

ServiceNow

ServiceNow is the tool that is replacing CA Service Desk on June 4th 2020. On 6/4, **in Chrome**, go to <http://go/snowday> to access the platform view of ServiceNow.

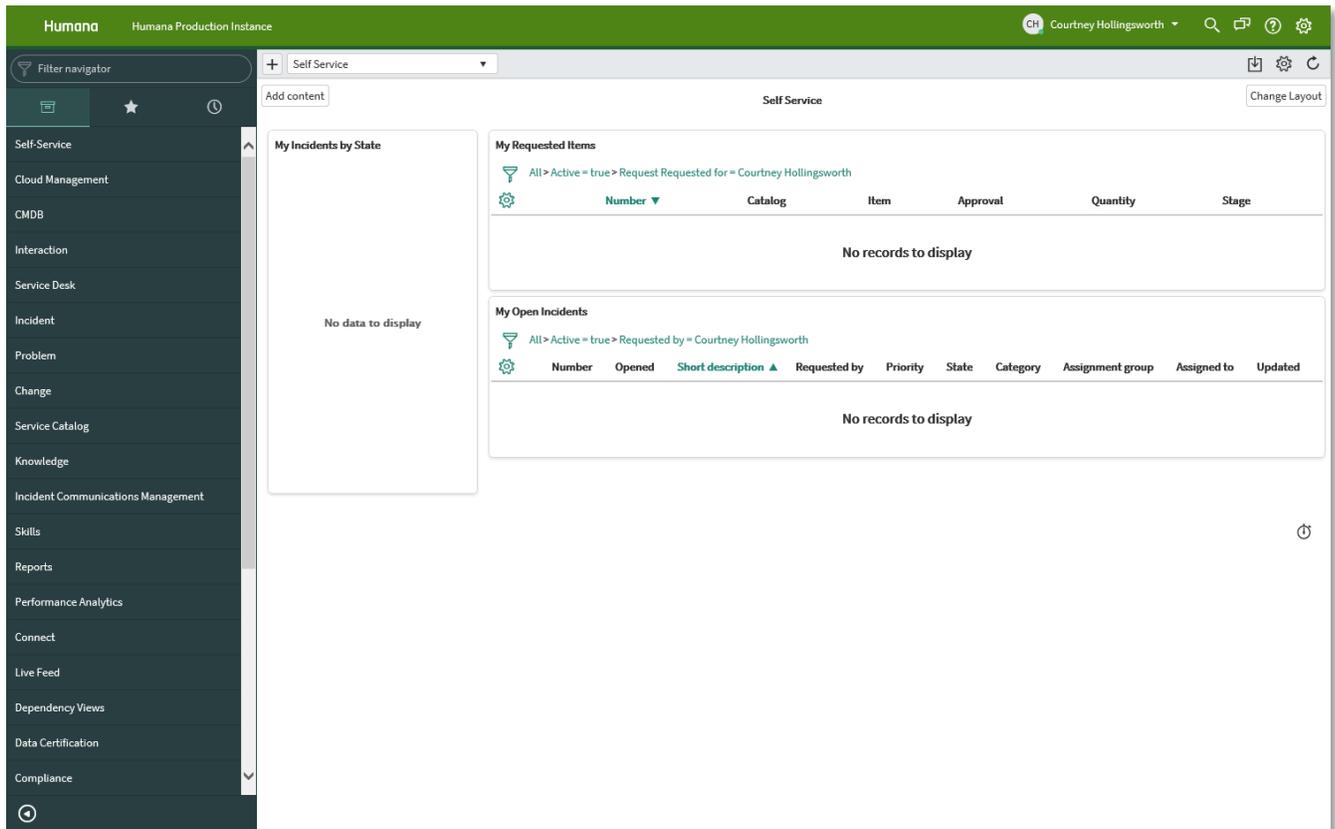
Please check <http://go/justnow> for information about the transition from CA Service Desk to ServiceNow. And a reminder that all training will be available as a recording accessible at go/learnnow.

Transition Details:

- [CA Service Desk](#)
- [PMG Service Catalog](#)
- [IT4U Website](#)

How to submit an incident

Through Chrome, access ServiceNow by going to <http://go/snowday> to access the platform view of ServiceNow.

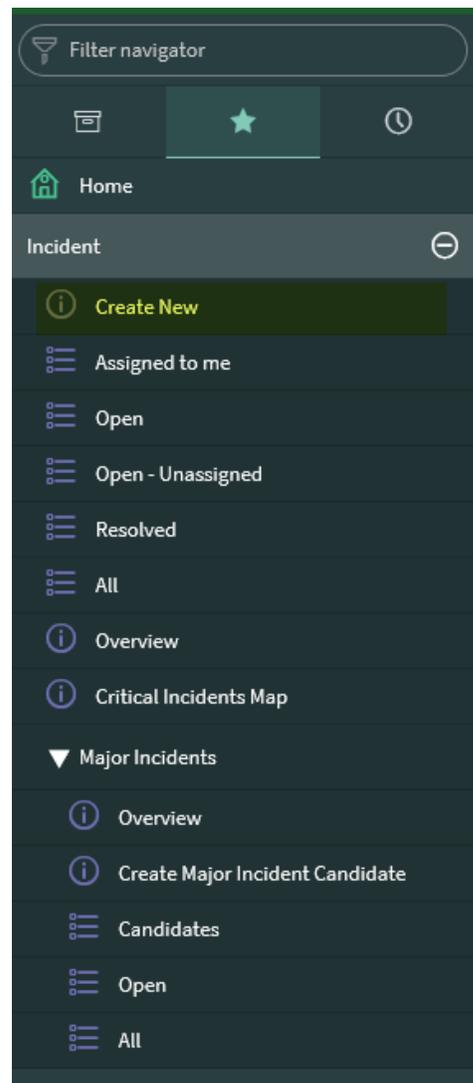
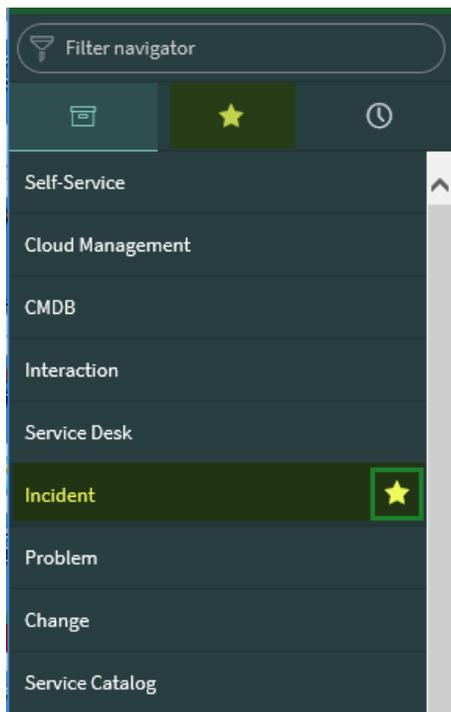


On the left side of the page select the **star icon** next to **Incidents**, this will allow you to access Incidents through your **favorites tab**.

On the **favorites tab** you will now see **Incident**.

Select **Incident** to view the **drop down** options to manage, view and create new incidents.

To **create a new incident** select **Create New**.



Incident Details

Requested By: Enter your user ID and select your name when it appears below.

Requested for: will prepopulate after the Requested By has been selected

Location: will prepopulate after the Requested By has been selected

Category: Application / Software

Subcategory: will change depending on the Category selected. Choose the subcategory that best matches your issue.

Service: the application in which you are working (Ex., Account Manager, Humana.com, Enrollment, etc.) *These will be reviewed as we learn more about the Service Field*

Short Description: A short but descriptive message that tells IT what the issue is about.

Description: Detailed explanation of the issue including the steps taken prior to encountering it, along with any additional pertinent information such as examples of how the functions should work or other system in which missing information is viewable.

Category Type: Phone

State: New

Impact: 3 – low

Urgency: 3 – low

Priority: Prefilled after Impact and Urgency are selected. *If you require an incident to be escalated and increased in priority please reach out to GBO Digital Support so the incident can be reviewed.*

Assignment Group: See the [Service Desk Groups](#) Document in SharePoint.

Assigned To: This field will fill after the incident has been assigned to a representative to be worked.

ⓘ Please provide a Business Service or a Configuration Item or both. ✕

Number	<input type="text" value="INC0013966"/>	* Contact type	<input type="text" value="-- None --"/>
* Requested by	<input type="text"/>	State	<input type="text" value="New"/>
* Requested for	<input type="text"/>	* Impact	<input type="text" value="-- None --"/>
Location	<input type="text"/>	* Urgency	<input type="text" value="-- None --"/>
* Category	<input type="text" value="-- None --"/>	Priority	<input type="text" value="-- None --"/>
* Subcategory	<input type="text" value="-- None --"/>	* Assignment group	<input type="text"/>
* Service	<input type="text"/>	Assigned to	<input type="text"/>
* Configuration item	<input type="text"/>		
* Short description	<input type="text"/>		
* Description	<input type="text"/>		

Example of an incident that has been completed and submitted.

Number	INC0012863	* Contact type	Phone
* Requested by	Erika Palmaria	State	Resolved
* Requested for	Erika Palmaria	* Impact	3 - Low
Location	Humana Tower	* Urgency	3 - Low
* Category	Application / Software	Priority	4 - Low
* Subcategory	Alert / Error Message	* Assignment group	CSS_IT_Support
Service	Array (VPN)	* Assigned to	Nathaniel Viloria
Configuration item	Array (VPN)		
* Short description	TEST - Cant login to array-myaccess2.humana.com		
* Description	<p>Issue: user unable to login to array-myaccess2.humana.com Error: vpn connect failed</p> <p>Troubleshooting:</p> <ul style="list-style-type: none"> - verified user - user using the laptop - Connected via wireless - used b9omgar for further assistance - advsied to reconnect again using the new psw - user able to get in - advied to open his application , outlook, skype , email working - all good - bomgar diconencted -resolved issue -no further issue 		

Notes | Related Records | DSI | Resolution Information

Watch list

Work notes list

Work notes

Additional comments (Associate visible)

Post

Activities: 2

NV Nathaniel Viloria Additional comments • 2020-06-01 17:33:21

KB0028001 : Array: Basic Troubleshooting Steps

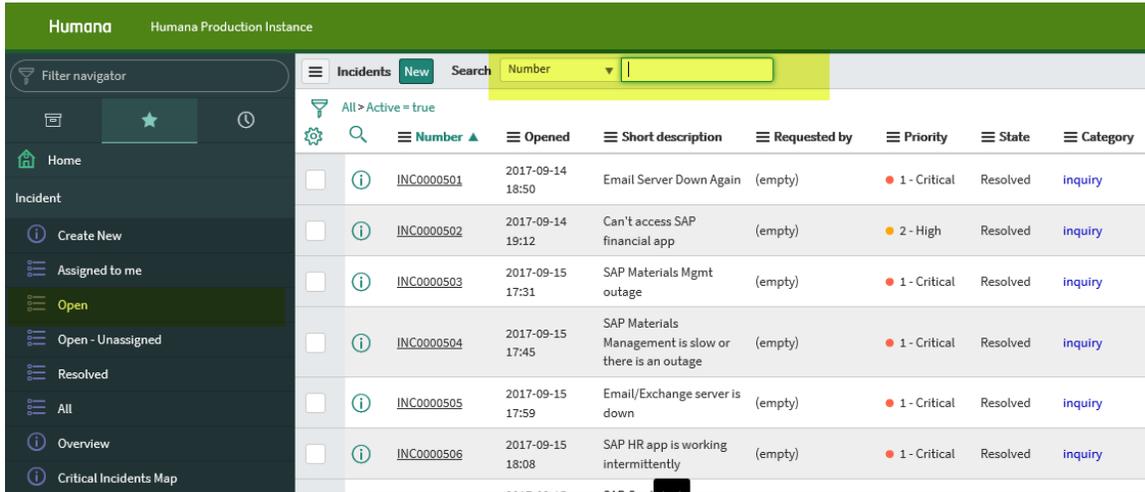
NV Nathaniel Viloria Field changes • 2020-06-01 17:33:09

Assigned to	Nathaniel Viloria
Assignment group	CSS_IT_Support
Resolution code	Solved (Permanently)
Resolution notes	Issue: user unable to login to array-myaccess2.humana.com Error: vpn connect failed
Troubleshooting:	<ul style="list-style-type: none"> - verified user - user using the laptop - Connected via wireless - used b9omgar for further assistance - advsied to reconnect again using the new psw - user able to get in - advied to open his application , outlook, skype , email working - all good - bomgar diconencted -resolved issue -no further issue
Configuration item	Array (VPN)
Description	Issue: user unable to login to array-myaccess2.humana.com Error: vpn connect failed

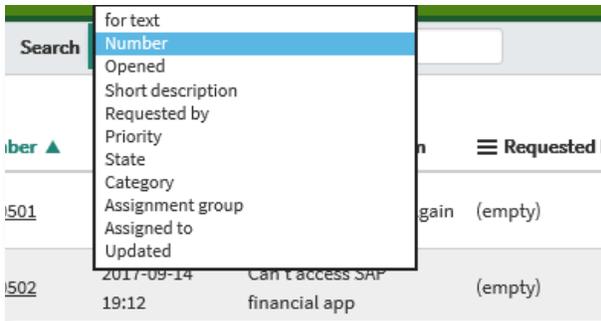
To search for an open incident

There may be times when you need to search for open incidents, to do this, first follow the instructions above to **add Incidents** to your **favorites tab**.

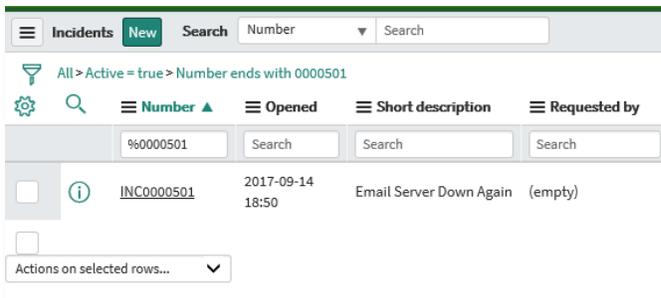
In the **favorites tab** select **Open** under **Incident**.



From the **drop down** select **Numbers** and **enter the incident number** to search for the incident. When searching, incidents can be in a format such as INC0000501 or 0000501.



Once you have the incident number use your keyboard to select **enter**. You will then be able to **select the incident number** to review details.



How to edit and add notes to an incident

Open the incident following instruction for searching for an open incident.

Once you have the incident open **scroll to the Notes section** of the ServiceNow Incident.

The screenshot shows the 'Notes' section of a ServiceNow incident. At the top, there are tabs for 'Notes', 'Related Records', 'DSI', and 'Resolution Information'. Below the tabs, there are two sections: 'Watch list' and 'Work notes list', each with lock and user icons. The 'Work notes' section has a text input field containing 'issues still persists' and a 'Post' button. Below this is the 'Additional comments (Associate visible)' section, which is currently empty. At the bottom of the notes section, there is an 'Activities: 1' section showing a single activity by Courtney Hollingsworth (CH) with a timestamp of 2020-06-02 15:58:47. The activity details are as follows:

Assignment group	BUS_GBO_Digital_Support
Description	Issues processing enrollment
Impact	3 - Low
Opened by	Courtney Hollingsworth
Priority	4 - Low
Short description	Enrollment Issue
State	New

At the bottom of the page, there are buttons for 'Update', 'Save', 'Auto-Assign', and 'Resolve'.

Add notes to the **Work Notes** section of the incident and select **Update**. Once you select update you will be brought back to the incident listing. To view the changes **select the incident number** from the list again.

Here we can see the notes have been added.

The screenshot shows the 'Notes' section of a ServiceNow incident after the note has been added. The 'Work notes' section now contains two entries: 'Work notes' and 'issues still persists'. The 'Additional comments (Associate visible)' section remains empty. The 'Activities: 2' section now shows two activities by Courtney Hollingsworth (CH). The first activity is 'Work notes' with a timestamp of 2020-06-02 16:46:06. The second activity is 'Field changes' with a timestamp of 2020-06-02 15:58:47. The activity details are as follows:

Assignment group	BUS_GBO_Digital_Support
Description	Issues processing enrollment
Impact	3 - Low
Opened by	Courtney Hollingsworth
Priority	4 - Low
Short description	Enrollment Issue
State	New

At the bottom of the page, there are buttons for 'Update', 'Save', 'Auto-Assign', and 'Resolve'.

To resolve an incident

Open the incident following instruction for searching for an open incident.

Scroll to the tab section of the ServiceNow document.

Select the **Resolution Information** tab.

Notes | Related Records | DSI | Resolution Information

Knowledge

Resolved by

Resolution code **-- None --**

Resolved

Resolution notes

Update Save Auto-Assign Resolve

Enter in the **resolution information** for the issue and select a **reason for resolution**. If this information is **not entered** an **error will occur** upon selecting **Resolve**.

The following mandatory fields are not filled in: Resolution code, Resolution notes, Assigned to

Once the resolution information has been entered select **Resolve**.

Notes | Related Records | DSI | Resolution Information

Knowledge

Resolved by

Resolution code **-- None --**

Resolved

Resolution notes

Update Save Auto-Assign **Resolve**

Once you have selected Resolve you will be brought back to the incident listing. You will now be able to see the **State** has been updated to **resolve**.

Incident INC0014689 has been resolved

All > Active = true > Number = INC0014689

	Number	Opened	Short description	Requested by	Priority	State	Category	Assi
<input type="checkbox"/>	INC0014689	06-02 15:57	Enrollment Issue	Courtney Hollingsworth	4 - Low	Resolved	Application / Software	BUS_GE

Actions on selected rows... 1 to 1 of 1