



ServiceNow® User Guide



**Financial Management Services Center
(FMS)**

October 2019

Version 1.0

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ServiceNow® Overview & Learning Objectives

The purpose and objective of this document is to introduce general functions and features in ServiceNow®.

This document will allow you to:

- Log into ServiceNow®
- Navigate the ServiceNow® menu
- Navigate the ServiceNow® console home page
- Set-up a personalized user dashboard
- Access Profile and set up notifications
- Set up and manage support roles and groups
- Understand form views and list views
- Understand fields on Enhancement and Defect

Introduction to ServiceNow®

What is ServiceNow® ?

- ServiceNow® is an IT Service Management (ITSM) tool that will help manage and automate various processes and workflows within USDA and increase reporting capabilities on SLAs.
- For detailed technical documentation and user guides, go to: **<http://wiki.ServiceNow.com/>**

Logging Into ServiceNow®

The screenshot shows the USDA eAuthentication login interface. At the top is the USDA logo and the text 'United States Department of Agriculture' and 'USDA eAuthentication'. Below this is a navigation bar with links: Home, About eAuthentication, Help, Contact Us, and Find an LRA. A breadcrumb trail reads 'You are here: eAuthentication Home > eAuthentication Login'. On the left, a 'Quick Links' sidebar contains links for account management and administrator links. The main content area has a green header 'eAuthentication Login'. Below this are two login options: 'LincPass (PIV)' and 'User ID & Password'. The 'User ID & Password' form has fields for 'User ID' (callout 1) and 'Password' (callout 2), with a 'REGISTER' button, a 'LOGIN' button, and a 'Change my Password' link. A third callout (3) points to the 'LincPass (PIV)' login button. Below the login forms, a 'WARNING' section titled 'Upon Login You Agree to the Following' contains two bullet points regarding system usage and unauthorized access.

USDA United States Department of Agriculture
USDA eAuthentication

login : v2
Password :

Home About eAuthentication Help Contact Us Find an LRA

You are here: eAuthentication Home > eAuthentication Login

eAuthentication Login

LincPass (PIV) ?

CLICK HERE TO
LOG IN
WITH YOUR
LincPass (PIV)

User ID & Password ?

User ID:

Password:

I forgot my User ID | Password

REGISTER LOGIN

Change my Password

WARNING

Upon Login You Agree to the Following:

- You are accessing a U.S. Government information system, (1) this information system, (2) this computer, (3) this computer network, (4) all devices and storage media attached to this computer network. This information system is provided for U.S. Government authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

Navigate to <http://afsfmmi.service-now.com> and Log on to Eauthentication.

1. Enter your **eAuth User name** into the field.
2. Enter your **eAuth Password** into the field.
3. Click **Login** to enter the tool with a PIV Card

ServiceNow® Homepage

Upon login, you will be redirected to the FMMI ServiceNow® homepage which will display (Navigation Side Bar, User Dashboard, and Environment Title Bar)

The screenshot displays the ServiceNow homepage for the United States Department of Agriculture Testing Instance. The interface is divided into three main sections:

- Navigation Side Bar (1):** A dark sidebar on the left containing links for Self-Service, Homepage, Dashboards, All, Knowledge, Visual Task Boards, Connect Chat, Incidents, Create New Incident, Watched Incidents, My Requests, Requested Items, Watched Requested Items, My Connected Apps, My Profile, My Calendar, and My Tagged Documents.
- Home Page View (2):** The main content area featuring a pie chart titled 'Users by Location' and a bar chart titled 'Open Items by Escalation'. The pie chart data is as follows:

Location	Count	Percentage
Washington	1,215	27.69%
Albuquerque	1,139	25.96%
Beltsville	431	9.82%
New Orleans	380	8.66%
St. Louis	342	7.79%
Kansas City	256	5.83%
Minneapolis	234	5.33%
(empty)	209	4.76%
Alexandria	61	1.39%
Arlington	23	0.52%
Riverdale	22	0.5%
San Antonio	11	0.25%
Other	65	1.48%

The bar chart shows 'Open Items by Escalation' with a single bar for 'Normal' at approximately 11k tasks, and '(empty)' at 0.
- Environment Title Bar (3):** A yellow bar at the top displaying the instance name 'United States Department of Agriculture Testing Instance', the user 'Isalah Joseph', and various utility icons.

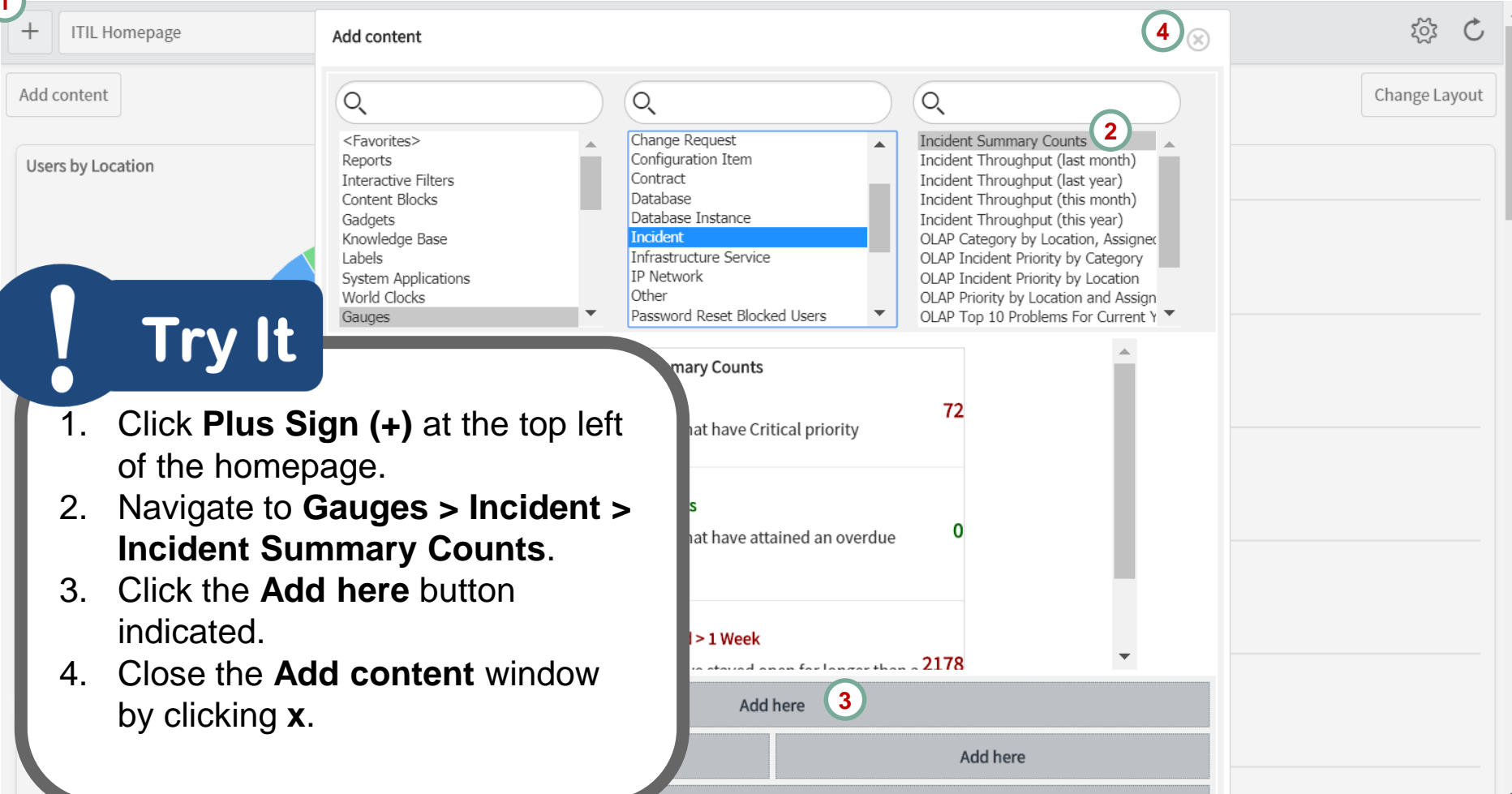
Below the charts, the 'My Groups Work' section shows a table of tasks:

Number	Created	Work notes	State	Short description	Assigned to	Created by	Opened by	Assignment group
INC0068443	2018-05-22 06:40 about a year ago		Assigned	Assistance needed to research credit reversal	Angellique Dyer	28200406300030088264	Alishla Woods	CSD_SNOW Admin
PRB0040316	2017-07-07 15:37 2y 3mo		New	Test	Angellique Dyer	angelique.dyer@usda.gov	Angellique Dyer	CSB-CSB3_Helpdesk Management

1. Navigation Side Bar.
2. Home Page View.
3. Environment Title bar.

ServiceNow® Dashboard

The homepage can be customized by the system administrator as well as each individual user.



The screenshot shows the ServiceNow ITIL Homepage. A 'Try It' callout box with a blue background and white text contains a numbered list of four steps. The steps are annotated with red circles and numbers 1 through 4 on the dashboard interface. Step 1 points to the plus sign in the top left. Step 2 points to the 'Incident' option in the 'Add content' dropdown menu. Step 3 points to the 'Add here' button at the bottom of the 'Incident Summary Counts' widget. Step 4 points to the close button (x) in the top right corner of the 'Add content' window.






Try It

1. Click **Plus Sign (+)** at the top left of the homepage.
2. Navigate to **Gauges > Incident > Incident Summary Counts**.
3. Click the **Add here** button indicated.
4. Close the **Add content** window by clicking **x**.

Navigate ServiceNow® Banner

The icons that appear at the top right of the ServiceNow® environment title bar enables you to perform several functions.



ICON	Description
 Isalah Joseph ▾	Current User Identifies Current User.
	Search Conduct Search of Tasks, Policy, Live Feeds, People, and Knowledge.
	Toggle Connect Sidebar Toggles the Connect Chat Sidebar.
	Help Go to ServiceNow® help page which includes user guide.
	Homepage Settings ServiceNow® system settings configuration.

Navigate ServiceNow® Modules and List Views

Filter records in ServiceNow® List Views by using the “Go To” search field. The “Go To” search field allows for a simple filtering queries to be performed. “Go To” search field drop down menu helps to select field to filter on.

The screenshot displays the ServiceNow interface for the United States Department of Agriculture Testing Instance. The left sidebar shows the navigation menu with options like Project Administration, Service Desk, Service Request, System Mobile, Incident, Create New, Assigned to me, Open, Open - Unassigned, Resolved, Closed, All, Incident Tasks, Task assigned to me, ERB Tasks, Overview, and Collect Incident Map. The top header shows the user profile (Isalah Joseph) and search fields. The main table displays incident records with columns for Impact, Number, Change Request, Closed, Resolved, State, Caller, Contact, Short description, Category, Subcategory, Priority, and Assign.

Displays records according to assignment or submission.

Filtering narrows down the records in the console using defined searches.

Applications/ Modules allow you to:

- Create new or search a record by type
- Access My Profile
- Set Application Preferences
- Set Reminders
- Perform other actions

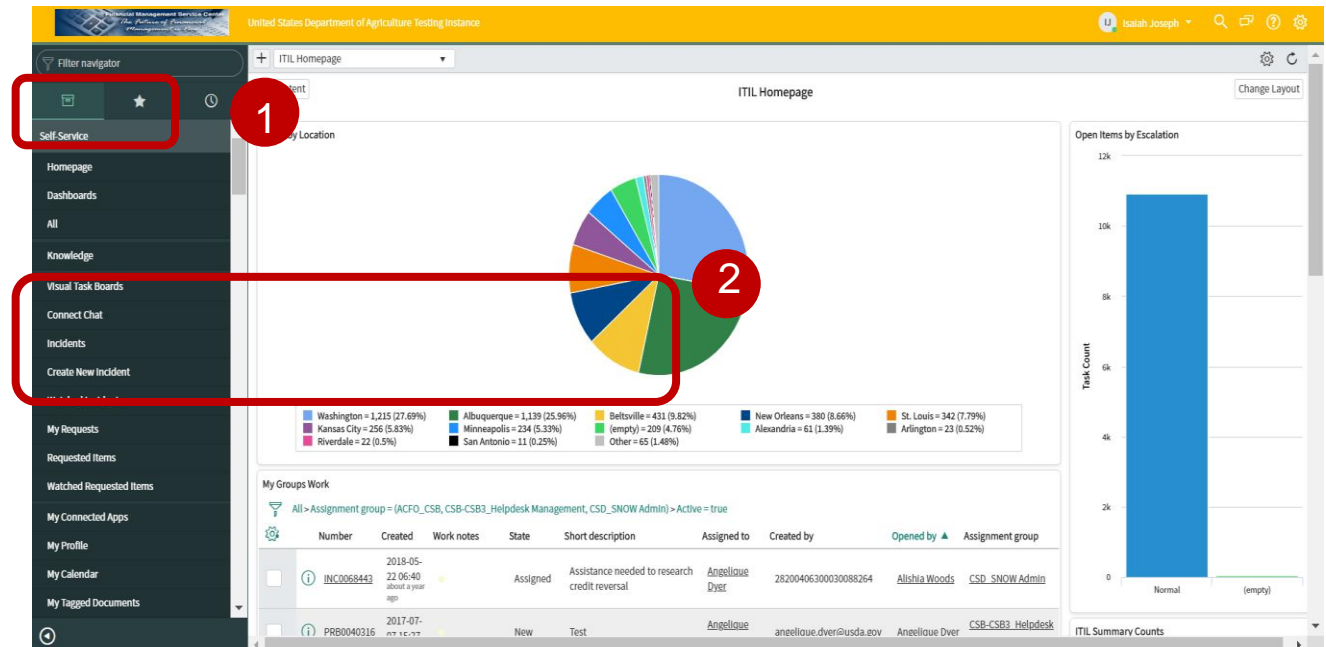
Navigate the ServiceNow® Menu

The ServiceNow® menu allows you to navigate through various ServiceNow® Applications and select activities, based on roles, to perform within the application.

1. Click on the Applications tab. The Applications menu expands.
2. Select a ServiceNow® console to view, such as Incident Management or an activity to perform (“Create New” Incident, Search “All” Incidents, etc.).

Note: Selecting any link on any console in ServiceNow® opens the selected link in the current browser window. If you want any link to open:

- In a new window, hold down the ‘Shift’ key and then click the link.
- In a new tab, hold down the ‘Ctrl’ + ‘Shift’ keys and then click the link.



Sections and Tabs

ServiceNow® has two User layouts options when viewing forms. Default is the Sections view or User has the option to view forms in Tabbed View.

The screenshot shows the ServiceNow user interface. At the top, a yellow header bar contains the 'Financial Management Service Center' logo, the text 'United States Department of Agriculture Testing Instance', a user profile for 'Isaiah Joseph', and navigation icons. A red box labeled '1' highlights the Sprocket icon (gear) next to the help icon. Below the header, the left sidebar shows 'System Settings' with a list of options: General, Theme, Lists, Forms, Notifications, and Developer. A red box labeled '2' highlights the 'Forms' option. The main content area shows the 'Forms' settings page. A red box labeled '3' highlights the 'Tabbed forms' toggle switch, which is currently turned on. Below it, the 'Related list loading' options are shown: 'With the Form' (selected), 'After Form Loads', and 'On-demand'. A red box labeled '4' highlights the 'Switch to UI15' button with a close 'X' icon. A large callout box at the bottom right contains a numbered list of instructions.

1. Click the Sprocket ICON next to ? at the top right of the page to open the **Settings**.
2. From the **Forms** Settings.
3. Select the Tabbed Forms to display tabs.
4. Click the **X** to return to **Form**.

Sections and Tabs



ServiceNow® has two layouts when viewing forms: sections and tabs. Use the Sprocket icon at the top right of the form to toggle between the two views.





Section View


The image shows the 'Section View' of a ServiceNow form. It features a 'Notes' section with 'Watch list' and 'Work notes list' buttons. Below that is a 'Related Records' section with input fields for 'Incident' and 'Problem'. At the bottom is a 'Closure Information' section with a 'Knowledge' checkbox. The entire form is enclosed in a red border.


Notes

Watch list  

Work notes list  

Related Records

Incident 

Problem 

Closure Information

Knowledge ☐

Tabbed View

The image shows the 'Tabbed View' of a ServiceNow form. A red box highlights the top navigation area, which includes a 'Related Links' section with 'Show SLA Timeline' and 'Show Workflow' links, and a 'Repair SLAs' section with a tabbed interface. The tabs are 'Task SLAs (2)', 'Defects', 'Service Requests', 'Incident Tasks', 'Erd Tasks (2)', and 'Enhancements'. Below the tabs is a search bar for 'Task SLAs' with a search button. The main content area displays a table of task SLAs.

Related Links

Show SLA Timeline





Show Workflow

Repair SLAs

Task SLAs (2) | Defects | Service Requests | Incident Tasks | Erd Tasks (2) | Enhancements

Task SLAs Search SLA Search

Task = INC0010278

SLA	Type	Stage	Has breached	Start time	Stop time	Actual elapsed time	Actual elapsed percentage
 4 - Low Resolution (480 hours)	SLA	Breached	true	07-29 12:49 3mo ago	(empty) (empty)	84 Days 18 Hours 11 Minutes	423.79% 
 4 - Low Resolution (480 hours)	SLA	Breached	true	2015-03-16 15:58 5y ago	2016-07-21 15:25 3y ago	492 Days 23 Hours 26 Minutes	2,464.89% 

Customizing List Views

Tables within ServiceNow® can be viewed through list views. The list views can be customized to display the desired fields.

Financial Management Service Center
The future of Financial Management is here

United States Department of Agriculture Testing Instance

IJ Isaiah Joseph

Filter navigator

Service Request

System Mobile

Incident

Create New

Assigned to me

Open

Open - Unassigned

Resolved

Closed

All

Incident Tasks

Incidents New Search Number Search

All

Number

Caller

State

<input type="checkbox"/>	INC0010035	Ingrid Blache	Closed
<input type="checkbox"/>	INC0010076	(empty)	Closed
<input type="checkbox"/>	INC0010078	(empty)	Closed
<input type="checkbox"/>	INC0010080	(empty)	Closed
<input type="checkbox"/>	INC0010084	(empty)	Closed
<input type="checkbox"/>	INC0010085	(empty)	Closed
<input type="checkbox"/>	INC0010087	(empty)	Closed
<input type="checkbox"/>	INC0010088	(empty)	Closed
<input type="checkbox"/>	INC0010089	(empty)	Closed
<input type="checkbox"/>	INC0010090	(empty)	Closed
<input type="checkbox"/>	INC0010091	(empty)	Closed
<input type="checkbox"/>	INC0010092	(empty)	Closed
<input type="checkbox"/>	INC0010094	(empty)	Closed
<input type="checkbox"/>	INC0010096	(empty)	Closed

1. Expand the **Incident** menu and click **All**.
2. Click the gear icon at the top left of the list view.

Note: Sys Admin will setup default views.

Before Customization

Customizing List Views

The list views can be customized to display the desired fields. Use the Field selector to customize the view.

Personalize List Columns

Available **1**

- Active
- Activity due
- Additional assignee list
- Additional comments
- Approval
- Approval history
- Approval set
- Assigned to
- Assignment group
- Attachment
- Business duration
- Business resolve time
- Business service
- CI Does Not Exist
- Category
- Caused by Change
- Change Request
- Child Incidents
- Close code

Selected

- Number(number)
- Caller
- State

> <

^ v

☒ Wrap column text ☐ Compact rows ☐ Active row highlighting ☒ Modern cell coloring

☒ Enable list edit ☒ Double click to edit

Reset to column defaults **2** Cancel OK **3**

1. Select a value from the **Available** list and **Add** to the **Selected** list.
2. To **Restore** to default View Select **Reset**.
3. Click **OK**.

Note: Sys Admin will setup default views.

Customizing List Views

The list views can be customized to display the desired fields. Table below shows added columns. Views can be exported to **Excel, CSV, XML or PDF** formats

United States Department of Agriculture Testing Instance										
<div> <div> <div>Filter navigator</div> <div> <div>Service Request</div> <div>System Mobile</div> <div>Incident</div> <div>Create New</div> <div>Assigned to me</div> <div>Open</div> <div>Open - Unassigned</div> <div>Resolved</div> <div>Closed</div> <div>All</div> <div>Incident Tasks</div> <div>Task assigned to me</div> <div>ERB Tasks</div> </div> </div> <div> <div>Incidents</div> <div>New</div> <div>Search</div> <div>Number</div> <div>Search</div> </div> <div> <div>1</div> <div>to 15 of 28,709</div> </div> </div>										
<div> <div>All</div> <div>Number</div> <div>Caller</div> <div>User Company</div> <div>Contact</div> <div>State</div> <div>Subcategory</div> <div>Category</div> <div>Closed</div> <div>Closed by</div> </div>										
<input type="checkbox"/>	INC0010035	Ingrid Blache	OCFO - Office of the Chief Financial Officer	Ingrid Blache	Closed	BI	HDM	08-09 10:53 2mo ago	Isaiah Joseph	
<input type="checkbox"/>	INC0010076	(empty)	FSA - Farm Service Agency	(empty)	Closed			2017-10-02 12:22 2y ago	Eleanora Fleetwood	
<input type="checkbox"/>	INC0010078	(empty)	ACFO ARB	(empty)	Closed			2014-09-15 11:31 5y ago	Mehroz Khan	
<input type="checkbox"/>	INC0010080	(empty)	NIFA - National Institute of Foods & Agriculture	(empty)	Closed			2017-07-07 15:38 2y ago	Angelique Dyer	
<input type="checkbox"/>	INC0010084	(empty)	OPPM PSD - Office of Procurement & Property Management	(empty)	Closed			2014-11-16 00:00 5y ago	Kevin Brillhart	
<input type="checkbox"/>	INC0010085	(empty)	FSIS - Food Safety & Inspection Service	(empty)	Closed			2014-07-04 00:00 5y ago	Glenn Pitman	
<input type="checkbox"/>	INC0010087	(empty)	ACFO ARB	(empty)	Closed			2017-10-02 11:31 2y ago	Eleanora Fleetwood	
<input type="checkbox"/>	INC0010088	(empty)	OPPM PSD - Office of Procurement & Property Management	(empty)	Closed			2014-06-09 15:05 5y ago	Stacy St. Clair	
<input type="checkbox"/>	INC0010089	(empty)	FS - Forest Service	(empty)	Closed			2014-06-17	Shelda	

After Customization

Searching through lists

The list can be filtered based on advanced conditions selected in the condition builder. These conditions can be saved for future use by the logged in user.

The screenshot shows the 'Incidents' list interface. At the top, there is a search bar with 'Number' selected. Below the search bar, a filter icon (1) is circled in red. The filter text reads 'All > Priority = 2 - High > Category = Accounts Receivable'. Below the filter, a 'Run' button (5) is circled in red. The condition builder section shows two conditions: 'Priority is 2 - High' (2) and 'Category is Accounts Receivable' (4). An 'AND' button (3) is circled in red between the conditions. Below the condition builder, a table of incidents is displayed. The first row shows an incident with ID 'INC0090079', caller 'Cheryl Kersey', and category 'Accounts Receivable'.

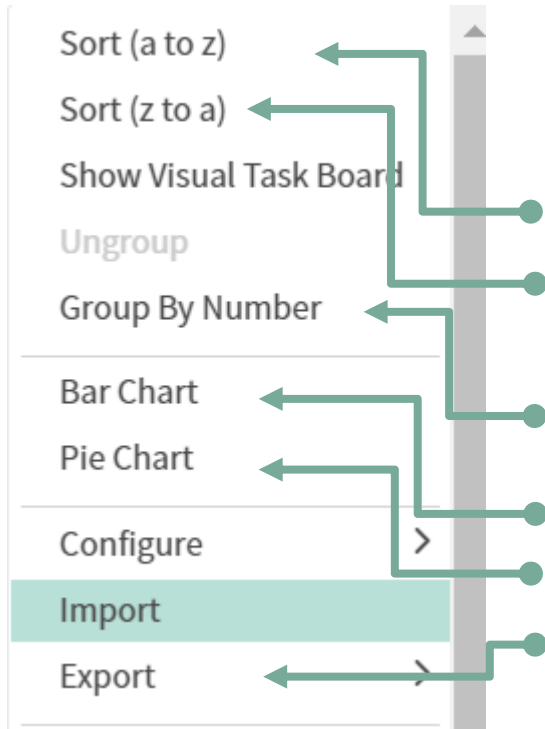
	Number	Caller	User Company	Contact	State	Subcategory	Category	Closed	Closed by
	INC0090079	Cheryl Kersey	ARS - Agricultural Research Service	Cheryl Kersey	Assigned	Interfaces	Accounts Receivable	(empty)	(empty)

1. Click the Filter ICON next to **All** at the top left of the list to open the **Condition Builder**.
2. Create the condition **Priority | is | 2 – High**.
3. Click the **and/+** button.
4. Create the condition **Category | is | Select an available value**.
5. Click **Run**.

Matches to the condition will appear in the list below.

List View Context Menu

Actions can be taken on list columns by right-clicking on the column header. The table below describes how the choices function.



Step	Description
Sort (a to z)	Sorts records based on selected column in ascending order.
Sort (z to a)	Sorts records based on selected column in descending order.
Group By Number	Groups records into expandable sections based on selected column.
Bar Chart	Creates a bar chart grouped by selected column.
Pie Chart	Creates a pie chart grouped by selected column.
Export	Allows user to export list to various file types.

Navigate ServiceNow® Form Details

INC0010278

Manage Attachments (1): GL POSTING 10278 [rename] [view]

Number

INC0010278

* Caller

Martha Romero

* Contact

Martha Romero

* Location

Albuquerque

* User Company

FS - Forest Service

* Category

Corporate Systems

* Subcategory

ETS2

* Configuration item

G/L Account

CI Does Not Exist

* Short description

RT 743824 (2/14/2014) GL Model Crosswalk

* Description

123 Please publish an updated GL Model every year since the current version was published

Impact

3 - Limited

Urgency

3 - Medium

Priority

4 - Low

Contact type

Self-service

State

Pending ERB Review

Assignment group

Accenture O&M

Assigned to

Opened by

Tonya Morgan

Updated By

Ashlie Horton

Notes

Related Records

Closure Information

Watch list

Work notes

Additional comments (Customer visible)

Activities: 10

AH Ashlie Horton

Field changes • 2019-09-26 13:26:49 26d ago

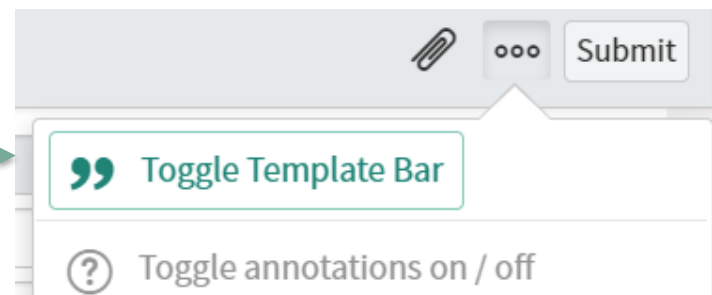
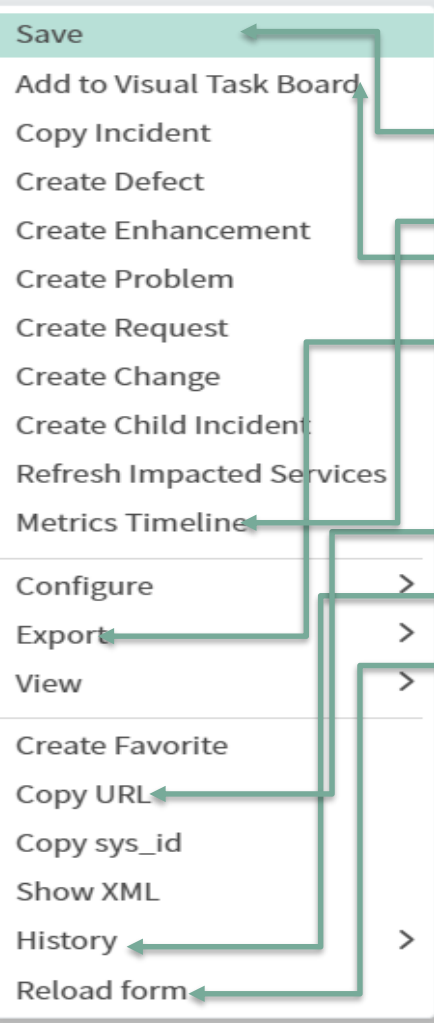
Menu items allow you to:

- Attach a File to a record
- Show Activity Stream
- Page Settings
- Toggle tabs on/off the record
- Follow the record
- Update an individual record
- Save an individual record
- Scroll to the previous or next record

Form View Context Menu

Actions can be taken on individual records by right-clicking on the form header. The table below describes how the choices function.

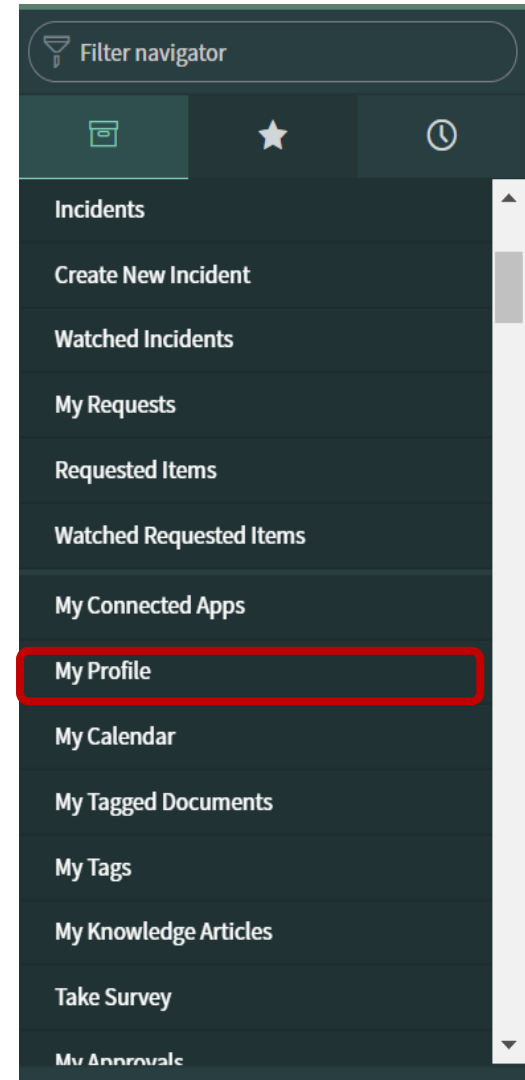
Step	Description
Save	Save changes and redirect to form.
Metrics Timeline	Shows history of record specific metrics.
Templates	A submenu of templates to automatically populate forms.
Export	Allows user to export record to various file types.
Add to Visual Task Board	Allows user to add a task record to a board from a list
Copy URL	Displays record specific URL.
History	Displays history of updates to record.
Reload Form	Refreshes form.



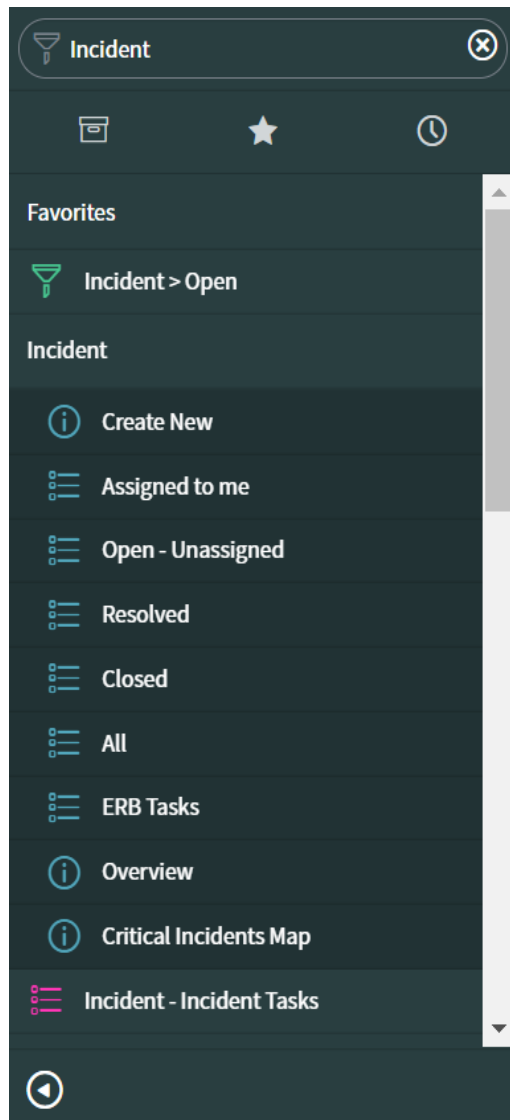
Access My Profile

My Profile shows the following:

- Access and permissions
- Functions and roles
- Support group details
- Notification settings
- General information on access to ServiceNow®
- **To access My Profile:**
 1. Select the **Self-Service** console on the ServiceNow® menu.
 2. Click on **My Profile**. Your own personal profile displays, Switch to default view for full view.



ServiceNow® Incident Management Navigation



Step	Description
Create New	Access a blank form to create a new Incident record.
Open	Shows all Incidents that are currently active.
Open- Unassigned	Shows all Incident records that are currently active and unassigned.
All	Shows all Incident records in the instance (active and inactive).
Assigned to me	Shows all Incident records assigned to current user.
Closed	Shows all Incidents that are currently in a “Closed” state.
Resolved	Shows all Incidents that are currently in a “Resolved” state.
Overview	Shows the Incident Management dashboard comprised of incident reporting widgets.
Critical Incident Maps	Shows all critical Incidents in map format

Incident Management (“Create New” Form View)

Financial Management Service Center
The Future of Financial Management is Now

United States Department of Agriculture Testing Instance

IJ Isaiah Joseph

Search, Help, Settings icons

incident

Favorites

Incident > Open

Incident

- Create New
- Assigned to me
- Open - Unassigned
- Resolved
- Closed
- All
- ERB Tasks
- Overview
- Critical Incidents Map

Self-Service

Incident

New record

Submit

Number

INC0090143

Impact

3 - Limited

* Caller

Urgency

3 - Medium

* Contact

Priority

-- None --

* Location

Contact type

Phone

* User Company

State

New

* Category

-- None --

Assignment group

* Subcategory

-- None --

Assigned to

* Configuration item

Opened by

Isaiah Joseph

CI Does Not Exist

☐

Updated By

* Short description

* Description

Notes

Watch list

Reassignment count

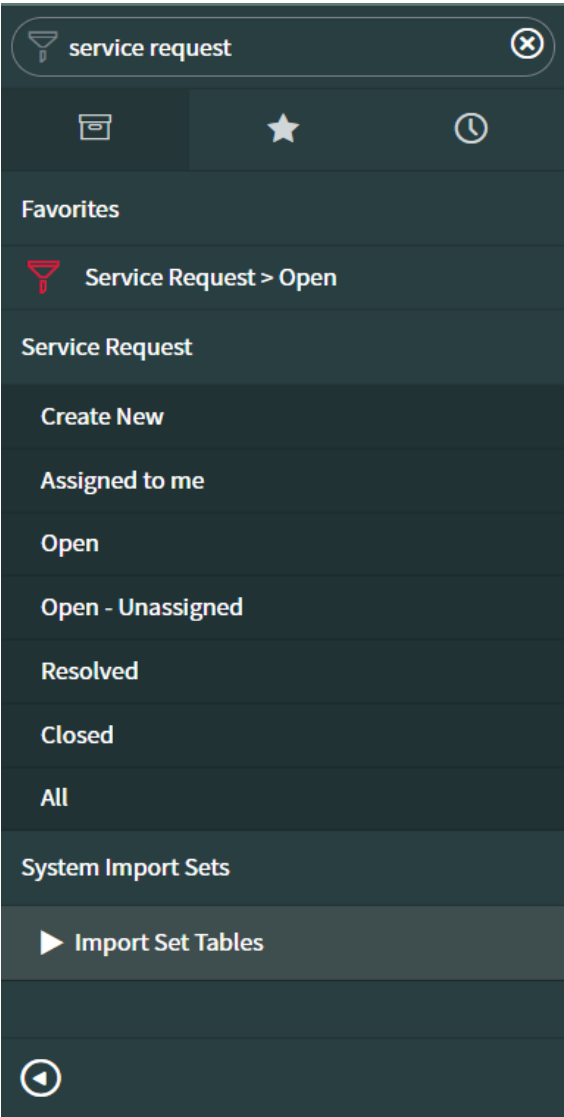
0

Additional comments

(Customer visible)

Work notes

Service Request Menu Navigation



Step	Description
Create New	Access a blank form to create a new Service Request record.
Open	Shows all Service Request that are currently active.
Open-Unassigned	Shows all Service Request records that are currently active and unassigned.
All	Shows all Service Request records in the instance (active and inactive).
Assigned to me	Shows all Service Request records assigned to current user.
Closed	Shows all Service Request that are currently in a “Closed” state.
Resolved	Shows all Service Request that are currently in a “Resolved” state.

Service Request Management (“Create New” Form View)

Financial Management Service Center
The Future of Financial Management is Now

United States Department of Agriculture Testing Instance

IJ Isaiah Joseph

🔍

📄

?

⚙️

Service Request

🏠

★

🕒

Favorites

Service Request > Open

Service Request

Create New

Assigned to me

Open

Open - Unassigned

Resolved

Closed

All

System Import Sets

▼ Import Set Tables

Imp Tmpl U Service Request L

Service Request

New record

Submit

Number

SRQ0047974

* Requester

* Requested for

* Location

* User Company

* Category

-- None --

* Service Request

CI Does Not Exist

☐

* Configuration item

* Short description

* Description

Contact type

Phone

Reopen count

0

Resolved

Resolved By

* Priority

-- None --

State

New

Assignment group

Assigned to

Opened by

Isaiah Joseph

Updated By

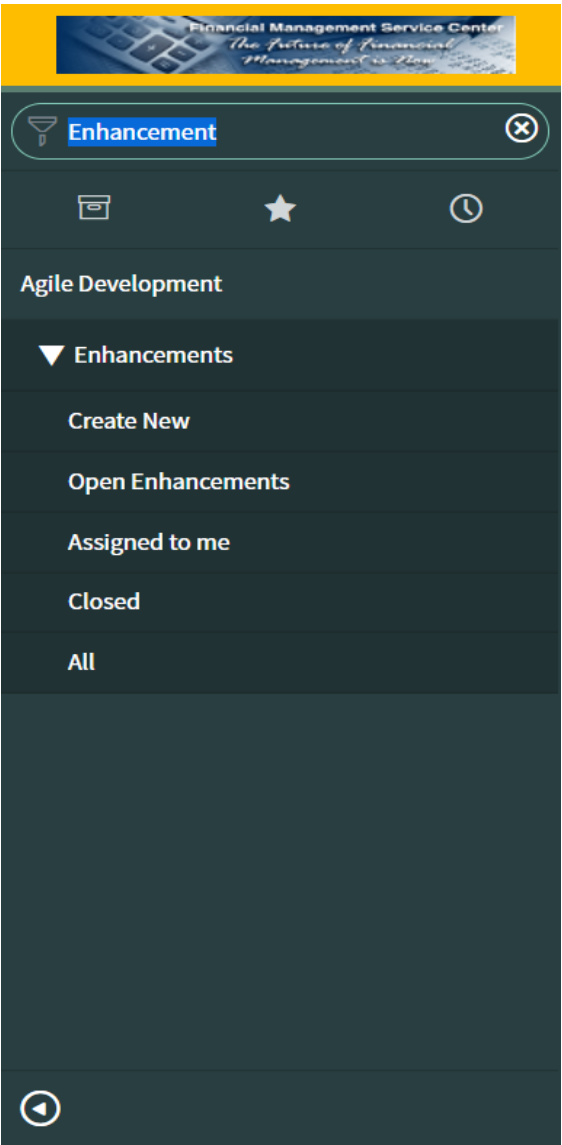
Notes

Watch list

🔒

👤

Enhancement Menu Navigation



Step	Description
Create New	Access a blank form to create a new Enhancement record.
Open Enhancements	Shows all Enhancements that are currently active.
All	Shows all Enhancement records in the instance (active and inactive).
Assigned to me	Shows all Enhancement records assigned to current user.
Closed	Shows all Enhancement records that are inactive and state is "Closed Complete" or "Cancelled".

SDLC Enhancement (“Create New” Form View)

Financial Management Service Center
The Future of Financial Management is Now

United States Department of Agriculture Testing Instance

IJ Isaiah Joseph

Search Copy Help Settings

enhancements

Agile Development

Enhancements

Create New

Open Enhancements

Assigned to me

Closed

All

Enhancement
New record
- ENHC0010050

New Requirements Awaiting Approval Awaiting Release Development Testing/QA Deployment Closed

Number ENHC0010050

User

* User Company

Category -- None --

Subcategory -- None --

Configuration item

Parent

Approval Not Yet Requested

Organizational Impact -- None --

Development Required

Release Description

Description

Current and Potential Workaround

Type -- None --

Priority -- None --

State New

Assignment group

Assigned to

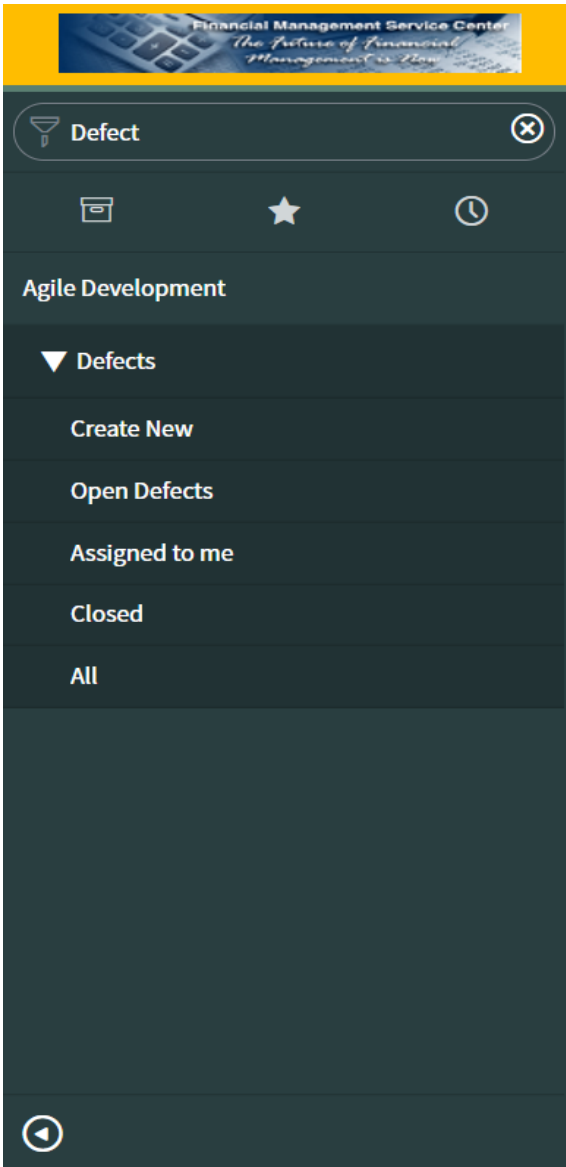
Level of Effort 0

ERB Task

CHARM Number

Save

Defect Menu Navigation



Step	Description
Create New	Access a blank form to create a new Defect record.
Open Defects	Shows all Defects that are currently active.
All	Shows all Defect records in the instance (active and inactive).
Assigned to me	Shows all Defect records assigned to current user.
Closed	Shows all Defect records that are inactive and state is "Closed Complete" or "Cancelled".

SDLC Defect (“Create New” Form View)

Financial Management Service Center
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defects

Agile Development

▼ Defects

Create New

Open Defects

Assigned to me

Closed

All

Defect

New record

- DFCT0010091

Save

New

Awaiting Approval

Awaiting Release

Development

Testing/QA

Deployment

Closed

Number

DFCT0010091

Type

-- None --

Opened by

Isaiah Joseph

Priority

-- None --

User

State

New

* User Company

Assignment group

Category

-- None --

Assigned to

Subcategory

-- None --

Level of Effort

0

Configuration item

ERB Task

Parent

CHARM Number

Approval

Not Yet Requested

Organizational Impact

-- None --

Development Required

Short description

Description

Current and Potential Workaround

Enhancement and Defect Form Overview

The screenshot shows a form for creating or editing an enhancement or defect. At the top, a horizontal bar contains chevrons representing the lifecycle stages: New, Requirements, Awaiting Approval, Awaiting Release, Development, Testing/QA, Deployment, and Closed. The 'Closed' chevron is underlined, indicating the current state. Below this bar, the form is divided into two columns. The left column contains fields for 'Number' (ENHC0010060), 'User', 'User Company', 'Category', 'Subcategory', 'Configuration item', 'Parent', 'Approval' (Not Yet Requested), and 'Organizational Impact'. The right column contains fields for 'Type', 'Priority', 'State' (Closed Complete), 'Assignment group', 'Assigned to', 'Level of Effort', 'ERB Task', and 'CHARM Number'. Numbered callouts are placed over the form: 1 points to the chevrons, 2 points to the 'Parent' field, 3 points to the 'Type' field, 4 points to the 'ERB Task' field, and 5 points to the 'CHARM Number' field.

1 New ✓ Requirements ✓ Awaiting Approval ✓ Awaiting Release ✓ Development ✓ Testing/QA ✓ Deployment ✓ Closed

Number ENHC0010060

User

* User Company

Category -- None --

Subcategory -- None --

Configuration item

2 Parent

Approval Not Yet Requested

Organizational Impact -- None --

3 Type -- None --

Priority -- None --

State Closed Complete

Assignment group

Assigned to

Level of Effort

4 ERB Task

5 CHARM Number

1.) Chevrons: This will provide a visual depiction of the state of the defect or enhancement which is driven to correspond with the State field. The checked chevrons depict what is completed and the underlined chevron depicts the current stage (state) of the defect or enhancement

2.) Parent: This should be the Incident or Service Request that initiated the change. If the change is not driven by a prior Incident or Service Request, you can leave this field blank.

3.) Type: This field will be used to validate the urgency of the change. The type will either be:

- **Emergency** – Everything else stops and this becomes top priority. Should be completed as soon as possible most likely outside of a release or by the next upcoming release.
- **Routine** – No immediate urgency. Will be assigned to the next available release after level of effort has been determined and governance approval has been granted.

4.) ERB Task: This field should contain the ERB Task number that supports the agreement to create the enhancement or defect.

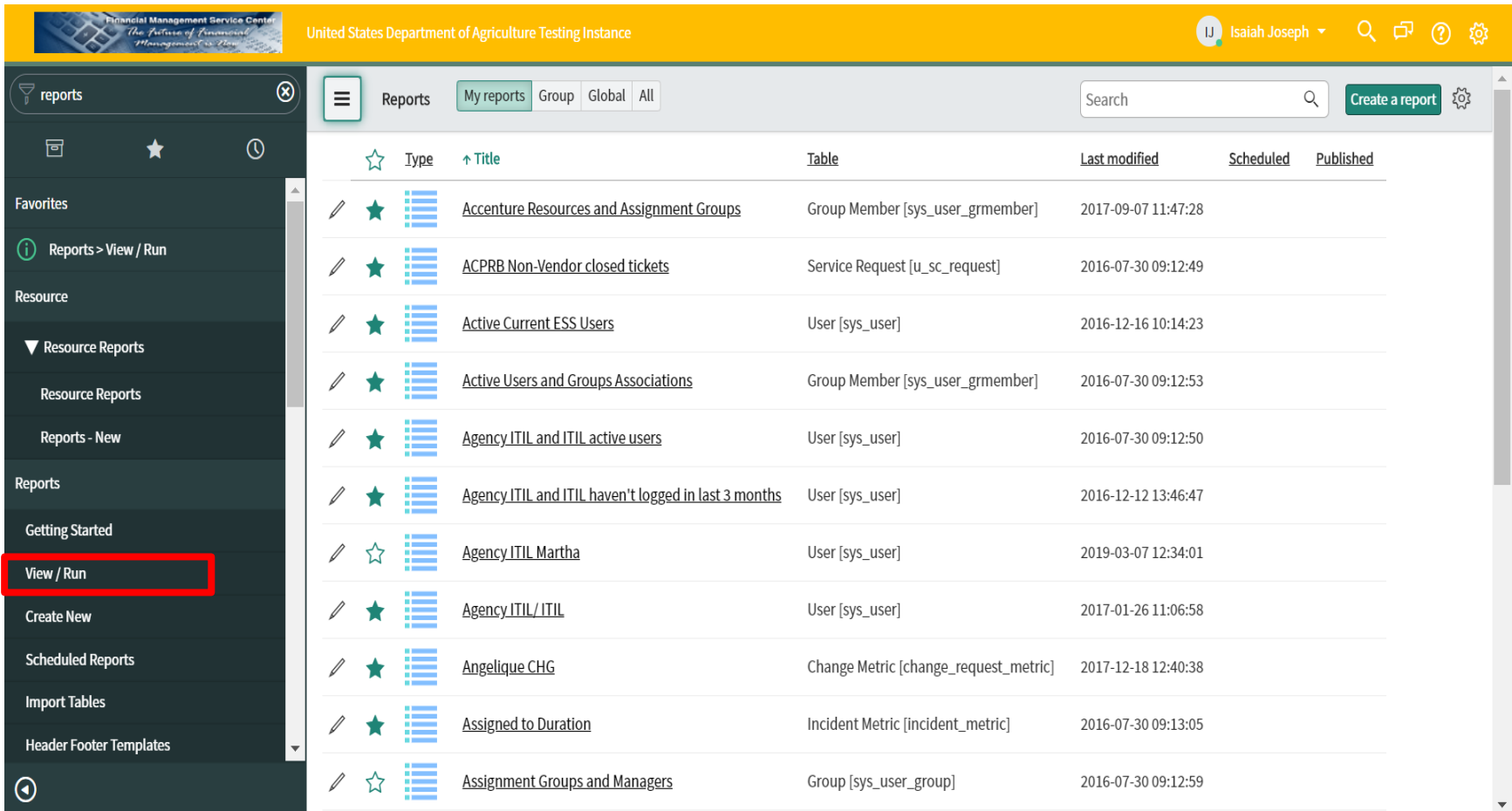
5.) CHARM Number: This field will be used to capture the ChaRM number for synchronicity purposes.

Reporting

- ServiceNow® reports can be lists, charts, or calendar-based views of data in a table. ServiceNow® also offers a range of predefined reports that pertain to applications and features like incident management and service management. If none of these meet your needs, you can create your own reports at any time. Use reports on homepages to display key information to different users. You can also publish reports to a URL that can be sent out through email.
- In ServiceNow®, you have control over the following aspects of reports:
 - Report visibility
 - Report types
 - Report generation
 - Report output types
- You can generate ServiceNow® reports manually or according to a schedule.

ServiceNow® Reports Console

Reports can be accessed under Reports console on the left application menu.
(Select View/Run)




























The screenshot shows the ServiceNow Reports Console interface. The left sidebar contains a menu with the following items: reports, Favorites, Reports > View / Run, Resource, Resource Reports, Reports - New, Reports, Getting Started, View / Run (highlighted with a red box), Create New, Scheduled Reports, Import Tables, and Header Footer Templates. The main area displays a list of reports with the following columns: Type, Title, Table, Last modified, Scheduled, and Published. The reports listed are:

Type	Title	Table	Last modified	Scheduled	Published
★	Accenture Resources and Assignment Groups	Group Member [sys_user_grmember]	2017-09-07 11:47:28		
★	ACPRB Non-Vendor closed tickets	Service Request [u_sc_request]	2016-07-30 09:12:49		
★	Active Current ESS Users	User [sys_user]	2016-12-16 10:14:23		
★	Active Users and Groups Associations	Group Member [sys_user_grmember]	2016-07-30 09:12:53		
★	Agency ITIL and ITIL active users	User [sys_user]	2016-07-30 09:12:50		
★	Agency ITIL and ITIL haven't logged in last 3 months	User [sys_user]	2016-12-12 13:46:47		
★	Agency ITIL Martha	User [sys_user]	2019-03-07 12:34:01		
★	Agency ITIL/ITIL	User [sys_user]	2017-01-26 11:06:58		
★	Angelique CHG	Change Metric [change_request_metric]	2017-12-18 12:40:38		
★	Assigned to Duration	Incident Metric [incident_metric]	2016-07-30 09:13:05		
★	Assignment Groups and Managers	Group [sys_user_group]	2016-07-30 09:12:59		

Viewing / Running Reports

Reports in the list are organized by the table being reported on and by visibility.

- **All:** All reports that you have access to (Global, Group, and My reports).
- **Global reports:** are visible to users who have the ITIL role.
- **My reports:** are visible to the report creator.
- **Group reports:** are visible to the report creator, users the report is shared with, and members of the groups authorized to see the report.

<div><div>☰</div><div>Reports</div><div>My reportsGroupGlobalAll</div><div>Search</div><div>Create a report</div><div>⚙️</div></div>						
☆	Type	↑ Title	Table	Last modified	Scheduled	Published
  		<u>KPI - Average Work Effort for Resolving Incidents by Category</u>	Incident Time Worked [incident_time_worked]	2011-11-30 16:35:43		
  		<u>Open SRQs List - BI Reports</u>	Service Request [u_sc_request]	2017-05-22 12:12:04		
  		<u>Open SRQs List - CAM Reports</u> NEW	Service Request [u_sc_request]	2017-05-03 09:19:15		
  		<u>30/60/90 Day Desired State Task Aging</u>	Follow On Task [cert_follow_on_task]	2013-04-18 15:57:43		
  		<u>30/60/90 Day Task Aging</u>	Follow On Task [cert_follow_on_task]	2013-04-18 15:30:43		
  		<u>Accenture Resources and Assignment Groups</u>	Group Member [sys_user_grmember]	2017-09-07 11:47:28		
  		<u>Achieved SLAs by Type</u>	Task SLA [task_sla]	2012-11-29 07:42:30		
  		<u>Active Projects</u>	Project [pm_project]	2017-03-29 13:38:27		

Report Types

Reports	Description
<u>List</u>	Displays data in the form of an expandable list.
<u>Line chart</u>	Shows how one or more values change over time.
<u>Pie chart</u>	Shows how individual pieces of data relate to the whole.
<u>Bar chart</u>	Compares two or more values that were taken over time.
<u>Box chart</u>	Shows the distribution of values in a data set.
<u>Trendbox chart</u>	Shows difference between groups over time.
<u>Histogram</u>	Provides visual interpretation of numerical data by indicating the number of data points that lie within a range of values.
<u>Pareto chart</u>	Combines bar and line charts to identify the most important factors in a large set of factors.
<u>Control chart</u>	Displays data as a series of connected points to determine whether or not a business process is in a state of statistical control.
<u>Calendar</u>	Displays data-driven events in a calendar format.
<u>Pivot table</u>	Aggregates data from a table to display the source of summarized data.
<u>Availability chart</u>	Shows average percentage values that are taken over time.

Report Output Types

You can download reports in the following output formats.

Report Output	Description
PDF	Displays as a Portable Document Format (PDF) file in either portrait or landscape orientation. PDF reports include the chart grid data.
Excel	Displays as a Microsoft Excel spreadsheet.
PNG	Displays as a Portable Network Graphic (PNG) file.
CSV	Displays as a comma-separated value (CSV) plain-text file.

How to access my User Guide in ServiceNow®?

Financial Management Service Center
The Pillars of Financial Management
Management Pillars

United States Department of Agriculture Testing Instance

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1. Select "Toggle Help Sidebar"

2. Select "User Guide"