

ServiceNow Training

PHASE 1: AUGUST RELEASE

August 2016



Introductions

- Rachel Manongdo, Communications Specialist, UIT
- Vesna Siracevska, Business Analyst, UIT
- Kiran Joshi, AS Tools Manager, UIT

Key Dates and Context

- **February 2016:** Incident and request (lite) management for UIT services provided to the hospital
- **July 18 – Aug. 4:** UAT (user acceptance testing) for problem, change and knowledge management
- **July 27 – July 28:** User training on knowledge management
- **Aug. 1 – Aug. 25 :** User training on problem, change, JIRA
- **Aug. 18-22:** Go-live
- **December 2016:** Client portal, mobile application, incident, non-billable requests, client-facing and internal knowledge articles

Agenda

Part 1 – Introduction to ServiceNow – Rachel

Part 2 – Problem Management

- Problem Management process at Stanford – Vesna
- ServiceNow environment – Rachel
- Challenge Lab – Students

Part 3 – Change Management

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Part 4 – JIRA – Kiran

- Overview of workflow integration change
- ServiceNow integration demo



ServiceNow User Interface

BASIC SYSTEM NAVIGATION AND PERSONALIZATION

Background

- ServiceNow manages the workflow for requests for service
- Key roles:
 - **End-User:** Someone who uses the system for Self-Service. They are not a licensed user and have limited access to the system.
 - **Fulfiller:** Someone who uses the system to fulfill requests/needs. They are a licensed user and have access to their fulfillment areas.
 - **Approver:** Someone who approves requests sent to them
 - **Administrator:** Configures and manages system-wide settings
- Your role in the system will dictate what you are able to see when you login to ServiceNow



ServiceNow UI Demo Topics

- Screen elements:
 - Banner frame
 - Application Navigator
 - Content Frame
- User Settings
- Applications and Modules
- Application Navigator Filter
- Favorites
- Lists and personalization
- Search
- Filters
- Bookmarks
- Breadcrumbs
- Forms
 - Field types
 - Field icons
 - Form sections
 - Related lists and links
- Right-click functions

Screen Elements

BG Brianne Gallagher [Search] [Help] [Settings]

- Problem** → Application
- Create New → Module
- Assigned to me
- Assigned to My Group(s)
- My Open Tasks
- My Group Tasks** ☆
- Open
- Open-Unassigned
- Open - P1
- Resolved
- Closed
- All
- Known Errors
- Overview

Stanford Service Management Suite (DEV) [BG] Brianne Gallagher [Search] [Help] [Settings]

Filter navigator

Self-Service

Service Desk

Incident

 Create New

 Assigned to me

 Open

 Open - Unassigned

 Open - P1

 Resolved

 Closed

 All

 Overview

Problem

 Create New

 Assigned to me

 Open

 Open-Unassigned

 Open - P1

 Resolved

 Closed

 All

 Known Errors

 Overview

Change

Collaborate

Problem Overview

Priority 1 Problems

- PRB00040524 Impact under RCA is same as Incident
- PRB00040532 Prob - to KBA test 3
- PRB00040533 Prob -short description
- PRB00040534 Testing 236
- PRB00040536 testing problem story 10250

Problems by State

B

State	Count	Percentage
Open	250	67.57%
Resolved	49	13.24%
Do Not Pursue	23	6.22%
Closed - Fixed	17	4.59%
Closed - Duplicate	2	0.54%
Under Investigation	6	1.62%
Pending Change	4	1.08%
(6)	1	0.27%
Closed - Cancelled	1	0.27%

Unassigned Problems

Number	Short description
PRB00040524	Impact under RCA is same as Incident
PRB00040532	Prob - to KBA test 3
PRB00040533	Prob -short description
PRB00040534	Testing 236
PRB00040536	testing problem story 10250

Incidents logged per hour

Incidents per CI last 24 hours

Count

Lists

Title Menu

Go to / Search

List Navigation

Impersonating: ITIL User Logout

Incidents New Go to Updated Search

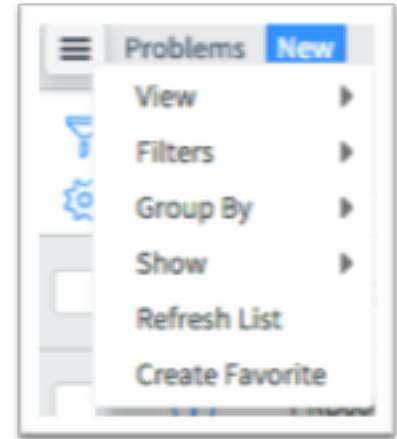
All > State NOT IN (Resolved, Closed)

Personalize list gear

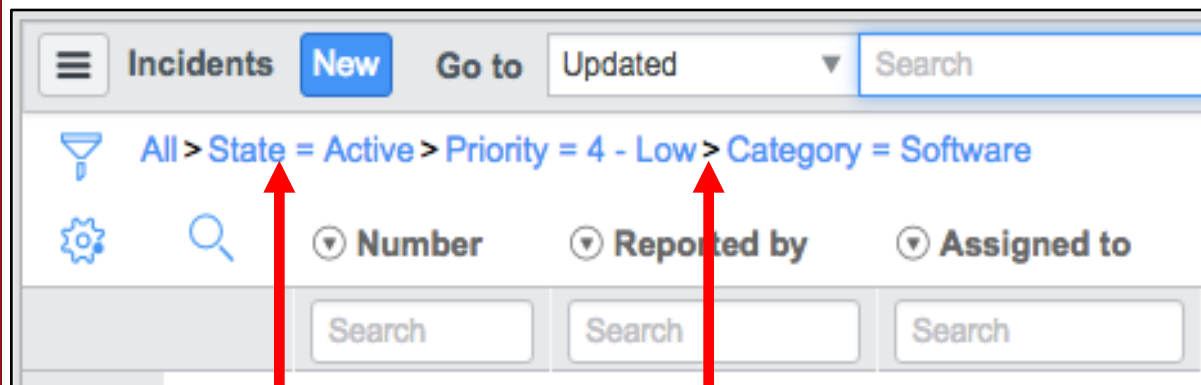
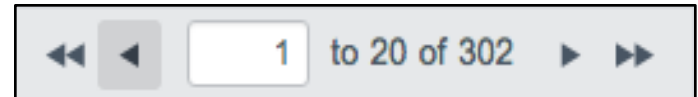
	Number	Reported by	Assigned to	Assignment group	Updated	Short description	Affected CI	Priority	State
<input type="checkbox"/>	INC00000293	Marcus Fang	Gregor Chou	ITS Service Desk	01/23/2016 09:48:03	Assignment Group = ITS Service Desk - Assigned to - Anh Tran	Call Recording	1 - Critical	Active
<input type="checkbox"/>	INC00000129	SCH User	Jonathan Koster	Acorio	01/23/2016 09:17:43		Call Recording	1 - Critical	Active
<input type="checkbox"/>	INC00000178	Marcus Fang				Test - SU SLA - Critical	ACD Services	1 - Critical	Active
<input type="checkbox"/>	INC00000128	SCH User	Jonathan Koster	Acorio	01/23/2016 09:15:03		Call Recording	1 - Critical	Active
<input type="checkbox"/>	INC00000173	SCH User	Kalpana Nadendla	ITS Paging Services	01/23/2016 09:07:19	SHC User - test SLA for Priority Critical	ACD Services	1 - Critical	Active
<input type="checkbox"/>	INC00000046	Michelle Adamson		Facilities Dispatchers	01/23/2016 09:06:09	Desktop is broken	Desktop	1 - Critical	New
<input type="checkbox"/>	INC00000301	Jonathan Koster		ITS Service Desk	01/23/2016 09:04:57	Demo	Call Recording	1 - Critical	New
<input type="checkbox"/>	INC00000334	SCH User	ITIL User	ITS Service Desk	01/23/2016 09:01:28	SHC - Critical - SLA - AssignGrp=ITS ServDesk - AssignTo=BLANK - State=Active	Operator Services	1 - Critical	Active
<input type="checkbox"/>	INC00000187	Ess		ITS Service Desk	01/23/2016 08:57:42	SHC - SLA Critical - Email test - w/email address	Call Recording	1 - Critical	Active

Breadcrumb navigator

Hyperlinked fields (underlined)



Breadcrumbs



Click a breadcrumb to remove all conditions after it from your filter

Click on the “>” sign to remove just the condition “Category = Software”

Reference fields

	Number	Short description	State	Assignment group	Assigned to	Affected CI	Related incidents	Updated
<input type="checkbox"/>	PRB00000004	Boot with shift key held down	Closed - Fixed		ITIL User	ACD Services - IT		2016-04-22 12:45:30
<input type="checkbox"/>	PRB00000010	Oracle Down	Closed - Fixed		ITIL User	Cellular Phone Services		2016-04-22 12:45:40

Forms

”Hamburger” or ”Trigram” icon displays context menu

Additional buttons and attachments icon

The screenshot shows a web form for creating a new problem record. The form is titled "Problem New record". At the top left, there is a "Hamburger" icon (three horizontal lines) which is annotated with the text "Hamburger or Trigram icon displays context menu". At the top right, there is a row of buttons: "Resolve Problem", "Save", and "Save and Exit", along with a small icon of a document with a plus sign, annotated with "Additional buttons and attachments icon". The form fields include: "Number" (PRB00041300), "Affected CI" (a search field with a red asterisk and a magnifying glass icon, annotated with "Mandatory reference field"), "Priority" (a dropdown menu set to "-- None --"), "Change request" (a search field), "Known error" (checkbox), "Knowledge" (checkbox), "Short description" (a text area with a red asterisk and a document icon), and "Description" (a larger text area with a character count of 4000). On the right side, there are fields for "Opened" (2016-07-16 18:03:37), "Opened by" (Brienne Gallagher), "State" (Open), "Assignment group" (UIT Problem Management), and "Assigned to" (a search field). A "Hover icon" (a small circle with an 'i') is annotated next to the "Opened by" field. At the bottom, there are tabs for "Notes" and "Root Cause Analysis", with "Notes" selected and annotated with "Tabbed sections of the form". Below the tabs, there are sections for "Work notes list" (with lock and edit icons) and "Workaround" (a text area). At the very bottom, there is a footer that says "No templates are available" and a link "Create A New One?".

Navigation Challenge Lab

1. Create a filter for all **Open – P1** problems that have no **Assigned to** filled in. Save it with a name of **Unassigned P1 Problems**.
2. Create a **new favorite** to show all active Problems opened in the last week and assigned to one of your groups. After you create the favorite, **rename** it “New Problems – My Group”.
3. Personalize the Problem list to add **Updated** field in between **State** and **Assignment group** fields.

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Problem Management

CREATE AND DOCUMENT A PROBLEM



ServiceNow Problem Topics

- Key roles
- Problem application & modules
- Creating new problem records
- Problem fields
- Problem States
- Assignment
- Process Flow
- Known Errors
- Root Cause Analysis
- Notifications

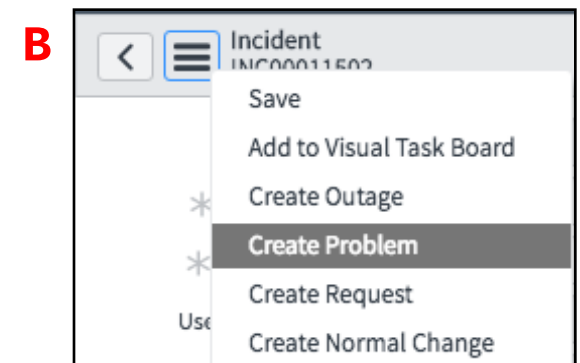
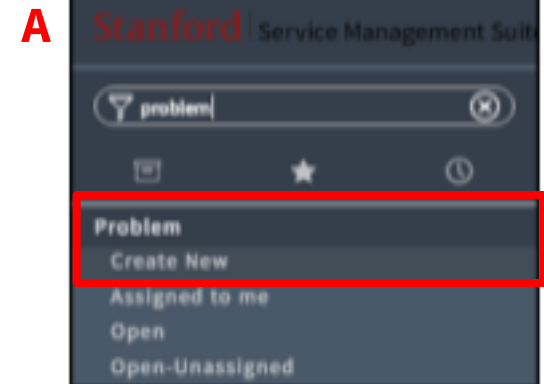
When/How to Create a Problem

- **When:**

- Incident Support has identified a trend in incidents
- Incident Support has identified a Priority 1 incident
- Problem monitoring has identified potential problem

- **How:**

- (A) Create a problem directly from module
- (B) Create a problem from an incident**
(available with *December 2016 release*)



Other Problem Modules

Problem
Create New
Assigned to me
Assigned to My Group(s)
My Open Tasks
My Group Tasks
Open
Open-Unassigned
Open - P1
Resolved
Closed
All
Known Errors
Overview

- Use **modules** to see Problems and Problem Tasks assigned to you and your Groups
- See all **Open** and **Open – Unassigned** Problems
- **Known Errors** (problems with known root cause)
- **Overview** page for Problem reports

Documenting a Problem

Problem
New record

Resolve Problem Save Save and Exit

Number PRB00041033

Opened 2016-06-13 06:55:23

* Affected CI [Search]

Opened by Brianne Gallagher ⓘ

Priority Recent selections
Cable TV Services Business Service

State Open

Change request [Search]

Assignment group UIT Problem Management ⓘ

Assigned to [Search]

Known error

Knowledge

* Short description [Text Area]

Description [Text Area]

Characters left: 4000

Notes Root Cause Analysis

Work notes list [Lock] [Share]

Work notes [Text Area]

* Workaround [Text Area]

Post

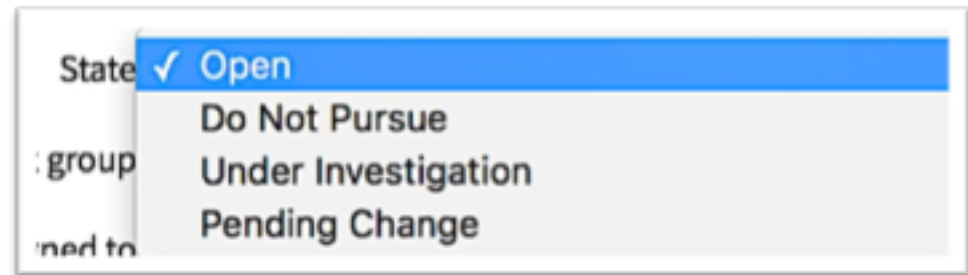
Activity

BG Brianne Gallagher 2016-06-13 14:17:59

test

Problem States

- Open
- Do Not Pursue
- Under Investigation
- Pending Change
- Resolved
- *Closed – Fixed**
- *Closed – Cancelled**
- *Closed – Duplicate**



Only Problem Management group members may set Problem record to a "Closed**" state.*

Root Cause Analysis**

- Prevent a problem from recurring by identifying the “root cause”
- One corrective action may not always be sufficient
- ***Problem records should be updated by the **Assigned To** prior to review meetings*

Notes Root Cause Analysis

Reported by	Brianne Gallagher	Q	i	RCA category	Hardware	⌵
Discovered by	End User	⌵		RCA subcategory	Power Issue	⌵
Risk/impact	3 - Low	⌵		RCA closure code	Completed	⌵
Root cause	<input type="text"/>					
	Characters left: 4000					
Specific corrective actions should be opened as Problem Tasks below.						
Corrective action summary	<input type="text"/>					
	Characters left: 4000					
Close notes	<input type="text"/>					
	Characters left: 4000					

Creating Problem Tasks

Problem Task
New record

Number PTASK00010350 State Open

* Type -- None -- Assignment group

* Affected CI ACD Services - IT Assigned to

Priority -- None -- Work notes list

Due date

Problem PRB00041037

* Short description

Description

Characters left: 4000

Work notes

Characters left: 4000

Save Save and Exit

Related Links

Related Links

[Communicate Workaround](#)
[Post Knowledge](#)
[Post News](#)

Incidents | Problem Tasks | Change Requests

Incidents [New](#) [Edit...](#) Go to

Problem = PRB00041037

[Number](#) [Reported by](#) [Short description](#) [Affected CI](#) [Priority](#) [State](#) [Assignment group](#) [Assigned to](#)

No records to display

**** “Communicate Workaround” link not to be used until *December release***

Creating a Knowledge Article from a Problem

Related Links
[Communicate Workaround](#) **** “Communicate Workaround” link not to be used until *December release***
[Post Knowledge](#)
[Post News](#)

Incidents | Problem Tasks | Change Requests

Incidents [New](#) [Edit...](#) Go to

Problem = PRB00041037

[Number](#) [Reported by](#) [Short description](#) [Affected CI](#) [Priority](#) [State](#) [Assignment group](#) [Assigned to](#)


No records to display

Home / News

PRB00041037 short description of problem
☆☆☆☆☆ 2 views

Description:
description of problem

Workaround:


 Authored by Brianne Gallagher
Last modified 3 minutes ago

[Copy Permalink](#)

Self Service

News

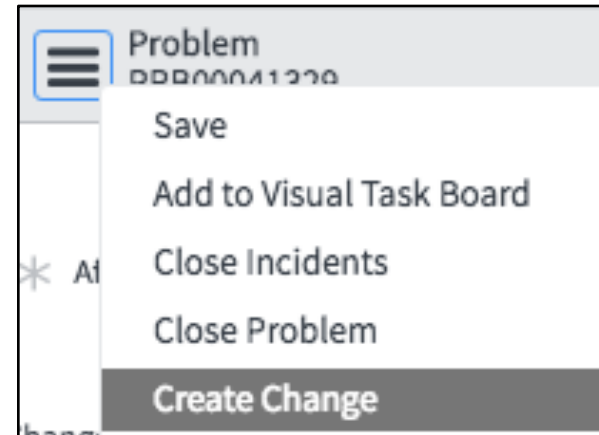
[Advanced search](#)

[PRB00041037 short description of problem](#) 2016-06-13 

Creating a Normal Change from a Problem

Inherited by Change:

- Short description
- Affected CI
- Assignment group
- Assigned To
- Link to Problem record



Email Notifications

Notification Trigger	Sent To
Problem created against CI you own	Service Owner (Owned By) of Affected CI
Problem created or Problem has been assigned to an Assignment Group	Problem Manager Group or Assignment Group
Problem has been assigned to you	Assignee
Work note added to a problem	Assignee (if he/she didn't add note); Assignment Group, Work Notes List
Problem Task assigned to a particular group	Assignment Group
Problem task has been assigned to you	Assignee
Problem Task work noted	Assignee
Work note added to a problem task without an Assigned To.	Assignment Group
Problem State changes to Resolved	UIT Problem Management group
Problem state is to "Do Not Pursue" and is newly associated with an Incident	Assigned to or Assignment group (if no assigned to)
When Critical Incidents, Problems and/or Emergency Changes are logged against a CI	CI Subscriber



Problem Challenge Lab

1. Create a new Problem record, fill in the mandatory fields, and **save the record**.
2. Fill in the **Root Cause Analysis** tab. Document example steps for Corrective Action Summary.
3. For each step in the Corrective Action Summary, open and assign a **Problem Task**.
4. Find all **unassigned** Problems belonging to **your group** and **assign** a Problem to yourself.

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Change Management

CREATE AND DOCUMENT CHANGE REQUESTS



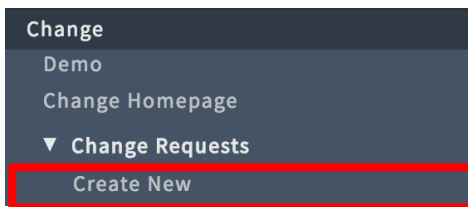
ServiceNow Change Management Demo Topics

- Roles
- ITIL background
- Types of Changes
- Creating new Changes
- Process overview
- Change modules/applications
- Change form/fields
- Notifications
- Approvals
- Delegation

When to Create a new Change

When:

- There is an addition, modification or removal of anything that will affect Production environments and/or IT services



Change Request

What type of change is required?

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.

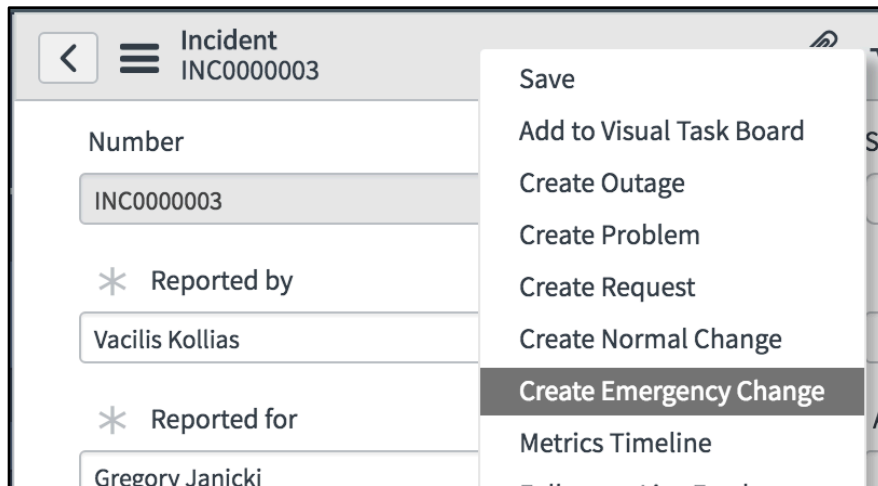
Emergency: Unplanned changes necessary to restore service. These changes require CAB authorization only.

How:

- Create a Change from a **Problem**
- Create a Change from the **Change application**
- Create an Emergency Change from a Priority 1 incident** (only option for Emergency Changes with December 2016 release)

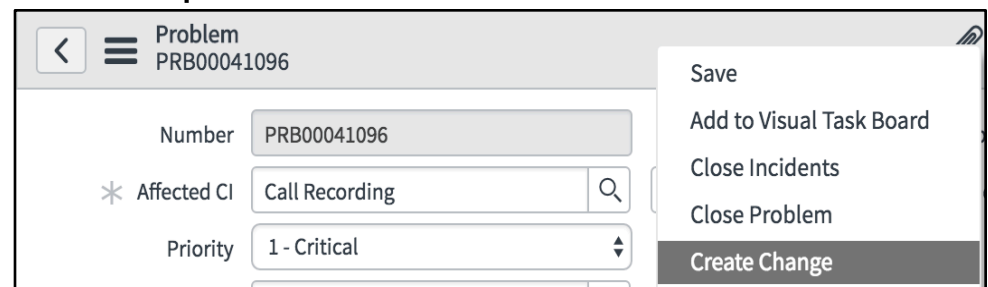
Creating a Change, cont.

From an incident:



****With the December 2016 release, the only way to create an Emergency Change will be from a P1 incident**

From a problem:



Normal Change Walk Through

Change Request
New record

Number: CHG00033289

Requested by: Brianne Gallagher

Affected CI: *

CAB supported:

PIR: -- None --

Risk/impact: -- None --

Type: Normal

State: Draft

Approval: Not Yet Requested

Conflict status: Not Run

Conflict last run:

Assignment group:

Assigned to:

Impacted Orgs: Stanford University

Short description: *

Description:

Characters left: 4000

Notes | Planning | Schedule | Risk Assessment | Conflicts | Closure Information

Watch list:


Work notes list:

Work notes:

Characters left: 4000

Notes and Planning Tabs

Notes | Planning | Schedule | Risk Assessment | Conflicts | Closure Information

Watch list  



Work notes list  

















Work notes

Post

Notes | Planning | Schedule | Risk Assessment | Conflicts | Closure Information

Change plan - +

B *I* U   Font Family Font Sizes

A **A**                

P

Risk and impact analysis
Characters left: 4000

Backout plan
Characters left: 4000

Test plan
Characters left: 4000

Schedule and Risk Tabs

Notes	Planning	Schedule	Risk Assessment	Conflicts	Closure Information
Planned start date	<input type="text"/>	Priority	-- None --		
Planned end date	<input type="text"/>	Requested by date	<input type="text"/>		
Actual start	<input type="text"/>				
Actual end	<input type="text"/>				
Create a new line for each time there will be an outage impact during planned start and end times.					

Notes	Planning	Schedule	Risk Assessment	Conflicts	Closure Information
Answers to the following questions determine the Risk/Impact rating.					
Outage Scope / Complexity	Partial Service (degradation) and/or moderately Complex. Services down during standard maintenance window.				
Locations or # Users Impacted	Enterprise or >2500				
Business Impact of Change	Medium impact business or clients. Moderate visibility or low to moderate business users or services impacted. Minor impact if problems occ				
Backout prior to end of change	Very Difficult or not desired to back out change due to dependencies on data and other systems. Likely to require additional downtime withir				
Experience of implementing this type of change	No Experience with this type of change or unable to fully test the change. The group implementing the change has not performed the change				
Save	Save and Exit				

Conflicts and Closure Information Tabs

Notes | Planning | Schedule | Risk Assessment | **Conflicts** | Closure Information

Check Conflicts

Conflicts Detected 1 to 2 of 2

Change	Affected CI	Type	Schedule	Conflicting change	Last checked
CHG00032554	cldb service for testing	● Not in Maintenance Window	Global Infrastructure		2016-06-27 11:57:33
CHG00032554	cldb service for testing	● Blackout	Blackout Wednesdays (GMT)		2016-06-27 11:57:33

Close Copy Change Save Save and Exit

Notes | Planning | Schedule | Risk Assessment | **Conflicts** | **Closure Information**

Close code: -- None --

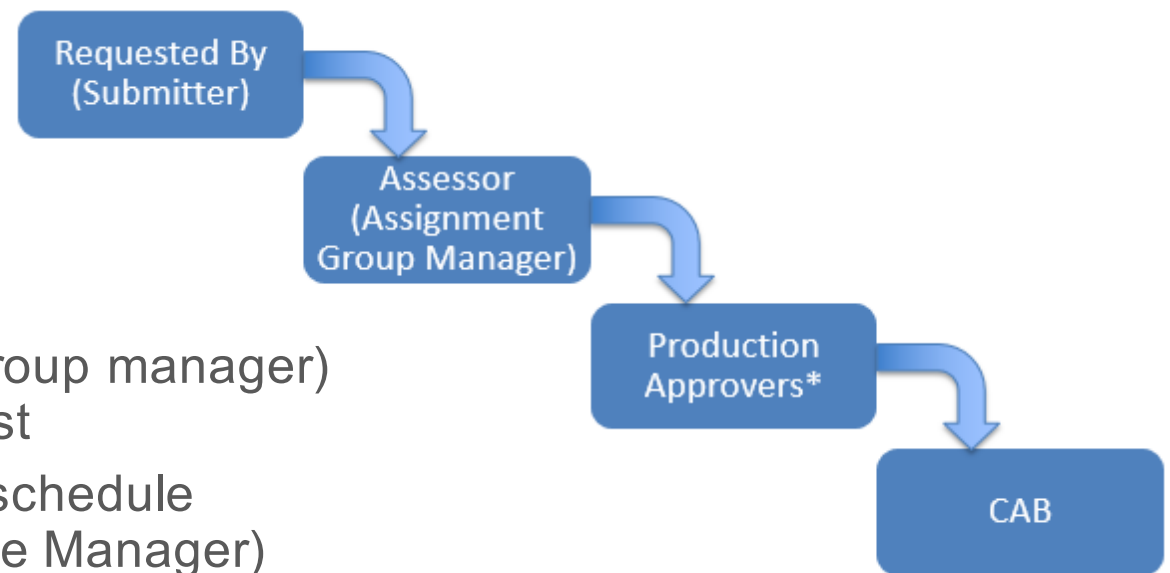
Close notes:

Assessment and Approvals

Request Approval Cancel Copy Change Save

Type ? Normal

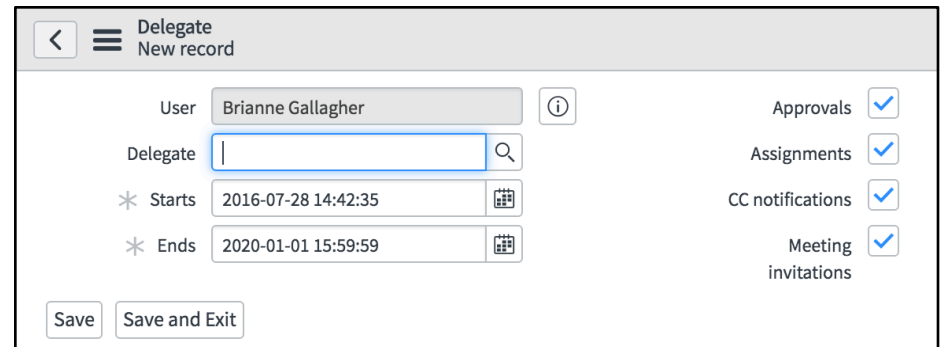
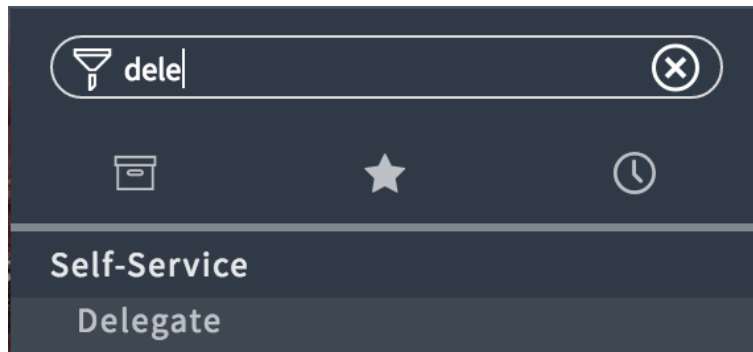
State Draft



- **Assessor** (Assignment group manager) authorizes Change request
- **Approvers** approve and schedule request (CI owner, Change Manager)
- ****all conflicts must be resolved prior to approval**

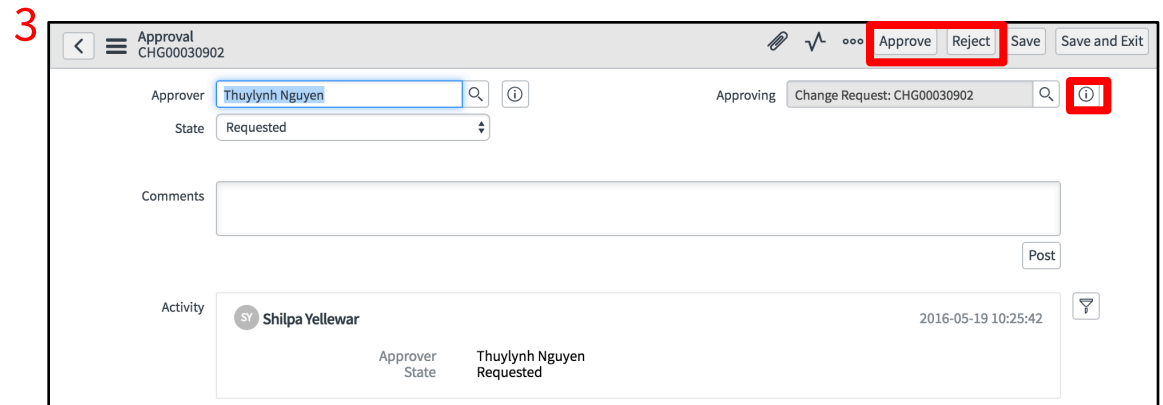
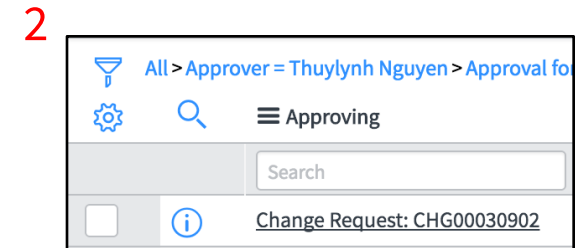
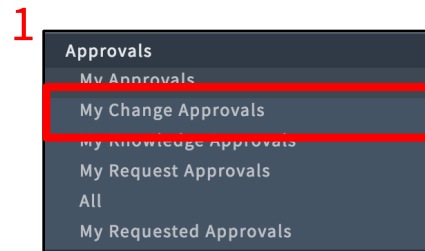
Delegation of Approvals/Assignments

- For times you are away from work, you can set up another user to receive **notifications** for you, **approve** requests for you, and handle **assignments** for you

A screenshot of a mobile application form titled 'Delegate' with a subtitle 'New record'. The form has a light gray header with a back arrow and a menu icon. The main content area is white and contains several fields and checkboxes. The 'User' field is set to 'Brienne Gallagher' with an information icon. The 'Delegate' field is empty with a search icon. The 'Starts' field is set to '2016-07-28 14:42:35' with a calendar icon. The 'Ends' field is set to '2020-01-01 15:59:59' with a calendar icon. On the right side, there are four checkboxes: 'Approvals' (checked), 'Assignments' (checked), 'CC notifications' (checked), and 'Meeting invitations' (checked). At the bottom, there are two buttons: 'Save' and 'Save and Exit'.

Approving Changes

- Can be done by email
- Can be done within ServiceNow (comments will be necessary if **rejected**)



Change Tasks

The change should be **approved before** work is done on the task.

The **Approval** field indicates the status of the parent change request.

The screenshot displays a 'Change Task' form for CTASK00011036. The form includes the following fields and values:

- Number: CTASK00011036
- Affected CI: 1:1 Instructor Lead Training L2
- Priority: -- None --
- Expected start: (empty)
- Actual end: (empty)
- Change request: CHG00033293
- Approval: Approved (highlighted with a red box)
- Short description: test
- Description: test
- Work notes: (empty)
- Activity: Chris Lundin (2016-07-28 13:37:25)

Additional form details include: Requested by: Chris Lundin; State: Open; Closed: (empty); Assignment group: (empty); Assigned to: (empty); Work notes list: (empty); and buttons for Close Task, Save, and Save and Exit.

Emergency Change form

ECAB Reviewer will be your Director.

These changes are created due to **P1** incidents.

Approvers: Assignment Group Manager and ECAB reviewer

Change Request
New record

Number: CHG00033294

Requested by: Brienne Gallagher

* Affected CI

CAB supported:

PIR: Required

Risk/impact: -- None --

ECAB reviewer

* Short description

Description

Characters left: 4000

Type: Emergency

State: Draft

Approval: Not Yet Requested

Conflict status: Not Run

Conflict last run

Assignment group

Assigned to

Impacted Orgs: Stanford University

Notes | Planning | Schedule | Risk Assessment | Conflicts | Closure Information

Watch list

Work notes list

Work notes

Characters left: 4000

Requesting a new Standard Change Template

1

< Interceptor

Change Request

What type of change is required?

[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.](#)
[Informational: Create a change for information purposes only.](#)
[Emergency: Unplanned changes necessary to restore service. These changes require CAB authorization only.](#)

2

Template Management

Propose a new Standard Change Template. Modify or Retire an existing Standard Change Template.

3

Template Management

Propose a new Standard Change Template. Modify or Retire an existing Standard Change Template.

Items

- [Propose a new Standard Change Template](#)
 - ▼ Preview

Standard Changes are those with repeatable implementation steps that have a proven history of success and are considered by Change Management to be low risk. Use this request to propose a Standard Change for your Change Management team to confirm.

Service Catalog > Standard Changes > CI Management
- [Modify a Standard Change Template](#)
 - ▼ Preview

Request alterations to an existing Standard Change Template. These changes will be confirmed by your Change Management team.
- [Retire a Standard Change Template](#)
 - ▼ Preview

Request an existing Standard Change Template is made unavailable when it is no longer required or no longer acceptable as a Standard Change. This will be confirmed by your Change Management team.

Fill in the details of the new template

Standard Changes are those with repeatable implementation steps that have a proven history of success and are considered by Change Management to be low risk. Use this request to propose a Standard Change for your Change Management team to confirm.

► Exists in categories

- * Short description ► More information
- * Description ► More information
- * Business justification ► More information
- * Category ► More information

Sample Change Requests ► More information

* Change ► More information

Request values

- Short description ▼ Include a title for your change no greater than 160 characters
- Description ▼ Describe the work which is planned. Include information on what should be included in the Change plan field.
- Backout plan ▼ Describe the steps you will take to revert the change to its pre-implementation state. At what point during the implementation will you take the
- Test plan ▼ Explain what testing you have done or will do prior to implementation that gives you confidence this change will be successful.
- Assignment group ▼ FAO Financial Aid
- Backout prior to end of change ▼ Very Difficult or not desired to back out chang
- Business Impact of Change ▼ High Profile changes or highly visible changes
- Experience of implementing this type of c... ▼ Limited Experience in making this type of cha
- Outage Scope / Complexity ▼ Partial Service (degradation) and/or moderat
- Locations or # Users Impacted ▼ Region or 1000-2499
- choose field -- ▼ -- value --

Request Approval Save

Save your template and request approval

Standard Change Proposal
STDCHG0001045

Number: STDCHG0001045
Opened by: Chris Lundin
Catalog: Service Catalog
Category: Server Standard Changes
Template name: short description of template
* Short description: short description of template

State: Open
Proposal type: New Template
Assignment group: Change Management
Assigned to:

Proposal: Change Request values *

* Change Request values

- Short description: demo
- Description: demo
- Backout plan: demo
- Test plan: demo
- Assignment group: LDAP Admins
- Backout prior to end of change: Routine easy to do, similar back o
- Business Impact of Change: Medium impact business or client
- Experience of implementing this type o...: Previous change(s) had Issues. Ch
- Outage Scope / Complexity: Single Item (Redundency available
- Locations or # Users Impacted: Multiple location or 250 - 999
- choose field --: -- value --

Request Approval | Save | Save and Exit

Request Approval | Save

State: Open

Change Notifications

Notification Triggers	Sent To
A Change Request of any type requires approval	Change Approver
A Change Request of any type has been approved	Assigned To, Change Management Group
A Change Request of any type has been rejected	Assigned To, Change Management Group
A Change Request affecting a Configuration Item I subscribe to has been approved	CI Subscriber
When an Emergency Change request moves to Assessment State	Change Management Group & CAB
When a Change Request of any type has been fully approved	Change Management Group
A Change Request has been assigned to you	Assigned To
A Change Request has been assigned to your group	Assignment Group
A Change Task has been assigned to you	Assigned To
A Change Task has been assigned to your group	Assignment Group
A Change Request has been canceled	Assigned To, Change Management Group
A Change Task has been work noted (but not to Assigned To if Assigned To made the work note update)	Assigned To, Work notes list
An unassigned Change Task has been work noted	Assignment Group, Work notes list
Change Task Canceled	Assigned To
A Change Request has been work noted noted (but not to Assigned To if Assigned To made the work note update)	Assigned To, Work notes list
An unassigned Change Request has been work noted	Assignment Group, Work notes list
Standard Change proposal approved	Change Management Group
Standard Change proposal rejected	Change Management Group
Change Request has been withdrawn	Change Approvers
Change has been set to Expedited	Assigned To

Challenge Lab - Change

1. Create a high-risk, **Normal** change from the application navigator. Assign the change to yourself and one of your groups. Create two **Change Tasks** and then save the change.
2. Check to see if there are any conflicts with your Change.
3. Request **approval** for the Change and identify the approver.
4. Create a **new Problem** record. Create a **new Normal Change** from the Problem.



JIRA Integration

Agenda

Part 1 – Introduction to ServiceNow – Rachel

Part 2 – Problem Management

- Problem Management process at Stanford – Vesna
- ServiceNow environment – Rachel
- Challenge Lab – Students

Part 3 – Change Management

- Change Management process at Stanford – Vesna
- ServiceNow environment – Rachel
- Challenge Lab – Students

Part 4 – JIRA – Kiran

- Overview of workflow integration change
- ServiceNow integration demo

ServiceNow Support

You can submit an incident ticket directly in ServiceNow that will go immediately to our support team. To enter an issue, question, or request related to one of the new ServiceNow processes:

1. [Log in to ServiceNow.](#)
2. On the **Navigation** menu (left column), click **Incident**. Other options are displayed.
3. Click **Create New**. A new Incident form is displayed.
4. In the **Affected CI** field, type “ServiceNow” or select it from the autofill list that appears.
5. In the **Short description** field, type your question or a brief description of the issue.
6. Click the **Notes** tab (middle of form).
7. In the **Additional Comments (Customer Visible)** field, type the details of the issue.
8. Click **Save and Exit**.

For additional information

- User guides and slides are available at:
 - <https://uit.stanford.edu/service-management/servicenow>
- Consult the ServiceNow product documentation:
 - <https://docs.servicenow.com/>

Q&A