

BRC ServiceNow Training

September 2017

Agenda



- What is ServiceNow?
 - Present vs. Future
 - Benefits of ServiceNow
- How do I use it?



ServiceNow



What is it?

- UCOP ITCS Service Desk managed
- UC Single Sign-on
- Ticketing system



ServiceNow



What does it do?

- Send and track all requests to BRC
- Submit & approve electronically
- Eliminates Dept & BRC logs!
- Status reports
- Storage for documents
- Communication tool (Transparency!!)



ServiceNow



Simply put...

Initiate

Track

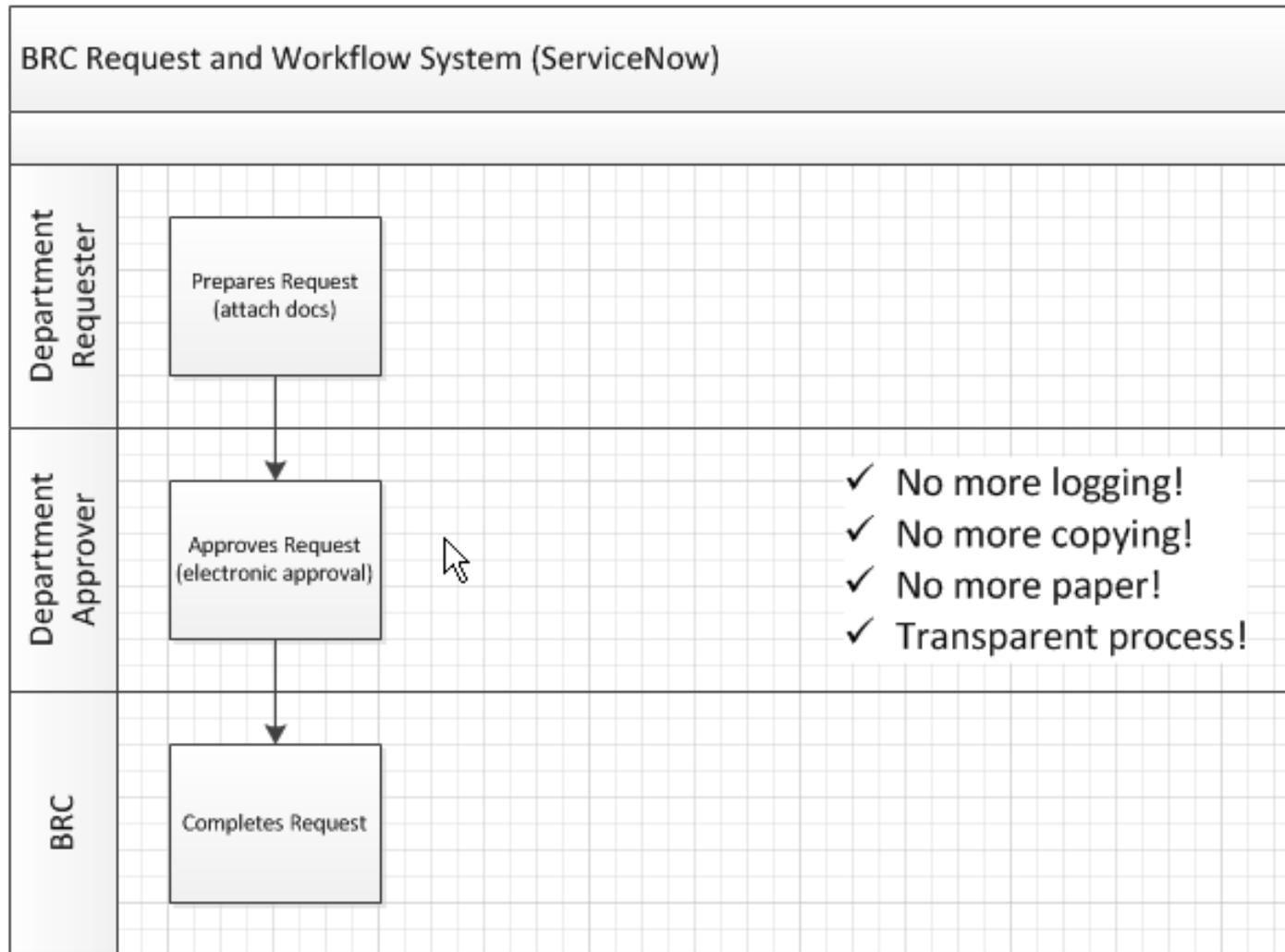
Report



ServiceNow



Process with ServiceNow



How do I use it?

<https://ucop.service-now.com>

Chrome & FireFox work best



The screenshot shows the UCOP Applications Login page. At the top, it features the University of California logo and the tagline "It Starts Here". Below this, the page title "UCOP Applications Login" is displayed. There are two input fields: "UCOP User name:" and "Password:". A "Login" button is positioned to the right of the password field. A blue arrow points from a box labeled "UCOP ID & Password" to the user name field. Below the login fields, a note states: "This login page is for current UCOP employees only." followed by a bulleted list of instructions: "Use your Windows/AD user name and password.", "If you are associated with another institution, please use your institution's single sign-on function.", and "For problems logging in, contact [ServiceDesk](#) or (510) 987-0457."

UCOP ID & Password

NOTE: You need to log on once to activate your account in ServiceNow.

Your name will not appear as a user/approver until you have logged on for the first time.



How do I use it?



UNIVERSITY OF CALIFORNIA Office of the President

Filter navigator

Self Service

Add content

Self Service

News

Windows Software Updates for August 2017-08-10

-  **Report Service Interruption**
Service Interruption: Report Something Broken (Incident), Report Something Lost or Stolen (Incident)
-  **Request Service**
Request Services, software, or hardware.
-  **Service Hub/ServiceNow System Requests**
Service Hub group memberships management, ServiceNow enhancement requests.
-  **Get Help**
Submit Other Requests, Ask a Question, Password reset, Contact Service Desk, Find Incident response time
-  **Information**
Search KB articles, FAQs, and other resources

BRC Forms Are Here



How do I use it?



Service Catalog > Request Service

Request Service

Request Services, software, or hardware.

Related Categories

<p>Accounts, Email, Calendar General Requests for UCOP Accounts, Email and Calendar</p>		<p>Application and Data Services ITS Requests for UCOP Applications and Data Systems</p>
<p>Business Resource Center General Requests for Non-Payroll Services</p>		<p>ITS Only: Infrastructure and Engineering Requests ITS Requests for UCOP Infrastructure and Engineering Systems</p>
<p>Collaboration: Zoom, SharePoint, Videoconferencing, Box General Requests for 3rd Party Audio, Desktop Video and Web Collaboration tools</p>		<p>Onboarding Services New Employee IT provisioning</p>
<p>Work Equipment: Computers, Phones and Software General Requests and support for UCOP Computers, Phones, Jabber and Software</p>		<p>UCPC Staff Only UCPC Internal Work Requests and Incidents</p>



BRC Form Menu



Business Resource Center

General Requests for Non-Payroll Services

Items

 **Generate a report for BRC requests by department**

On demand department report

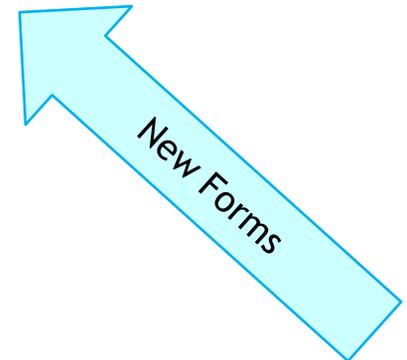
Related Categories

[Local Procurement \(L-Proc\)](#)

[Compliance, Accounting, Audit and Policy \(CAAP\)](#)

[Purchase Order and Payments \(POP\)](#)

[Travel and Entertainment requests](#)



Forms...



Local Procurement (L-Proc)

Items

Contract

PO Change Order (L-Proc)

RFx

Compliance, Accounting, Audit and Policy (CAAP)

Items

Cost Transfer

Signature Delegations

System Access Request

Travel and Entertainment Card Application

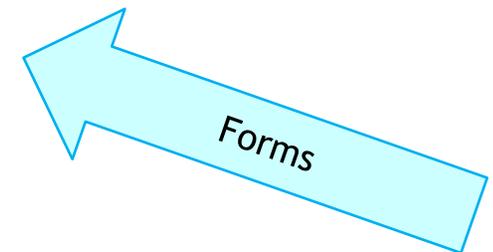
Travel and Entertainment requests

Items

Travel & Business Entertainment Reimbursement

T&E PTA

V-Card Hotel Request



And more forms...



Purchase Order and Payments (POP)

Items

■ BRC Ergo

Submit your EH&S approved order

■ Catering

Submit catering invoices; include list of attendees and agenda

■ Conference/Training Registration

Submit conference and training registrations; These items marked "Urgent"

■ Contracts & Grants/Subawards

Establish a PO for C&G/Subawards

■ Contributions, Donations, & Sponsorships

Submit contribution, donation, or sponsorship payment requests

■ Establish a PO (Goods)

Create a PO to order goods

■ Establish a PO (Services)

Create a PO to order services

■ Event/Meeting Contract

Create a PO for an event/meeting. Pay deposit to vendor

■ Gift Cards/Non-Cash Awards

Order gift cards for SPOT awards

■ Honorarium/Stipend/Scholarship

Pay honorarium/stipend/scholarships

■ Membership

Pay membership dues

■ Office Supply Order

Order office supplies

■ Pay Invoice with PO

Pay an invoice with an established PO; Approval not required (Select "Approval attached")

■ Pay Invoice without PO

Pay an invoice without a PO; Approval is required

■ Pcard - BRC

Place order using the BRC Pcard

■ PCard - Dept

Submit receipts for order placed with Departmental Pcard

■ PO Change Order

Request a change order to a PO

■ Reimburse for Goods/Services (Non-T&E)

Submit receipts to reimburse individuals for non-travel and entertainment purchases only

■ Relocation Expense

■ Request for Event Planning

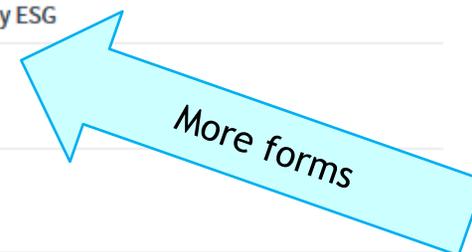
Request for Event Planning Services provided by ESG

■ Subscription

Pay subscription fees

■ Utilities

Pay Utility invoices (PG&E, EBMUD, etc)



Why all the forms???





Why all the forms??

- Feedback received
- Policy assistance
- Priority setting
- Metrics reporting



How do I use it?

 **Membership**

Pay membership dues

 **Office Supply Order**

Order office supplies

 **Pay Invoice with PO**

Pay an invoice with an established PO; Approval not required (Select "Approval attached")

 **Pay Invoice without PO**

Pay an invoice without a PO; Approval is required

 **Pcard - BRC**

Place order using the BRC Pcard

 **PCard - Dept**

Submit receipts for order placed with Departmental Pcard

 **PO Change Order**

Request a change order to a PO

 **Reimburse for Goods/Services (Non-T&E)**

Submit receipts to reimburse individuals for non-travel and entertainment purchases only

 **Request for Event Planning**

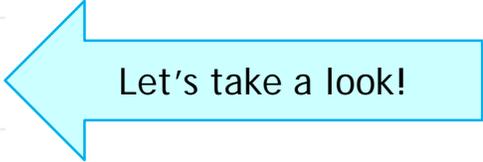
Request for Event Planning Services provided by ESG

 **Subscription**

Pay subscription fees

 **Utilities**

Pay Utility invoices (PG&E, EBMUD, etc)



Let's take a look!



How do I use it?



Standard on all forms

Requestor Info

Name

Amy Vrizuella

Email

Amy.Vrizuela@ucop.edu

Phone

(510)987-9135

Department

Business Resource Center



How do I use it?

Standard on all forms

Request Information

* Requested on behalf of (yourself or someone else)

Receives notification

* Request description

What is it?

* Business justification (purpose)

What is the UC purpose?

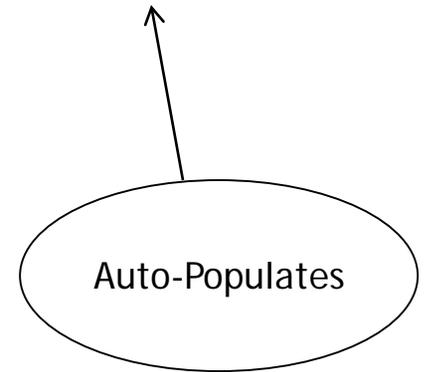


How do I use it?

Standard on all forms

* Department code

Department name



How do I use it?

Rush!

* Department code

Rush

No

Rush

Yes

* Date needed by

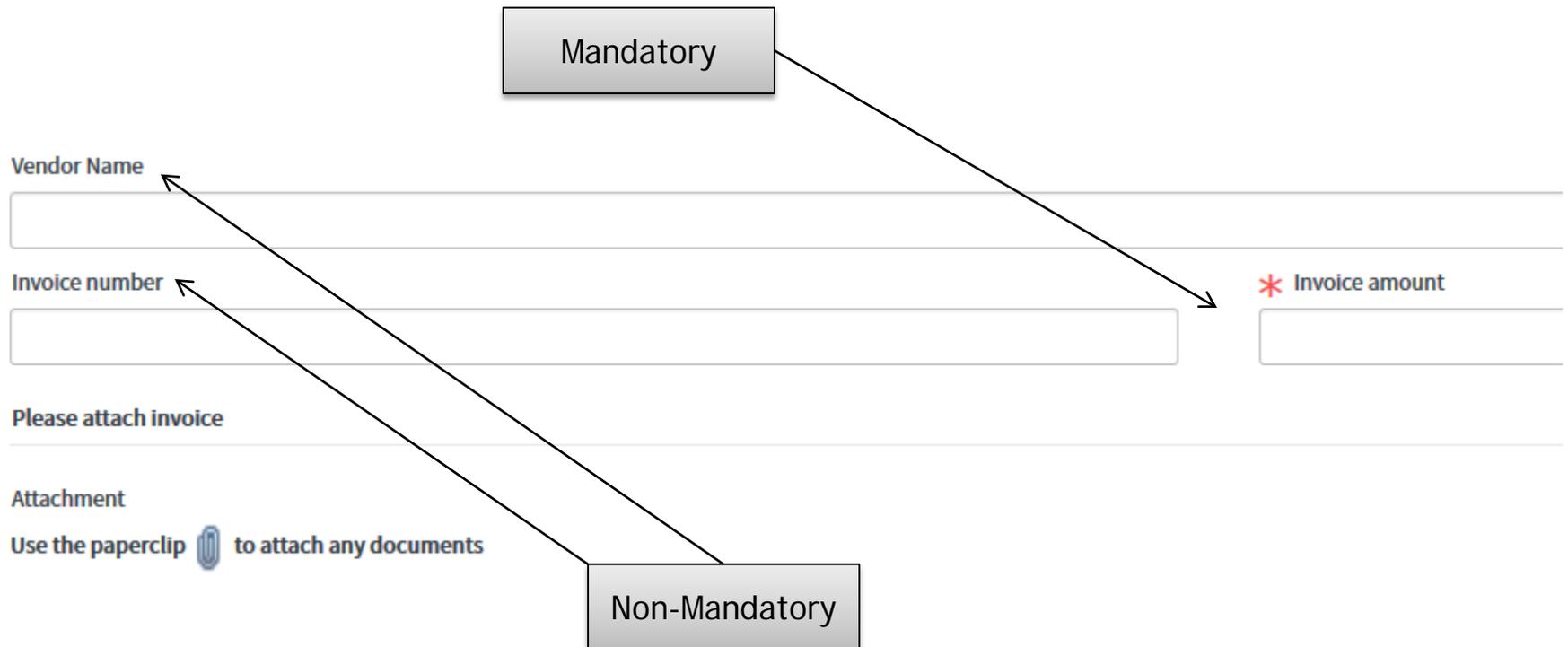
Department name

* Reason for rush request



How do I use it?

Mandatory v. Non-mandatory



How do I use it?

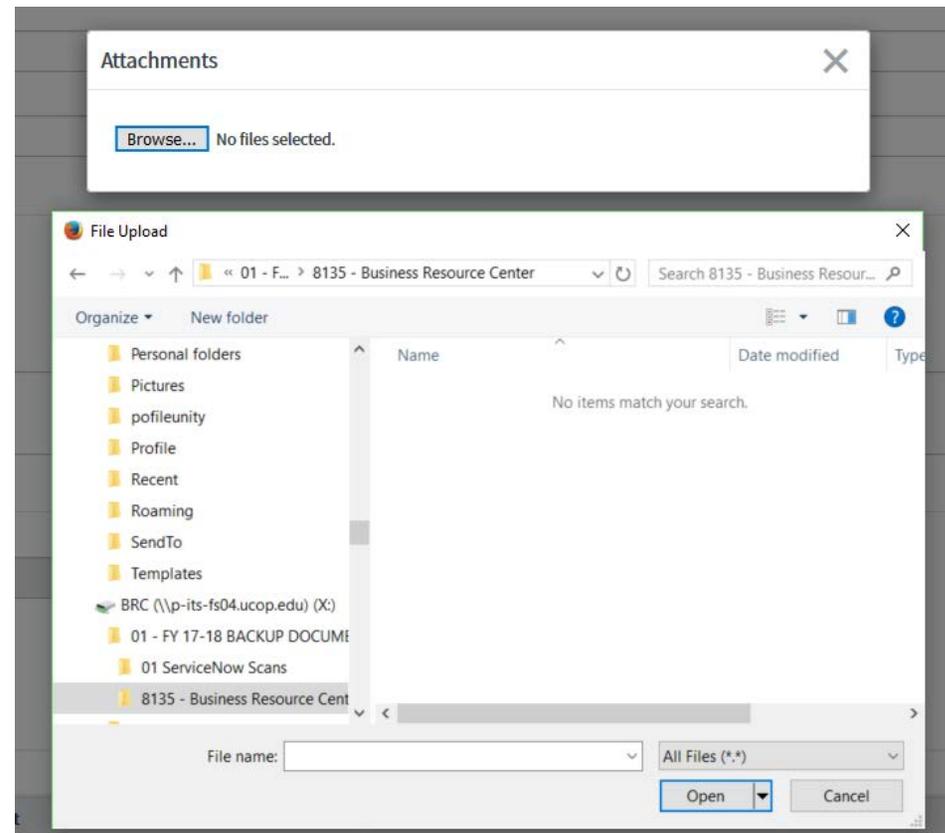
Attachments

Click to attach

Please attach invoice

Attachment

Use the paperclip  to attach any documents



How do I use it?



Additional comments or Instructions

Additional comments or instructions



How do I use it?

FAUs & Approvers

Automatically populates from form

Click to add a new FAU distribution

FAU Distribution

Total amount

1000.00

Amount type

% (Percentage)

\$ (Dollars)

Add Row Clear All

FAU*	Project	Source	Amount
Choose Approvers	Approval attached	Edit FAU	Check Balance



How do I use it?

FAUs & Approvers

Select FAU

FAU*	Project	Source	Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

FAU*
<input type="text"/>

Click



How do I use it?

Select Account

Go to Account 663600

BRC FAUs New Go to Account 663600 1 to 12 of 12

All > Account contains 663600

FAU	Location	Account	Fund	Sub Account
<input type="text" value="Search"/>	<input type="text" value="Search"/>	*663600	<input type="text" value="Search"/>	<input type="text" value="Search"/>
M-663600-69590-03	M	663600	69590	03
M-663600-69860-07	M	663600	69860	07
M-663600-69590-07	M	663600	69590	07
M-663600-66130-05	M	663600	66130	05
M-663600-69860-05	M	663600	69860	05
M-663600-69590-05	M	663600	69590	05
M-663600-66130-04	M	663600	66130	04
M-663600-69860-04	M	663600	69860	04



How do I use it?

Enter project/source

Project	Source
<input type="text"/>	<input type="text"/>

Optional fields determined by department



How do I use it?

Enter amount

 Amount
<input type="text"/>

Enter amount that should be distributed to the FAU selected for this line.

- You can distribute the total amount
- If you are splitting FAU's, make sure the total amount of all lines equals the Total amount listed in the form



How do I use it?

Approval

FAU Distribution

Total amount

1000.00

Amount type

% (Percentage)

\$ (Dollars)

Add Row

Clear All

FAU*	Project	Source	Amount
<input type="checkbox"/> M-111111-11111-11	123456	abcdef	500
<input type="checkbox"/> M-665580-69400-03			500

Choose Approvers

Approval attached

Edit FAU

Check Balance

Select Choose Approvers to select the approvers for each FAU included in the FAU Distribution



How do I use it?

Approval

When you click on Choose Approvers, you will be given a drop down with the names of those authorized to approve against the FAU selected

Add Row Clear All

FAU*	Project	Source	Amount	Approver*
<input type="checkbox"/> M-111111-11111-11	<input type="text" value="123456"/>	<input type="text" value="abcdef"/>	<input type="text" value="500"/>	-- None --
<input checked="" type="checkbox"/> M-665580-69400-03	<input type="text"/>	<input type="text"/>	<input type="text" value="500"/>	-- None --

Choose Approvers Approval attached Edit FAU Check Balance

Remaining balance: 0

Approver*

-- None --

-- None --

-- None --

Brad Niess | 5000

Thera Kalmijn | 100,000

Cathy OSullivan | No limit

A general rule of thumb is to select the person with the lowest delegated authority, unless your department has other rules around who approves which transactions.



How do I use it?

Approval

Add Row Clear All

FAU*	Project	Source	Amount
<input type="checkbox"/> M-111111-11111-11 	<input type="text" value="123456"/>	<input type="text" value="abcdefg"/>	<input type="text" value="500"/>
<input type="checkbox"/> M-665800-38070-03 	<input type="text"/>	<input type="text"/>	<input type="text" value="500"/>

Choose Approvers Approval attached Edit FAU Check Balance

Click on the Approval attached button if you have scanned and attached a copy of the approval to the request.



How do I use it?



Submit!

Submit Request Item

Submit

Submit Request Item

Submit

Manage Attachments (1): testing pdf save.pdf [rename][view]

Pay an invoice without a PO; Approval is required

Requestor Info

Name	<input type="text" value="Amy Vrizuella"/>	<input type="text" value="Amy.Vrizuela@ucop.edu"/>
Phone	<input type="text" value="(510)987-9135"/>	Department
		<input type="text" value="Business Resource Center"/>

Manage Attachments (1): testing pdf save.pdf [rename][view]

Note that the documents you attached to the request are listed at the top of the request form. This makes it easy for you to double check that your files are attached before submitting your request to the BRC.



How do I use it?



Submitted!

[←](#) Order Status

Thank you, your request has been submitted

Order Placed: 2017-09-18 11:18:50 AM

Request Number: [REQ0160903](#) ☆

Number	Description
RITM0167530	Pay an invoice without a PO; Approval is required

[Back to Catalog](#)

[Continue Shopping](#)

Your tracking number



Notifications

Ticket open



IT Service Hub <ucop@service-now.com> | Amy Vrizuella | 11:19 AM

Requested Item RITM0167530 has been opened on behalf of Amy Vrizuella; Subject: Pay Invoice without PO

Retention Policy UCOP E-Mail Management Policy – Inbox (1 year) Expires 9/18/2018

Action Items + Get more apps

Requested Item RITM0167530 has been submitted.

Priority: Request

Short description: Pay Invoice without PO

Ticket summary: Details: Name = Amy Vrizuella Email = Amy.Vrizuella@ucop.edu Phone = (510)987-9135 Department = Business Resource Center Requested on behalf of (yourself or someone else) = Amy Vrizuella Request description = Test form for training presentation to demonstrate how to complete the form Business justification (purpose) = Training on how to use ServiceNow to submit requests electronically to the BRC using ServiceNow. Department code = 8135 Department name = BUSINESS RESOURCE CENTER Rush = No Vendor Name = Testing Invoice number = Amy testing Invoice amount = 1000 Total amount = 1000 Amount type = \$ (Dollars) FAU(s) distribution: FAU = M-111111-11111-11 | Approver = FAU = M-665800-38070-03 | Approver =

To review your ticket please refer Requested Item RITM0167530 or click on the link [RITM0167530](#).

Thank you for contacting UCOP BRC Purchase Order and Payments (POP) Team
BRCPurchaseandPay@ucop.edu



Notifications



Approval email

 IT Service Hub <ucop@service-now.com> | Amy Vrizueta
Requested Item RITM0167536 Approval Request

Retention Policy UCOP E-Mail Management Policy – Inbox (1 year)

Action Items

You are being asked to approve a service request via the IT Service Hub.

Request Item:
RITM0167536 - Pay Invoice without PO

Summary of Request:
Details:
Name = Amy Vrizueta
Email = Amy.Vrizueta@ucop.edu
Phone = (510)987-9135
Department = Business Resource Center
Requested on behalf of (yourself or someone else) = Amy Vrizueta
Request description = Test RITM for ServiceNow Training
Business justification (purpose) = Test RITM to demonstrate system usage.
Department code = 8135
Department name = BUSINESS RESOURCE CENTER
Rush = No
Invoice amount = 50.00
Total amount = 50.00
Amount type = \$ (Dollars)
FAU(s) distribution:

FAU = M-665582-69400-03 | Approver = Amy Vrizueta

Requested by:
Amy Vrizueta

If you need more information about the request, click one of the "LINK" options at the bottom of this message.
Please review the details of this request and approve or reject it by clicking one of the links below:

[Click here to approve RITM0167536](#)

[Click here to reject RITM0167536](#)

Click here to view Requested Item: [LINK](#)
Click here to view Approval Request: [LINK](#)



Notifications



Approval email continued

If you need more information about the request, click one of the "LINK" options at the bottom of this message. Please review the details of this request and approve or reject it by clicking one of the links below:

[Click here to approve RITM0167536](#)

[Click here to reject RITM0167536](#)

Click here to view Requested Item: [LINK](#)

Click here to view Approval Request: [LINK](#)

Click to approve or reject via email

Click to view in ServiceNow

Click send to approve

	To...	ucop@service-now.com
Send	Cc...	
	Bcc...	
	Subject	Re:RITM0167536 - approve

Ref:MSG3127590



Notifications

Updates & questions

Simply reply to the e mail string, and your response will be automatically added to the request in ServiceNow!

The e mail will contain a record of all of the information you originally entered into your request.



IT Service Hub <ucop@service-now.com> | Amy Vrizuela

Requested Item RITM0168583 has been commented -- Cost Transfer

Retention Policy UCOP E-Mail Management Policy | Inbox (1 year)

i You forwarded this message on 9/25/2017 12:51 PM.

Action Items

Ref:MSG3153497

2017-09-25 12:01:00 PM PDT - Jan Kehoe Additional comments
reply from: Jan.Kehoe@ucop.edu

Yes! I received an email from the system.

Thanks,
jan

From: IT Service Hub [<mailto:ucop@service-now.com>]
Sent: Monday, September 25, 2017 11:49 AM
To: Jan Kehoe <Jan.Kehoe@ucop.edu>
Subject: Requested Item RITM0168583 has been commented -- Cost Transfer

Requested Item RITM0168583 has been commented. Please address the Requested Item and update the Req

Priority: Request

Ticket summary: Details: Name = Amy Vrizuela Email = Amy.Vrizuela@ucop.edu <<mailto:Amy.Vrizuela@ucop.edu>>
Business justification (purpose) = testing form Department code = 8135 Department name = BUSINESS RE
services = NonPear Do you want to attach form or provide information on this form? = Complete form below
made after 120 days of the original transaction date or 90 days after fund expiration? = No Please provide any
UCSB = false UCR = false UCSC = false UCSD = false UCSF = false General Ledger = false Campus Agre
id = f56ed72fdbd9c34003fd79531f9619fb FAU(s) distribution: FAU = M-111111-11111-11 | Approver =

Comments:

2017-09-25 11:48:29 AM PDT - Amy Vrizuela Additional comments
Jan, are you seeing my notes. I am updating the RITM I did on your behalf. Thank you.

Amy

Notifications



Completed



IT Service Hub <ucop@service-now.com>

Amy Vrizueta

RITM0167536; Completed; Pay Invoice without PO

Retention Policy UCOP E-Mail Management Policy – Inbox (1 year)

Expires 9/18/2018

Action Items

Your request RITM0167536 has been completed.

Short Description: Pay Invoice without PO

Additional comments:

Close notes:

Priority: Request

To view the status of your request, please go to the IT Service Hub and reference Request RITM0167536 or click on this direct link [RITM0167536](#).

UCOP IT Service Desk
(510) 987-0457
ServiceDesk@ucop.edu

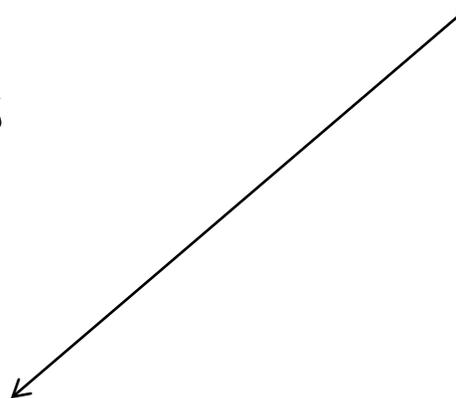
Ref:MSG3127740



How do I use it?

Status

- Self-Service
- Homepage
- Knowledge
- Visual Task Boards
- My Open Tickets**
- My Tickets
- Active Tickets By Group
- My Requested Items
- Watched Incidents
- Watched Requested Items
- My Approvals



All > Active = true > Requested by = Amy Vrizuela .or. Caller [Incident] = Amy Vrizuela .or. Request [Requested Item] User Name = Amy Vrizuela > Task type = Incident .or. Task type = Requested Item .or. Task type = Change Request > Stat

Authorized – Approved\Scheduled, Imp)

		≡ Number	≡ Priority	≡ User Name	≡ Subject	≡ State	≡ Created	≡ Updated ▼
<input type="checkbox"/>		INC0150387	3 - Routine (3 day resolution)	Amy Vrizuela	BRC Form: Cost Transfer: missing additional comments or worknotes on the RITM	Open	2017-09-12 11:38:07 AM	2017-09-15 09:28:13 AM
<input type="checkbox"/>		RITM0165405	Request		Relocation Expense	Work in Progress	2017-09-01 01:25:26 PM	2017-09-06 11:09:49 AM
<input type="checkbox"/>		RITM0165785	Request		Relocation Expense	Work in Progress	2017-09-06 11:04:18 AM	2017-09-06 11:04:58 AM
<input type="checkbox"/>		RITM0081770	Request		Pcard - BRC	Work in Progress	2015-12-04 09:03:02 AM	2017-05-04 10:05:56 PM
<input type="checkbox"/>		RITM0025716	Request		Laptop Loaner Request	Open	2013-09-30 10:13:11 AM	2014-10-28 11:59:57 AM

Actions on selected rows... ▼



How do I use it?

Status/Searching Requests

☰ Requested Items Go to Description Search

🔍 All > Request User Name = Amy Vrizuela .or. Requested By = Amy Vrizuela

		☰ Number	☰ Item	☰ Description	☰ Approval	☰ State
<input type="checkbox"/>		RITM0086254	<u>Contributions, Donations, & Sponsorships</u>	Details: Business justification (purp...	● Approved	Closed
<input type="checkbox"/>		RITM0093981	<u>Pay Invoice without PO</u>	Details: Invoice amount = 87.31 Busin...	● Approved	Closed
<input type="checkbox"/>		RITM0080965	<u>Pay Invoice with PO</u>	Details: Vendor Name = Ricoh Busine...	● Approved	Closed



How do I use it?

Status/Searching Requests

The screenshot shows a 'Personalize List Columns' dialog box overlaid on a table of 'Requested Items'. The dialog has two columns: 'Available' and 'Selected'. The 'Available' column lists various fields like 'Active', 'Activity due', 'Actual Return Date', etc. The 'Selected' column lists 'Number', 'Item', 'Description', 'Approval', 'State', 'Created', and 'BRC Request State'. The 'Description' field is highlighted in blue in the 'Selected' column. Below the columns are several checkboxes: 'Wrap column text' (checked), 'Compact rows' (checked), 'Active row highlighting' (unchecked), 'Modern cell coloring' (checked), 'Enable list edit' (checked), and 'Double click to edit' (checked). At the bottom of the dialog are buttons for 'Reset to column defaults', 'Cancel', and 'OK'. An arrow points from the left side of the slide to the gear icon in the top left of the table.

Number	Item
RITM0086254	Contributions, D Sponsorships
RITM0093981	Pay Invoice with
RITM0080965	Pay Invoice with
RITM0086534	Pay Invoice with
RITM0094028	Pay Invoice with
RITM0081844	Pcard - BRC
RITM0094255	Pay Invoice with
RITM0083892	Pcard - Dept



How do I use it?

Status/Searching Requests

or. Requested By = Amy Vrizuella

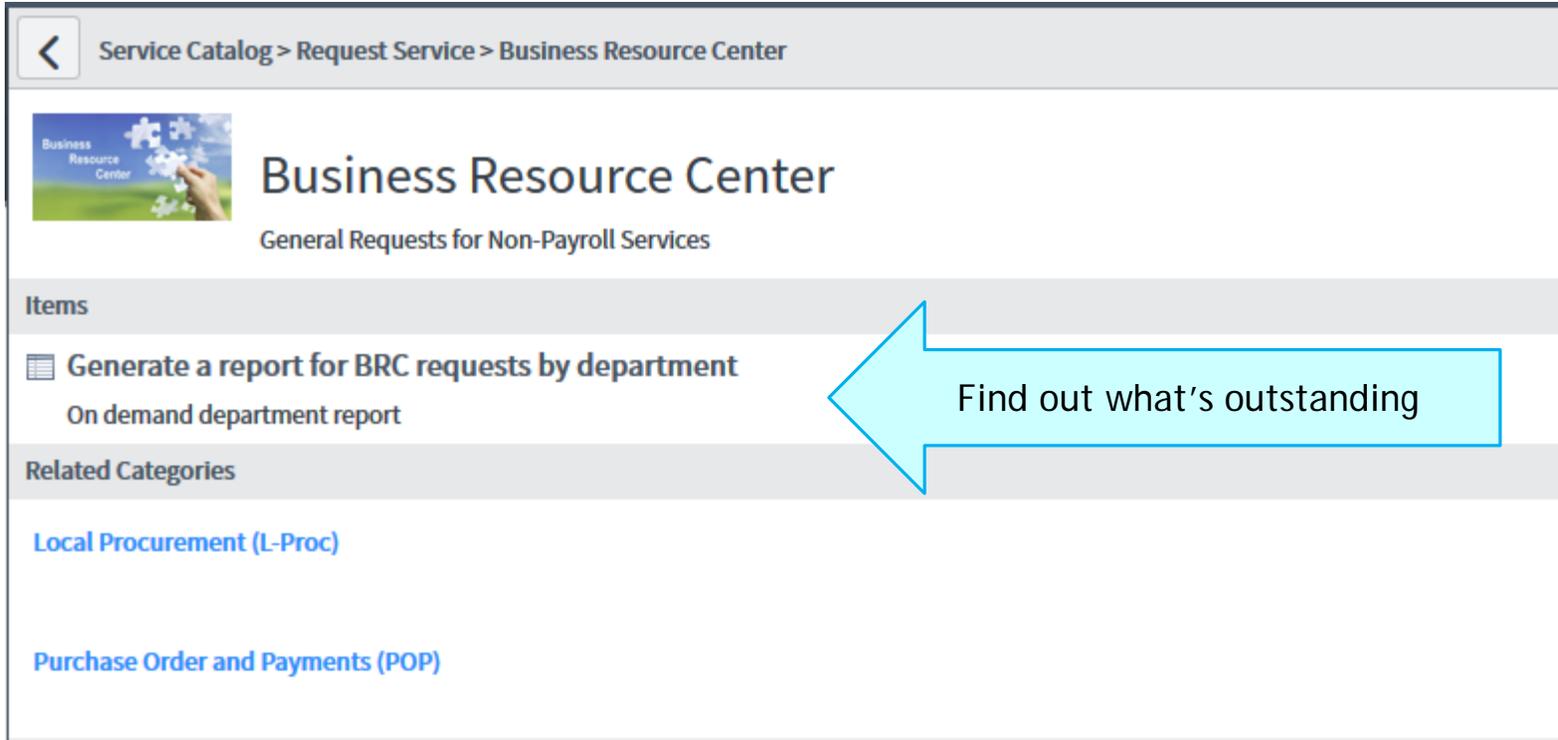
	Description	Approval
without PO	Details: Vendor Name = Shred-It Business justification (purpose) = Onsite regular service - shredding Location: UC Path - Riverside Department = BRC - Business	Approved
with PO	Resource Center Invoice number = 9408917946 Requested on behalf of (yourself or someone else) = Roy Feliciano Invoice amount = 120.21 Total amount = 120.21	Approved
) (Services)	Amount type = \$ (Dollars) GUID = f095bca00fc91e003a8591dbe1050e00 Invoice attached = true Request description = Shred-It Invoice Email =	Approved
without PO	Amy.Vrizuela@ucop.ed	Approved
without PO	Details: Vendor Name = Shred-It Business...	Approved

The description field allows you to search all of the information you entered into your original request, such as vendor name, request description or anything in the business justification field, etc.



How do I use it?

Status/Searching Requests



Service Catalog > Request Service > Business Resource Center

 **Business Resource Center**
General Requests for Non-Payroll Services

Items

 **Generate a report for BRC requests by department**
On demand department report

Related Categories

[Local Procurement \(L-Proc\)](#)

[Purchase Order and Payments \(POP\)](#)

Find out what's outstanding



How do I use it?

Status/Searching Requests

On demand department report

Enter the department code and submit this request. An email with a report attached in excel format will be sent to the requestor in few minutes.

* Report requested by

* Department code

Department name

- Enter your name
- Enter your department code
- Click submit

Submit



How do I use it?

Status/Searching Requests

On demand department report

Enter the department code and submit this request. An email with a report attached in excel format will be sent to the requestor in few minutes.

* Report requested by

* Department code

Department name

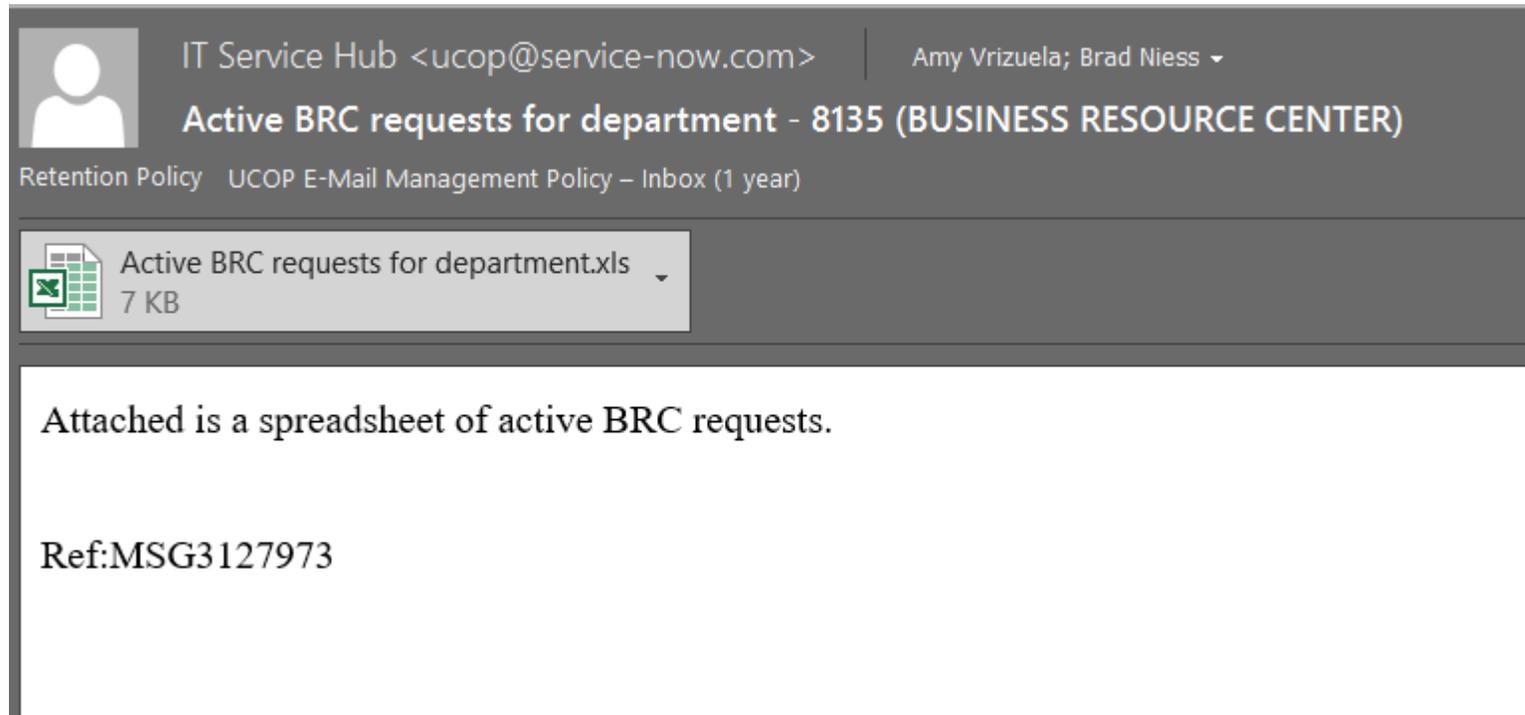
- Enter your name
- Enter your department code
- Click submit

Submit



How do I use it?

Status/Searching Requests



IT Service Hub <ucop@service-now.com> | Amy Vrizuella; Brad Niess ▾

Active BRC requests for department - 8135 (BUSINESS RESOURCE CENTER)

Retention Policy UCOP E-Mail Management Policy – Inbox (1 year)

 Active BRC requests for department.xls
7 KB

Attached is a spreadsheet of active BRC requests.

Ref:MSG3127973

You will receive the report via e mail in excel format.



How do I use it?



Status/Searching Requests

Number	Created	Amount	Item	Request	Subject	Description	BRC Request State	User Name	Requested by
RITM0164908	2017-08-29 03:22:39 PM	100	Pay Invoice with PO	REQ0158453	Pay Invoice with PO	Details: Name = Brad Niess Email = Brad.Niess@ucop.edu Phone = (510)987-9913 Department = Business Resource Center Requested on behalf of (yourself or		Brad Niess	Brad Niess
RITM0127890	2016-11-19 06:33:08 PM	49.5	Office Supply Order	REQ0123083	Office Supply Order	Details: Enter estimated amount = 1000 Business justification (purpose) = OfficeMax test if list is working. Try selecting attach, then list. Department = BRC - Business Resource Center Requested on behalf of (yourself or someone else) = Lorrelie Esteban	BRC Action	Lorrelie Esteban	Lorrelie Esteban
RITM0127889	2016-11-19 06:26:44 PM	1103.87	Office Supply Order	REQ0123082	Office Supply Order	Details: Business justification (purpose) = to test to see if the items listed on the form shows, or works. Department = BRC - Business Resource Center Requested on behalf of (yourself or someone else) = Lorrelie Esteban Total amount = 1103.87 Amount type = % (Percentage) Request description = Office supply list	BRC Action	Lorrelie Esteban	Lorrelie Esteban

You will see all, open requests submitted within your department code, not just those you submitted yourself.



How to Use the Watch List In ServiceNow

This feature allows others to see your requests in ServiceNow



Click on My Open Tickets to view current requests.

The screenshot shows the ServiceNow user interface. On the left is a dark navigation menu with the following items: Self-Service, Homepage, Knowledge, Visual Task Boards, My Open Tickets (highlighted with a green arrow), My Tickets, Active Tickets By Group, My Requested Items, Watched Incidents, and Watched Requested Items. The main content area displays a list of tickets with the following filters: = Incident .or. Task type = Requested Item .or. Task type = Change Request > State in (Pending, Open, Work in Progress, Approved\Scheduled, Imp). The table columns are: Number, Priority, User Name, Assigned to, Subject, and State. Three tickets are listed:

Number	Priority	User Name	Assigned to	Subject	State
RITM0124297	Request			Office Phone - Move, Add, Change : Amy Vrizuela	Open
INC0104860	2 - High (8 hr resolution)	Amy Vrizuela	Kalyan Vallamsetla	ServiceNow - Not Working in Safari Properly	Open
RITM0081770	Request			Pcard - BRC	Work in Progress

How to Use the Watch List - Continued

Click on the RITM number for the request you would like to share

Self-Service

Homepage

Knowledge

Visual Task Boards

My Open Tickets

My Tickets

Active Tickets By Group

My Requested Items

Watched Incidents

Watched Requested Items

= Incident .or. Task type = Requested Item .or. Task type = Change Request > State in (Pending, Open, Work in Progress, Approved\Scheduled, Imp)

		Number	Priority	User Name	Assigned to	Subject	State	
<input type="checkbox"/>		RITM0124297	Request			Office Phone - Move, Add, Change : Amy Vrizuela	Open	2
<input type="checkbox"/>		INC0104860	● 2 - High (8 hr resolution)	Amy Vrizuela	Kalyan Vallamsetla	ServiceNow - Not Working in Safari Properly	Open	2
<input type="checkbox"/>		RITM0081770	Request			Pcard - BRC	Work in Progress	2

How to Use the Watch List - Continued

Click on the lock button to “unlock” the request and share it with anyone at UCOP

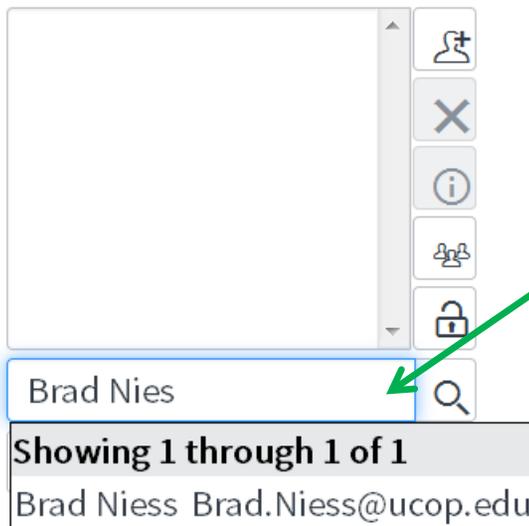
Number	<input type="text" value="RITM0124297"/>
Item	<input type="text" value="Office Phone - Move, Add, Cl"/> 
Request	<input type="text" value="REQ0119703"/> 
User Name	<input type="text" value="Amy Vrizuella"/>  
Requested By	<input type="text" value="Amy Vrizuella"/> 
Subject	<input type="text" value="Office Phone - Move, Add, Change : Amy Vrizuella"/>
Watch list	 

How to Use the Watch List – Continued

Type the name of the person you want to add into the search screen and select it when it appears.

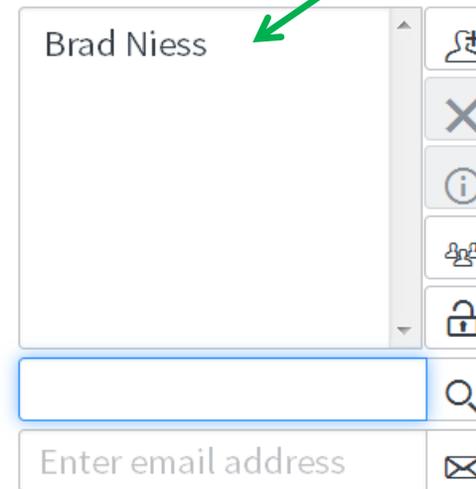
You can repeat this process to add multiple people to the watch list.

Watch list



A screenshot of the 'Watch list' interface. The main list area is empty. Below it is a search input field containing 'Brad Nies'. A dropdown menu is open, showing 'Showing 1 through 1 of 1' and a single entry: 'Brad Nies Brad.Niess@ucop.edu'. A green arrow points from the search input field to the dropdown entry. To the right of the list are several icons: a person with a plus sign, a close button (X), an information icon (i), a group of people icon, and a lock icon.

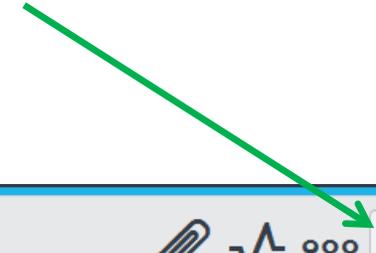
Watch list



A screenshot of the 'Watch list' interface. The main list area now contains one entry: 'Brad Niess'. A green arrow points from the top right of the slide to this entry. Below the list is an empty search input field. At the bottom is a text input field with the placeholder 'Enter email address' and an envelope icon. To the right of the list are the same icons as in the previous screenshot: a person with a plus sign, a close button (X), an information icon (i), a group of people icon, and a lock icon.

How to Use the Watch List - Continued

Once you've added the name/s to the watch list, click "Update" to save the changes.

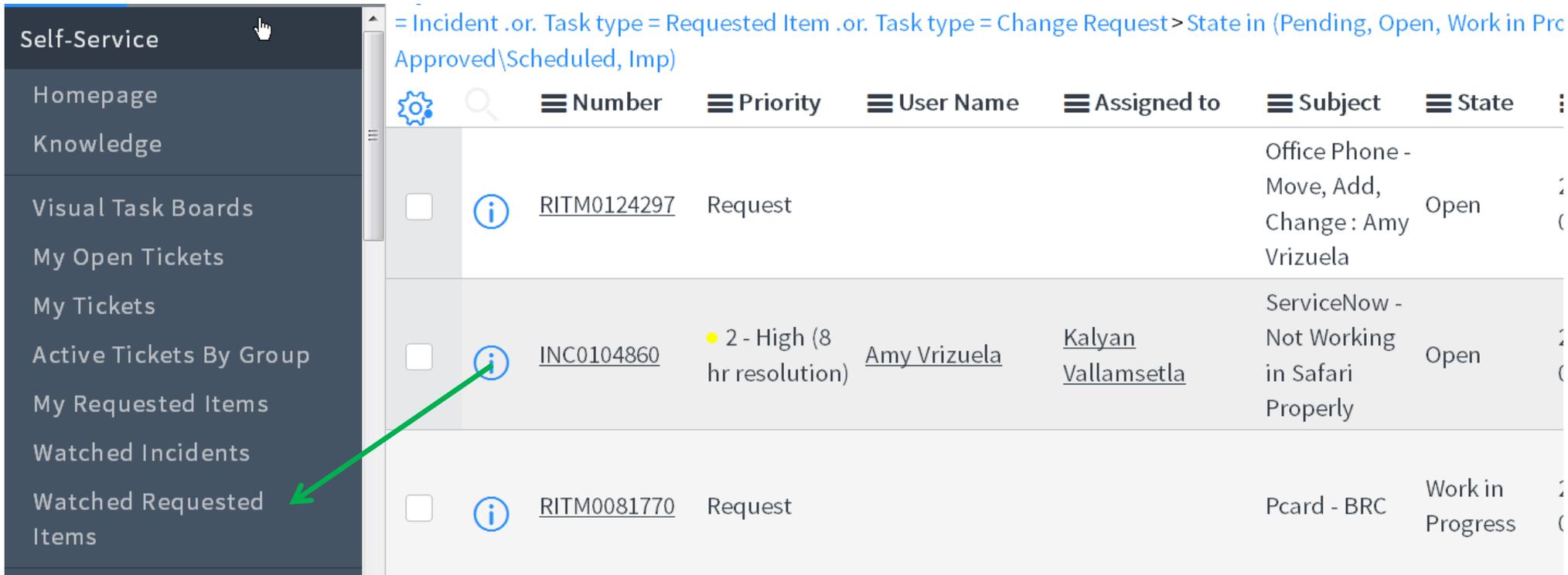


< ☰ Requested Item - RITM0124297 📎 📈 ⋮ Update

Number	RITM0124297	Opened	2016-10-21 01:29:51 PM
Item	Office Phone - Move, Add, Cl (i)	State	Open
Request	REQ0119703 (i)	Approval	Approved
User Name	Amy Vrizuella 🔍 (i)		
Requested By	Amy Vrizuella (i)		
Subject	Office Phone - Move, Add, Change : Amy Vrizuella		
Watch list	Brad Niess 👤 ✕ ⌵	Work notes list	🔒 👤

How to Use the Watch List - Continued

To view Watch List items, click on the *Watched Requested Items* menu item



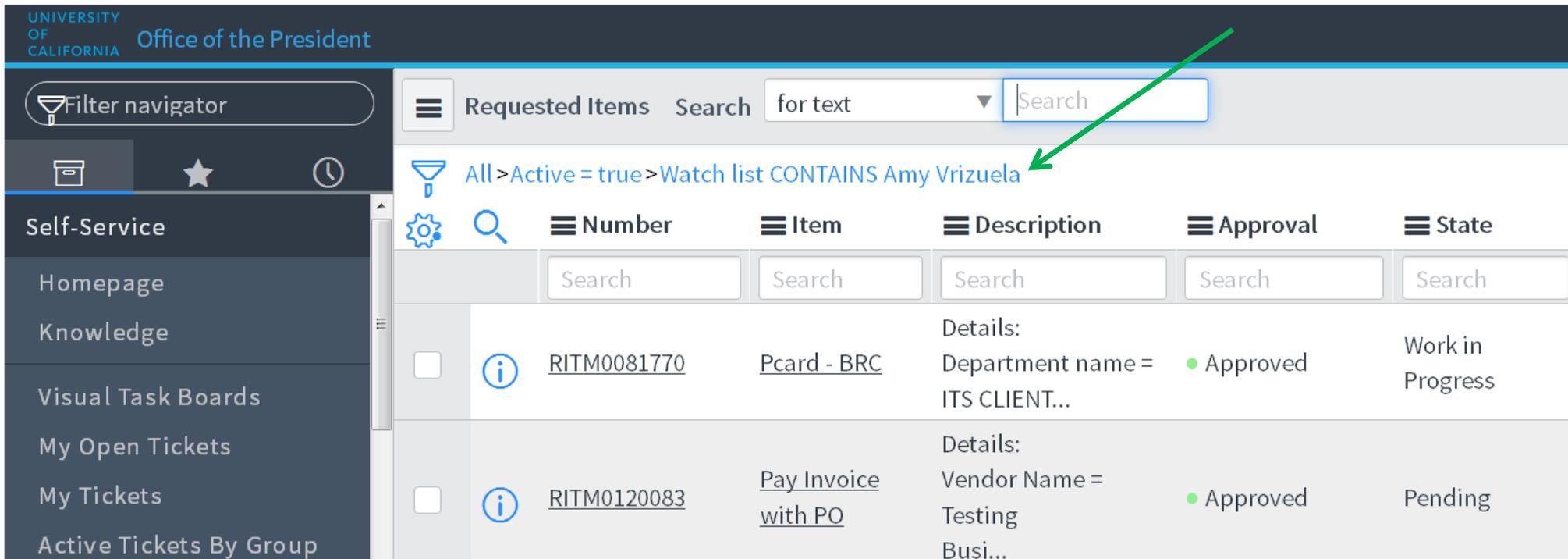
The screenshot shows the ServiceNow user interface. On the left is a dark navigation menu with the following items: Self-Service, Homepage, Knowledge, Visual Task Boards, My Open Tickets, My Tickets, Active Tickets By Group, My Requested Items, Watched Incidents, Watched Requested Items (highlighted with a green arrow), and Items. The main content area displays a list of tickets with the following columns: Number, Priority, User Name, Assigned to, Subject, and State. The filter criteria at the top are: = Incident .or. Task type = Requested Item .or. Task type = Change Request > State in (Pending, Open, Work in Progress, Approved\Scheduled, Imp). The table contains three rows of ticket data:

Number	Priority	User Name	Assigned to	Subject	State
RITM0124297	Request			Office Phone - Move, Add, Change : Amy Vrizuella	Open
INC0104860	2 - High (8 hr resolution)	Amy Vrizuella	Kalyan Vallamsetla	ServiceNow - Not Working in Safari Properly	Open
RITM0081770	Request			Pcard - BRC	Work in Progress

How to Use the Watch List - Continued

Your watch list contains the requests you have been added to view.

Click on the RITM number to view the individual request details.



The screenshot shows the 'Requested Items' section of the service hub. A search bar at the top right contains the text 'for text' and a 'Search' button. Below the search bar, the breadcrumb navigation reads 'All > Active = true > Watch list CONTAINS Amy Vrizuela', with a green arrow pointing to the 'Watch list CONTAINS Amy Vrizuela' link. The main content area displays a table with the following columns: Number, Item, Description, Approval, and State. Each column has a search input field. The table contains two rows of request data.

	Number	Item	Description	Approval	State
<input type="checkbox"/>	RITM0081770	Pcard - BRC	Details: Department name = ITS CLIENT...	● Approved	Work in Progress
<input type="checkbox"/>	RITM0120083	Pay Invoice with PO	Details: Vendor Name = Testing Busi...	● Approved	Pending

ServiceNow

UNIVERSITY
OF
CALIFORNIA

Office
of the
President



You are ready to use ServiceNow!!

- Need Assistance?
 - ✓ Contact any member of the BRC! We are all knowledgeable on how to submit items through ServiceNow!!

