# ServiceNow Application Maintenance

Overview

ServiceNow is the central location for all application data and assets. Information entered into ServiceNow will update other applications (Oracle) and QuickBases downstream, but all corrections to the data need to come from ServiceNow.

The following topics document how to:

- Add a new application to ServiceNow

- Update the new application request with information not included in the original onboarding request

- Update ServiceNow with data discrepancy requests to change erroneous information

- Update missing hardware assets that are missing from ServiceNow

To Onboard a New Application	ServiceNow Onboarding Application Request, page 2.
To Add Additional Info to a New Application	ServiceNow Application Change Request, page 11.
To Request a Data Discrepency Correction	ServiceNow Application Data Discrepancy Request, page 16.
To Report a Missing Hardware Asset	ServiceNow Application Missing Hardware Asset, page 19.
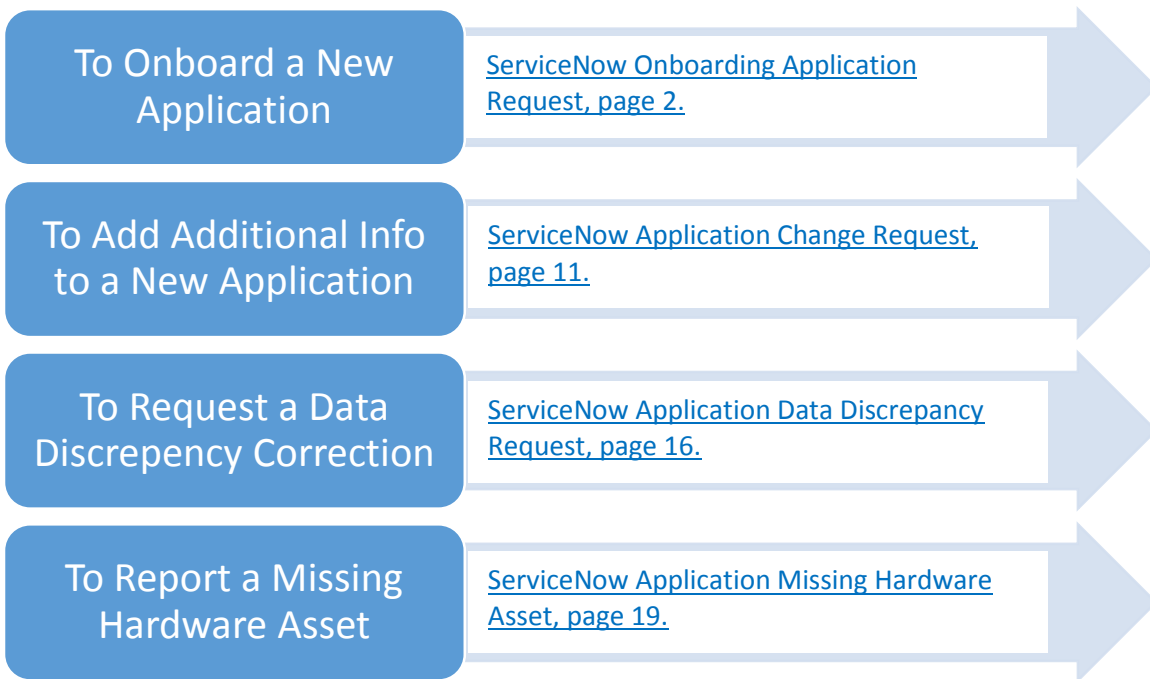
ServiceNow Onboarding Application Request

Contents	This topic covers the procedure to request that a new application be onboarded in ServiceNow. Use this form to request a new Application (CI) in Service Now.

What You Need

- Review the screenshots below describing what information you will need before you begin. You will need to know the dependencies for the application and many other details.

- Gather URLs that will become resources for those who maintain or use your application.

- Determine the teams who will support your application.

- Provision your servers prior to entering this request. If you enter the request before provisioning occurs, you will have go back and add a change request so this information can be added to ServiceNow and the application can be set up on the appropriate servers.

Applications Used:

ServiceNow - https://intuit.service-now.com/easycare/
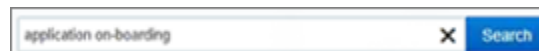
ServiceNow Search Keywords:

Application On-boarding

Uses:

Requesting a new application in ServiceNow.

Procedure:

To request the onboarding of a new application:

1. Click https://intuit.service-now.com/easycare/ to open a ServiceNow ticket.
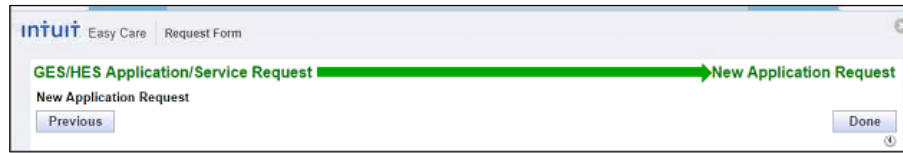
2. Enter "application on-boarding" in the search field, and then click Search to locate the ServiceNow help desk ticket form.
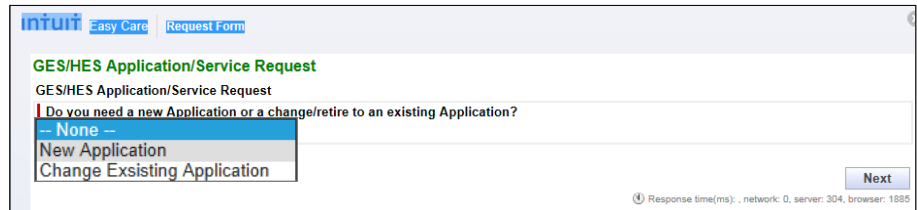

3. Click the Application Onboarding Request link to open the form.
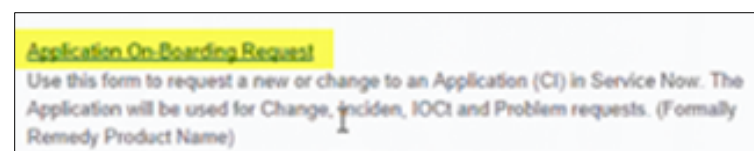
4. If you see this screen, click Previous. (This is a bug that will eventually be fixed.

5. From the drop-down list, select New Application, and then click Next.

6. Complete the form that displays.

- Who is the request for? This field should default to the name of the requestor.

- What is the name and abbreviation of the application you need supported? Use a name that fully describes the application. For example, "Enterprise Service Bus (ESB)" identifies the BU owner of the application or "ServiceNow Auto-Discovery". Do not enter ambiguous names in this field or your request will be delayed while the Change team chases you down.

- Service Category – Click Search to bring up a list of Service Categories, and select the most appropriate one.

Service Categories

- Service categories can be broken down into multiple levels. The Service L1 and L2 fields let you add additional information to make it easier to create a new application.

Note: Some service categories do not have lower-level categories and these fields will remain blank.

- Service L1 –Please select from the list using the Search field to open the dialog box and select the valid value.

- Service L2 –Please select from the list using the Search field to open the dialog box and select the valid value.

7. Provide a detailed description of the application, including any wiki and SharePoint links.

- What is the Business Unit/Functional Group L2? Select the BU or FG that is the owner of the application. Click to view the options, and select from the list.
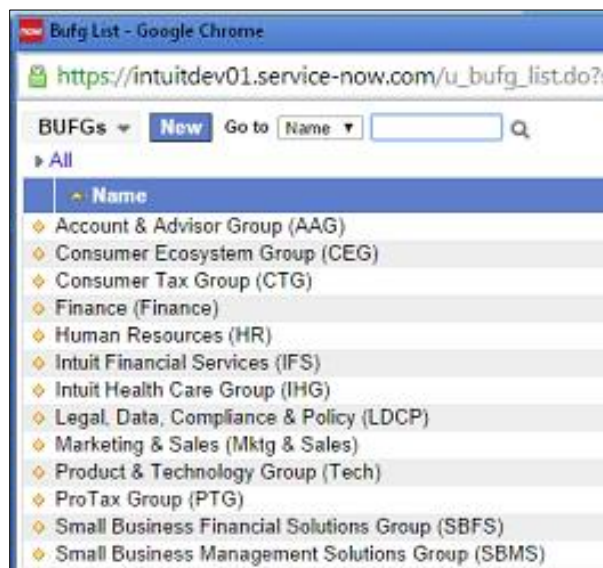
- What is the Business Unit/Functional Group L3? – Click search and make a selection from the list that displays.
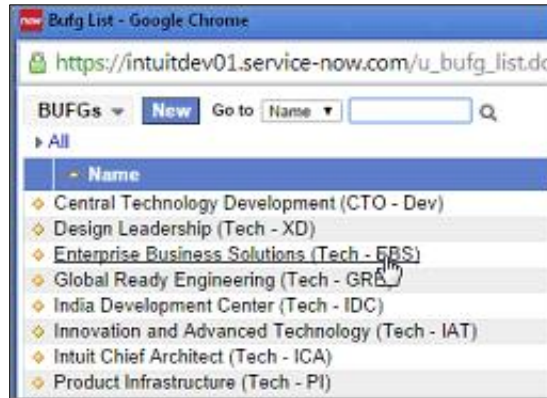
Support Teams (On-Call)

Warning: Do not create any new support teams in this section. If you need to create a new support team, do it further down in this request. Search and then select the name from the list of valid Support teams. If you want to create a new team, leave the next three on-call fields blank and provide the information later in the process.
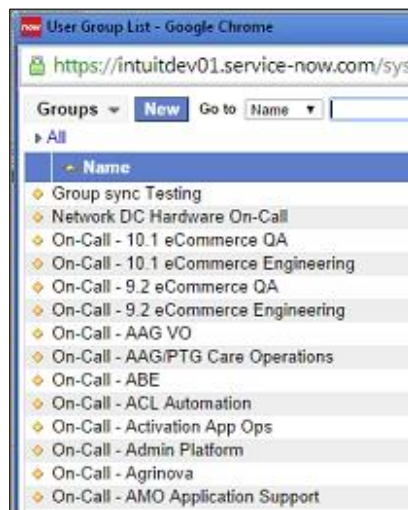
- Application Support Team (On-Call) Click search and select the on-call group that will support any issues that come up when your application is in production.

- Database Support Team (On-Call) Click search and select the on-call group that will support any issues that come up when the database associated with your application is in production.

- Service Delivery Support Team (On-Call) Click search and select the on-call group that will support any issues that come up when your application is in production.

- Application Approval Group Name and/or Members and the individual team members who will provide approval for this application. You can also use this field to create a new group.

- New Support Team(s) if needed. Enter the name of the new support team that is being created to support the new application.

- Is this an external facing app or internal use? Indicate the type of application by selecting whether it is an internal application, external, or is both.

- Please provide the following information. Indicate the URLs where information about the application, how to access or onboard, etc. will live. Where will people go to find information about the application? Enter URLS for each item below.

  - Insight URL -

  - Tiles URL -

  - Application URL –

  Note: Enter any WIKI addresses here as well.

- In scope for SOX compliance? From the drop-down list, select the correct answer: Yes or No.

- Do you need to set up an Access request to give users access to this application? Select yes or no from the drop-down list. If you click Yes, the request will be worked on by Tabby Lee's group to implement the access request.

- Do you need a new Service Catalog (easycare) request item setup for this application? This question applies to applications where users will be requesting access and tells the ServiceNow Access team to set up a form or other method for users to make access requests. If you select yes, the request will be worked on by Laurie St. Pierre to implement a new form in ServiceNow.

- Additional Details – Add any additional details that would be helpful in having the request completed without additional interaction required. Enter additional details that would be helpful for the ServiceNow Access team to know when they process your request.

8. Complete this section by selecting the servers that the application depends on to run correctly from the list on the left. Add the appropriate ones to the List on the right by clicking the right arrow.

Please relate the servers that this application depends on.

9. Please review and the information that displays below.

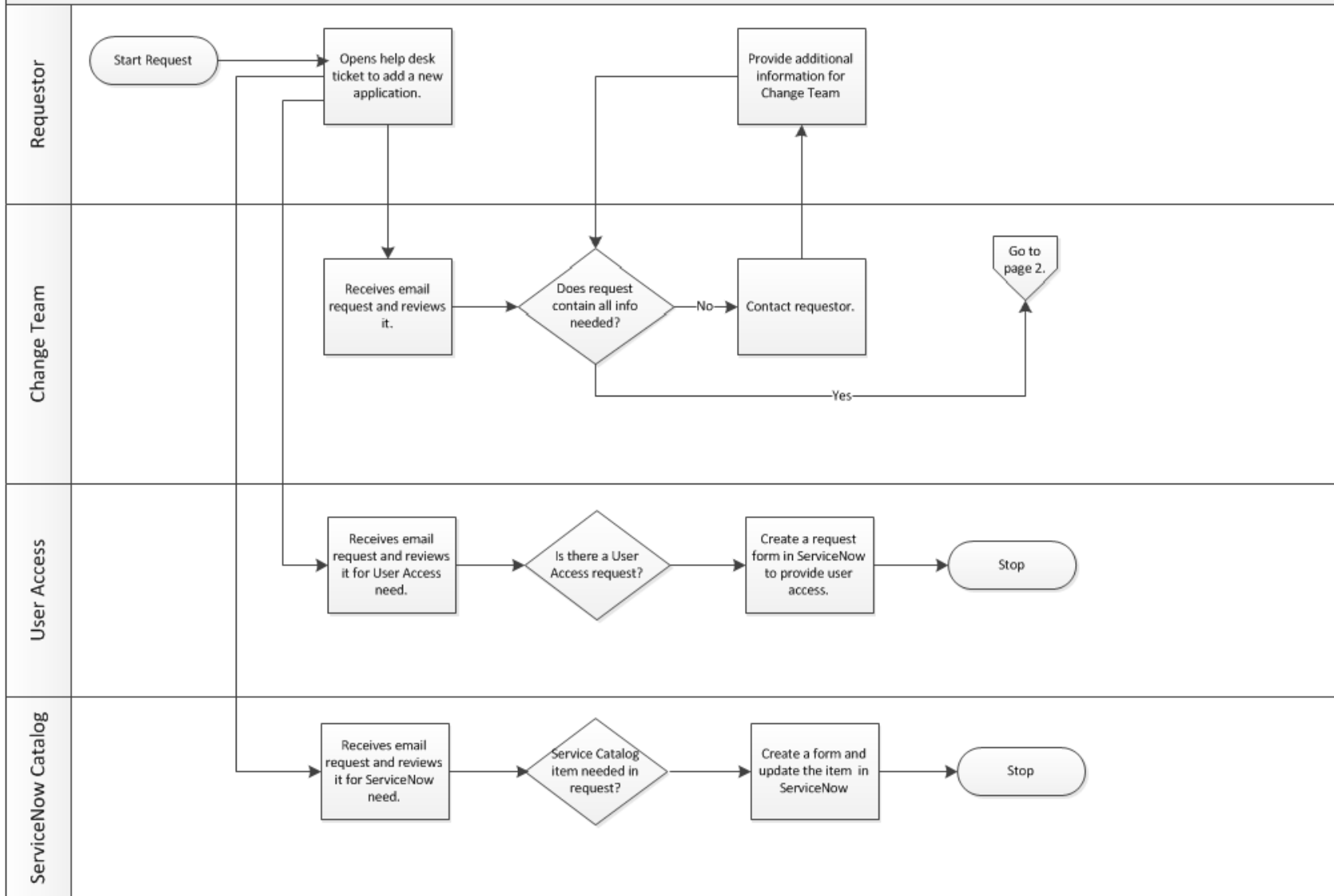| Name	Servicenow
Manufacturer	
Class	Application
Site	
BUFG L2	Product & Technology Group (Tech)
BUFG L3	Enterprise Business Solutions (Tech - EBS)
Asset tag	
Rack Unit	

10. Complete this section to by selecting the servers that depend on your new application to run correctly. Search for the collections in the list on the left, and then add the appropriate ones to the list on the right by selecting them and clicking the right arrow.

Please relate all applications that this application depends on.

11. Complete the Additional details field by entering any information not previously entered, and then click Submit to enter your ticket.

You will receive a notice that your request has been received and the Change team will review the request and either work the ticket or return to you for further information.

Requestor

Start Request

Opens help desk ticket to add a new application.

Provide additional information for Change Team

Change Team

Receives email request and reviews it.

Does request contain all info needed?

—No→ Contact requestor.

Go to page 2.

—Yes—

User Access

Receives email request and reviews it for User Access need.

Is there a User Access request?

Create a request form in ServiceNow to provide user access.

Stop

ServiceNow Catalog

Receives email request and reviews it for ServiceNow need.

Service Catalog item needed in request?

Create a form and update the item in ServiceNow

Stop

Operations Center Team

From page 1 → Onboard the Application and update appropriate files.

QuickBase & Other DBs

Update QuickBase and other files. → Stop

ServiceNow Application Change Request

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Contents:	This topic covers the procedures for making changes to an existing application.
What You Need:	Review the screenshots describing the New Application Onboarding request to determine what information you will need. You will need to know the dependencies for the application and a lot of other details.
Applications Used:	ServiceNow - https://intuit.service-now.com/easycare/
ServiceNow Search Keywords:	Application On-boarding
Uses:	Use this request to make changes to an existing application when you previously submitted an incomplete application onboarding request. If you are making a correction to an existing application, use the Discrepancy Request procedure.
Procedure:	To request a change to existing application:

1. Click https://intuit.service-now.com/easycare/ to open a ServiceNow ticket.

2. Enter "application on-boarding" in the search field, and then click Search to locate the ServiceNow help desk ticket form.
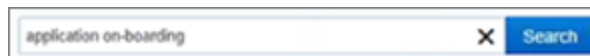
3. Click the Application Onboarding Request link.

4. If you see this screen, click Previous.
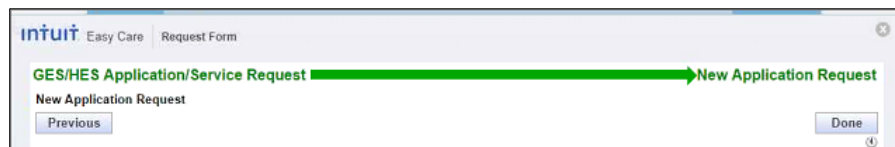
5. From the drop-down list, select Change Existing Application, and then click Next.

6. Complete the form that displays.

- Who is this request for? This field should default to the requestor's name.

- Select the Application you want to change by clicking the Search icon, and locating the application from the list.

7. If this is a re-name, what is the new name and abbreviation of the application you need supported? Enter the correct information for the application in this field.

8. What is the new BU L2?

9. What is the new BU L3?

10. Use the Additional Details field to request changes to items such as what the application is dependent upon or what the application depends on to run correctly.
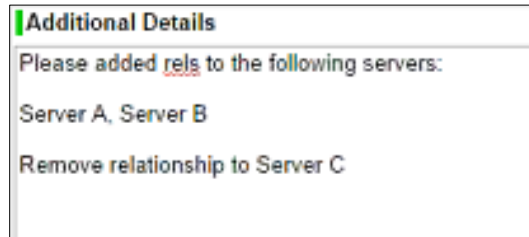
11. Click Submit when you've completed the field and the Change Management team will review and process your changes.

Requestor

- Start Request
- Open help desk ticket to change a new application submitted w/o all info needed.
- Provide additional information for Change Team

Service Now System

- Receives request and notifies appropriate teams.
- Notify Requestor of status.
- Go to SN pg 2.

Change Team

- Receives email request and reviews it.
- Does request contain all info needed? —No→ Contact requestor. → Go to Op Chg Team
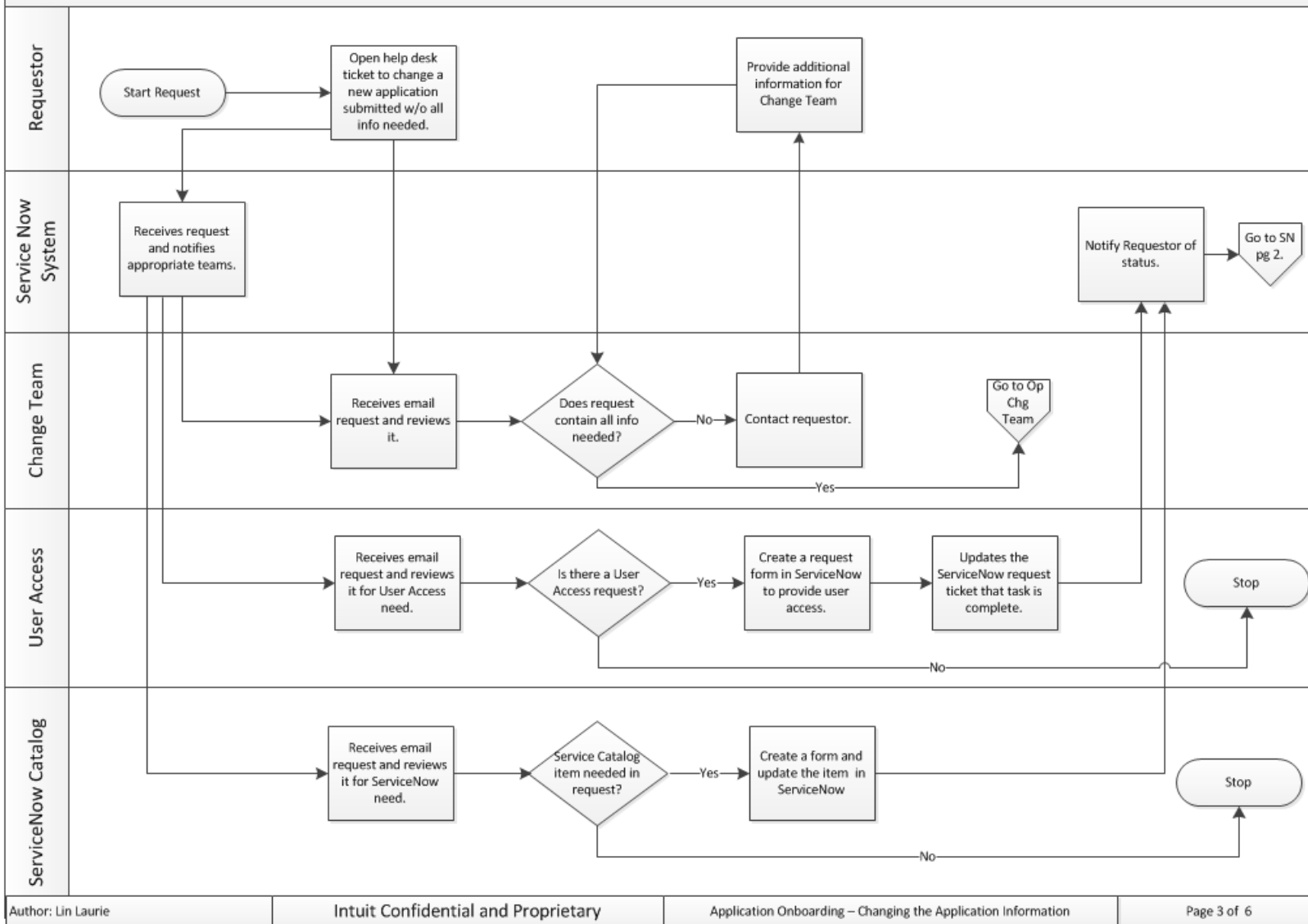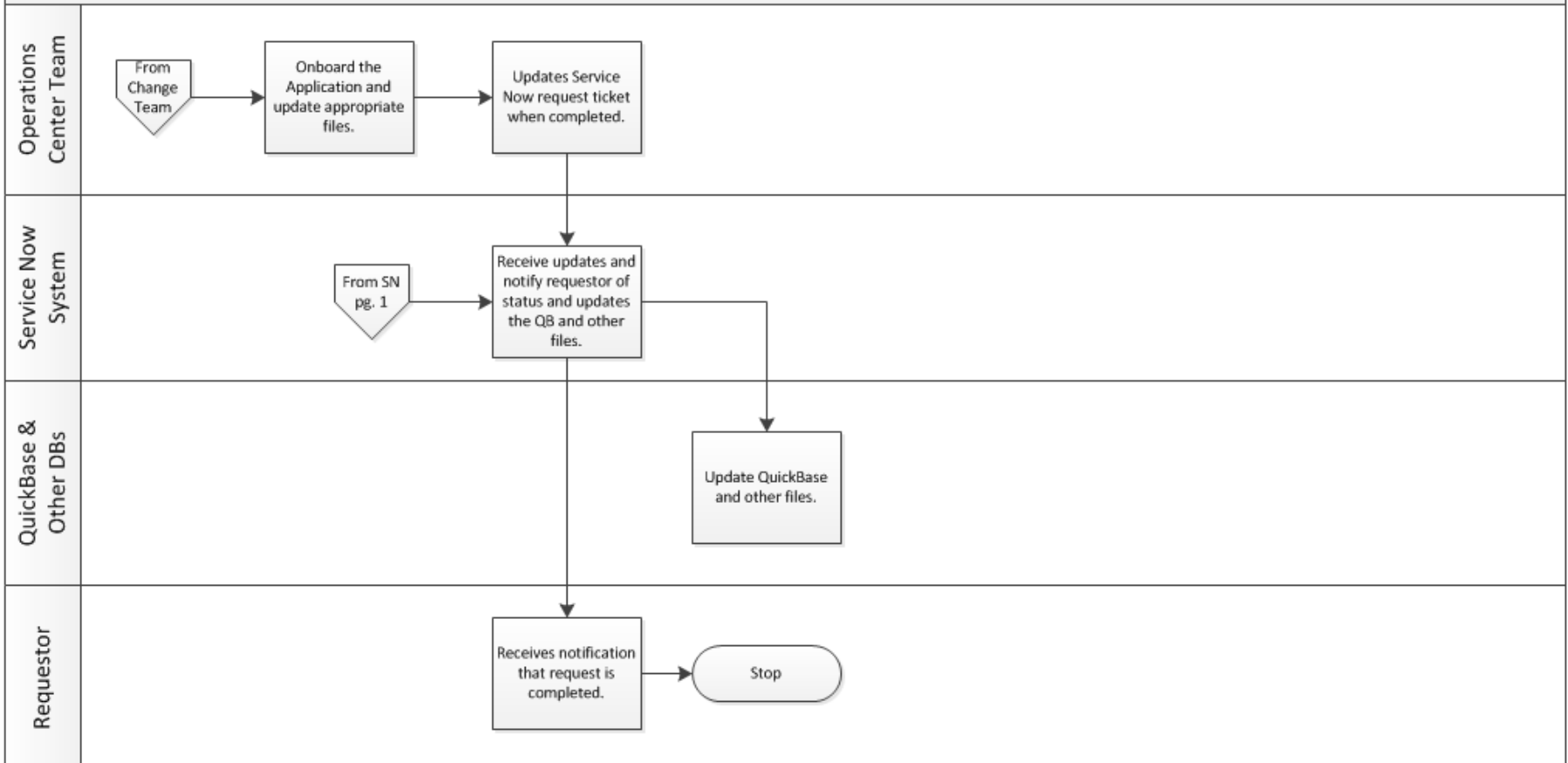- Yes

User Access

- Receives email request and reviews it for User Access need.
- Is there a User Access request? —Yes→ Create a request form in ServiceNow to provide user access. → Updates the ServiceNow request ticket that task is complete. → Stop
- No

ServiceNow Catalog

- Receives email request and reviews it for ServiceNow need.
- Service Catalog item needed in request? —Yes→ Create a form and update the item in ServiceNow → Stop
- No

Operations Center Team

From Change Team

→ Onboard the Application and update appropriate files.

→ Updates Service Now request ticket when completed.

Service Now System

From SN pg. 1

→ Receive updates and notify requestor of status and updates the QB and other files.

QuickBase & Other DBs

Update QuickBase and other files.

Requestor

Receives notification that request is completed.

→ Stop

ServiceNow Application Data Discrepancy Request

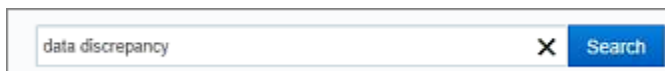|	
Contents:	This topic covers how to make corrections when an application has been created and its QuickBase record is later found to contain erroneous information.
What You Need:	Review the screenshots below describing what information you will need to supply to make sure you have all the information you need before you start the request process. Verify that the changes you are requesting are the result of erroneous information being contained in a QuickBase that is downstream from the ServiceNow Application request workflow.
Applications Used:	ServiceNow - https://intuit.service-now.com/easycare/
ServiceNow Search Keywords:	Data discrepancy
Uses:	This process is used to update discrepancies in the QuickBases downstream from ServiceNow. It is not for use when you are adding data to an earlier add request made before you had all the relevant information. For that type of correction, use the ServiceNow Onboarding Application Change Request. **Note:** Use the Missing Hardware Asset help desk ticket when you are missing a server record in a downstream QuickBase file, Oracle, or other files downstream from ServiceNow.
Procedure:	To complete a data discrepancy request:

1. Click https://intuit.service-now.com/easycare/ to open a ServiceNow ticket.

2. Enter "data discrepancy" in the search field, and then click Search to locate the ServiceNow help desk ticket form.

3. Click the Configuration Item Data Discrepancy link to open a new ticket.

4. Complete the form.
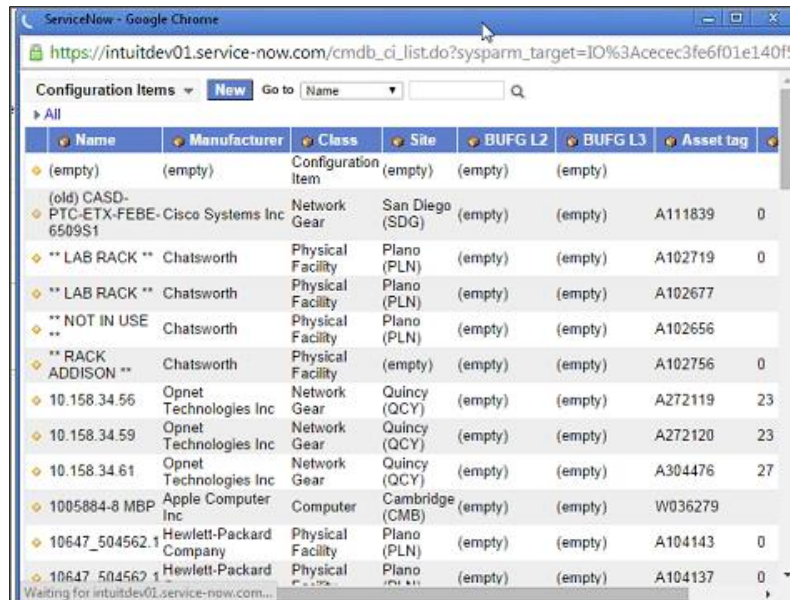
- Who is this request for? This field should default to the name of the person completing the request.

- Please relate the CI. This is the Configuration Item that you want to report a discrepancy on. Click the Search icon and select the correct one from the list.

5. Please describe the discrepancy. Enter a complete description of what needs to be changed.

6. Click Submit. Your request will automatically be approved and will be routed to the Asset Management team to be worked.

ServiceNow Data Discrepancy Correction Request

Requestor	Service Now System	Asset Management	Data Acquisition

Requestor

Start Request → Open help desk ticket to update a data discrepancy.

Provide additional information for Change Team

Receives notification that request is completed. → Stop

Service Now System

Receives request and notifies appropriate teams.

Notifies requestor of status of request.

Asset Management

Receives email request and reviews it for completeness. → Does request contain all info needed? — No → Contact requestor.

Yes

Data Acquisition

Receives the request and makes the corrections requested. → Updates the ticket in ServiceNow indicating request is completed.

ServiceNow Application Missing Hardware Asset

Contents: This topic provides you with the instructions for completing a Missing Hardware Asset help desk ticket in ServiceNow. Usually the requestor will have the server in front of them but doesn't have a matching record in Oracle or in ServiceNow and will perform this procedure to correct the problem.

What You Need: Review the screenshots below describing what information you will need to supply before you start the request process.

Applications Used: ServiceNow - https://intuit.service-now.com/easycare/

ServiceNow Search Keywords: Missing hardware asset

Uses: Use this request to report a missing asset (from the QuickBase or from Oracle) such as a server and you need to get it put into the system so you can bring the physical device online.

Procedure: To request a change to existing application:

1. Click https://intuit.service-now.com/easycare/ to open a ServiceNow ticket.

2. Enter "missing asset" in the search field, and then click Search to locate the ServiceNow help desk ticket form.

3. Click the Missing Hardware Asset link to open a new ticket.

4. Complete the form below by entering the required information.

Intuit Easy Care | Request Form

Provide information about hardware that is not found in ServiceNow

Asset Hostname

PO (If known):

Hardware Type:

Manufacturer:

Model:

Part Number:

SKU (Software):

Number of Licenses:

Asset Number:

Serial Number:

Person Assigned To (if desktop/laptop/monitor):

Note: The information should be on the equipment and you should have the equipment in front of you to complete this form.

5. Click Submit. Your request will be reviewed by the Asset Management team and the correction(s) will be made in a timely manner.

Requestor

Start Request → Opens help desk ticket to add a new application.

Provide additional information for Change Team

Receives notification that request is completed.

End

Service Now Catalog

Receives request and sends to Asset Management.

Receives notice that task is complete and notifies the requestor.

Asset Management

Receives email request and reviews it. → Does request contain all info needed? —No→ Contact requestor.

Process the request and make any corrections. → Updates ticket in ServiceNow.

—Yes—