

Spring DCSS 2022

IT Experience and Engagement (ITEE)

Anne Sheppard  
([ashepard@vt.edu](mailto:ashepard@vt.edu))

Visit our Service Portal at: [4Help.vt.edu](https://4Help.vt.edu)

The screenshot shows the 4Help service portal homepage. At the top left is the Virginia Tech logo and the text "4Help". The top right navigation bar includes links for "Service Catalog", "Knowledge", "Get Help", "Requests" (with a notification icon), "Wish List" (with a notification icon), "Cart" (with a notification icon), "Tours" (with a notification icon and highlighted by a green circle), and a user profile for "Anne Sheppard". A large search bar in the center of the page contains the text "How can we help?". Below the search bar are four main service categories: "Browse the Catalog" (with a briefcase icon), "Knowledge Base" (with a document icon), "Get Help" (with a person icon), and "Community" (with a speech bubble icon). The main content area is divided into three columns. The left column, titled "Current Status and Maintenance", features a "Status Maintenance" section with a green checkmark and the text "No system is reporting an issue". Below this, it shows the date "Tuesday, March 29, 2022" and two maintenance events: "5:00 AM to 7:00 AM Network maintenance ..." and "8:30 AM to 10:00 AM Zabbix maintenance". The middle column, titled "Top Rated Articles", lists three articles with five-star ratings: "Handling of Compromised Accounts or Machines by Virginia Tech Information Technology", "Central Log Service (CLS) Welcome", and "CALS - Getting Started with DocuSign (eSignatures)". The right column contains three sections: "My Approvals" (stating "You have no pending approvals"), "My Surveys" (stating "You have no surveys to take"), and "Manage My VT Accounts". At the bottom right, there are "Feedback" and "Help" buttons.

# Spring DCSS 2022

Visit our Service Portal at: [4Help.vt.edu](https://4Help.vt.edu)

Select “Browse the Catalog”

The screenshot shows the 'Service Catalog' page on the 4Help.vt.edu portal. The page features a dark header with navigation links and a search bar. Below the header, there are several service categories, each represented by an icon, a title, a brief description, and a 'Preview' link.

Category	Description	Preview Link
Accounts & Access	Access and manage your personal, group, and administrative accounts	Preview 9 services >
Business Applications	Services that support administrative and business functions	Preview 5 services >
IT Support, Consulting & Training	Get support for IT issues	Preview 6 services >
Messaging & Collaboration	Services that facilitate communication and collaboration needs	Preview 5 services >
Network Services	Connect to wireless and wired networks	Preview 4 services >
Research Services & Technologies	Services that enable researchers to manage research data	Preview 8 services >
Security	Services that ensure a safe and secure computing environment	Preview 14 services >
Servers, Storage, & Cloud	Services that facilitate storing, hosting, and managing your data	Preview 8 services >
Software & Computing Devices	View available software and hardware resources	Preview 12 services >
Teaching & Learning Tools	Services and resources directly supporting teaching and learning	Preview 24 services >
Voice & Video	Audio and video connection platforms and services	Preview 6 services >
Web Site Hosting & Content	Publish and host your website	Preview 4 services >

SERVICE	WHAT ARE THE FEATURES OR BENEFITS?
Become a ServiceNow Partner	<ul style="list-style-type: none"> <li>ServiceNow onboarding/setup</li> <li>Information about training and useful resources</li> <li>Overview of licensing/payment</li> </ul>
Service catalog	<ul style="list-style-type: none"> <li>Consultation with ITEE to introduce the service catalog and discuss cases for service catalog use</li> <li>Answer questions or troubleshoot problems using the ServiceNow interface for creation or management of service catalog items</li> <li>If a consultation is not needed, send edits, updates, changes, or additions to an existing service catalog item</li> <li>Send reports of broken links found on 4help.vt.edu</li> <li>Share information with ITEE and request that ITEE update your catalog item and / or workflow</li> </ul>
Knowledgebase	<ul style="list-style-type: none"> <li>Answer questions or troubleshoot problems using the ServiceNow interface for creation or management of knowledgebase articles</li> <li>Send needed edits, updates, changes, or additions to an existing knowledgebase article</li> <li>Send reports of broken links found on 4help.vt.edu</li> </ul>
ServiceNow Training	<p>The ITEE training team offers various ServiceNow training options, including:</p> <ul style="list-style-type: none"> <li>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. <a href="#">Click to see the descriptions of the workshops and their schedules.</a></li> <li>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></li> <li>One-on-one training consultation: please click <b>Request this Service</b> to request</li> <li>Requesting additional training topics: please click <b>Request this Service</b> to request</li> </ul>

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

Visit our Service Portal at: [4Help.vt.edu](https://4help.vt.edu)

Search for: [ServiceNow Consultation](#)

## Spring 2022 ServiceNow Training Opportunities

To learn more; Visit our Service Portal at: [4Help.vt.edu](https://4Help.vt.edu)

Search for: [ServiceNow Training](#)

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

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