KnowNow: What you need to know about the Request Module

What’s changing on June 6?
Course Agenda

• Introduction
• Services Taxonomy Overview
• Requests via Services Pages
• Requests via ServiceNow
• Questions
• Where to Get Further Help and Information
How to Request from Service Page

- Create a Service Request Ticket using the website
What’s Changed – Service Taxonomy

Business Services Hierarchy
- Email and Collaboration Services
- Help and Support
- Internet, Phones, and Cable TV
- IT Partner Provider Support
- IT Strategy and Management
- Media and Design Services
- Research Technologies
- Software, Computers, & Mobile Devices
- Storage and Servers
- Teaching and Learning
- Web and Application Services
- (Etc...)

Service Groups
- Email and Collaboration
- Help and Support
- Media and Design Services
- Storage and Servers
- Teaching and Learning
- Web and Application Services
- (Etc...)

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

Service Offerings
- Location
- Photography
- Studio
- Photography

The New Now

Yale Information Technology Services
What’s Changed – Service Taxonomy

A **Service Group** is a grouping of related or similar Services.

They are grouped together to:

- Provide a logical presentation of Services on the ITS web pages for our customers in search of services
- Define groups of Service Owners who will work together to strategically manage our service portfolio
A **Service** is something we provide to our customers that delivers value by enabling them to get their work done.

Examples of a Service are:
- Photographic Services
- Email & Messaging
- ITS Backup Service

A **Service Owner** is responsible for a Service.
A **Service Offering** is the specific technology-focused activity or product that is delivered to the *customer*.

Examples of Service Offerings are:

- Studio Photography
- YaleConnect
- EliApps
- Classes*V2

A **Service Offering Manager** is responsible for the Service Offering.

*Assignment Groups are based on Service Offerings*
Ticket Type (Generic Request)

Adobe Connect → Outage → Incident
Adobe Connect → Performance Issue → Incident
Adobe Connect → Something Broken → Incident
Adobe Connect → Access → Incident
Adobe Connect → Inquiry → Incident
Adobe Connect → Enhancement → Incident
Adobe Connect → Scheduling & Support → Incident

<table>
<thead>
<tr>
<th>Full Report</th>
<th>Email</th>
<th>More</th>
<th>5 Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category</td>
<td>Need Subcategories?</td>
<td>Who Provides Tier 1 Support</td>
<td>Level 1 Assignment Group (Calc)</td>
</tr>
<tr>
<td>Access</td>
<td>no</td>
<td>Help Desk</td>
<td>ITS Help Desk</td>
</tr>
<tr>
<td>Inquiry</td>
<td>no</td>
<td>Help Desk</td>
<td>ITS Help Desk</td>
</tr>
<tr>
<td>Outage</td>
<td>no</td>
<td>Help Desk</td>
<td>ITS Help Desk</td>
</tr>
<tr>
<td>Performance Issue</td>
<td>no</td>
<td>Help Desk</td>
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</tr>
<tr>
<td>Something Broken</td>
<td>no</td>
<td>Help Desk</td>
<td>ITS Help Desk</td>
</tr>
</tbody>
</table>

Assignment Group: Help Desk

Help Desk Request
What’s Changed – Ticket Type (Generic Request)

<table>
<thead>
<tr>
<th>Business Service Offering</th>
<th>Category</th>
<th>Ticket Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Outage</td>
<td>Incident</td>
</tr>
<tr>
<td></td>
<td>• Performance Issue</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Something Broken</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Add/Install/Move/Modify</td>
<td>Generic Request (Housed in Incident)</td>
</tr>
<tr>
<td></td>
<td>• Inquiry</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Access</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Enhancement</td>
<td>Structured Request</td>
</tr>
<tr>
<td></td>
<td>• Scheduling and Support</td>
<td>Simple Structured Request</td>
</tr>
<tr>
<td></td>
<td>• Access</td>
<td></td>
</tr>
</tbody>
</table>
What’s Changed – Ticket Type (Generic Request)

- ServiceNow helps you find the right ticket type

Ticket Conversion

A catalog item is available for this service offering and category combination. This ticket will be converted to the available catalog item 'ServiceNow Group Management'.

OK Cancel
What’s Changed?

**Old Incident Categorization**

- Incident Type:
  - None
  - Service Interruption
  - Service Degradation
  - Service Outage
  - Service Event
  - Knowledge Inquiry
  - Invalid

**New Incident Categorization**

- Business service
- Category

**What’s Changed?**

- Category is dependent upon the Service selected
- Guidance to help you select the right ticket type
What’s Changed - Categorization

Old Incident Categorization

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New Incident Categorization

What’s Changed?

- Category is dependent upon the Service selected
- Guidance to help you select the right ticket type
What’s Changed - Categorization

Incident Categorization and Assignment

What’s Changed?
- Business Service and Category determine assignment group
- Automatically assigns the ticket to the correct assignment group – BUT can be changed if needed
What’s Changed – Ticket Type (Generic Request)

• Generic Requests are housed in the Incident module
• Generic Requests do not have SLAs on them

Remember!