

# ServiceNow Overview



# Introduction to ServiceNow

ServiceNow is a ticketing tool, currently utilized by OIT and CBS2, that processes and catalogs customer service requests. Users can raise requests or incidents that deal with, changes, problems, and other services using ServiceNow



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## Centralized Catalog

The DFA website will host a consolidated service catalog with individual pages to describe each service available.



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## Reduced Email

Minimizes reliance on group emails and streamlines the service process.



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## Increased Efficiency

Introduces a more efficient, better way for staff to manage tasks with dashboards



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## Reporting

Provides managers and departments with metrics and reports to better allocate and manage work

# Project Overview

Starting Jan 4, 2021, new ServiceNow requests will be available to campus for direct routing to areas such as Financial Systems Support, General Accounting, Chart of Accounts, Project and Portfolio Management, Tax Services, and Travel and Expense Management. Additionally, existing Center for Business Services and Solutions (CBS2) tickets with processes related to the new systems will be updated.

<b>Scope</b>	<b>System Features</b>	<b>Training for DFA</b>
<ul style="list-style-type: none"><li>• Service Catalog (web)</li><li>• Build SNOW tickets &amp; workflow</li><li>• Create fulfillment support documentation</li><li>• Change Management &amp; Communication</li><li>• Retire old methods of intake</li></ul>	<ul style="list-style-type: none"><li>• Request/Incident Form</li><li>• Workflow</li><li>• Reporting &amp; Metrics</li><li>• Dashboards</li></ul>	<ul style="list-style-type: none"><li>• Training to assignment groups (Fulfillment)</li><li>• Step by Step guides</li><li>• Assist with the transition from email to ServiceNow tickets</li></ul>

# Rollout Plan

Priority was assigned based on the impact of the Alpha financials launch. Systems include Oracle Financials, Concur and Glacier.

<b>Phase 1</b> <b>January 4, 2021</b>	<b>Phase 2</b> <b>March 2021</b>	<b>Phase 3</b> <b>Spring/Summer 2021</b>
<ul style="list-style-type: none"><li>• Financial Systems Support</li><li>• Chart of Accounts</li><li>• Travel &amp; Expense</li><li>• Tax</li><li>• General Accounting</li><li>• Equipment Management</li><li>• CBS2 – updates to existing tickets</li></ul>	<ul style="list-style-type: none"><li>• Treasury &amp; AP</li><li>• Student Business Services</li><li>• Cashiering</li><li>• DFA General Ticket</li></ul>	<ul style="list-style-type: none"><li>• Human Resources</li><li>• Payroll</li></ul>