

ServiceNow Onboarding

In this step of the ServiceNow onboarding process, you will provide Client Services with the information that is necessary to establish your department/unit/groups in ServiceNow.



1. Department Unit Information

Department/Unit Name:	
Unit Acronym:	
Request No.	
Billing Information	

2. Timeframe to Onboard

Briefly tell us when you are planning to start using ServiceNow.

August 1st.

Are there any limitations or pre-requisites that Client Services needs to consider before you are able to move your work into ServiceNow?

None.

Role Definitions

Please review these role definitions. You will need to understand them to fill out this form.

Assignment Group: A logical queue or “Inbox” that is configured in ServiceNow. The Assignment Group is used for the purpose of routing and managing ServiceNow incident and request tickets. In order to do any work, support analysts must be assigned to one or more assignment groups.

Business Contact: This is someone in a management position who is responsible for service costs.

Group: A team of individuals within a support unit who use ServiceNow to process incoming incidents or request tickets.

IT ServiceNow Technical Committee: The committee that oversees the development and improvement of the ServiceNow system and processes.

Primary Contact: A customer contact who will be engaged during the on-boarding process to facilitate tasks. This is often a supervisor or manager.

Queue Manager: A person who is responsible for the overall management of tickets in an assignment queue. The Queue Manager is the primary point of contact to manage the support analysts who are assigned to an assignment queue.

Service Hub: This is the name of the ServiceNow customer facing self-service portal.

Support Analyst: An individual who is responsible for processing incoming ServiceNow tickets within an assignment queue.

3. Business Contact Information

Who will fill the role of Business Contact, and Primary Contact?

Please refer to section 1 above for the role definitions.

Role	Name	Login ID	E-Mail Address(s)
Business Contact(s):			
Primary Contact(s):			

4. Assignment Groups and Queue Managers

Who will fill the role of Queue Manager in each support unit?

A Queue Manager ensures that tickets received in an assignment queue are handled in a timely manner. The ServiceNow system requires one Queue Manager for each assignment group. This may be the same person or a different person for each assignment group.

Acronym - Support Group Names	Queue Manager	Queue Manager's Email
<i>Example:</i> <i>IET - Service Desk</i>	<i>Michael Johnston</i>	<i>mjohnston@ucdavis.edu</i>

Note: To add rows in MS Word, place your cursor on the right side of table next to a row and press the enter key.

5. PPS Codes

Please provide a list of the People Payroll System (PPS) codes used for the organization(s) that you support. . The PPS codes identify the support organization responsible for supporting the customer. This list is used by the system to determine which organization a caller belongs to and facilitates ticket routing to the appropriate support group via the Service Hub.

6. Your Support Analysts

Assignment Group	Support Analyst	Login ID	Email
<i>Example:</i> <i>IET Service Desk</i>	<i>John doe</i>	<i>jdoe</i>	<i>jdoe@ucdavis.edu</i>
<i>PPS Not required</i>			

Note: To add rows in MS Word, place your cursor on the right side of table next to a row and press the enter key.

7. Information About Your Services

How do your customers currently contact you for service?

Email ___ Ticketing system__ Phone calls ___ Web Form ___ Other___

- If you selected 'Web Form' please describe. Include any links to the web forms.
- If you selected Phone calls, are you also automatically routing calls which don't get answered to a common departmental mailbox?
- If you selected 'Other' then please provide details.

8. Email Routing to Assignment Groups

What are the e-mail addresses used by your customers to request services or to report incidents?

Email Address	Do you want to automatically route the email address to an assignment group? Yes, No or Not sure

Note: To add rows in MS Word, place your cursor on the right side next to a row and press the enter key.

9. Customer Surveys

Surveys provide feedback from your customers but the feature must be requested. It can be turned on now or you may request it at a later time. Two roles are available:

- *User*: Limits information to only what is needed to see survey responses and survey scores
- *Supervisor*: Full access to survey information for each member of the assignment group.

Would you like to opt in to use the survey feature? If yes, please enter the names of and level of access needed by each person:

Name	Level of access (Supervisor or Individual ITIL User)

10. Other modules available for use

Do you have an interest in using the following modules?

Change Management

Asset Management

Contract Management

Facilities Management

11. Finish

Return this form via email to: itsm@ucdavis.edu

We will use this information to perform an analysis and design (step 4) of your services and will work with you to complete your onboarding process (steps 5 and 6). Thank you for completing this form.

