# Using ServiceNow to Streamline and Automate Your Business Processes

IT EXPERIENCE AND ENGAGEMENT

DEPARTMENTAL COMPUTING SUPPORT SYMPOSIUM, OCTOBER 2020



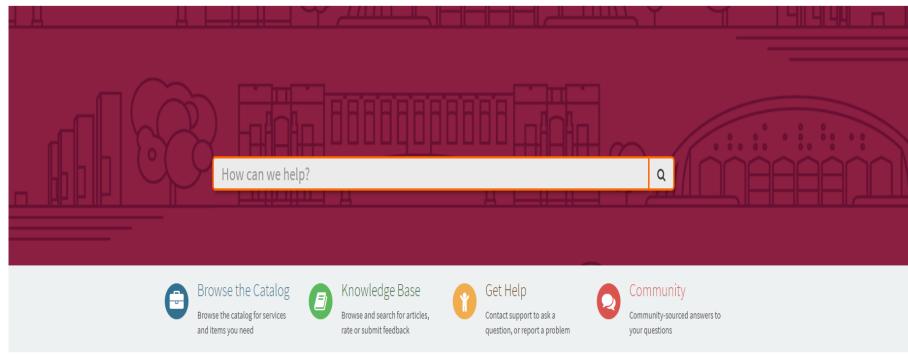




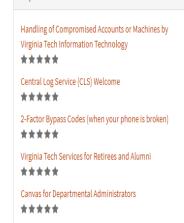
Service Catalog

Requests 2 System Status 2 Wish List 2 📜 Cart 📵

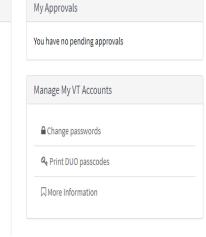








Top Rated Articles









4Help

Service Catalog

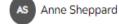
Knowledge

Get Help

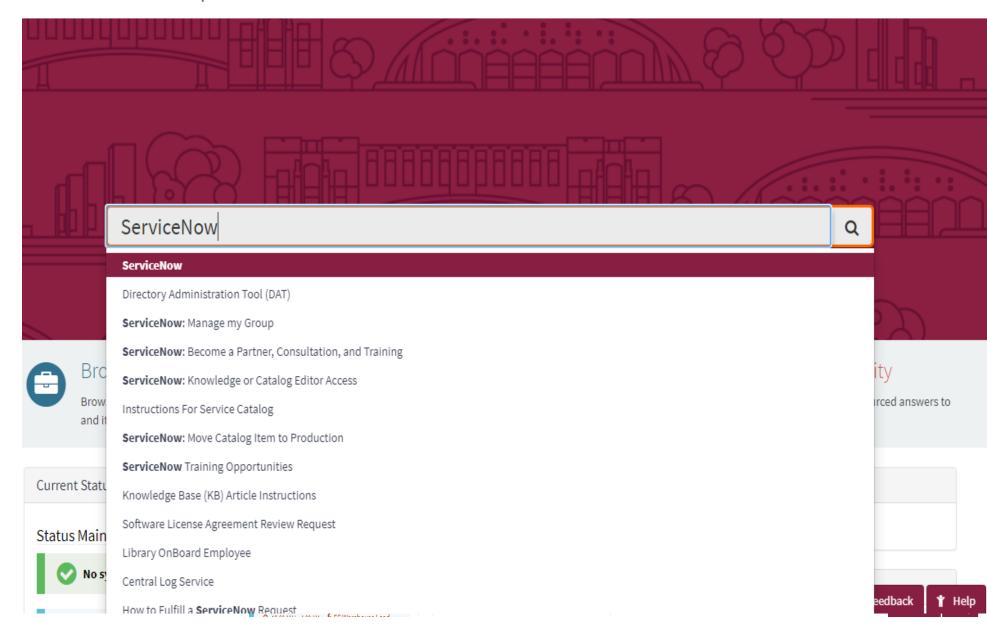
Requests 2

Wish List 2

📜 Cart 🔞



Visit the 4Help Service Portal to learn more ServiceNow and request related services .

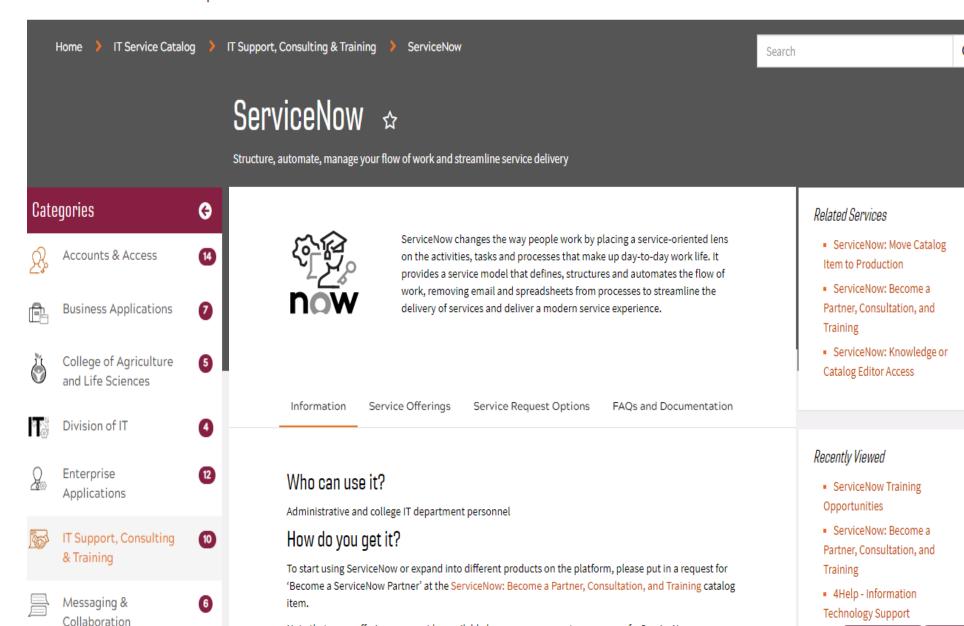




Feedback

🕇 Help

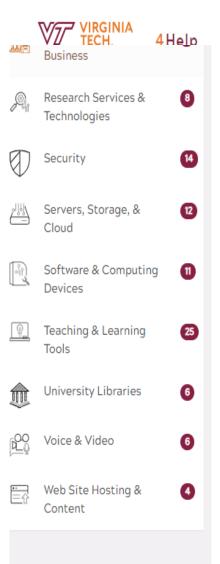
View this service entry for complete details about ServiceNow.



Note that some offerings may not be available because you are not a manager of a ServiceNow group or

you do not have a ServiceNow license.







## How much does it cost?

Products and Included Applications	Cost (Annually, per User)	
IT Service Management  Incident  Knowledge  Service Catalog (Request)  Visual Task Board  Reporting  Asset  Problem  Change	• \$450 (ITSM professional)	
IT Business Management  Project Portfolio Management  Agile Test Idea Demand	<ul> <li>\$270 (Project manager)</li> <li>\$105 (Project worker)</li> </ul>	

For a description of these applications, see ServiceNow Product Documentation.

If your department uses ServiceNow, cost reimbursement will be requested annually and should be paid by the end of May. The amount owed will be based on the number and type of licenses in use by your department.

# Where do you get help?

Click **Get Help** in the menu at the top of the page.

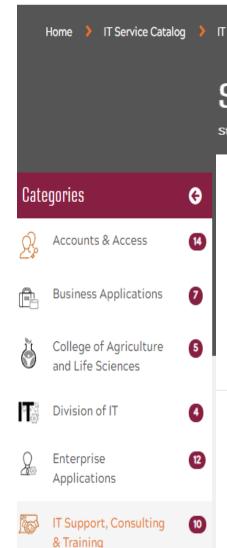




ServiceNow

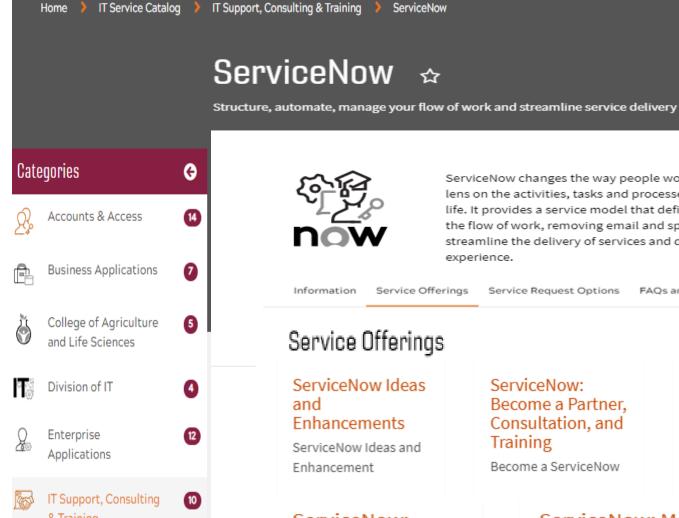
Search

# 4Help



Messaging &

Collaboration



6



ServiceNow changes the way people work by placing a service-oriented lens on the activities, tasks and processes that make up day-to-day work life. It provides a service model that defines, structures and automates the flow of work, removing email and spreadsheets from processes to streamline the delivery of services and deliver a modern service experience.

Service Offerings Information Service Request Options FAQs and Documentation

# Service Offerings

### ServiceNow Ideas and Enhancements

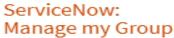
ServiceNow Ideas and Enhancement

ServiceNow: Become a Partner, Consultation, and Training

Become a ServiceNow

ServiceNow: Knowledge or Catalog Editor Access

Become a Knowledge /



Add or remove someone from your ServiceNow group

ServiceNow: Move Catalog Item to Production

Move a service catalog item to production,



ServiceNow Service

Offerings

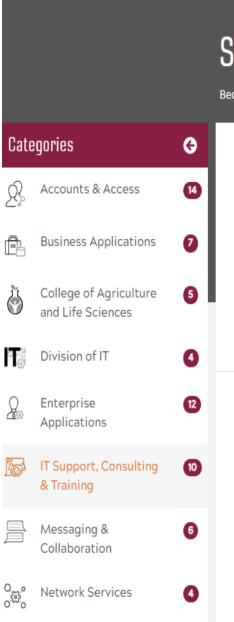


View this service entry for complete details to learn how to become partner, request a service catalog consultation or training.

SERVICE	WHAT ARE THE FEATURES OR BENEFITS?
Become a ServiceNow Partner	<ul> <li>ServiceNow onboarding/setup</li> <li>Information about training and useful resources</li> <li>Overview of licensing/payment</li> </ul>
Service Catalog Consultation or Information Sharing	<ul> <li>In-person consultation to introduce the service catalog or answer questions/discuss cases for Service Catalog use</li> <li>If a consultation is not needed, send edits, updates, changes, or additions to an existing service catalog item that ITEE maintains</li> </ul>
ServiceNow Training	The ITEE training team offers various ServiceNow training options, including:  Face-to-face and Zoom-based workshops: The ITEE training team offers training on the following ServiceNow topics face-to-face or via Zoom: ServiceNow 101, ServiceNow 102, ServiceNow Reporting Basics. We offer these workshops regularly across the year. Click to see the descriptions of the workshops and their schedules.  Online self-enrolled and self-paced training course: We also offer self-paced training through tutorials and workshop recordings. Virginia Tech employees and students can view the topics by self-enrolling into the Canvas course at <a href="https://canvas.vt.edu/enroll/J37TXL">https://canvas.vt.edu/enroll/J37TXL</a> One-on-one training consultation: please click the Request this Service button to request  Requesting additional training topics: please click the Request this Service button to request



# View this service entry for complete details to learn how to become partner, request a service catalog consultation or training.



Pamplin College of

# ServiceNow: Become a Partner, Consultation, and Training 🖈

Knowledge

Become a ServiceNow partner or request a consultation/training



Get your department started using ServiceNow (become a ServiceNow partner), receive a service catalog consultation, enroll in ServiceNow Canvas training site for ServiceNow, or request a ServiceNow training.

Information

Service Request Options

FAOs and Documentation

# Service Request Options

SERVICE	WHAT ARE THE FEATURES OR BENEFITS?
Become a ServiceNow Partner	<ul> <li>ServiceNow onboarding/setup</li> <li>Information about training and useful resources</li> <li>Overview of licensing/payment</li> </ul>



Request this service

### Related Services

- ServiceNow
- ServiceNow: Move Catalog Item to Production
- ServiceNow: Knowledge or Catalog Editor Access

### Recently Viewed

- ServiceNow
- ServiceNow Ideas and Enhancements
- · ServiceNow: Become a Partner, Consultation, and Training

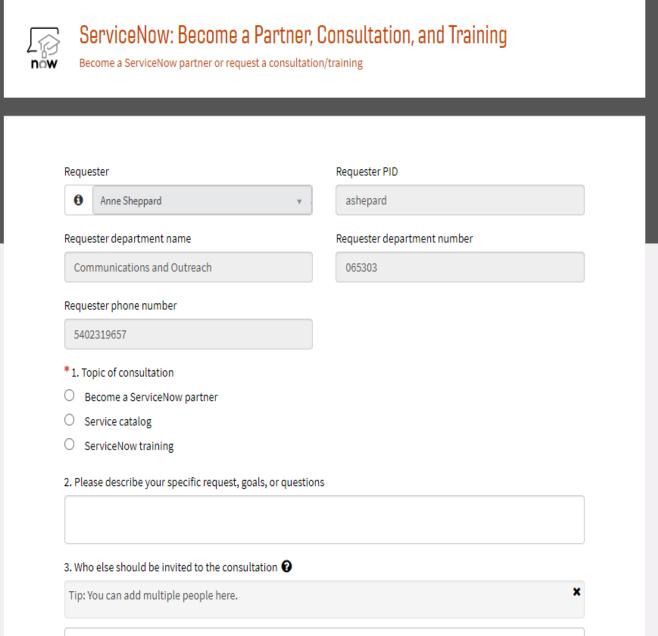


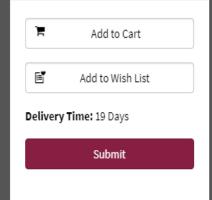












Required information 1. Topic of consultation





# Fall 2020 ServiceNow Training Opportunities



### ServiceNow 101

Monday, October 26, 2020, 10:00 a.m to 11:30 a.m.

Zoom meeting

### CLICK to Register for ServiceNow 101

Or copy/paste this link into a browser: https://virginiatech.qualtrics.com/jfe/form/SV dpxCHqzxqPs2E4d LIMITED TO 20 PARTICIPANTS

### ServiceNow 102

Wednesday, October 28, 2020, 10:00 a.m to 11:30 a.m.

Zoom meeting

### CLICK to Register for ServiceNow 102

Or copy/paste this link into a browser: https://virginiatech.qualtrics.com/jfe/form/SV 54 P5C2w4nRC9CcZ LIMITED TO 20 PARTICIPANTS

## Working with Request Items and Catalog Tasks

Wednesday, November 4, 2020, 10.00 a m to 11.30 a m

Zoom meeting

CLICK to Register for Working with Request Items and Catalog Tasks

Or copy/paste this link into a browser: https://virginiatech.qualtrics.com/jfe/form/SV 5u vRP2Xwnge5WaF LIMITED TO 20 PARTICIPANTS

### ServiceNow Reporting Basics

Wednesday, November 11, 2020, 10:00 a.m to 11:30 a.m.

Zoom meeting

# This workshop requires pre-work and has a registration deadline!

CLICK to Register for ServiceNow Reporting Basics

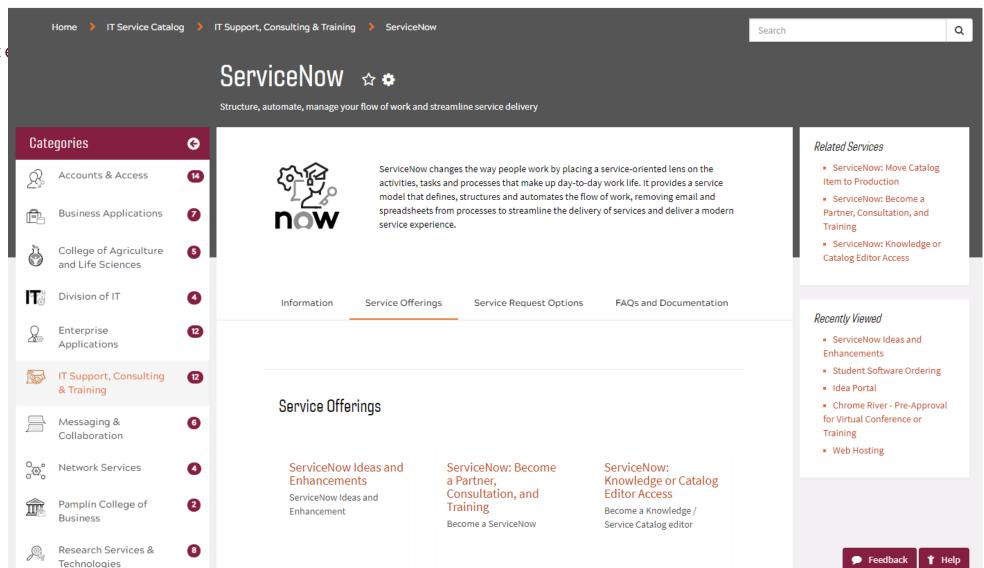
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# ServiceNow Service Offerings

VZZ VIRGINIA

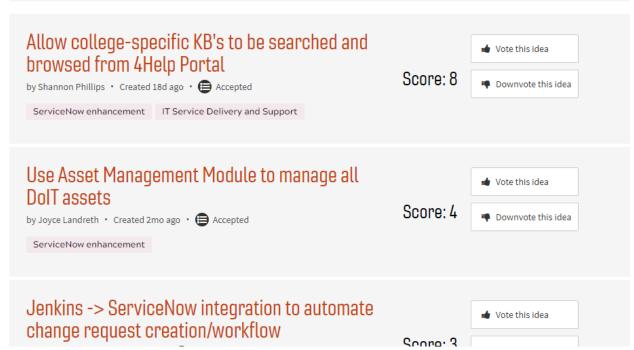
4Help



# ServiceNow Ideas and Enhancements



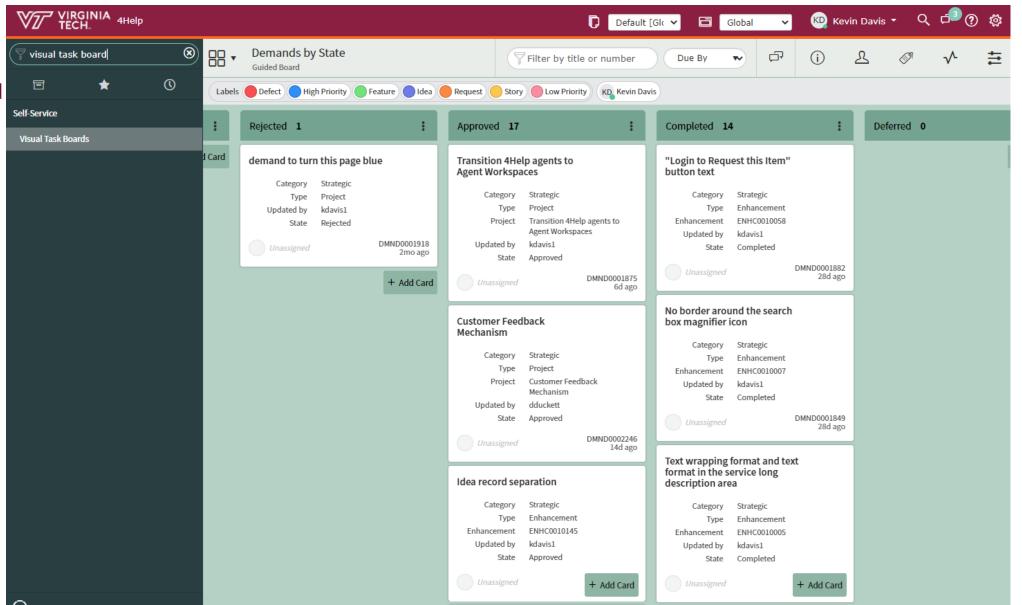




### Top Voted Ideas

- Allow college-specific KB's t... by Shannon Phillips
- Vse Asset Management Mo... by Joyce Landreth
- Jenkins -> ServiceNow inte... by Lucas Covey
- Vsing SLA for approval loops by Kevin Davis
- Implement Virtual Agent an... by Lucas Sullivan

### Visual Task Board



# Equipment Loar application

Loan Equipment

Loaned Equipment

Return Equipment

**Manage Equipment** 

**Equipment Requests** 

Requested Extension

# Manage Equipment + Add Hardware

VT Asset Tag	Serial	Model Category	Model	State	Sub Statu:
VT000013  Select Action ▼	Serial Number	Laptop computer	Dell Inc. Inspiron 17	Loaner	In Maintenance
VT1010132 Select Action ▼	aaa	Audio/Visual Devices	Epson G5200WNL	Loaner	In Maintenance
VT3000544 Select Action ▼		Computing Devices	Microsoft Surface Pro 3	Loaner	Checked Out
VT000408336 Select Action ▼	905GPV2	Laptop computer	Dell Inc. Latitude 7390	Loaner	Ready for Loar
VT000004 Select Action ▼	123415	Computer	Apple Mac Mini	In stock	available
VT000004 Select Action <b>∨</b>	123415	Computer	Apple Mac Mini	In stock	available
				Add Har	rdware Asset

4Help is part of the Information Technology Experience & Engagement (ITE2) unit within Virginia Tech's Division of Information Technology, and is Virginia Tech's primary point of contact for Information Technology assistance.

Get Help

• Phone (24/7): (540) 231-4357

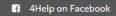
▼ In Person : Torgersen Bridge : (Closed)

Student Services Building: (Closed)

Virginia Tech Home

Technology Home

Division of Information

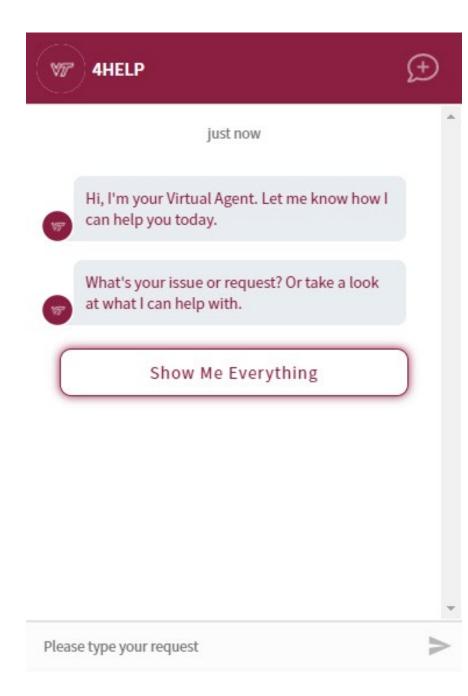








# Virtual Agent



# Want to continue the conversation?

### **Contact Us**

For further inquiries, feel free to submit a consultation request, a new idea, or if you just have a question, send us email at <a href="mailto:ashepard@vt.edu">ashepard@vt.edu</a> or <a href="mailto:kevin.davis@vt.edu">kevin.davis@vt.edu</a>.