Frequently Asked Questions
Service Manager to ServiceNow Transition

Access

Q. How will I access ServiceNow after go-live?

A. Login to your myJH portal, click on the Help Desk widget. Click on the “Now” logo.

Q. Will HP Service Manager still be accessible?

A. HP Service Manager will still be accessible for groups to manage any existing/open tickets at go-live. However, no open tickets will be migrated from Service Manager to ServiceNow. At go-live, all new tickets will be logged into ServiceNow.

Q. Which Internet browsers does ServiceNow support?

A. ServiceNow supports all major browsers: Mozilla Firefox, Internet Explorer, Google Chrome.

Q. Is there a ServiceNow client?

A. There is no ServiceNow client. ServiceNow is Software as a Service and is accessible only from the Internet.

Mobility

Q. Is there a ServiceNow mobile application?

A. ServiceNow does not have a mobile application. Instead, you can access the mobile version of the ServiceNow website by typing the same url into your mobile device:
Notifications, Ticket Assignment, E-mail

Q. How will P1 and P2 notifications work in ServiceNow?
   A. P1 and P2 notifications will work the same way they do now. P1 notifications (e-mails and text messages) will be sent from scadmin@jhmi.edu. There is no need to change any settings or rules on Sympa lists or mobile devices.

Q. How will P3 notifications work in ServiceNow?
   A. P3 notifications will work the same way they do now. When an incident is called-in to the Help Desk, the Help Desk will assign the incident to an IT Assignment Group and a generic assignee (support group) associated with the Assignment Group. A notification that the ticket has been opened will be e-mailed to the generic assignee. A technician in that group will remove the information in the generic assignee and reassign the incident to him/herself.

Q. Is it possible for a technician to e-mail a customer directly from ServiceNow?
   A. Inside of the incident, there is functionality that allows a technician to e-mail a customer directly from ServiceNow. However, the e-mail will come directly from the system, so the technician will not have any record of the e-mail in their own e-mail Sent folder. Additionally, the “from” field will show a system address (not the technician’s e-mail address). Anything sent via this method will not append, update, or in any other way be stored as part of the incident record.

Incident Notes Fields

Q. What options does ServiceNow provide to enter notes?
   A. ServiceNow has three options for entering notes in incidents:

   Work Notes – Notes that technicians who are working the ticket can see these.

   Additional Comments (Customer Visible) – Customers can see anything entered into this field.

   Encrypted Notes – Used for entering sensitive information (e.g. Patient MRNs).

Q. Who can see notes in the Encrypted Notes field?
   A. The technician who entered the ticket, as well as anybody else who has technician access in ServiceNow will be able to see notes in this field.
Self-Service

Q. How do customers enter self-service tickets?

A. From the myJH portal, click on the Help Desk widget. Click on the Report a Problem icon. Complete the self-service form.

Defect Reporting

Q. What do I do if I don’t see my location or building or my assignment group?

A. Report this to us by calling the Help Desk.

Q. What if I notice a major defect after go-live?

A. Report this by calling the Help Desk as soon as you experience this.