



FEBRUARY 2015 – issue 6

UNIVERSITY OF
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Service
Management
Team
Newsletter

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Eureka - ServiceNow Upgrade!

It is still the middle of winter and thoughts about the next sunny holiday may be on many people's minds. Far from being a holiday, the work we are doing in ServiceNow is aimed at providing a better service platform. In this issue there are a number of enhancements and improvements to announce, including the upgrade to Eureka version 8, which is making the system even more robust. Also, the Change Module is now up-and-running and helping the way RFCs are managed.

Nick Hynes from Service Management Team gave a presentation about 'ServiceNow Next Steps' in the latest iSolutions briefing and it is available to watch [here](#).

Portal mock-ups

Collaborator: Peter Gibbs

Based on users' suggestions, we will be uploading layout mock-ups in the groupsite.

Proposed Mock-ups

Back in November 2014, we set up a development groupsite to gather users' opinions and get a better understanding on what had to improve. The response was not as good as we hoped for, but based on the feedback we received so far, we are creating some mock-ups on how the portal might appear in future.

So far we have created four mock-ups– Home, Common Issues, Request Forms and Help, which are available on the [groupsite](#). Apart from gathering feedback from key users, we also would like to hear comments from other ServiceNow users. The collective feedback will be used to define the work

needed to update the portal, as well as determining a completion timescale.

Please note that the mock-up evaluation is another step towards designing the final version, therefore iterations are expected and the final version might vary quite substantially.



Once again, we ask you to voice your opinion and tell us what you think about the proposed layouts. You can access them in the [groupsite assets folder](#).

Change module live

The Change Module went live on Monday, 16 February!



The module is used by iSolutions to manage changes to the University's IT systems & services. The look and feel is similar to other modules such as Incidents, but designed to give RFCs requesters and approvers better functionality and user experience, automating many of the activities previously done manually and allowing the organising and sorting of RFCs.

Overlapping Period

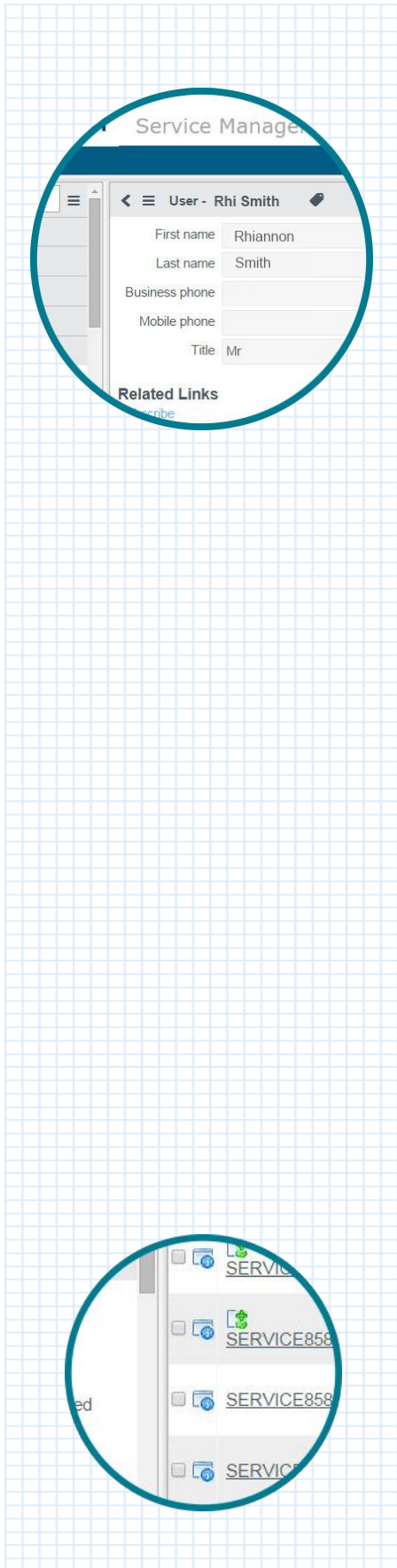
There will be an overlap period between the old and the new systems, where the Email & Exchange Public folders method will still be in use for a few weeks. Those RFCs that have been created in the existing tool will not, apart from a small number, be migrated to ServiceNow so for the first few weeks, users will need to refer to both tools to manage their RFCs.

Enhancements & improvements

A new list of E&Is, such as the new Eureka Patch 8.

Patching

ServiceNow is being upgraded from Eureka Patch 5 to 8. The patch is currently placed in the Pre-Production environment, where it is being tested by key superusers. Pending the testing results, it will then be promoted to the Live environment in the middle of next week (commencing on 23 February). This patch is being implemented to ensure our version of ServiceNow remains up-to-date and aims to fix a number of minor system bugs. It shouldn't have any noticeable impact on usability. However, if you spot any issues after the patch is implemented, please let us know.



Utilising AKA

Until recently, the 'Name' field on the system originated from the database fields 'First Name' and 'Last Name'. Although this is a standard combination, many users preferred to see the 'AKA' field instead of First Name, particularly in email notifications. The 'AKA' represents people's preferred name, for example "Rhi", as opposed to "Rhiannon". Now the system displays 'AKA' if available and, if not, 'First Name' will be automatically selected. This will be visible on fields such as Caller and Assigned To. However, there is currently an issue with the MUD link that is sometimes preventing 'AKA' from displaying. The issue is currently being investigated. Additionally, a subsequent update is being made to apply this change to email notifications.

Incident Task Improvements

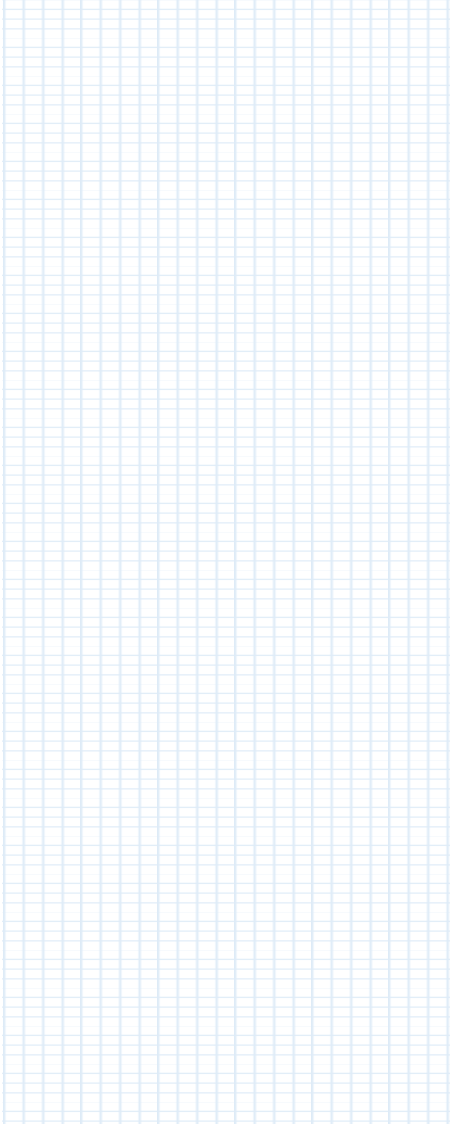
The layout of the Incident Task form has been changed to make the information more useful and relevant. Additionally, some fields are now read-only and others are mandatory, for example the field Private Notes (when task is closed). The task now shares the activity log with the parent ticket, which means notes from the task will appear on the parent ticket and vice-versa. Also, a notification appears in the activity log of the parent ticket informing users that a task has been completed. These improvements now make Incident Tasks a lot more useable so, if you have a ticket that requires someone else to do extra work on, try sending them an Incident Task instead of reassigning the whole ticket.

ITIL Emails

The templates for emails sent to ITIL fulfillers (Assignees, Dispatchers, Work Notes List, etc.) have now been improved. The update was necessary to ensure that the templates are more consistent, relevant and contain useful information from the ticket, including Caller, CSI, SLA, etc.

FlyOut Icon

The 'y' tooltip, which appears next to specific fields on the incident forms, shows an information snapshot of the associated record when hovered over. Previously, when clicked, it automatically took you to a new page and caused any modifications, such as half-written public notes to be auto-saved and emailed to the Caller. Now, with the enhancement put in place, when the 'y' tooltip is clicked, a warning message appears alerting you about auto-saving. If the update includes a Public Note, an additional line will warn you that the note will be sent to the Caller. Clicking OK on the popup will commit changes, clicking Cancel takes you back to the form without saving changes.



As a useful tip, if you wish to copy information from the record that appears from clicking on this icon, such as a Caller's username, you can hold down the SHIFT key when hovering over it. This will allow you to then highlight fields from the flyout window to copy them.

On Hold Public Notes - No Longer Mandatory

Previously, when updates were made to tickets set to 'On Hold state' (e.g. Awaiting User Info), the system made Public Notes mandatory and in consequence, creating and sending unnecessary emails to the Callers. Now, Public Notes are mandatory only when 'On Hold state' is set for the first time. This means that tickets can now be freely updated when on hold, without the end user being "spammed".

Additional miscellaneous changes:

- Ensuring the room number populates correctly on the self-service form
- Removing the email field from the self-service form (it had no functionality attached to it)
- Adding the Description field when viewing submitted tickets in self-service
- Increasing the width of the CSI fields
- Additional HR SLAs
- Additional changes to CSIs and Assignment Group rules

If you have any questions regarding these changes, or if you encounter any issues with them, please email Service Management at itsm@soton.ac.uk

Feature area: Interfacing

Interfacing is the process of integrating systems and exchanging data. It has many benefits, for example auto-populating fields that otherwise would have to be manually typed by users.



ServiceNow can be interfaced with a number of systems and imported data can be utilised in different modules to facilitate work in Incident Management, Change Management and Service Requests.

MUD and ResourceLink

Currently, ServiceNow is linked to MUD (Master User Database). This database contains details of all registered users in the University (around 26,000) and the link allows ServiceNow access to useful details such as names, email addresses, contact details, department, location and more.

ResourceLink, the HR system, has also been interfaced with ServiceNow. In the near future HR requests will happen through ServiceNow eForms. The HR eForm will be pre-populated with relevant information. The data also allows for workflows to know who should be approving certain types of requests. The benefit is that the HR Triage won't have to manually intervene and cross reference requests with departmental approvers.

Future Links

As part of future development plans, we are investigating the possibility of interfacing with other systems, for example:

- Finance requests and iSolutions purchasing requests - linking Agresso data such as cost codes and authorisers
- Event Management - linking event monitoring tools like Icinga and Solar Winds. This would allow us to automatically generate alerts and incidents for specific types of events
- CMDB management - linking Discovery tools such as SCCM would provide more accuracy of our hardware estate
- Linking Planon to better aid with ticket management and the CMDB, would result in better location accuracy, such as campus, building and room information

These and other opportunities for creating data interfaces with ServiceNow are currently under investigation as part of the next phase of the project.

Hints & Tips

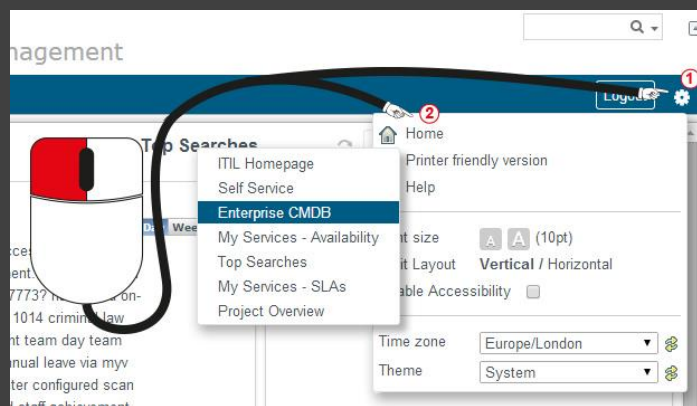
In each issue we bring few suggestions on how to use ServiceNow interface.



“Homes” from Home

One of the most recognisable and useful buttons in web sites is the home button. ServiceNow has not only one, but a number of “homes” and they can all be accessed from the same dropdown menu.

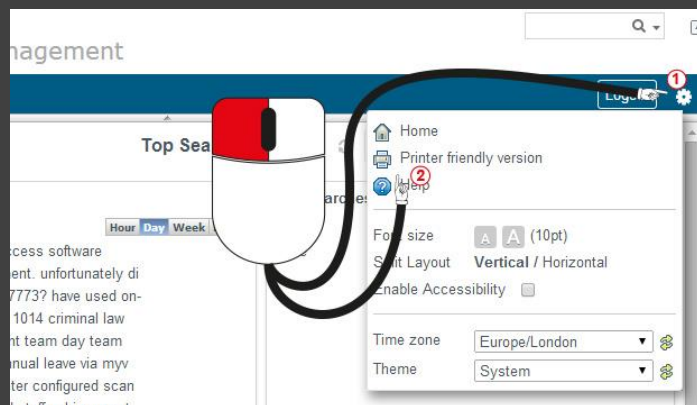
Click on the cog icon (1). From the list that opens, hover over the Home button (2) as it opens a list of home pages. Simply click to select.



Friendly Print

If you have tried to print a webpage before, you know that the result can be quite messy. This happens because the web layout is normally not designed to fit on a sheet of A4 paper.

However, ServiceNow offers a printer-friendly version, which allows you to preview and print content without frames or tabbed reference lists.



Recent Search

How many times have you accidentally closed the browser window and forgot what ticket number you were looking at?

There is a useful feature in the search field that remembers the last tickets you searched. Simply click on the down arrow icon next to the magnifying glasses to see a list of recent searches.

