

ServiceNow is a ticketing system to track and route service requests from campus customers to campus fulfillers. Fulfillers are responsible for completing a customer's request such as a travel reimbursement, a pay invoice, or an IT service request. There are two sides to ServiceNow, the customer portal and fulfiller portal. To view the fulfiller portal open an internet browser and go to: *Insert link here*

Navigating ServiceNow

ServiceNow has three main function locations, the application menu, the navbar menu, and the center dashboard or home screen.

1: Homescreen/Homepage

In the center screen you will be able to find all of your assigned and unassigned tasks with links to complete and record your processing.

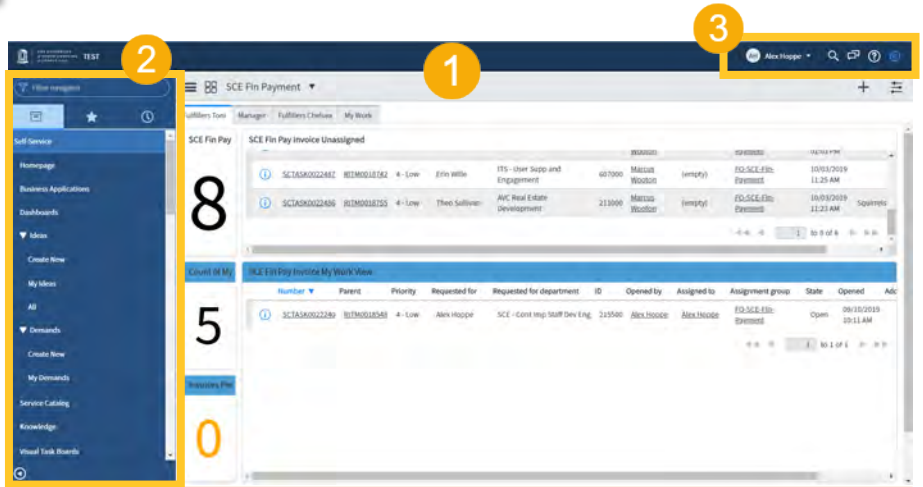
All processing takes place in the center screen.

2: Application Menu

Located on the left hand side, the Application Menu links to your homepage, favorites, all tasks in ServiceNow, and the customer facing service catalog.

3: Navigation Menu

At the top of the window are links to global settings, help documents, and your homepage.



1: Homepage - your homepage can be accessed by clicking the Old Well icon in the upper left. Your dashboards are available in the center of screen and will show tasks assigned to your team. You may edit task statuses in the dashboard.

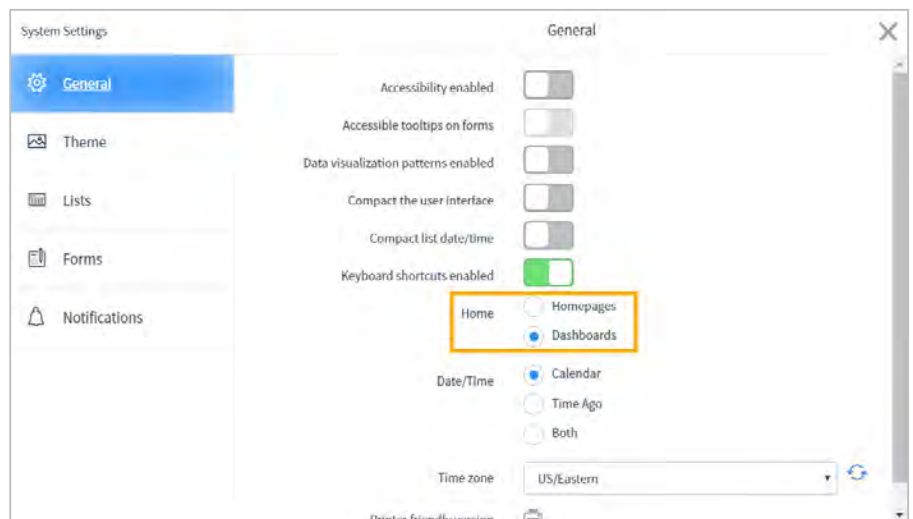
2: Application Menu - the left hand side contains access to all of the tasks in ServiceNow, favorited pages in ServiceNow, and Recent Pages in ServiceNow. Use the filter to find dashboards, a list of all the tasks in ServiceNow, and the customer facing service catalog.

3: Navigation Menu - the looking glass in the navigation menu is global search and enables you to search all of ServiceNow for text or numbers. The gear contains global settings.

Activate Dashboards

Dashboards are customizable and shareable screens in ServiceNow that can show your active tasks and requests as well as metrics such as the number of open vs closed tickets. To activate Dashboards go to <https://uncch.service-now.com>

- Log in with your ONYEN and password
- Complete Duo Authentication
- In the top right of the screen click the gear for the settings menu.
- On the left click General.
- Under Home, click the radio button next to Dashboards.
- Click the Old Well to refresh your page.



Viewing Request Items

Fulfillers close requests in ServiceNow by closing tasks. The structure of Requests have three levels, the Request has all Request Items which require tasks to be completed. ServiceNow assigns tasks to fulfillers which you will be able to see in your dashboard.

- In the fulfiller portal in ServiceNow, click the **Old Well**.
- On the center screen click the **four squares icon**.
- Click **Shared With Me**.
- Select the Dashboard associated with your team.
- In the report titled **Unassigned Work** you may view the unassigned tasks in ServiceNow.
- In the report titled **My Work** you may view the tasks assigned to you.

Processing Requests

Fulfillers are required to accept unassigned Tasks to process Requests in ServiceNow. To assign a task to yourself view the unassigned tasks on your dashboard.

- Identify the task you wish to assign to yourself and double click on **empty** and type your name into the text box.
- Click the green check mark.
- Click on the Request Item number under the **Parent** header. This will open the Request Item level.
- Scroll to the bottom of the screen to view the Task. Double click on **Open** under **Status**.
- Select **Work in Progress** and click the green check mark.
- Review the information required for your business process.
- When complete change the **Task Status** to **Closed**.

Setting Favorites

Favorites link to specific dashboards, filters, or tasks that you frequently visit. To set a favorite:

- Navigate to the page you wish to favorite in ServiceNow.
- Click the hamburger menu in the upper left
- Click save favorite

Request

Request Item



Task

The **Request** is the entire order and contains both the **Request Item** and associated **Task**.

The **Request Item** is what the customer requested. A Pay Invoice, Travel Reimbursement, and Purchase Requisition are all **Request Items**.

The **Task** are the actions required to fulfill the customer's request. Directions for completing the request will be found here. Closing a **Task** closes the **Request Item**.

Customers can see comments posted on the **Request Item** but not on the **Task**. Write all your notes on the **Request Item** level for both your peers and for your customers. To reassign a **request** you must reassign the **Task**.

Number	Parent	Priority	Requested for	Requested for department	ID	Opened by	Assigned to	Assignment group	State	Opened	Actions
SCTASK002247	RTM001742	4 - Low	Eric Wille	ITS - User Supp and Engagement	607000	MICHAEL WOODS	(empty)	ED-SCE_FIN: Payment	Open	10/10/2019 11:25 AM	
SCTASK002246	RTM001720	4 - Low	Ther Sathian	AVC Real Estate Development	211000	MICHAEL WOODS	(empty)	ED-SCE_FIN: Payment	Open	10/10/2019 11:23 AM	Supplies
SCTASK002249	RTM001848	4 - Low	Alex Hopper	SCE - Core Insp Staff Dev Eng	211500	ALEX HOPPER	ALEX HOPPER	ED-SCE_FIN: Payment	Open	10/10/2019 10:11 AM	

1. To view a task click on the linked task number.
2. Clicking on a number or report will open a list of all the tasks within that report.

