ServiceNow FAQ

DATA INTENSITY

Q. Where can I find ServiceNow training information?

A. Data Intensity produced reference material meant to help guide you through our portal.

First, we recorded a 15 minute training video, which walks you through the basic functionality. The video is available here (Password: DISN4wBX31C).

Second, we created a basic overview document available from within ServiceNow found here, however, this does require you to login to ServiceNow before it can be downloaded.

Q. Where can I customize the portal to see information I care about?

A. During the training video, we show you how to create a Filter (i.e. a shortcut). Creating a Filter will allow you to create a customized query based upon the information you care about and save these filters to the home screen for easy access in the future.
You can access the training video here for more detail (Password: DISN4wBX31C).

Q. How do I reduce the amount of emails I am receiving from Data Intensity's ServiceNow instance?

A. It is hard for us to manage global email communications as we have a large variety of customers and environment types. We configured our ServiceNow instance to be verbose but granular enough to allow for customization.

Each user has ability to adjust their notification preferences to reduce the amount of incoming emails as aggressively as they want. The following knowledge article will assist you in adjusting these notification preferences.

Q. What is the difference between "Closed" and "Resolved" on an Incident?

A. Resolved

As the support organization, your Data Intensity support team has the ability to "Resolve" an incident. This informs the customer that we believe the issue has been resolved, but the end customer provides the confirmation of that resolution.

Closed

We understand that many issues reported in our system are done via automated monitoring. In this case, an issue marked "Resolved" will be "Closed" after 48 hours.

If an end user needs to approve the "Resolved" status, it will update date to a "Closed" status when the end user approves the "Resolved" status.

NOTE: The dashboard functions in the Data Intensity portal shows "Open Incidents" using the filter of Active = True which will include any Incident in the state of Resolved.

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Q. When is the use of the "Watch List" appropriate?

A. It is appropriate to add someone to the "Watch List" when you want a particular person to get notifications for every ticket status update in regard to your organization.

Notifications for ticket updates are sent to the Caller, CI Business Owner, and any users in the CI notification group, so we advise you to use these assignment options with caution. If you want a group of people notified every time a ticket is opened for a specific CI, you should use the Notification Group option rather than the Watch List. Please contact your account manager for more detail.

Q. How do I approve a Change or Service Request?

A. To approve a Change or Service Request, you need to be assigned to the "Customer Approval Group", linked to the specific CI for the ticket in question.

When a ticket is ready to be approved, the system will send you an email with two links provided ("Approve" or "Deny"). From your mobile device, PC or tablet you can click on the appropriate link and a new email will be opened on the device. You can choose to provide more detail in the email or simply click "send" at your discretion. Depending on the link you clicked, the system will receive this email and automatically move the ticket to an approved or deny status.

Q. How do I configure my mobile device to work with the Data Intensity ServiceNow?

A. ServiceNow supports configuration capabilities through Apple and Android mobile devices on the Chrome browser.

Apple Device - You can install the "ServiceNow" application from the App Store and follow the below steps:

1. Install the "ServiceNow" application
2. Provide the URL to the Data Intensity ServiceNow instance (https://dataintensity.service-now.com/di)
3. Enter your username and password.

NOTE: For Apple devices, we do have not control over the menu you are initially provided so please select the "Service Portal Home" link from the menu Navigator.

Android Device – No application download is needed. Simply enter the URL provided (https://dataintensity.service-now.com/di) and enter your login.

Q. What do I do if I am unable to submit a Change or User request form?

A. If you receive the following error message, we have found that simply refreshing your browser (Chrome, IE or Firefox) allows you properly enter request. If for some reason this does not solve your issue, enter a ticket by clicking here.

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NOTE: This error should only occur the first time you enter a Change or User request post upgrade.

Some fields are incomplete:

Requested Start Time
Requested End Time

OK

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