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| **MARCH  2015 – issue 8** | | IN THIS ISSUE |
| Spring!  *Spring has finally arrived and we are busy planning the next phase of implementation for ServiceNow.*  *We have been meeting up with other Universities that are using ServiceNow and have attended conferences and events to share best practice and to gain an understanding of the latest trends and methods of service delivery.*  *It’s going to be a busy couple of months for the team...* | | **Wessex NETSCC** – Another department benefiting from ServiceNow.  **Enhancements & improvements** – SLA Due Calculation  **Surveys –** Finding out what users think of our services. |
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| Wessex NETSCC  Another department will soon benefit from ServiceNow. | Integrating NETSCC in ServiceNow  As many readers of this newsletter already know ServiceNow is far from being a simple IT ticketing tool. In fact, it is an Enterprise Service Platform, offering a variety of solutions to different departments. At the University of Southampton, we have taken this idea and have implemented to three important departments – IT, HR and Finance.  Now, we are expanding the services to NETSCC. For those who don’t know, NETSCC is part of the Wessex Institute, and has been contracted by the Department of Health to manage evaluation research programmes and activities, primarily as part of the research work strand of the National Institute for Health Research (NIHR).  In the past, NETSCC had one IT resource located at their premises, however this is no longer the case. Incorporating ServiceNow will help the department to manage contracts with their own suppliers. | |
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| Enhancements & improvements  . | *SLA Due Calculation*  We’re currently aware of an issue with the way the SLA Due field is being calculated on some tickets - the SLA Due can show as a date before the ticket was logged. The issue is only affecting tickets that have ‘breached’. Conversely, active ‘unbreached’ tickets will show the correct SLA Due date.  Please note, this field is purely a reference field.  The actual SLAs attached to the ticket remain unchanged, and to see the correct SLA end date on a breached ticket, look at the Planned End Time in the Task SLA section at the bottom of the ticket.  We have discovered the cause of this issue and have a fix in place in the Development version of the system that we are testing.  It should be in the Live system shortly. | |
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| **Feature area:** Surveys Finding out what customers think of iSolutions services. | | |
|  | The iSolutions Customer Feedback survey is being used to help improve our service through gaining an understanding on how our end users perceive the service we deliver, including feedback on approach, timeliness, and frequency and quality of communications.  The Service Management Team aims to circulate relevant feedback, both good and bad, to team leads to identify areas of improvement and celebrate successes.  When a ticket is resolved, an automatic confirmation email message is sent to users. The email has a link to the survey and invites them to give their opinion.  In the past, completing the survey could be perceived as a laborious task. Apart from answering the usual questions, users had to fill in ticket details, such as ticket number and the name of the team & technician who worked on it. These fields were drop-down lists with prepopulated data, which often out-of-date. Another confusing issue was that users would not necessarily know or remember names.  Recently, the survey has been revised and improved. Users are now only presented with feedback questions. Information from the ticket - ticket number, CSI and Assignment Group/Individual are automatically added to the survey form. As there is no need for users to remember this type of information, it is not requested directly, but is available to the survey owners. This adds simplicity and clarity to the feedback process. | |
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