

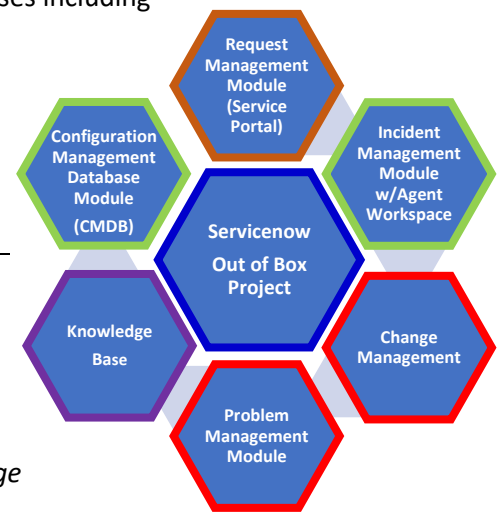
Monthly Status Update to all end users utilizing DTI's Servicenow platform



...and Welcome to the new DTI Servicenow October Monthly Status Update Newsletter on the **servicenow** Out of Box (SNOOB) Project.

Today, the team is excited to announce this new communication tool to keep **you** the end-user stay in the **know** on all updates and changes. The monthly newsletter will provide information on current and future project statuses including important monthly newsletter tips around **Best Practices & Learning Goals, Portal Tips, Knowledge Base** for FAQs, and much more!

Each month end-users will be informed about updates that will feature a communication color-coded module to define each project as well as a module for **Upcoming Events and Announcements**.



The Servicenow Project Summary:

Over several months, DTI has put in place implementations that have affected all areas of technology services. Many of these services included **servicenow** a technology service for the improvement of end-user workflow technology solutions. These improvements include: *Requests, Incident Management, Change Management, and Problem Management, CMDB, and Knowledge Base modules.*

Request Management Module: The conversion of the “old Catalog”, customized Catalog of Services to an “Out of Box (OOB) Portal of Services”

- A small number of processes remain with process owners, e.g., Procurement, Mainframe Security Requests, and DSCYF Facilities Maintenance Request
- Proposed completion: **TBD**

Incident Management Module: The conversion of the “Module” from *customized* to “OOB”

- Two-thirds of the way completed with the review and development of this module
- New features for the Service Desk called *Agent Workspace*
- Customization reduction allows the SN team to bring this feature to the environment
 - This new feature does not impact the end-user directly but will improve how the Service Desk handles calls for issues and requests
- Proposed completion: **November 2021**

 **Change Management and Problem Management modules:** The conversion of “Customized Modules” to “OOB”

- These modules will be up for conversion once the Incident module is fully converted
- Proposed start: **November 2021 (starting with Change)**

 **CMDB and Knowledge Base modules:** The conversion of “Modules” from Customized to “OOB”

- Work has already started and will continue until completion. CMDB work has completed Phase I
 - Data collection of how the CMDB can be improved (modernization)
- Proposed start: **Phase II (starting once funding has been secured)**

Announcements: servicenow Updates and Release Notes

Bi-weekly releases: Starting October 18th bi-weekly releases from the IT ServiceNow Self-Service Portal will have Updates and Release Notes on what is changing, catalog items; added, modified, and or updated. Updated release notes will remain for thirty 30-days and will have a corresponding Knowledge article to define the change.

DTI.Delaware.gov Internet page: As part of the SN’s new communication policy, all communications will be located on the Internet website under the State Agencies section allocated to ServiceNow. Look for the buttons labeled RoadMap and Communications near the ServiceNow Login button on the top right-hand side of the page.

Upcoming Event(s): Word Press Timeline Plugin

The ServiceNow team is currently vetting a WordPress Timeline plugin with the security team that would allow the team to place a dynamic timeline on DTI’s Internet website.

Tip of the Month: Best Practices & Learning Goal

Incident vs. Request: For proper issue resolutions...remember these key tips!

- Choosing the wrong category may result in incorrect SN prioritization of your ticket causing resolution delay
- An Incident means something is not working
 - e.g., a system is down, or there is a software crash
- A Request means a formal IT ticket request to provide something
 - e.g., request for information or advice, to reset a password or new hardware or software

servicenow Subscriptions:

Did **you** know under the Knowledge Base portal there are several subscriptions and 960 Articles including Q&A’s? Be sure to check out the Knowledge Base for up-to-date information so you can stay in the **know**.

Thank you for taking the time to view this first of many newsletters to come. Be sure to keep a lookout for next month’s update on all things **servicenow** which will include GRC. Don’t know what **GRC** is? Look for what GRC is in next month’s issue.

As a reminder...the ServiceNow team communications can be found on the [DTI.DELAWARE.GOV](https://dti.delaware.gov)

ServiceNow website @ <https://dti.delaware.gov/state-agencies-portal/service-now/>

Send us your questions regarding this or any SNOOB initiatives @ dti_servicenow_OCM_users@delaware.gov

ServiceNow Out of the Box (SNOOB)-Less customization and more access to today’s technology features!