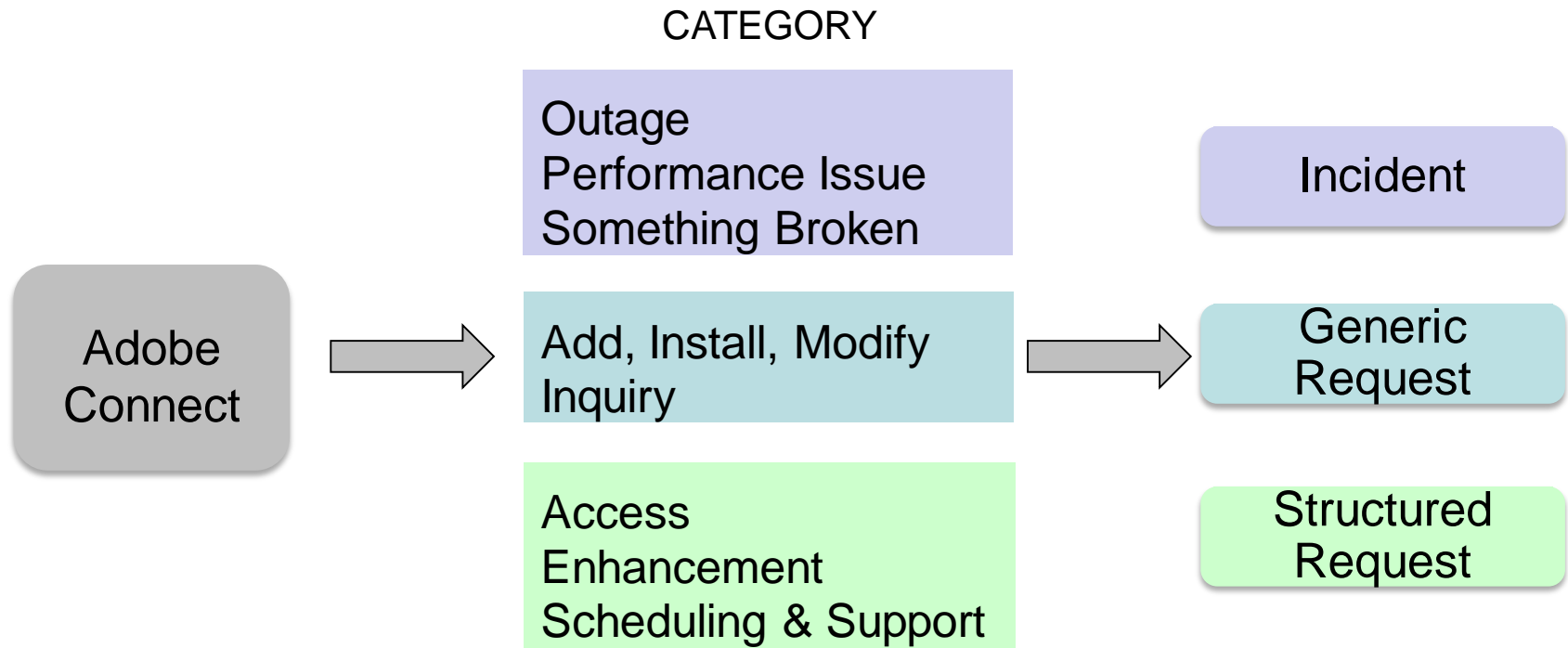
Add, Install, Modify
Inquiry

Access
Enhancement
Scheduling & Support

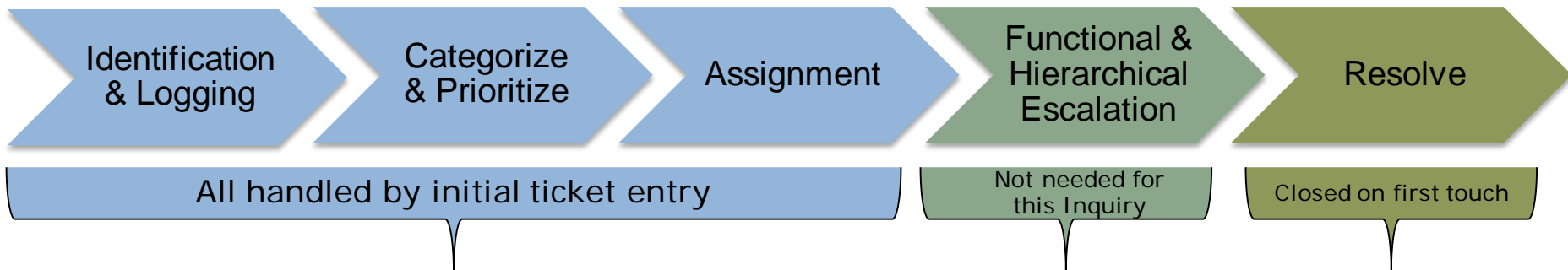
Why? To minimize categorization and assignment errors.





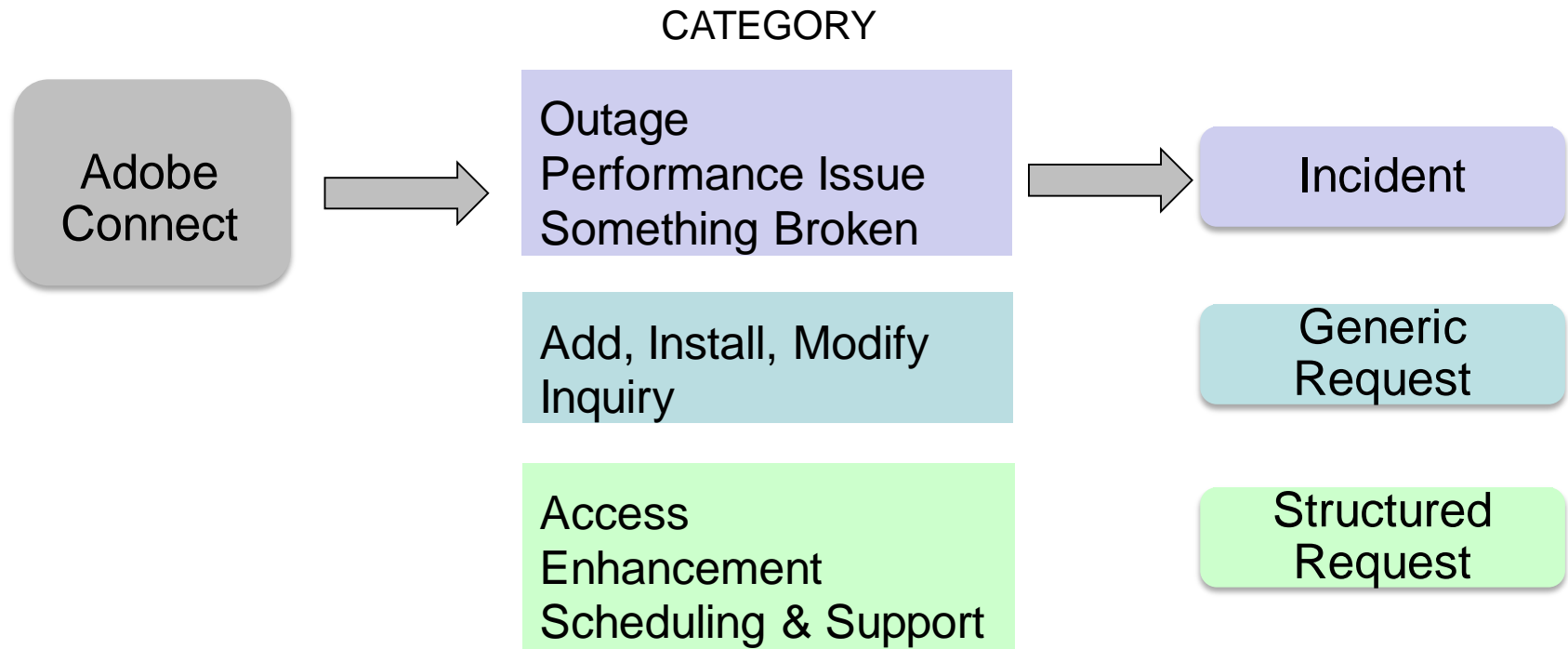


GENERIC REQUESTS

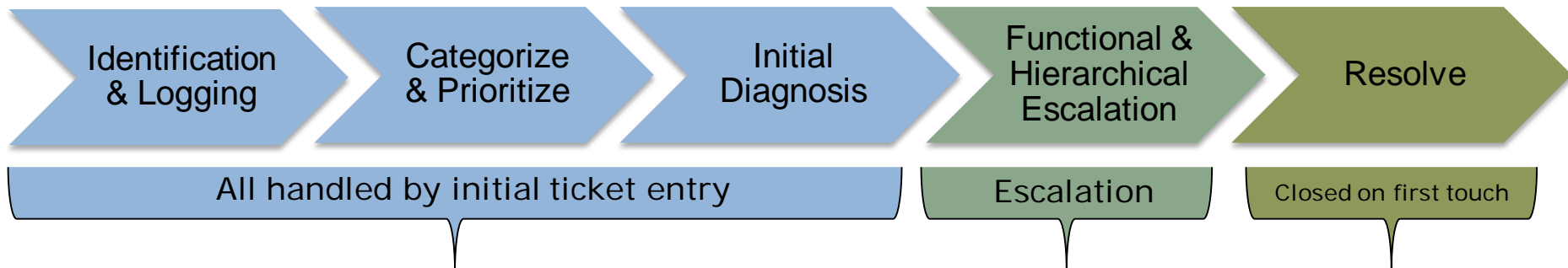


Help desk find K-base article: Adobe Connect is provisioned for all NetID holders:

Help Desk advises: Go to greet.yale.edu and log in.



INCIDENTS



Call to Help Desk: AC feature not working.

Help Desk escalates in SN. AC Assignment Group is identified by Service

SME takes or is assigned INC. Sees that user has rights issue and corrects.

CATEGORY

Outage
Performance Issue
Something Broken

Add, Install, Modify
Inquiry

Access
Enhancement
Scheduling & Support

Structured
Request

Firewall
Exemption

Structured Request

Browse a
Catalog of
Requests

Complete
Online
Form

Approval
Workflow

Fulfillment
Workflow

All handled by initial ticket entry

Escalation

Approvals and tasks
assigned

Call to Help Desk: "I want a firewall exemption".

Helpdesk identifies
Custom Structured
Request

Multiple tasks are automatically
assigned to achieve approvals
and firewall work.

Test Your Service Management Knowledge!

Next Meeting:
May 4, 2015 from 2:00 – 3:00 p.m.

Questions?

Thank you