



Using ServiceNow to Streamline and Automate Your Business Processes

IT EXPERIENCE AND ENGAGEMENT

DEPARTMENTAL COMPUTING SUPPORT SYMPOSIUM, OCTOBER 2020



Utilizing the 4Help Service Portal not only provides your users with a central location to get help but also to find a wealth of information about your IT Services.

How can we help?

Browse the Catalog
Browse the catalog for services and items you need

Knowledge Base
Browse and search for articles, rate or submit feedback

Get Help
Contact support to ask a question, or report a problem

Community
Community-sourced answers to your questions

Current Status and Maintenance

Status

- Kaltura**
Started 27d ago, Updated a day ago
- Kaltura**
Started 30d ago, Updated a day ago

Maintenance

Tuesday, September 29, 2020

Top Rated Articles

- Handling of Compromised Accounts or Machines by Virginia Tech Information Technology
★★★★★
- Central Log Service (CLS) Welcome
★★★★★
- 2-Factor Bypass Codes (when your phone is broken)
★★★★★
- Virginia Tech Services for Retirees and Alumni
★★★★★
- Canvas for Departmental Administrators
★★★★★

My Approvals

You have no pending approvals

Manage My VT Accounts

- Change passwords
- Print DUO passcodes
- More Information



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

The screenshot shows a search bar with the text "ServiceNow" entered. Below the search bar, a dropdown menu lists various search results. The results include:

- ServiceNow
- Directory Administration Tool (DAT)
- ServiceNow: Manage my Group
- ServiceNow: Become a Partner, Consultation, and Training
- ServiceNow: Knowledge or Catalog Editor Access
- Instructions For Service Catalog
- ServiceNow: Move Catalog Item to Production
- ServiceNow Training Opportunities
- Knowledge Base (KB) Article Instructions
- Software License Agreement Review Request
- Library OnBoard Employee
- Central Log Service
- How to Fulfill a ServiceNow Request

On the left side of the page, there is a sidebar with a "Bro" icon and text "Bro" and "Brow and it". Below that, there is a "Current Statu" section and a "Status Main" section with a green checkmark and "No s".










View this service entry for complete details about ServiceNow.

ServiceNow

Structure, automate, manage your flow of work and streamline service delivery

Categories

-  Accounts & Access 14
-  Business Applications 7
-  College of Agriculture and Life Sciences 5
-  Division of IT 4
-  Enterprise Applications 12
-  IT Support, Consulting & Training 10
-  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.

- Information
- Service Offerings
- Service Request Options
- FAQs and Documentation

Who can use it?

Administrative and college IT department personnel

How do you get it?

To start using ServiceNow or expand into different products on the platform, please put in a request for 'Become a ServiceNow Partner' at the [ServiceNow: Become a Partner, Consultation, and Training](#) catalog item.

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.

Related Services


- [ServiceNow: Move Catalog Item to Production](#)
- [ServiceNow: Become a Partner, Consultation, and Training](#)
- [ServiceNow: Knowledge or Catalog Editor Access](#)

Recently Viewed










- [ServiceNow Training Opportunities](#)
- [ServiceNow: Become a Partner, Consultation, and Training](#)
- [4Help - Information Technology Support](#)
- [Data](#)



Initial ServiceNow landing page also includes Products and included Applications, Licensing Costs and where to get help.



4 Help

 Business	
 Research Services & Technologies	8
 Security	14
 Servers, Storage, & Cloud	12
 Software & Computing Devices	11
 Teaching & Learning Tools	25
 University Libraries	6
 Voice & Video	6
 Web Site Hosting & Content	4

How much does it cost?

Products and Included Applications	Cost (Annually, per User)
IT Service Management <ul style="list-style-type: none">IncidentKnowledgeService Catalog (Request)Visual Task BoardReportingAssetProblemChange	<ul style="list-style-type: none">\$450 (ITSM professional)
IT Business Management <ul style="list-style-type: none">Project Portfolio ManagementAgileTestIdeaDemand	<ul style="list-style-type: none">\$270 (Project manager)\$105 (Project worker)

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 Service Offerings

ServiceNow ☆

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- Information
- Service Offerings
- 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 /

ServiceNow: Manage my Group

Add or remove someone from your ServiceNow group

ServiceNow: Move Catalog Item to Production

Move a service catalog item to production,



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 style="list-style-type: none"> ▪ ServiceNow onboarding/setup ▪ Information about training and useful resources ▪ Overview of licensing/payment
Service Catalog Consultation or Information Sharing	<ul style="list-style-type: none"> ▪ In-person consultation to introduce the service catalog or answer questions/discuss cases for Service Catalog use ▪ If a consultation is not needed, send edits, updates, changes, or additions to an existing service catalog item that ITEE maintains
ServiceNow Training	<p>The ITEE training team offers various ServiceNow training options, including:</p> <ul style="list-style-type: none"> ▪ 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 https://canvas.vt.edu/enroll/J37TXL ▪ 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.

ServiceNow: Become a Partner, Consultation, and Training ☆

Become a ServiceNow partner or request a consultation/training

Categories

-  Accounts & Access 14
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-  Division of IT 4
-  Enterprise Applications 12
-  **IT Support, Consulting & Training** 10
-  Messaging & Collaboration 6
-  Network Services 4
-  Pamplin College of 1




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 **FAQs and Documentation**

Service Request Options

SERVICE	WHAT ARE THE FEATURES OR BENEFITS?
Become a ServiceNow Partner	<ul style="list-style-type: none"> ▪ ServiceNow onboarding/setup ▪ Information about training and useful resources ▪ Overview of licensing/payment

I want to

 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
- ServiceNow: Move Catalog Item





ServiceNow: Become a Partner, Consultation, and Training

Become a ServiceNow partner or request a consultation/training

Submit a request here to learn more about ServiceNow

Requester

Anne Sheppard

Requester PID

ashepard

Requester department name

Communications and Outreach

Requester department number

065303

Requester phone number

5402319657

* 1. Topic of consultation

- Become a ServiceNow partner
- Service catalog
- ServiceNow training

2. Please describe your specific request, goals, or questions

3. Who else should be invited to the consultation ?

Tip: You can add multiple people here.

Add to Cart

Add to Wish List

Delivery Time: 19 Days

Submit

Required information

1. Topic of consultation



Fall 2020 ServiceNow Training Opportunities

<p>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</p>	<p>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_54P5C2w4nRC9CcZ LIMITED TO 20 PARTICIPANTS</p>
<p>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_5uvRP2Xwnge5WaF LIMITED TO 20 PARTICIPANTS</p>	<p>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 Or copy/paste this link into a browser: https://virginiatech.qualtrics.com/jfe/form/SV_d44OA3gWFtuVUP3 LIMITED TO 20 PARTICIPANTS</p>



ServiceNow Service Offerings

Home > IT Service Catalog > IT Support, Consulting & Training > ServiceNow


Search

ServiceNow

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- Network Services 4
- Pamplin College of Business 2
- Research Services & Technologies 8



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Information **Service Offerings** 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 / Service Catalog editor

Related Services

- ServiceNow: Move Catalog Item to Production
- ServiceNow: Become a Partner, Consultation, and Training
- ServiceNow: Knowledge or Catalog Editor Access

Recently Viewed

- ServiceNow Ideas and Enhancements
- Student Software Ordering
- Idea Portal
- Chrome River - Pre-Approval for Virtual Conference or Training
- Web Hosting

Feedback Help

ServiceNow Ideas and Enhancements

Have an Idea? Share it!

[+ Create an Idea](#)

All Ideas

[My Ideas](#)

ServiceNow

State

Any state ▼

Category

All categories ▼

Sort by

Most voted ▼

19 results

Allow college-specific KB's to be searched and browsed from 4Help Portal

by Shannon Phillips • Created 18d ago • Accepted

ServiceNow enhancement IT Service Delivery and Support

Score: 8

Vote this idea

Downvote this idea

Use Asset Management Module to manage all DoIT assets

by Joyce Landreth • Created 2mo ago • Accepted

ServiceNow enhancement

Score: 4

Vote this idea

Downvote this idea

Jenkins -> ServiceNow integration to automate change request creation/workflow

Score: 3

Vote this idea

Top Voted Ideas

[Allow college-specific KB's t...](#)
by Shannon Phillips

[Use Asset Management Mo...](#)
by Joyce Landreth

[Jenkins -> ServiceNow inte...](#)
by Lucas Covey

[Using SLA for approval loops](#)
by Kevin Davis

[Implement Virtual Agent an...](#)
by Lucas Sullivan

Visual Task Board

VT VIRGINIA TECH 4Help | Default [Glk] | Global | KD Kevin Davis | 3

visual task board | Demands by State | Guided Board | Filter by title or number | Due By

Labels: Defect, High Priority, Feature, Idea, Request, Story, Low Priority | KD Kevin Davis

Rejected 1

- demand to turn this page blue**
Category: Strategic
Type: Project
Updated by: kdavis1
State: Rejected
Unassigned | DMND0001918 | 2mo ago

Approved 17

- Transition 4Help agents to Agent Workspaces**
Category: Strategic
Type: Project
Project: Transition 4Help agents to Agent Workspaces
Updated by: kdavis1
State: Approved
Unassigned | DMND0001875 | 6d ago
- Customer Feedback Mechanism**
Category: Strategic
Type: Project
Project: Customer Feedback Mechanism
Updated by: dduckett
State: Approved
Unassigned | DMND0002246 | 14d ago
- Idea record separation**
Category: Strategic
Type: Enhancement
Enhancement: ENHC0010145
Updated by: kdavis1
State: Approved
Unassigned | + Add Card

Completed 14

- "Login to Request this Item" button text**
Category: Strategic
Type: Enhancement
Enhancement: ENHC0010058
Updated by: kdavis1
State: Completed
Unassigned | DMND0001882 | 28d ago
- No border around the search box magnifier icon**
Category: Strategic
Type: Enhancement
Enhancement: ENHC0010007
Updated by: kdavis1
State: Completed
Unassigned | DMND0001849 | 28d ago
- Text wrapping format and text format in the service long description area**
Category: Strategic
Type: Enhancement
Enhancement: ENHC0010005
Updated by: kdavis1
State: Completed
Unassigned | + Add Card

Deferred 0

Self-Service | Visual Task Boards

Equipment Loan 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 Status
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 Loan
VT000004 -- Select Action --	123415	Computer	Apple Mac Mini	In stock	available
VT000004 -- Select Action --	123415	Computer	Apple Mac Mini	In stock	available

[Add Hardware Asset](#)

Virtual Agent

The screenshot shows a chat interface for 'VT 4HELP'. At the top left is the 'VT 4HELP' logo, and at the top right is a speech bubble icon with a plus sign. The chat history shows two messages from the virtual agent, each with a circular profile picture containing the 'VT' logo. The first message says 'Hi, I'm your Virtual Agent. Let me know how I can help you today.' The second message says 'What's your issue or request? Or take a look at what I can help with.' Below the messages is a large, rounded rectangular button with a red border and a shadow, containing the text 'Show Me Everything'. At the bottom of the chat window is a text input field with the placeholder text 'Please type your request' and a right-pointing arrow icon.

VT 4HELP

just now

Hi, I'm your Virtual Agent. Let me know how I can help you today.

What's your issue or request? Or take a look at what I can help with.

Show Me Everything

Please type your request



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 ashepard@vt.edu or kevin.davis@vt.edu.