Service Now Project Update
April 30th, 2012

Phase 1 Scope

- IT will be first onto the Service Now system.

  - This includes St. Pete helpdesk

- The rest of the departments will follow after that.

Benefits:

- IT will be able work out any issues with the product before it has an impact on the other departments that will be using it.

USF

Project Plan/Timeline

Task/Deliverable	Timeframe
Process Definition/Requirements	January-March
Project Kickoff with full USF Project Team	February
Analysis/Design	March-April
Incident Management Configuration	April-May
Service Catalog Configuration	April-May
Self Service Configuration	April-May
Training	May-June
UAT	May-June
Go-Live (IT)	July
RNS Archive & Decommission	Ongoing
Migrate other Depts. To Service-Now	Ongoing

USF

Contracts/Financials

- USF is extending the Right Now contract for one more year.

    - Usage levels for the contract are being reduced

    - Cost is being reduced

    - Departments will still have access to their old data

- Cost of Service Now is $360/year for each user.

USF

What We Have Learned

Operational Definitions

- Customer – someone who is actually experiencing the issue or requesting a service:
    - Some of our customers require "special handling"
- Caller – someone who is submitting the incident or request:
    - Might be "calling on behalf of" someone else
    - Caller/Customer may be the same person
- Agent – the person who is:
    - Logged into ServiceNow and Assigned work within their authorized queues
    - Taking action upon the incidents or requests submitted
    - Providing great customer service 🙂

USF

Customer Contact Methods

- Email – directly to an Agent or into RNS

- Fax – directly to an Agent

- Telephone – directly to an Agent or to the HelpDesk

- Chat

- In-Person – at the HelpDesk or Anywhere (aka "Hallway Hijacking"
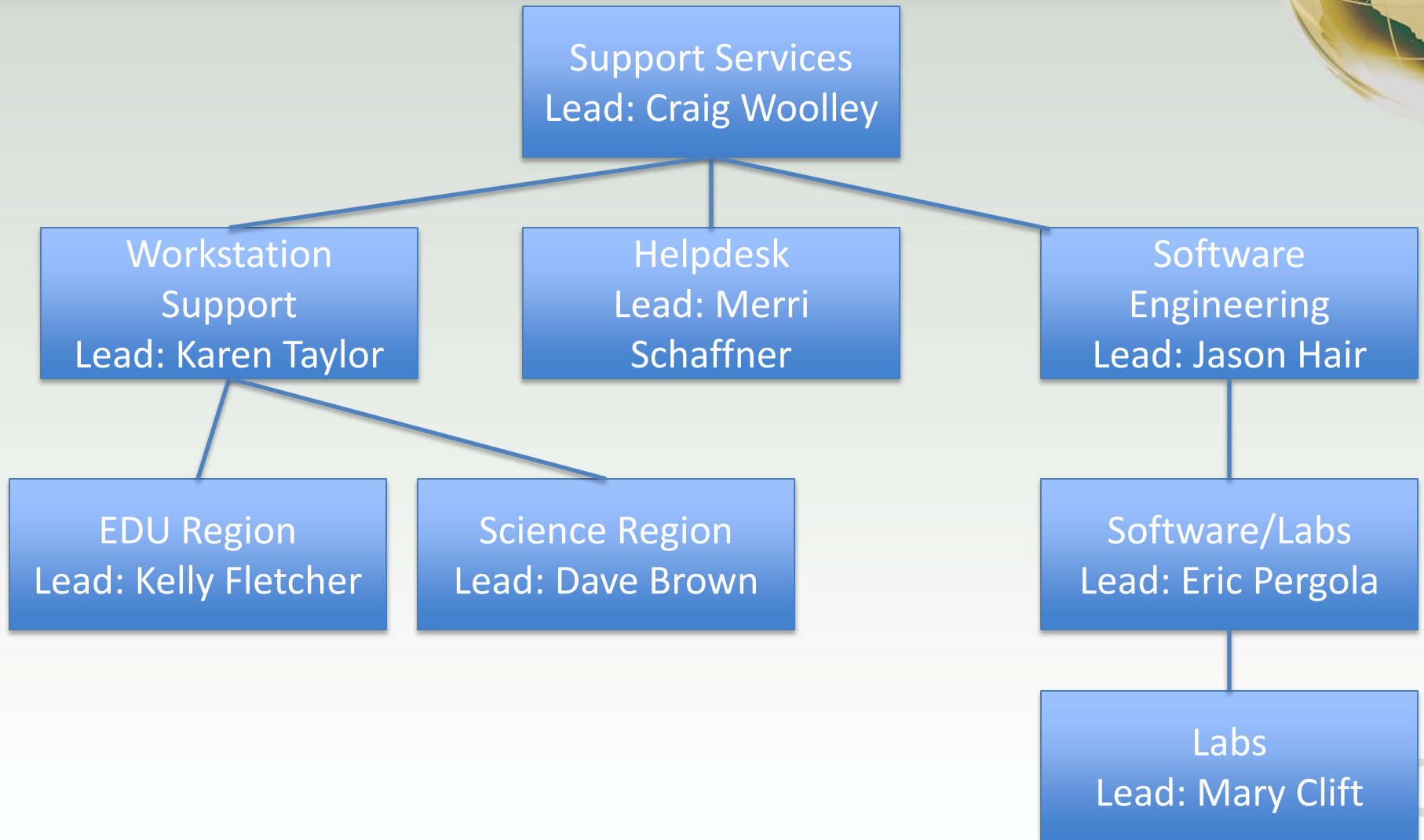
USF

Incident Status Recommendations

- New (incident or request has been received)
- Work in Progress (incident/request is being actively worked by an Agent)
- Waiting for Quality Review (Manager needs to review the quality of work/responses)
- Waiting for Vendor
- Waiting for Items on Order
- Transferred (visible hand-off between areas)
- Scheduled for Future Work
- Additional Information Requested from Customer (waiting for customer)
- Canceled (issue no longer exists or request canceled by customer)
- Resolved (Agent has completed the request/remedied the issue however customer needs to confirm/accept solution)
- Closed (customer confirms they are satisfied with resolution or system times out from lack of response from customer to close)

USF

Sample Group Structure

Support Services
Lead: Craig Woolley

Workstation Support
Lead: Karen Taylor

Helpdesk
Lead: Merri Schaffner

Software Engineering
Lead: Jason Hair

EDU Region
Lead: Kelly Fletcher

Science Region
Lead: Dave Brown

Software/Labs
Lead: Eric Pergola

Labs
Lead: Mary Clift

Notifications/Priority

There will be four calculated values for incident priority:
- Low
- Medium
- High
- Critical

Notifications:

- Notifications can vary based up an incident's priority.

- Notifications can be sent to agents, customers, and managers.

- IT will try to use a standardized set of notification rules.

Reporting

- There are many canned reports available to all agents.

- Agents will be able to create their own reports.

Reporting Demo

USF

Questions?

- Refer to help.blog.usf.edu for updates.
- Email Chris Teeples (cteeples@usf.edu) if you have any specific questions or concerns.

USF