

ONBOARDING GLOSSARY

Term	Definition
Assignment Queue	A logical inbox used to assign incident and request tickets to support groups working in ServiceNow. Synonymous with Assignment Group.
Business Contact	The sponsor of an organization, unit or group that participates in the IET instance of ServiceNow.
BSAG	Business Services Advisory Group. A group of representatives who have interests developing the ServiceNow business services and modules. The group advises the TAG about business interests to develop solutions in ServiceNow.
Customer	Students, staff, faculty or anyone who requests services or reports incidents through the ServiceNow system. Customers do not have a technical role defined within the ServiceNow system. (See also Process User)
Feedback	Comments from customers that provide information about their service experience and/or recommendations.
Fulfiller	This term is used in the Master SLA Agreement between UCOP and ServiceNow to refer to individuals who use the ServiceNow system to manage IT services. Process users have roles defined within the ServiceNow system and are subject to contracted rates and usage fees. Note: Customers are not process users and are not charged fees to use the system. (See customer)
Group	A team of individuals within a support unit who use ServiceNow to manage incoming tickets. A group has an assignment queue defined in ServiceNow.
Incident	An unplanned interruption or degradation in the quality of an IT service. Synonymous with Service Disruption.
Inquiry/Help	An incident category to classify incident tickets that provide assistance to customers for a supported service or for general questions unrelated to a service offering.
ITSM	Information Technology Service Management

TAG	Technical Advisory Group. The advisory group that plans, monitors, reviews and improves IT services supported by ServiceNow. The group is focused on the architecture direction and development of the ServiceNow platform.
Knowledge	A general term that refers to the capture of data and information that imparts an understanding of specific subjects. Knowledge is converted into knowledge articles to facilitate customer support.
Knowledge Base	A logical database in ServiceNow that contains knowledge articles.
Knowledge Management	The overall activities of managing knowledge creation, storage, sharing, and retirement.
Onboarding Template	The document used to capture and onboard new groups and organizations into ServiceNow.
Queue Manager	<ol style="list-style-type: none"> 1. Within the ServiceNow system, the Queue Manager is a person who oversees the work in a ServiceNow assignment queue and whose name appears is added to the Manager field when the assignment group . There is one queue manager per assignment group. 2. One or more individuals within an organization who oversee the work performed by analysts who are assigned to an assignment group. Synonymous with supervisor, manager, group lead.
Request	A service that must be provisioned by the service desk or another intermediate agent/group.
Service Disruption	An unplanned interruption or degradation in the quality of an IT service. Synonymous with Incident.
Service Model	A logical view of a business service, the technology, and related parts that constitute the configuration of a business service. This term is used to describe the IT structure of a business service within the configuration management database (CMDB).
Service Provider	An organization that is responsible for providing services to its customers. The Information and Educational Technology organization is the service provider of ServiceNow.
Support Analyst	An individual who is responsible for handling incoming ServiceNow tickets in an assignment queue and/or provides support to customers.
The Cycle	A periodic news letter sent to queue managers via email. The contents include recent news and information related to ServiceNow features, processes, and planned changes that may affect

	queue managers and their support team members.
--	--