ServiceNow ITSM & ITAM Transformation

ServiceNow Portal (The HUB)

Ochsner Health

Welcome!

With us today

KPMG ServiceNow Track Leads

Audience

Non-IS End Users

Course Objective

Gain a more detailed understanding The HUB

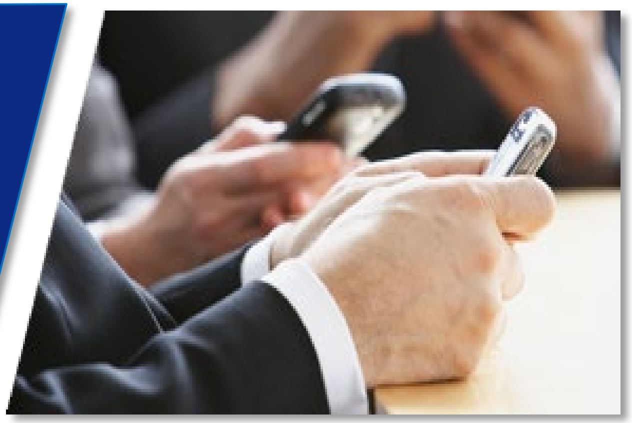
Have a question ?

Please enter it in the chat

Note: This deck and a recording of this course will be made available on the [Project SharePoint]

As we get started, let's agree to…

Clear distractions



Fully engage

Staging Environment

Instructions to access the Ochsner staging environment:

Visit the ServiceNow staging environment:
https://ochsnerstaging.service-now.com

Enter your AD ID on the login page to be redirected to the SSO page, enter SSO credentials to login.

Please access the Staging environment to demo the system after this training.

If you are not able to access, please contact Chris Maquinto (cmaquinto@kpmg.com)

Agenda

Topics we will cover:

- Portal Overview
- Submitting a Request
  - How to View the Status of your request
- Logging an Incident
- Searching for Knowledge
- Starting a conversation with a Live Agent

What is The HUB?

The HUB

The HUB will replace the Service Desk (LANDESK) and will optimize IS processes and services

This effort will automate many of today's manual tasks and will drive increased service transparency, capacity, and flexibility

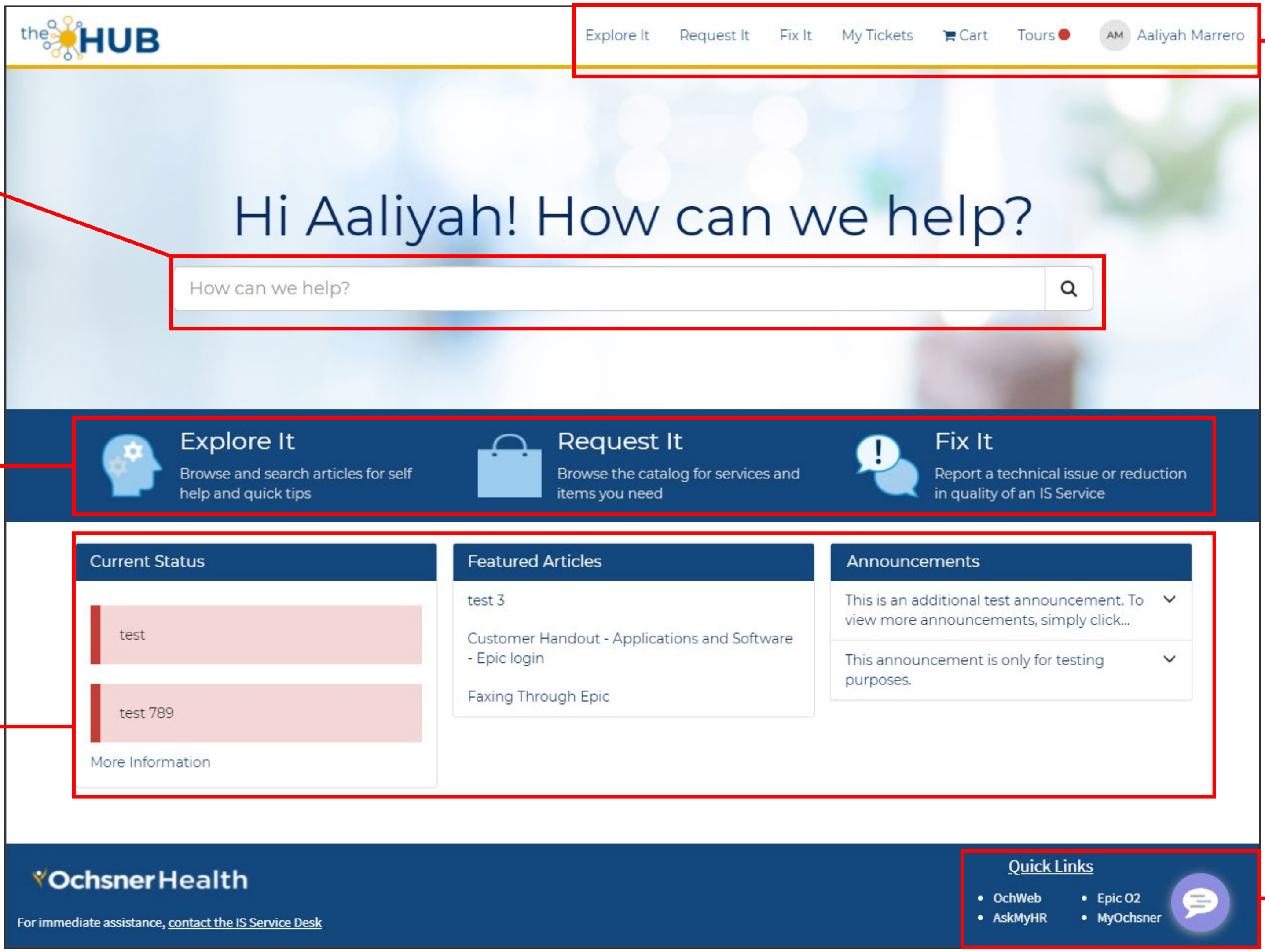
Beginning June 7, 2021, you will be able to use "The HUB" self-service portal to report an IS issue, request new hardware or software or to search for information on a system or application through the available knowledge articles. You will also be able to track the status of your ticket, providing you with greater insight into the process.

The HUB Homepage

Search for all of our IS resources including quick tips

Browse and search for available articles, services & even report a technical issue

Additional information on what's going on in and around IS will be available below the menu



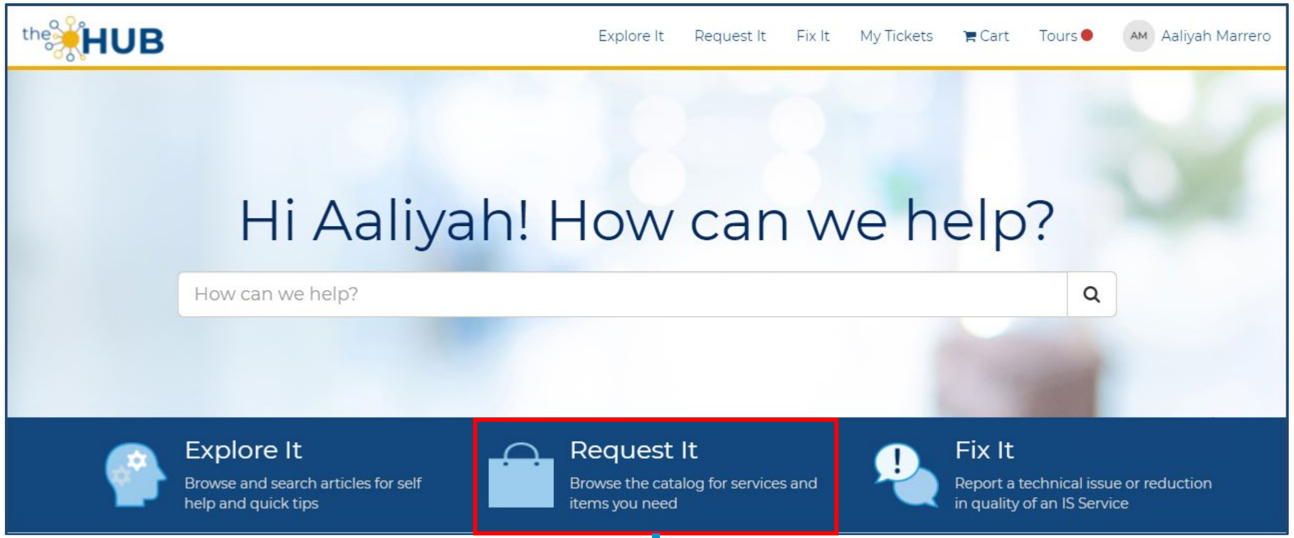
The header menu is available all throughout the portal so you can quickly get to where you need

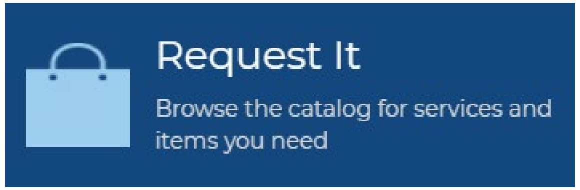
The footer will contain the chat icon that connects you to a live agent as well as helpful links that can direct you to the different sites of Ochsner

How to Submit a Request Using The HUB

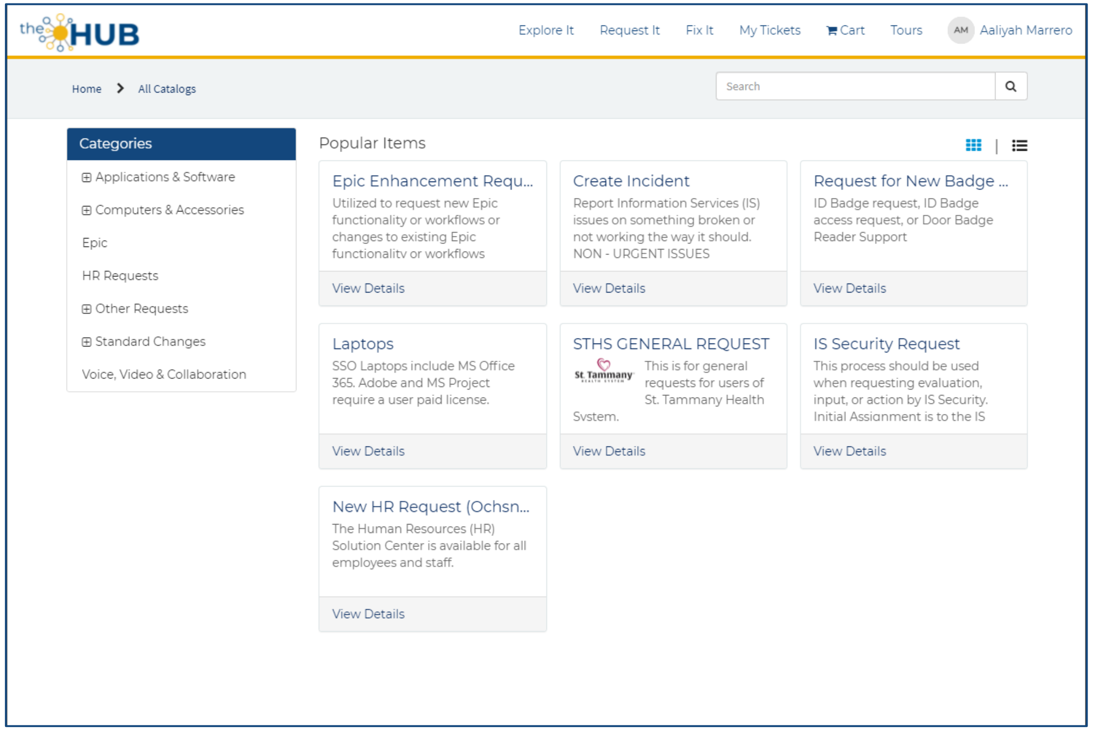
Ochsner Health

How to Submit a Request Using The HUB





On The HUB homepage, select **Request It.**



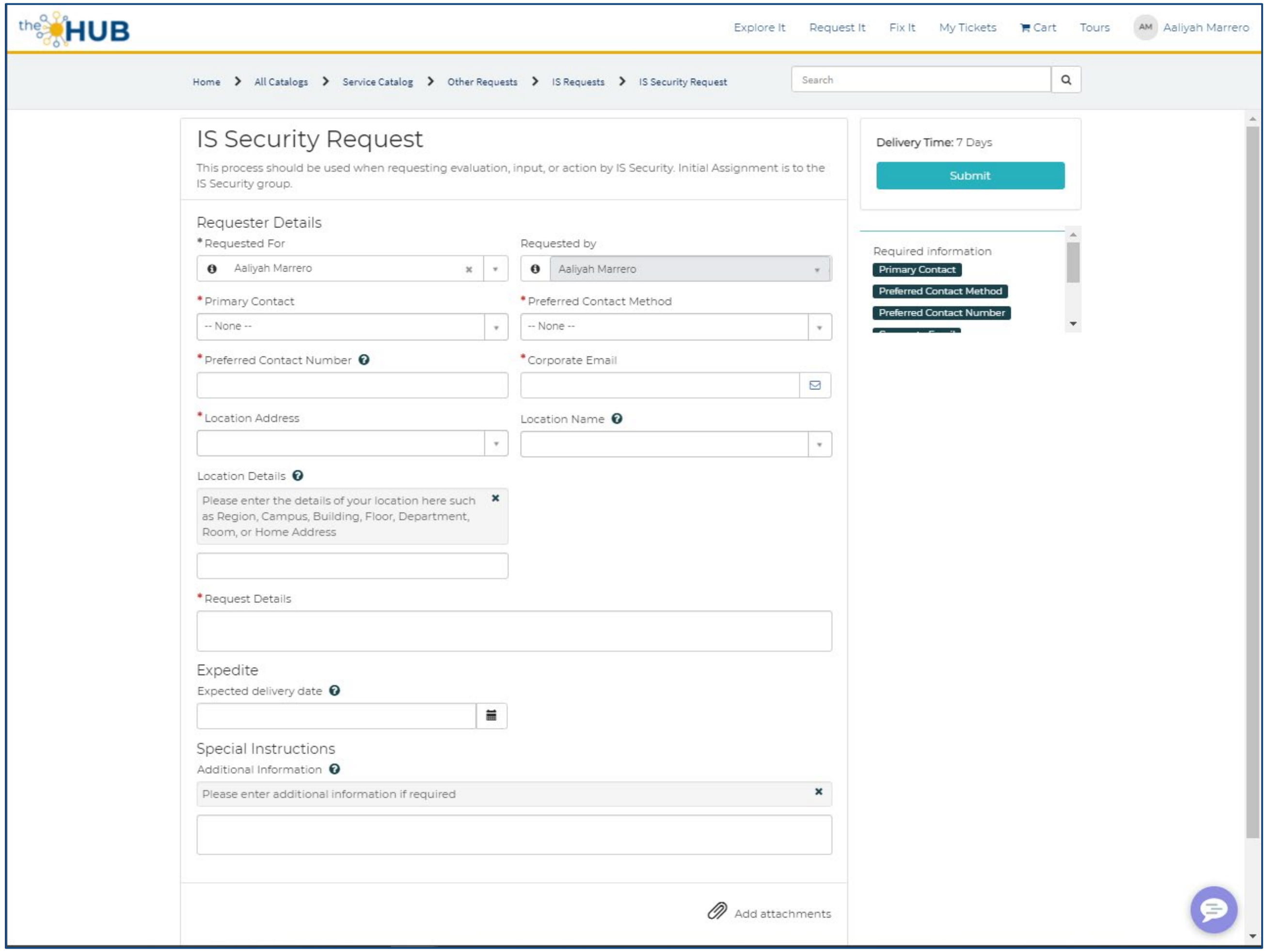
On the catalog page, you will be presented with the available items that can be requested.

Navigate through the categories or use the search bar to look for items such as new software, Laptops, or even adapter requests

How to Submit a Request Using The HUB

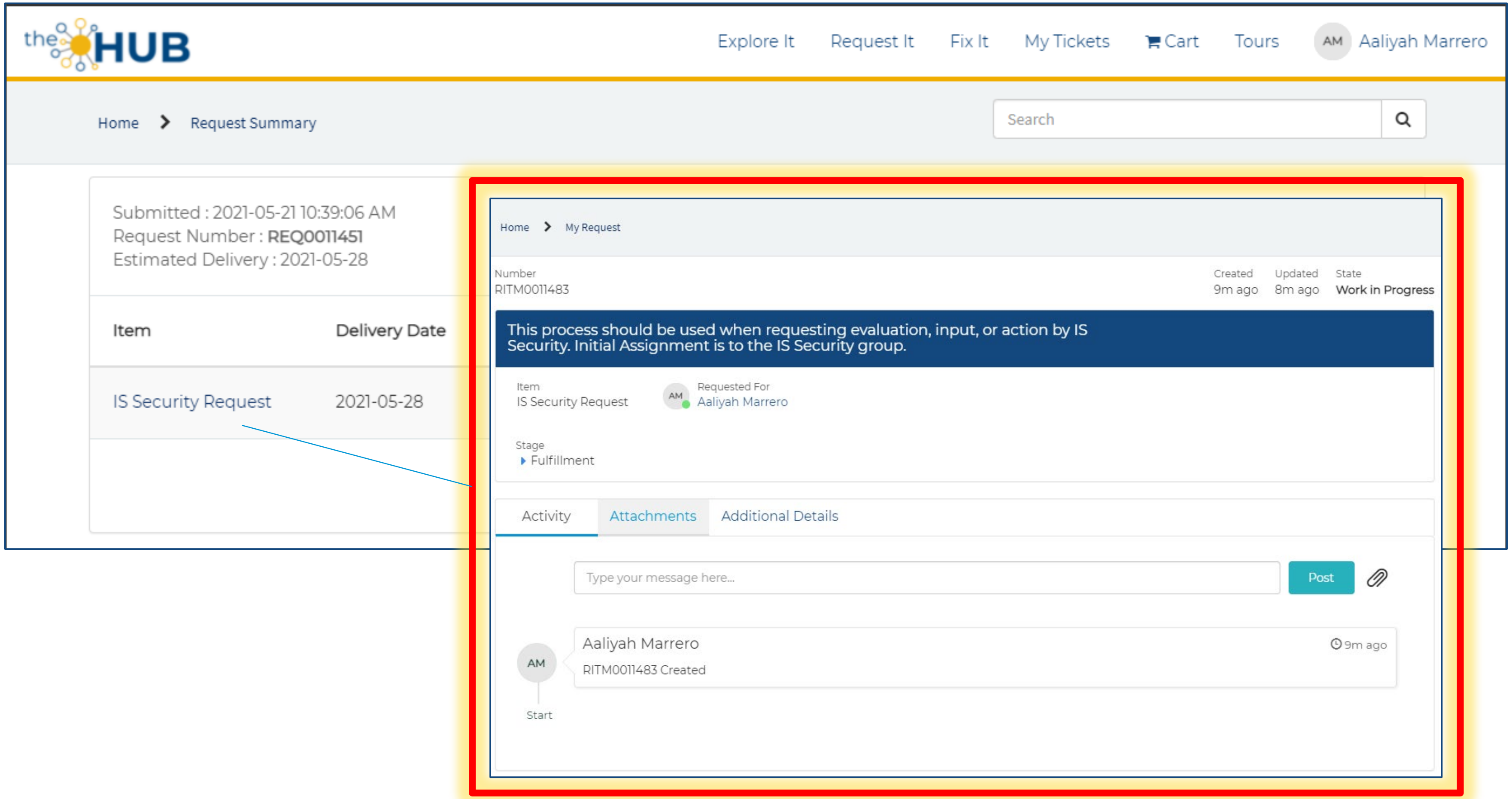
Users will submit all of their requests through The HUB Portal.

- Fields will vary based on the item being requested.
- It is important that users populate as much detail as they can especially for fields with (*).
- Click the **Submit, Request** or **Order Now** button to check out, or click the **Add to Cart** button to continue browsing the catalog.



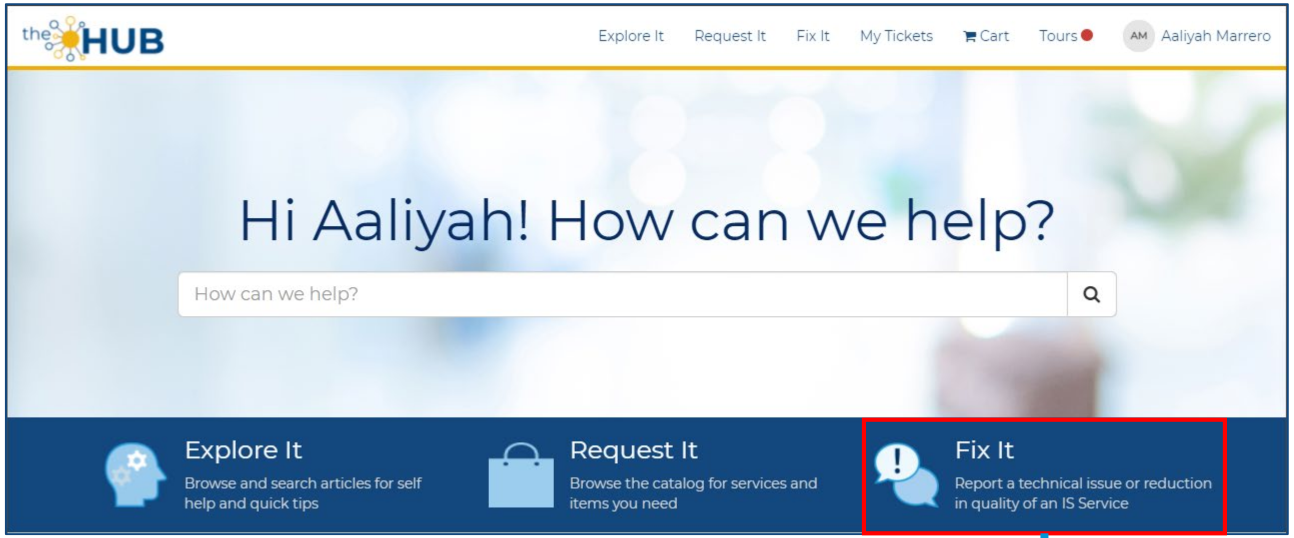
How to Submit a Request Using The HUB

Once the request is submitted, the requestor can view the status of their requested item. Clicking on the item requested allows users to be directed to the page where users can submit additional comments or attachments for the specific item.

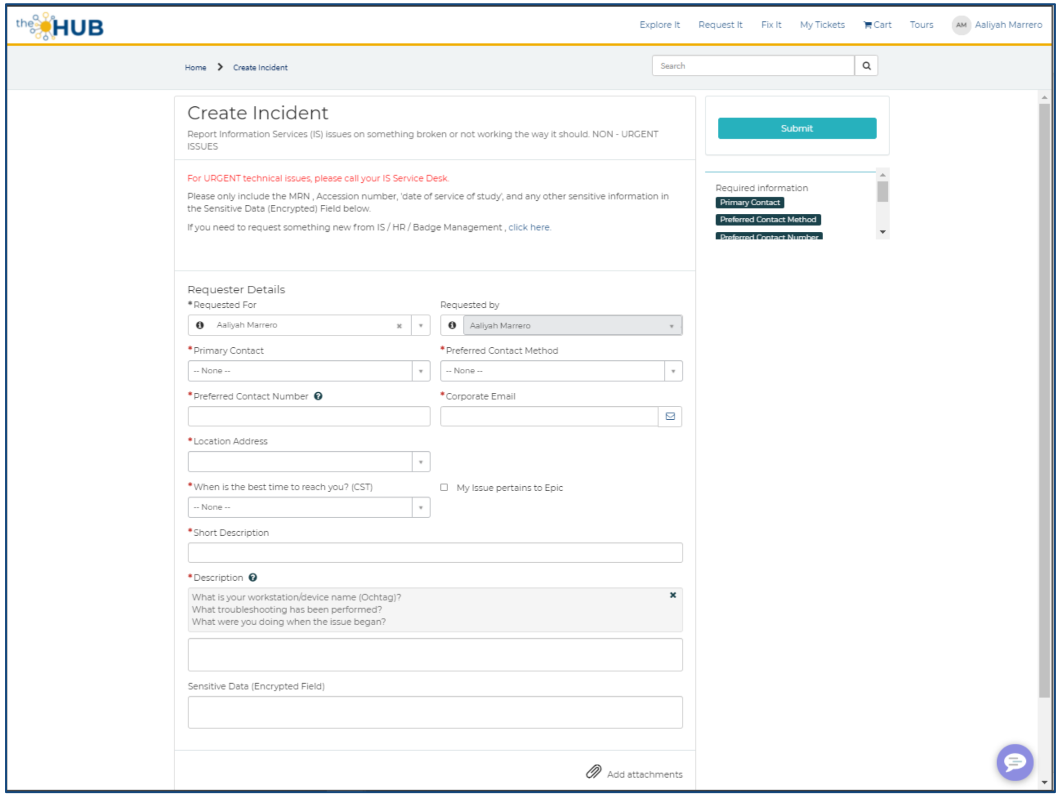


How to Log an Incident Using The HUB

How to Log an Incident Using The HUB



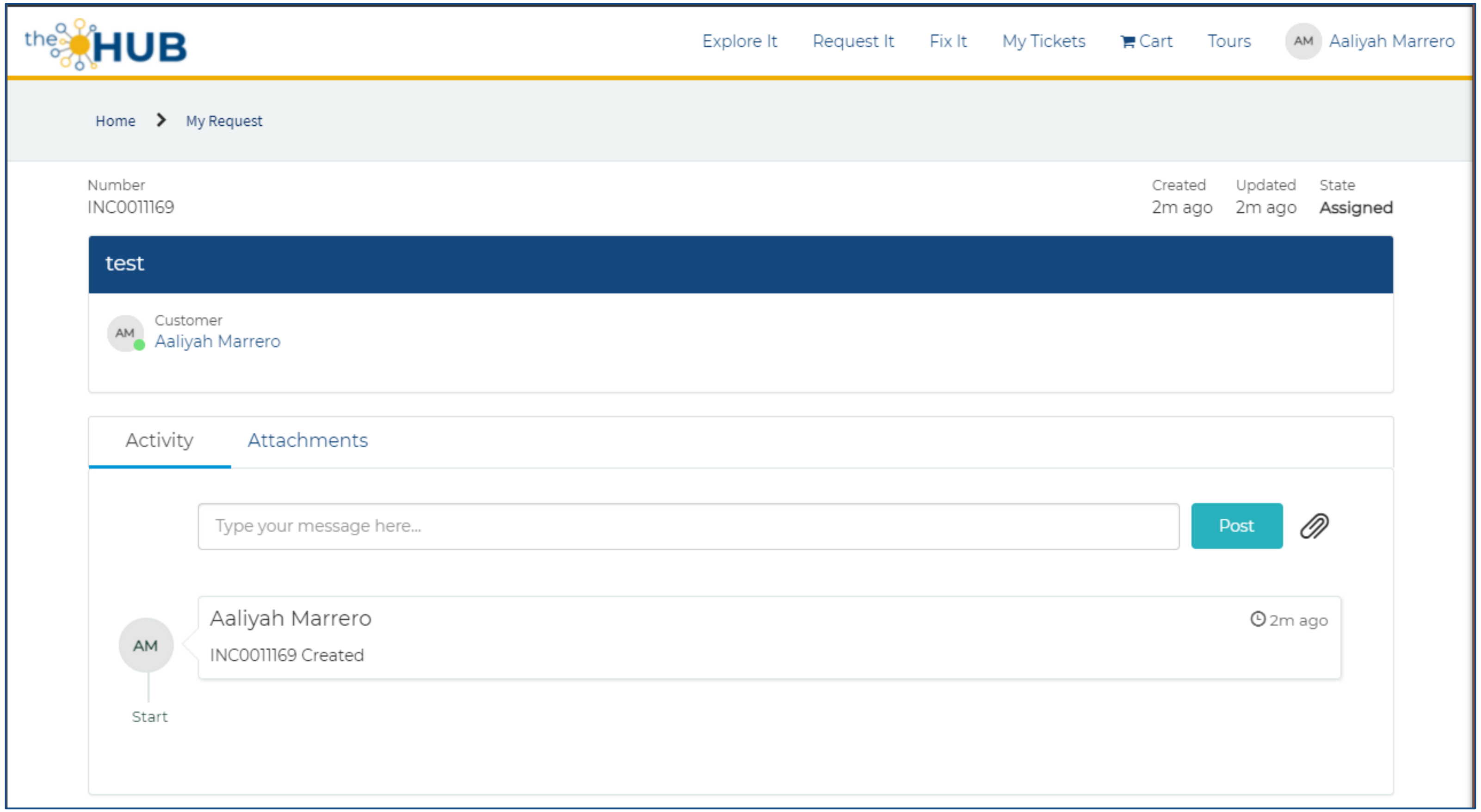
On The HUB homepage, select **Fix It.**



- Upon clicking Fix It, users will be directed to the “Create Incident” form.
- Fill out as much detail as possible such as the OCHtag or how the issue began.
- If the MRN, Accession number, or any other sensitive information needs to be added, the Sensitive data field is included in the form for those types of information.

How to Log an Incident Using The HUB

Once the incident form has been submitted, you will be routed to the **Incident ticket form** page. Here you can view the status of your ticket and leave messages for the IS team member who is assigned to resolve your ticket.



How to Search for Knowledge Using The HUB

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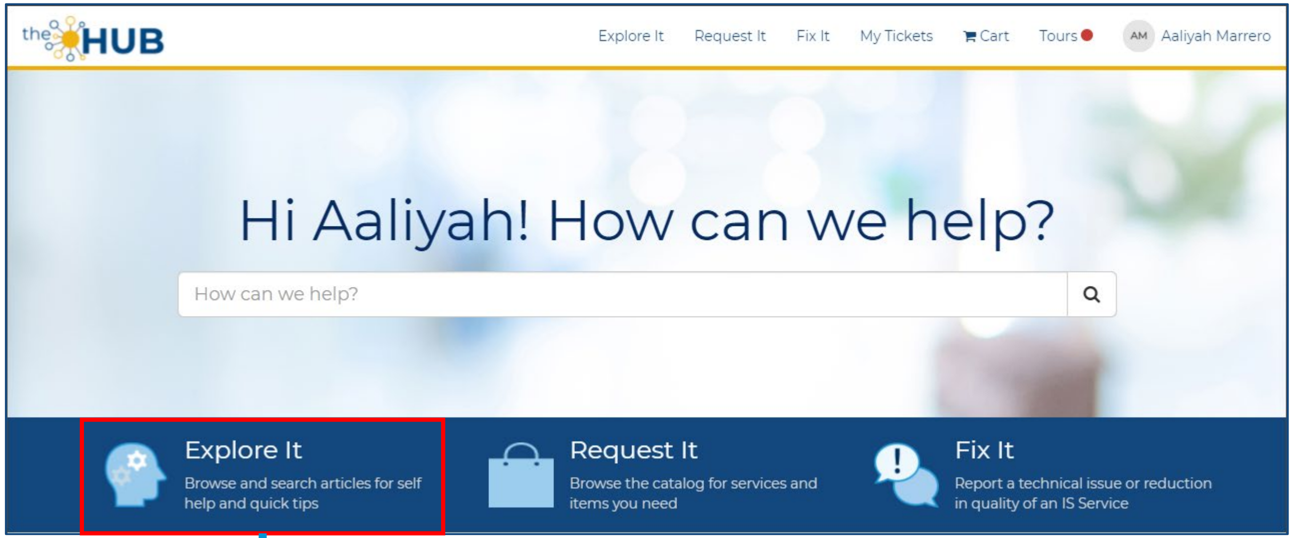
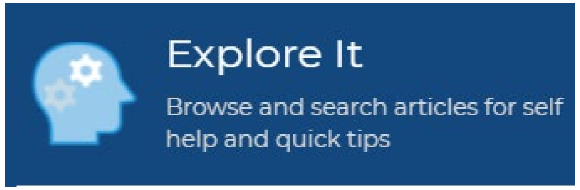
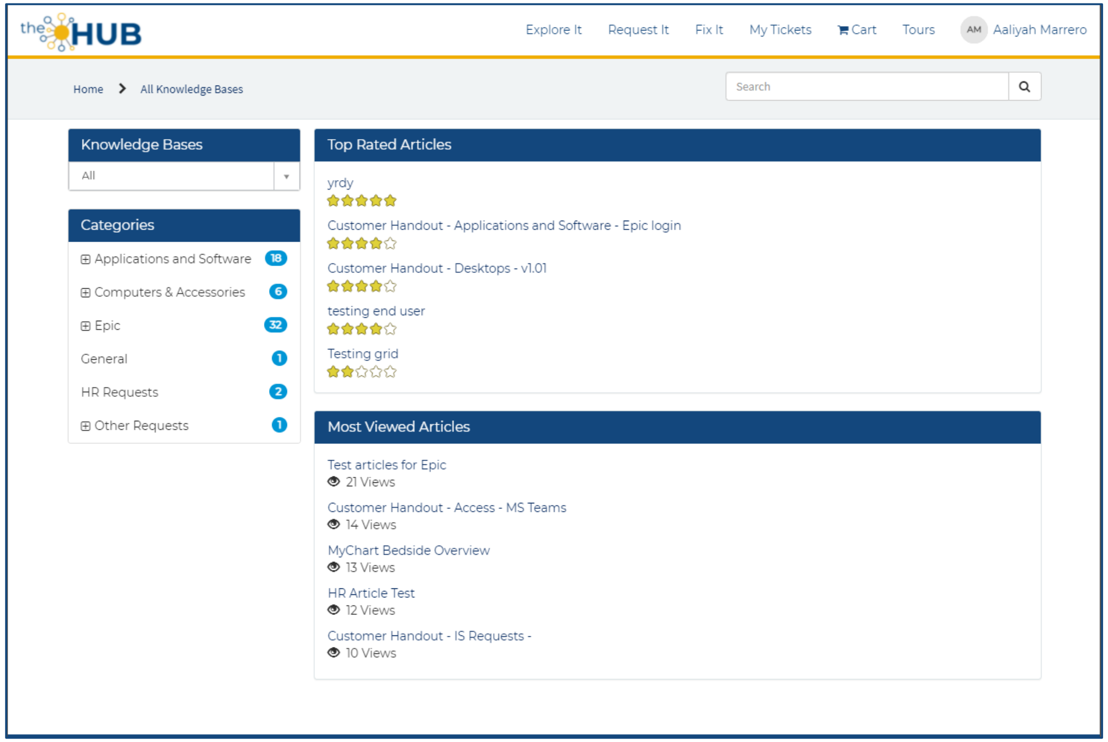
How to Search for Knowledge Using The HUB





On The HUB homepage, select **Explore It.**

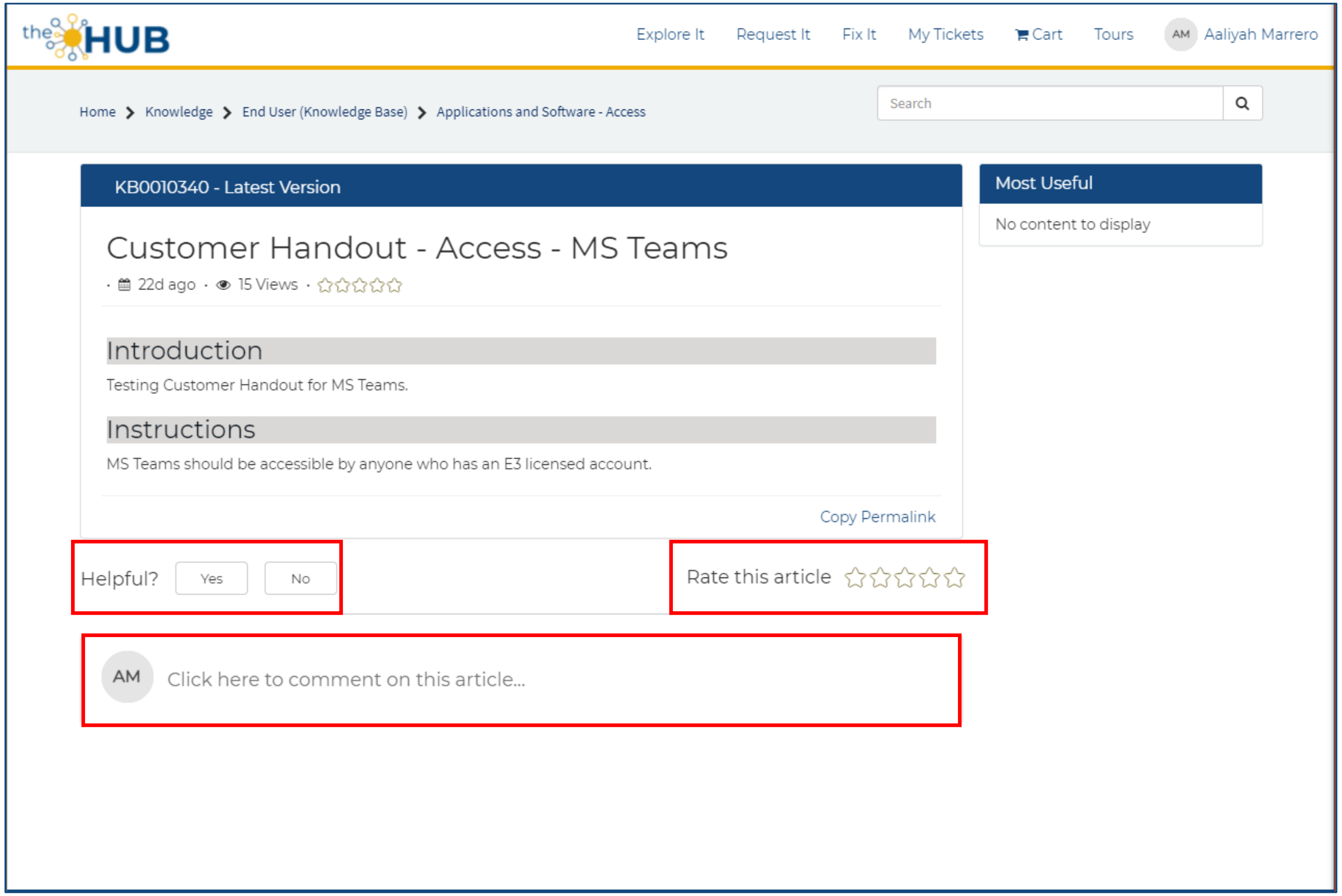


On the knowledge page, you will be presented with the available self-help, quick tips and other articles that are currently loaded in the system.

Navigate through the categories or use the search bar to look up articles you would want to view

How to Search for Knowledge Using The HUB

Users are able to provide feedback into each article by either providing a comment, rating the article, or even by marking it as helpful or not.



How to View the Status of your Request Using The HUB

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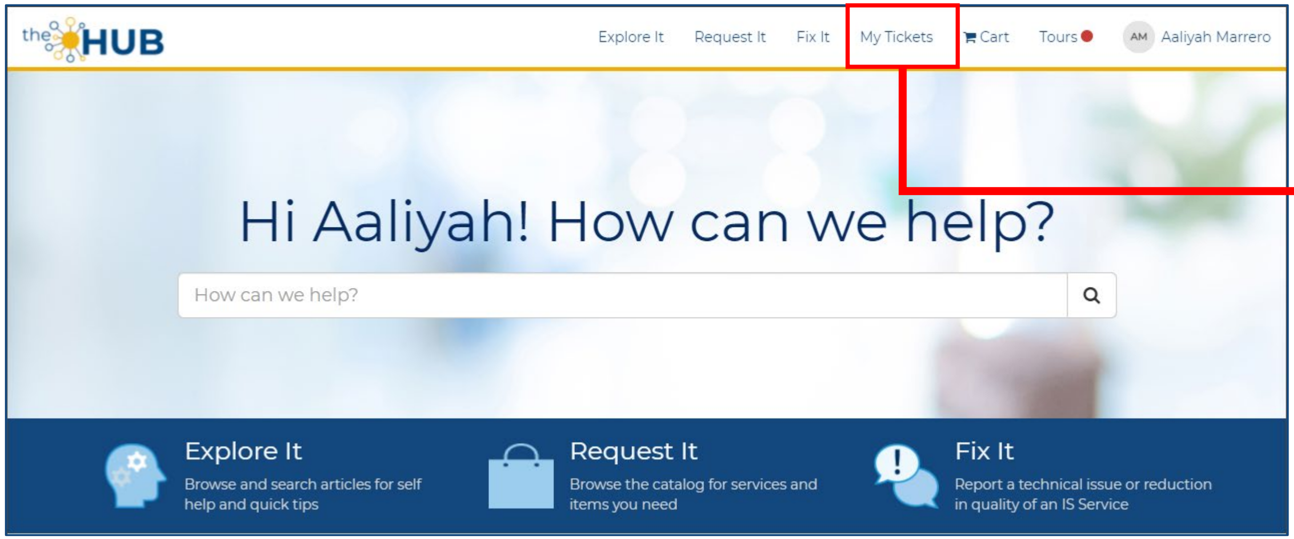
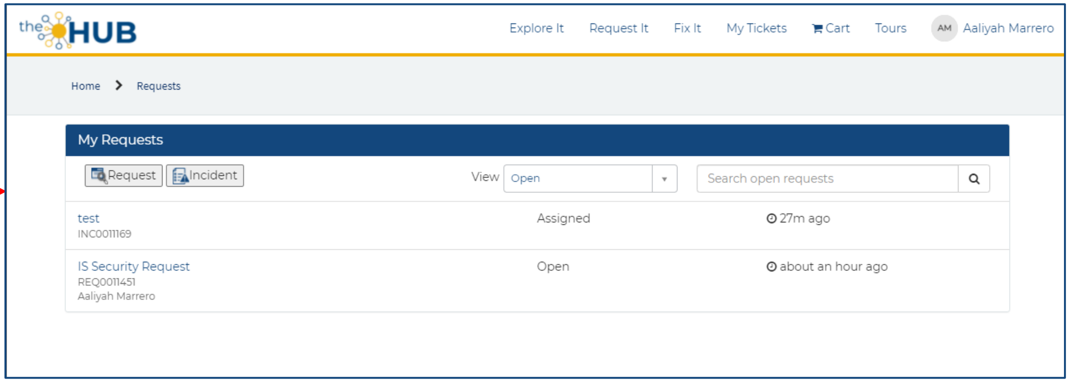
How to View the Status of your Request Using The HUB





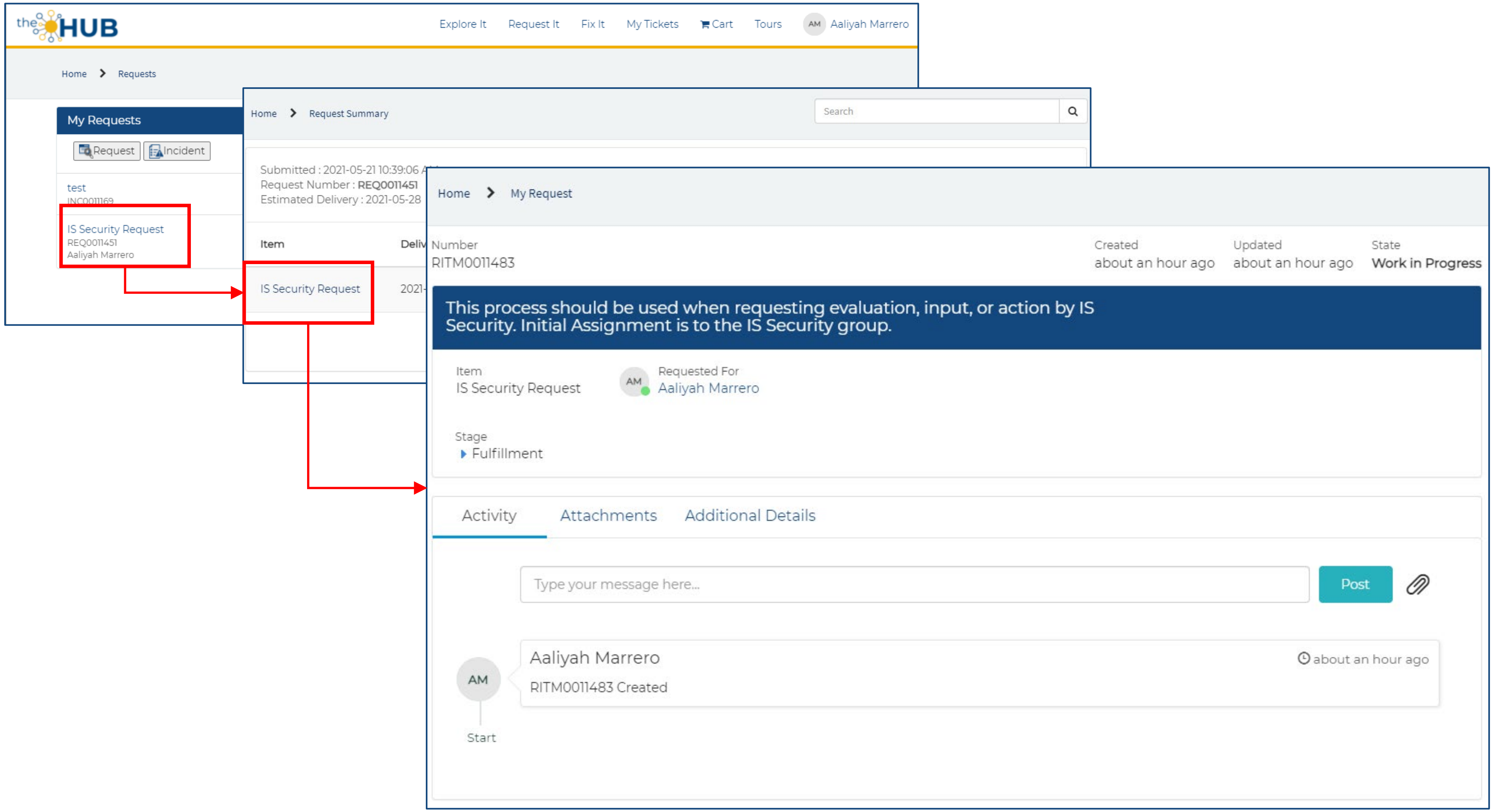
On the **My Tickets** page, users are presented with their active requests and incident tickets. These can be filtered by clicking the **Request** or **Incident** button.

On The HUB homepage, select **My Tickets.**

Click on the title of any ticket to view its status and general information.

How to View the Status of your Request Using The HUB

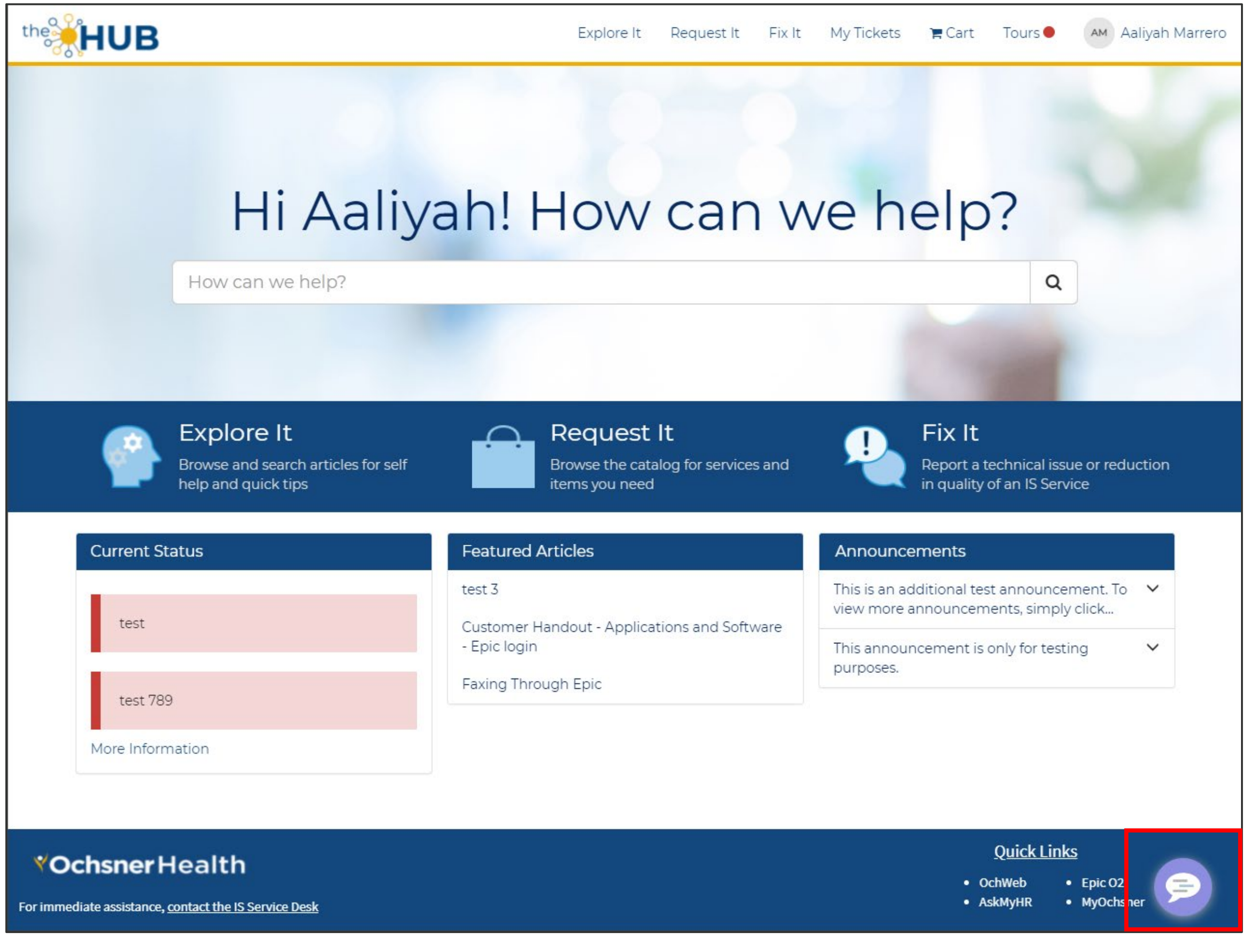
In the My Requests page users are able to check on which stage their request is in, reach out to the IS team to communicate about an update or providing additional information for the request, and attach files that might help with fulfilling the request.

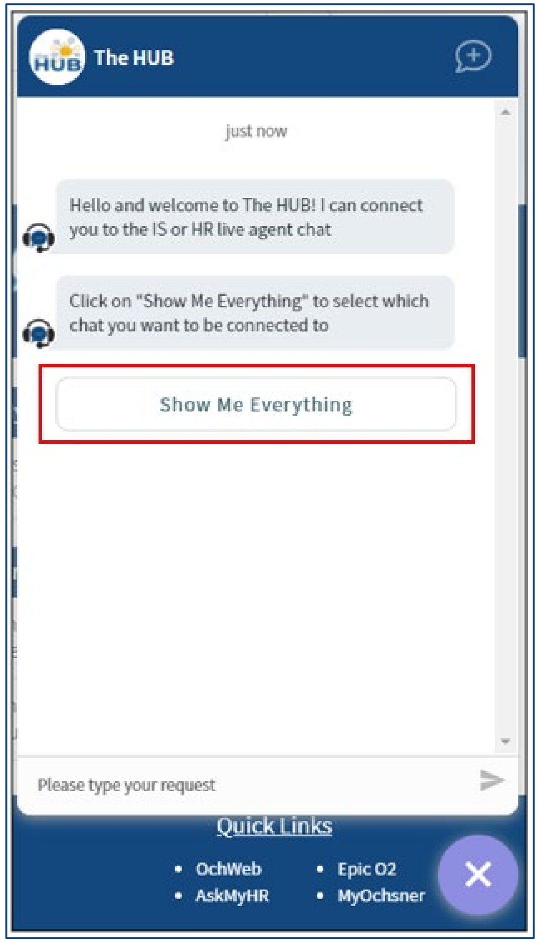


How to Start a Conversation with a Live Agent

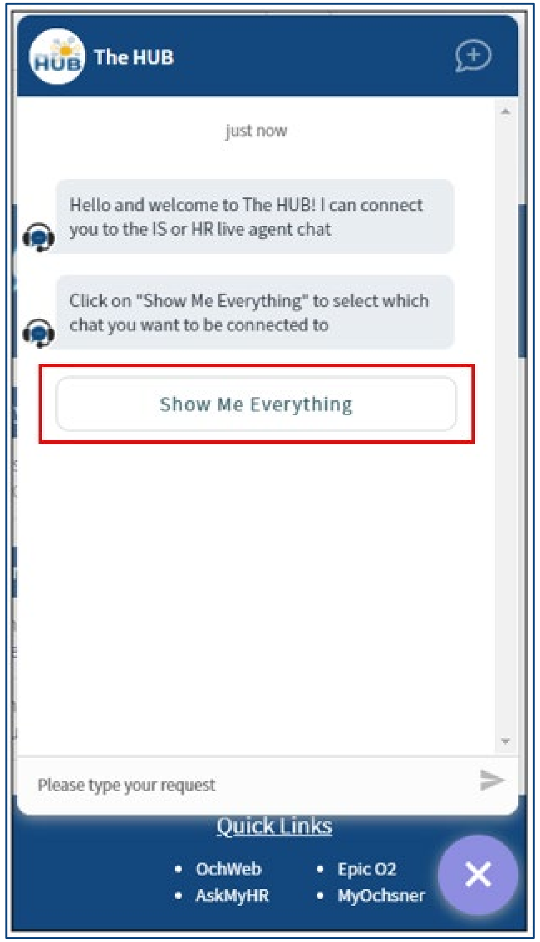
How to Start a Conversation with a Live Agent

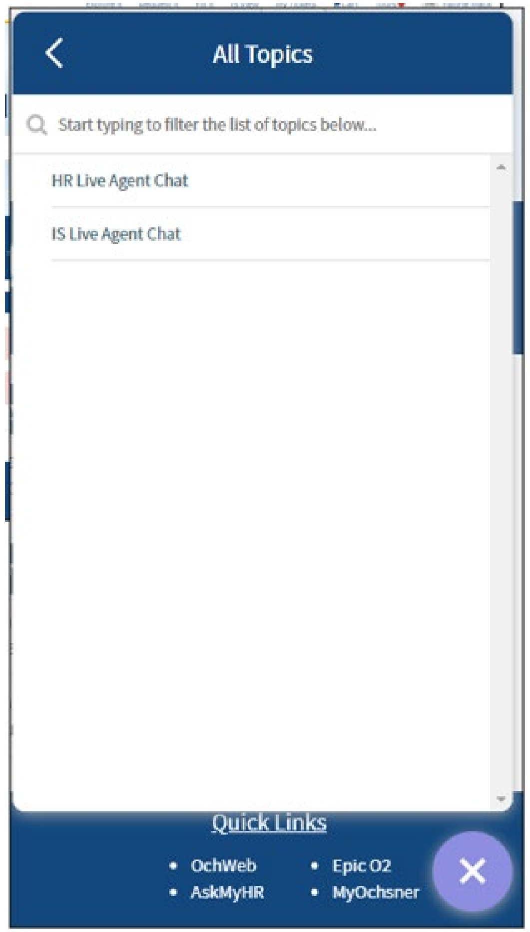
To start a session with the Live Agent, click the **Chat Icon** on the bottom right corner of the page. The Chat Icon will be available all throughout The HUB.





How to Start a Conversation with a Live Agent



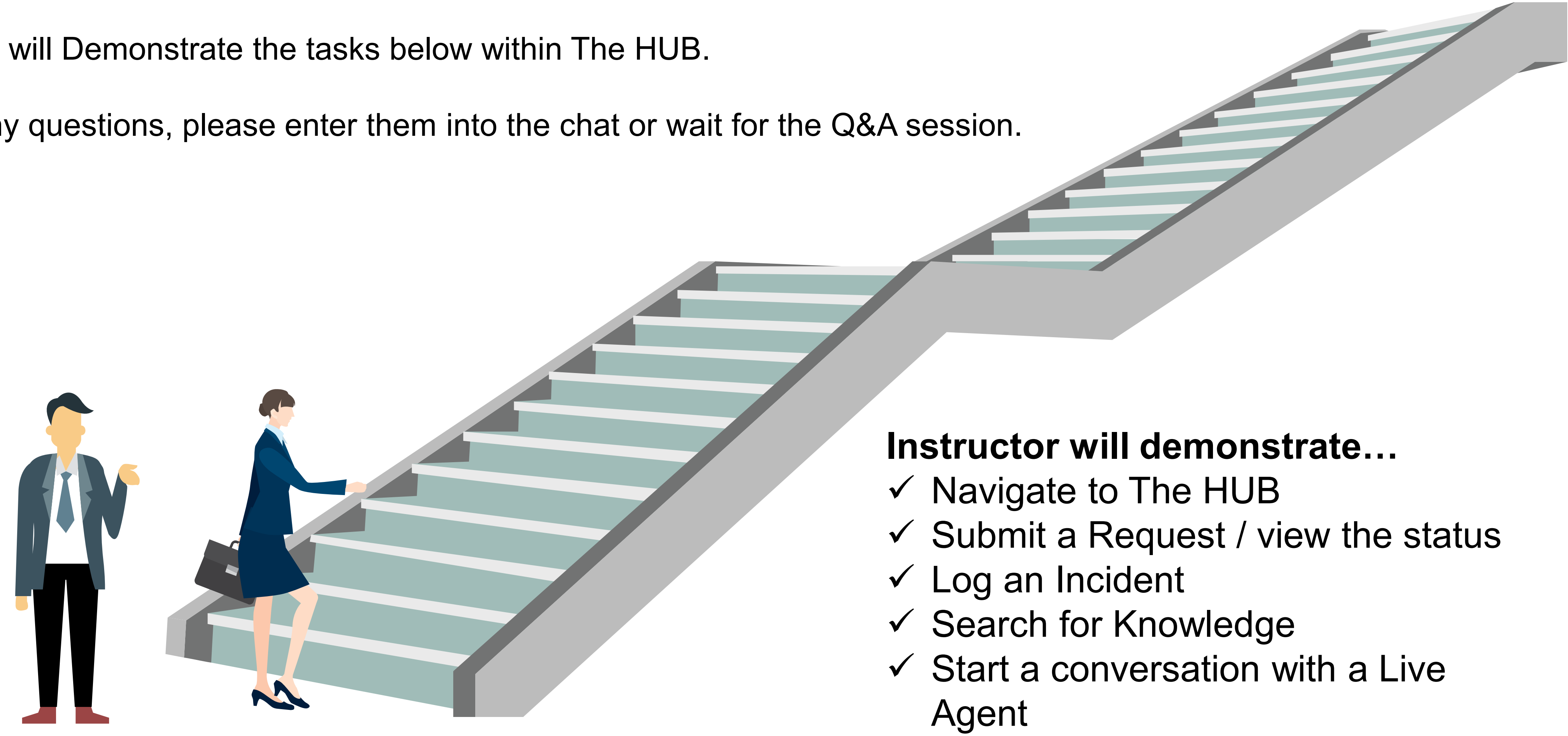


- Upon clicking "Show Me Everything", users will be asked if they would want to be connected with the HR Live Agent Chat or the IS Live Agent Chat.
- After the user has selected, they will be placed in a queue until an available live agent accepts the chat request.

Guide Me & Let Me Explore

How to Search for Knowledge Using The HUB

- ✓ The Instructor will Demonstrate the tasks below within The HUB.
- ✓ If you have any questions, please enter them into the chat or wait for the Q&A session.



Instructor will demonstrate…

- ✓ Navigate to The HUB
- ✓ Submit a Request / view the status
- ✓ Log an Incident
- ✓ Search for Knowledge
- ✓ Start a conversation with a Live Agent

Training Summary

During this course, we covered:

- Portal Overview
- Submitting a Request
  - How to View the Status of your request
- Logging an Incident
- Searching for Knowledge
- Starting a conversation with a Live Agent

Questions?