Service Management
Community Meeting

Welcome!

April 1, 2015
Agenda

- 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 the new now
“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

- **Project Kickoff**: Dec 2014
- **Requirements**: Jan – Feb 2015
- **Application Build**: Feb – April 2015
- **Testing / User Acceptance**: May 2015
- **Training / Go Live**: May – June 2015

- **Kickoff**: 12/8
- **Requirement Sign off**: 2/20
- **Development Complete**: 05/01
- **UAT Complete**: 05/25
- **Go Live**: 6/6
Project Goals/Objectives

- 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
Upcoming Activities

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)
Communication and Training

- **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](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
Benefits

- 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
Services Hierarchy

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

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

Service Offerings
- Location
- Photography
- Studio
- Photography
Service Groups

Media and Design, Jeff Siwicki
Service Owner
Responsible for a Service

(Photographic Services, David Griffin)
Service Offering Manager
Responsible for a Service Offering

(Studio Photography, David Griffin)
Service Owner Committees (SOCs)
Comprised of every Service Owner in a Service Group

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

Service Groups
- 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

Service Offerings
- Location Photography
- Studio Photography
Service Management

Service Taxonomy
• New taxonomy can be viewed in Quickbase.
  • [https://yale.quickbase.com/db/bjp9bxk25](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.
What’s New in ServiceNow
Compare Incident vs. Request?

- **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.
Right ticket type for the workflow.

**Incidents**

- Identification & Logging
- Categorize & Prioritize
- Initial Diagnosis
- Functional & Hierarchical Escalation
- Resolve

**Generic Requests**

- Identification & Logging
- Categorize & Prioritize
- Assignment
- Functional & Hierarchical Escalation
- Resolve

**Structured Requests**

- Browse a Catalog of Requests
- Complete Online Form
- Approval Workflow
- Fulfillment Workflow
Now: INC or REQ? Helpdesk decides.

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

Business Service

Provider Service

Incident State: New
Incident: INC0441685
Client: 
Contact: 
Contact Type: Phone
Location: 
IT Business Service: 
Incident Type: -- None --
IT Provider Service: 
IT Component Category L1: -- None --
IT Component Category L2: -- None --
IT Component Category L3: -- None --
Affected Component: 
Short Description: 

Opened: 2015-03-30 09:40:18
Opened by: Chris Bellerjeau
Impact: 3 - Low
Urgency: 3 - Low
Priority: 5 - Low
Assignment Group: 
Assigned To: 
Watch List: 
Knowledge Candidate: 
Time Worked: 00:01:58 / 00:01:58
Assignment Group
Introducing Categories

Why? To minimize categorization and assignment errors.
NewNow: Service and Category

- CATEGORY
  - Outage
  - Performance Issue
  - Something Broken
  - Add, Install, Modify
  - Inquiry
  - Access
  - Enhancement
  - Scheduling & Support

- Business Service Offering

- Incident
- Generic Request
- Structured Request
NewNow: Service and Category

Business Service Offering

Category
- Outage
- Performance Issue
- Something Broken
- Add, Install, Modify
- Inquiry
- Access
- Enhancement
- Scheduling & Support

- Incident
- Generic Request
- Structured Request
NewNow: Generic Request

Adobe Connect

CATEGORY
Outage
Performance Issue
Something Broken
Add, Install, Modify Inquiry
Access
Enhancement
Scheduling & Support
Incident
Generic Request
Structured Request

GENER
ERIC REQUESTS
Identification & Logging
Categorize & Prioritize
Assignment
Functional & Hierarchical Escalation
Resolve

All handled by initial ticket entry
Not needed for this Inquiry
Closed on first touch

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.
NewNow: Incident

Adobe Connect

Outage Performance Issue Something Broken

Add, Install, Modify Inquiry

Access Enhancement Scheduling & Support

Incident

Generic Request

Structured Request

INCIDENTS

Identification & Logging

Categorize & Prioritize

Initial Diagnosis

Functional & Hierarchical Escalation

Resolve

All handled by initial ticket entry

Escalation

Closed on first touch

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.
Call to Help Desk: “I want a firewall exemption”.

Structured Request

Browse a Catalog of Requests

Complete Online Form

Structured Request

Approved Request

Approved Workflow

Approval Workflow

Escalation

Fulfillment Workflow

Approvals and tasks assigned

Call to Help Desk: “I want a firewall exemption”.

Structured Request

Firewall Exemption

Access Enhancement Scheduling & Support

Add, Install, Modify Inquiry

Outage Performance Issue Something Broken

CATEGORY
Test Your Service Management Knowledge!
Questions?

Thank you

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