UT ServiceNow
Incident Management

An **Incident** is
an unplanned interruption
or degradation of service

Incident Management aims to return service to normal, as quickly as possible.

This includes the entire effort from incident detection to resolution and closure.

UT ServiceNow Managing an Incident In ServiceNow

Creating and Resolving an Incident:

1. Login to ServiceNow (https://ut.service-now.com)
2. In left navigation menu click on **Incident > Create New**
3. Populate all required fields (marked with *) and set **state** to **Work in Progress**
4. Suggested possible solutions (knowledge articles) and services will be populated by the content entered in **Short Description**
5. Click **Save** or **Submit**
6. Keep track of work in **Additional Comments** and **Work Notes** found on the Notes tab
7. On completion of the **Incident**, select **Resolve Incident** and complete required fields
8. Resolved **Incidents** will automatically close after 5 days if customer does not inquire further

Assigning and Escalating an Incident:

1. Tickets can be assigned to **Assignment Groups** as needed
2. Assigned team will receive an email notification and can access the **Incident** in **My Groups Work** module
3. A member of the **Assignment Group** can delegate or take ownership of the ticket by selecting a **user name** in **Assigned To**
4. Once a ticket has an individual assignee, it is visible in **My Work** module
5. The assignee should review the **Incident** and set **state** to **Work in Progress** or one of several **Pending States**

ServiceNow Fulfiller Basics Training Video
https://ut.service-now.com/utss/KAhome.do?number=KB0013747

UT ServiceNow **UT Service Desk – Managing Incidents in ServiceNow**

Creating and Resolving an Incident:

1. New **Contact** received via phone, email or self-service website (visible in **Service Desk > My Groups Work)**
2. Enter new phone call as **Contact** at **Service Desk > Contacts > New Contact**
3. Review **Contact** and designate as either an **Incident** or a **Request** under **Ticket Type**
4. Self-assign the **Contact** form and click **Submit** to open a **Request** or **Incident** from that **Contact**
5. Complete the **Incident** form and set **state** to **Work in Progress**
6. Resolve issue or set **state** to **Assigned** to escalate it to another **Assignment Group**
7. **Assignment Group** will receive an email notification and the **Incident** will appear in **My Groups Work**
8. A group member will assign the **Incident** to an individual which will then be visible in **My Work** module
9. Assignee will see the **Incident** in **My Work** and should set **state** to **Work in Progress,** or one of several **Pending States**
10. Keep track of work in **Additional Comments** and **Work Notes** found on the Notes tab
11. **Incident** can be re-assigned as needed
12. On completion of the **Incident**, select **Resolve Incident** and complete required fields (marked with *)
13. Resolved **Incidents** will automatically close after 5 days if customer does not inquire further

UT ServiceNow **Request Management in ServiceNow**

Request Submission

1. Go to UT ServiceNow at https://ut.service-now.com/utss
2. Navigate to the service page using search or via categories
3. Use **Request** buttons to access request form
4. Complete all required fields (marked with *)
5. Select **Order Now** or **Add to Cart > Continue Shopping** to add more request items to cart

Once the order has been placed, a confirmation email will be sent. Status of your Request can be viewed on the UT ServiceNow website under **My Open Tickets**.

Request Fulfillment

1. Members of an **Assignment Group** will get an email notification of the **Task** visible in **My Groups Work**
2. Assign the **Task** to an individual; it will then be visible in **Service Catalog > My Work** module
3. Open the **Task** record and review the work to be completed
4. Assign the **Task** and set **state** to **Work in Progress** or **Pending**
5. Keep track of progress in W**ork Notes** as the **Task** is fulfilled
6. Once the **Task** is complete, select **Close Task**

When all **Tasks** have been completed & closed, the Request status will be updated to **Closed Complete** and the customer will receive notification.

UT ServiceNow

Basic Reporting in ServiceNow

To Run a Report from List View:

1. Open the list view of the items you would like to report on (Incidents, Requests, Knowledge Articles, etc.)
2. Use the gear on the top left corner of the list to set your desired column headers
3. Use the blue filter icon to further refine your list view using “and/or” logic
4. Once the list is labeled and filtered to meet your needs, right click on any column header
5. Select **Bar Chart** or **Pie Chart** to generate a visual report; use the ≡ icon on the top right corner of the chart to export as an image file
6. Select **Export** and click on the file type you prefer to download (i.e., Excel, CSV or PDF)

To Run a Report from Reports Application:

1. Navigate to **Reports > View/Run**
2. Select **My Reports** to view your custom reports, **Group** to view reports shared with your assignment group(s) or **Global** to view/search out-of-the-box reports
3. Click on a report title to run the report
4. After running a report, you can use the filter at the top of the page to customize the report further
5. You can rename and **Save** a modified report to **My Reports**
6. To export a list report, right click on any column header and select **Export**
7. To export a graphic report/chart as an image, click the ≡ icon on the top right corner of the chart
8. To export a graphic report/chart as a PDF, click the arrow next to **Save** and select **Export to PDF**

UT ServiceNow

Using the CMDB in ServiceNow

Creating a New Configuration Item (CI):

1. Select **Configuration** from sidebar navigation panel
2. Select the **Class** and **Category** for the new CI (e.g., Base Item > Computer *or* Application Servers > Windows)
3. Click **New** button to create a new CI
4. Complete the two pieces of the CI form – identifying information and configuration details
5. Click **Save** or **Submit**

Updating an Existing Configuration Item:

1. Select **Configuration** from sidebar navigation panel
2. Navigate to the type of class your configuration item is under (e.g., computers *or* servers)
3. From list view, select your CI or run a search for the name of the CI
4. Update necessary fields and click **Save** or **Update** to save changes