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.
## Project Plan/Timeline

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<td>Project Kickoff with full USF Project Team</td>
<td>February</td>
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<td>Analysis/Design</td>
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<td>Incident Management Configuration</td>
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<td>Migrate other Depts. To Service-Now</td>
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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.
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 😊
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”)

What We Have Learned 2
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)
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.
There are many canned reports available to all agents.
Agents will be able to create their own reports.

Reporting Demo
Questions?

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