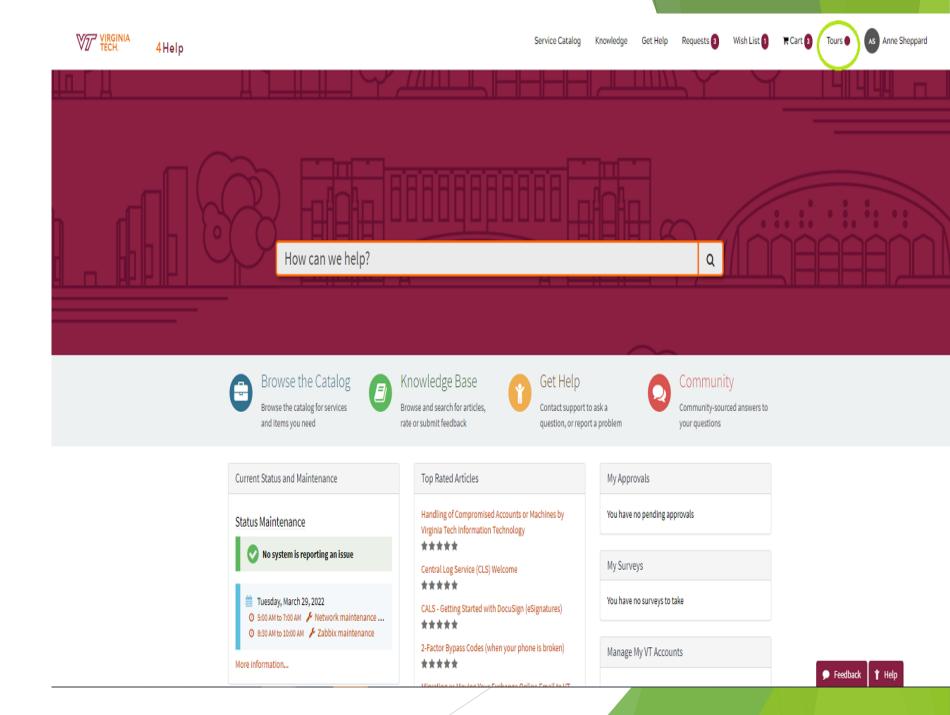Spring DCSS 2022

IT Experience and Engagement (ITEE)

Anne Sheppard (**ashepard@vt.edu**)

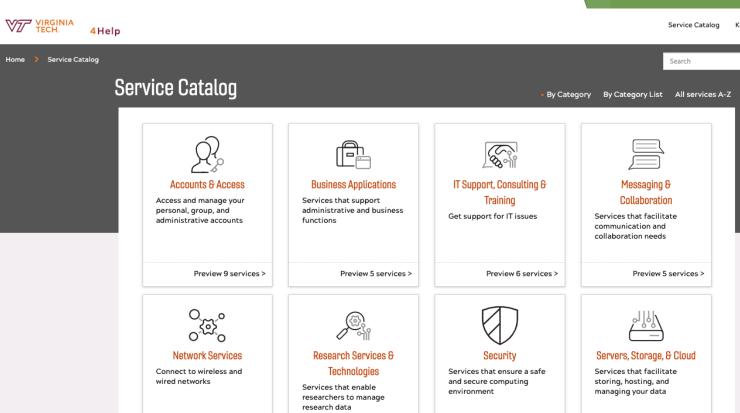Visit our Service Portal at: **4Help.vt.edu**

Spring DCSS 2022

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Select "Browse the Catalog"

- **Become a ServiceNow Partner;**
- **Request a Catalog Consultation;**
- **Ask questions about Knowledge Management;**
- **Learn about Training options**

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Search for: ServiceNow Consultation

Service Request Options

SERVICE	WHAT ARE THE FEATURES OR BENEFITS?
Become a ServiceNow Partner	• ServiceNow onboarding/setup • Information about training and useful resources • Overview of licensing/payment
Service catalog	• Consultation with ITEE to introduce the service catalog and discuss cases for service catalog use • Answer questions or troubleshoot problems using the ServiceNow interface for creation or management of service catalog items • If a consultation is not needed, send edits, updates, changes, or additions to an existing service catalog item • Send reports of broken links found on 4help.vt.edu • Share information with ITEE and request that ITEE update your catalog item and / or workflow
Knowledgebase	• Answer questions or troubleshoot problems using the ServiceNow interface for creation or management of knowledgebase articles • Send needed edits, updates, changes, or additions to an existing knowledgebase article • Send reports of broken links found on 4help.vt.edu
ServiceNow Training	The ITEE training team offers various ServiceNow training options, including: • Zoom-based workshops: The ITEE training team offers training on the following ServiceNow topics 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 **Request this Service** to request • Requesting additional training topics: please click **Request this Service** to request

Spring 2022 ServiceNow Training Opportunities

To learn more;
Visit our Service Portal at: 4Help.vt.edu

Search for:
ServiceNow Training

ServiceNow 101 Tuesday, March 22, 2022 10:00 to 11:30 a.m.	Available by recording & One-on-One Consultation
ServiceNow 102 Thursday, March 24, 2022 10:00 to 11:30 a.m	Available by recording & One-on-One Consultation
Working with Request Items and Catalog Tasks, Tuesday, March 29, 2022 10:00 to 11:30 a.m.	Available by recording & One-on-One Consultation

NEXT WEEK!
ServiceNow Reporting Basics Tuesday, April 5, 2022 10:00 to 11:30 a.m **This workshop requires pre-work to be completed before the workshop!**
NEW! ServiceNow Lab Tuesday, April 7, 2022 10:00 to 11:30 a.m.