

2012

Basic User Instructions for Service Management Suite



IT&R ServiceNow Project
James Cook University
10/15/2012

Welcome to the Service Management Suite – the new way to log jobs across JCU campuses.

LOGGING IN TO THE SERVICE MANAGEMENT SUITE

You can log in to the Self Service Portal for the Service Management Suite in one of 2 ways.

1. Type the following address into your web browser [https://jcu.edu.au.service-now.com](https://jcu.edu.au/service-now.com) or simply copy and paste this address into the address bar in Internet Explorer, Mozilla Firefox or Safari and press enter.
It is a good idea to bookmark this page in your browser for future use.
2. Staff should also have a Service Management Suite icon located on their desktops – this icon should automatically appear after October 15th 2012 – look for this icon on your computer desktop →



To access the Service Management site you will need to log in to the Central Authentication Service page, this will load automatically and you will see something like this.



James Cook University - Central Authentication Service

Enter your Login ID and Password

Login ID:

Password:

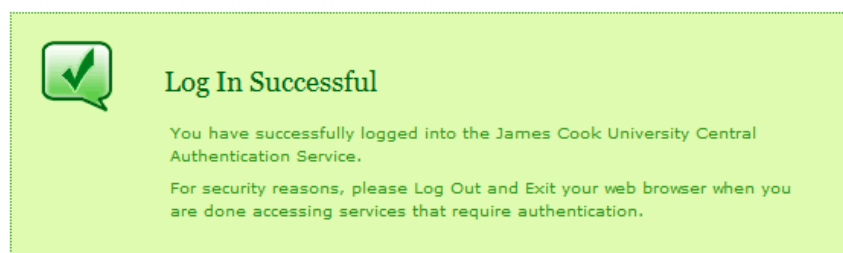
Warn me before logging me into other sites.

To log in – type **your** JCU Login ID (e.g. edknh or jc654321) into the box underneath the words Login ID

Type **your** JCU password into the box underneath the word Password.

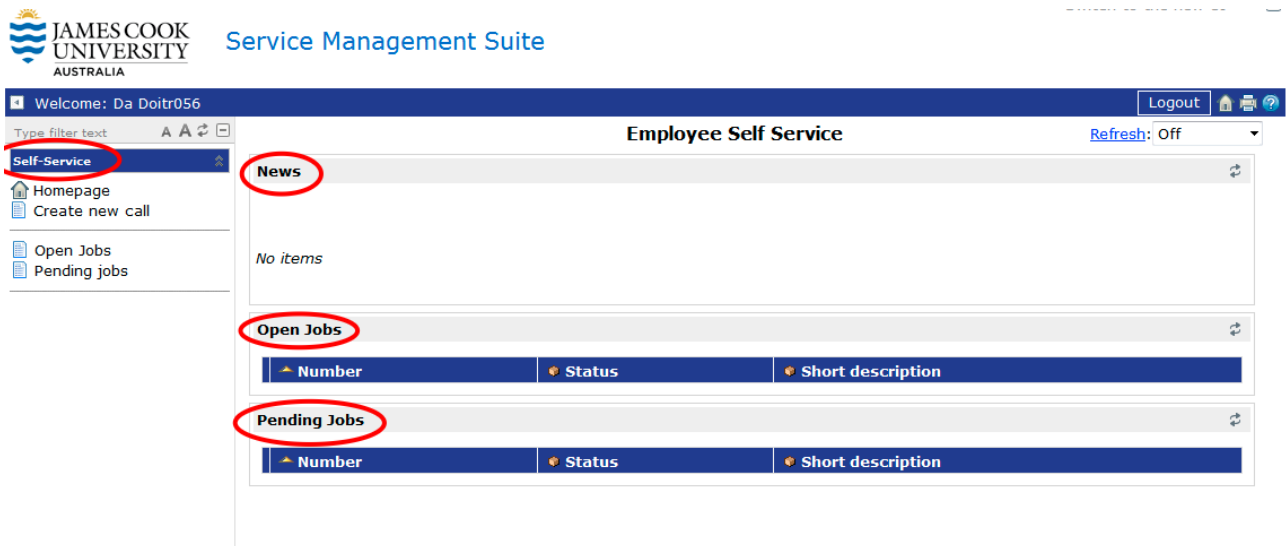
Click the LOGIN button, if you have successfully logged in you may see the following screen, or you may be taken directly to the Service Management Suite.

James Cook University - Central Authentication Service



COMPONENTS OF THE SERVICE MANAGEMENT SUITE

Now that you are logged in, you will see 4 main sections: News, Self-Service, Open Jobs and Pending Jobs.



The screenshot displays the 'Employee Self Service' interface. On the left, a navigation menu includes 'Self-Service' (circled in red), 'Homepage', 'Create new call', 'Open Jobs', and 'Pending jobs'. The main content area is titled 'Employee Self Service' and features a 'Refresh: Off' button. It contains four sections: 'News' (circled in red) with 'No items' below it; 'Open Jobs' (circled in red) with a table header for 'Number', 'Status', and 'Short description'; 'Pending Jobs' (circled in red) with a table header for 'Number', 'Status', and 'Short description'; and another 'Pending Jobs' (circled in red) section with a table header for 'Number', 'Status', and 'Short description'.

News

Here you will find the latest information on projects and service outage notices – check here regularly to keep up to date with what is happening with systems across JCU campuses.

Self-Service Panel

From this panel you can log a new job (or a 'new call' as they are termed) or check on previously logged jobs.

Open Jobs


Open jobs, are those which have been accepted by a member of staff and are in the process of being resolved.

Pending Jobs

This section displays jobs which you have submitted, but have not yet been assigned to a staff member for further action.

LOGGING A JOB A.K.A. CREATING A NEW CALL

You can log a new job (or create a new call) in one of 2 main ways.

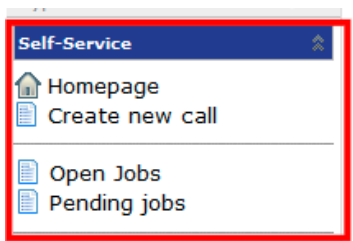
1. Submit your request via the web.
 - a. You can access this from <https://jcu.edu.au.service-now.com> simply copy and paste this address into the address bar in Internet Explorer, Mozilla Firefox or Safari and press enter. *It is a good idea to bookmark this page in your browser for future use.*
 - b. Staff should have a Service Management Suite icon on their computer desktop – this icon should appear after October 15th 2012 → 
2. Email your request for assistance to the following email address ithelpdesk@jcu.edu.au - this will automatically create a job (or call) in the system.

When logging a job please include as much relevant information as possible - Host Name or Service Tag of your computer, Operating System (if known) and a description of the problem you're experiencing, also include your location (building & room no.), preferred contact number and times you're available in case your job requires an on-site visit. You can also attach a screenshot of any error message windows that you may have received, to assist us with troubleshooting the problem.

You should only phone IT Helpdesk for critical requests, to report service failures (incidents) or when unable to access the Service Management Suite. The on-campus number for IT Helpdesk is 15500 (Townsville) or 21777 (Cairns).

NB: Logging calls by phone is not the preferred option, as your new call will need to be manually entered into the Service Management System – the result of this, is that it takes longer for your job to be attended to.

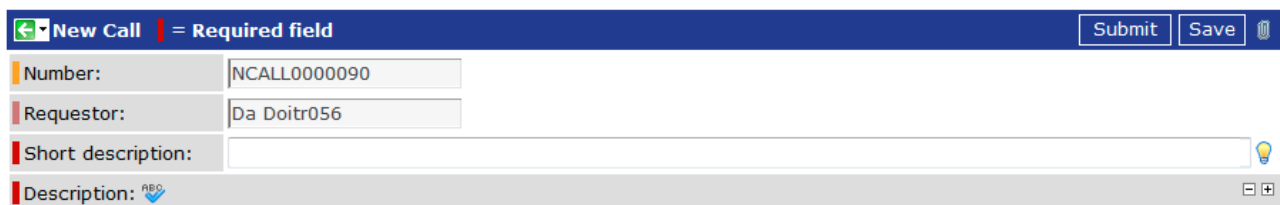
USING SERVICE MANAGEMENT SYSTEM TO LOG A NEW JOB



Once you have logged in to the IT Self Service Portal web page (<https://jcu.edu.au.service-now.com>) you use the Self-Service panel to log a new job.

Click on the 'Create new call' link in the Self-Service Panel to begin.

You should now see the following window with several sections, some are pre-filled for you.




Number – an automatically generated unique number to identify your request – unable to alter.

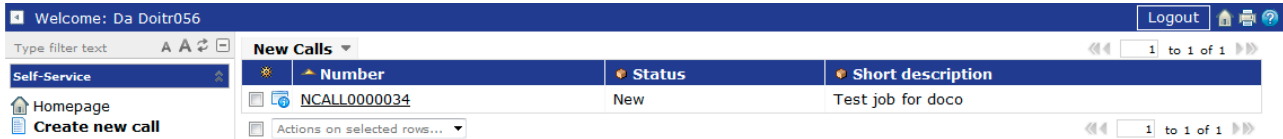
Requestor – an automatically filled section which should display your JCU ID – unable to alter.


Short Description – type your job title here; keep it short and on topic i.e. *Install Acrobat Pro*

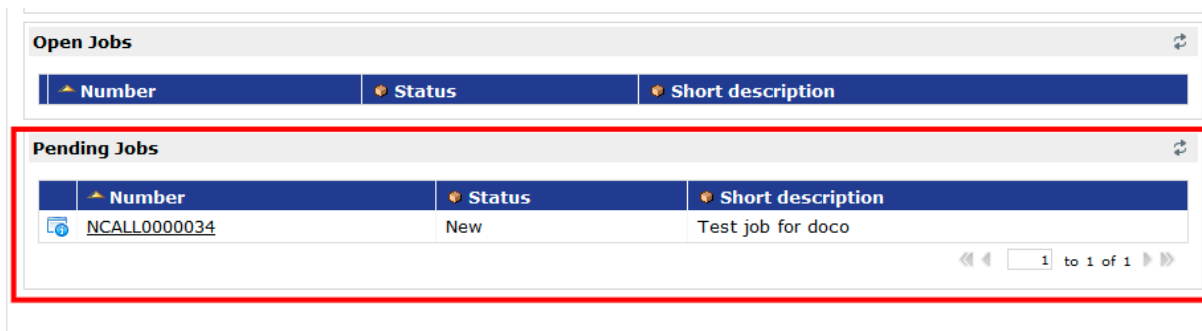
Description - This is where you type your request or incident details including - Host Name, a description of the problem or request, your location (building & room no.), preferred contact number and if time sensitive, when your job needs to be completed by.

You may also attach a document, email or screen capture to assist in describing your request. To do this click the small paperclip icon (next to the SAVE button)  in the top right corner of the New Call window and follow the instructions on screen to attach item.

Click on the **Save** button to submit your job –you should see a new page like the one below.



Now when you view the Service Management Home Page you should see your request in the 'Pending Jobs' section. If your job is not yet visible – click on the 'refresh' icon  at the top right of section.



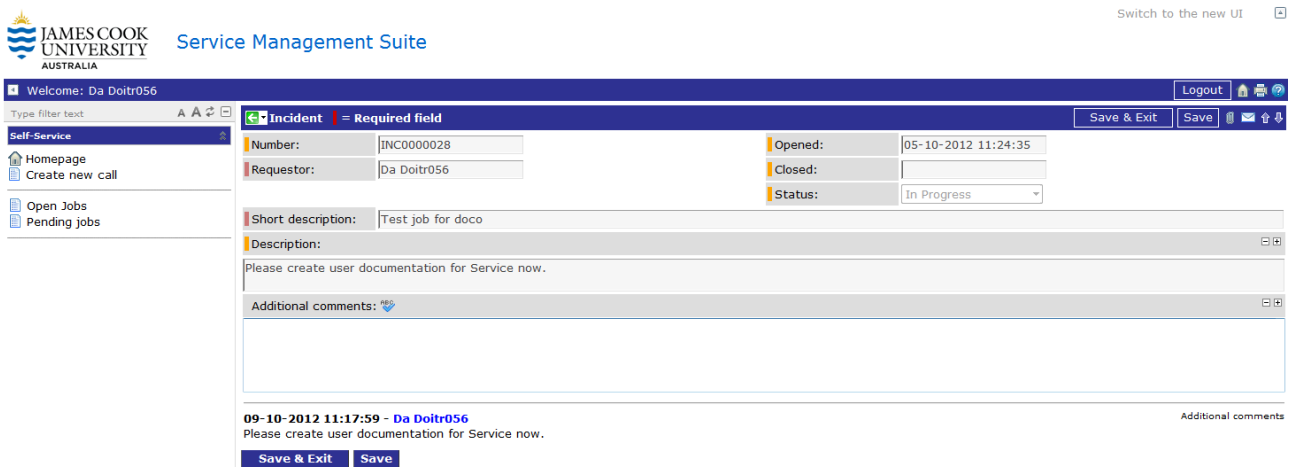
Once your job has been triaged by a member of the IT Help Desk, you will notice it moves from 'Pending Jobs' to 'Open Jobs' and the status will change to 'New'.



When your job has been accepted the status will change to 'In Progress' this indicates someone is working on the problem. You are able to use the Service Management Suite to keep in contact with the staff member attending to your request, to check job progress or to provide more information.

CHECKING THE STATUS OF AN INCIDENT OR REQUEST

To access information on an OPEN JOB mouse over the number of the job in the 'Open Jobs' section and click on the job number. You will see a new panel, which looks like this.

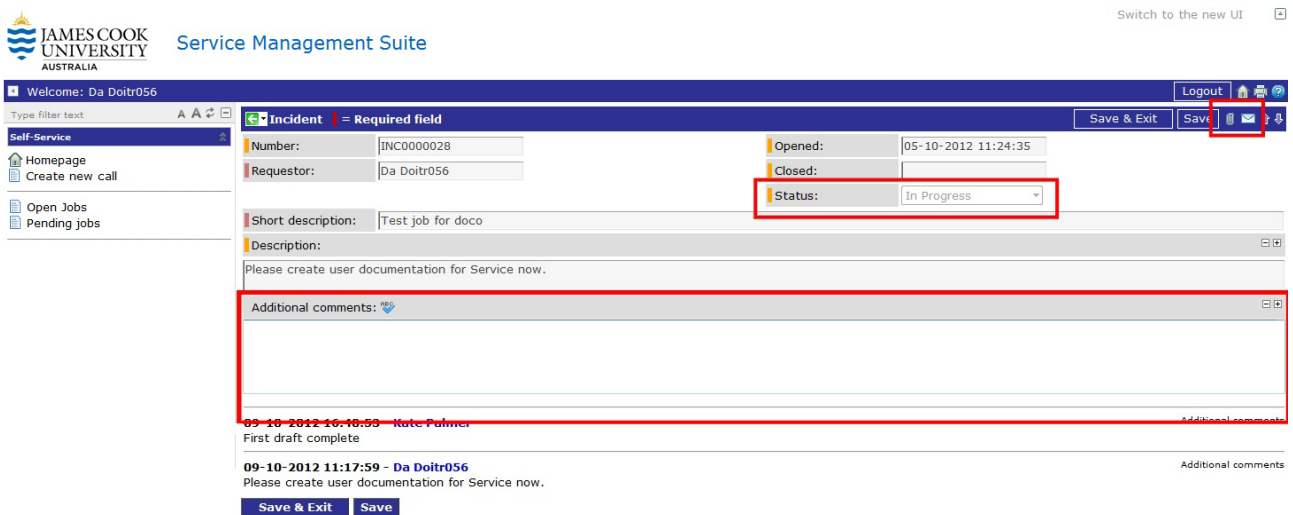


You will notice there are several new sections in this OPEN JOB panel:

Status: This box tells you if your job is in progress, waiting for information or waiting for 3rd party.

Additional Comments: If you have any new information about your request, a message or request for update, it should be entered into 'Additional Comments' section.

Attachments: You may be asked to attach a screen shot or other information to help resolve the request or incident, look for the small paperclip icon on the top right of the window and click to launch 'Attachments' window – follow on screen instructions to attach document or image.



Directly under the 'Additional Comments' section – you will see any messages staff members have left for you, you will also see any comments you have left for them. Comments can be added through the 'Additional Comments' section on the website or replying to the notification email that contains your job number in the subject line. Each time either of you leave a comment you will see a new entry.

Click the 'Save & Exit' button to return to your home screen and save any changes you have made.

From the Home Screen select 'Logout' located at the upper right section of the window to sign out of the Service Management Suite.