

ServiceNow ITSM & ITAM Transformation

ServiceNow Portal (The HUB)

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

The screenshot shows the HUB homepage with the following elements:

- Header:** Logo "the HUB" on the left. Navigation links: "Explore It", "Request It", "Fix It", "My Tickets", "Cart", "Tours", and a user profile "AM Aaliyah Marrero".
- Greeting:** "Hi Aaliyah! How can we help?" with a search bar containing "How can we help?".
- Service Menu:** Three main categories: "Explore It" (Browse and search articles for self help and quick tips), "Request It" (Browse the catalog for services and items you need), and "Fix It" (Report a technical issue or reduction in quality of an IS Service).
- Content Grid:** Three columns: "Current Status" (with items "test" and "test 789" and a "More Information" link), "Featured Articles" (with items "test 3", "Customer Handout - Applications and Software - Epic login", and "Faxing Through Epic"), and "Announcements" (with two test announcements).
- Footer:** "OchsnerHealth" logo and text "For immediate assistance, contact the IS Service Desk". A "Quick Links" section with "OchWeb", "AskMyHR", "Epic O2", "MyOchsner", and a chat icon.

Search for all of our IS resources including quick tips

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

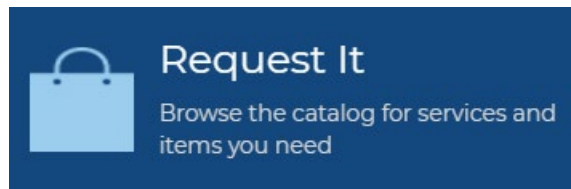
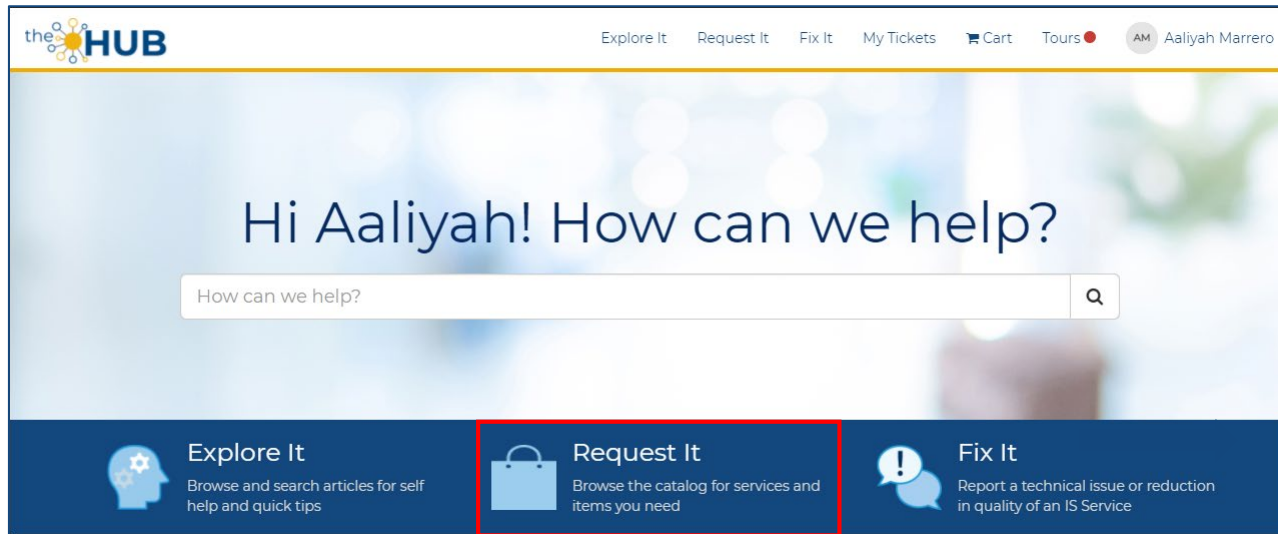
Additional information on what's going on in and around IS will be available below the menu

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

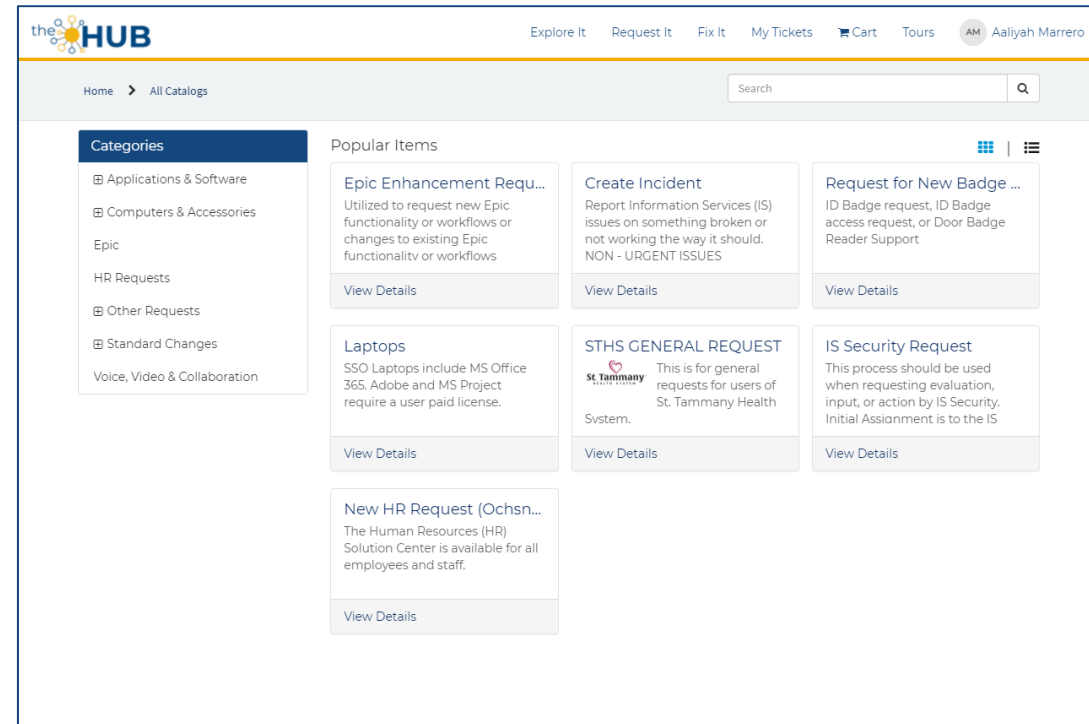
The footer will contain the chat icon that connects you to a live agent as well as helpful links that can direct you to the different sites of Ochsner

How to Submit a Request Using The HUB

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.

The screenshot displays the 'the HUB' portal interface. The top navigation bar includes links for 'Explore It', 'Request It', 'Fix It', 'My Tickets', 'Cart', 'Tours', and a user profile for 'Aaliyah Marrero'. The breadcrumb trail shows the path: Home > All Catalogs > Service Catalog > Other Requests > IS Requests > IS Security Request. A search bar is located on the right side of the breadcrumb trail.

The main content area is titled 'IS Security Request' and includes a sub-header: 'This process should be used when requesting evaluation, input, or action by IS Security. Initial Assignment is to the IS Security group.' A 'Submit' button is visible in the top right corner of the form area, with a 'Delivery Time: 7 Days' indicator above it.

The form is divided into several sections:

- Requester Details:** Includes fields for 'Requested For' (Aaliyah Marrero), 'Requested by' (Aaliyah Marrero), 'Primary Contact' (None), 'Preferred Contact Method' (None), 'Preferred Contact Number', 'Corporate Email', 'Location Address', and 'Location Name'.
- Location Details:** A text area for 'Please enter the details of your location here such as Region, Campus, Building, Floor, Department, Room, or Home Address'.
- Request Details:** A large text area for 'Request Details'.
- Expedite:** A field for 'Expected delivery date'.
- Special Instructions:** A text area for 'Additional Information' with the prompt 'Please enter additional information if required'.

At the bottom right, there is an 'Add attachments' button and a chat icon.

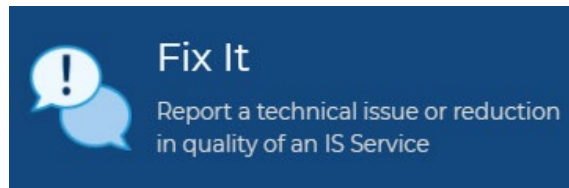
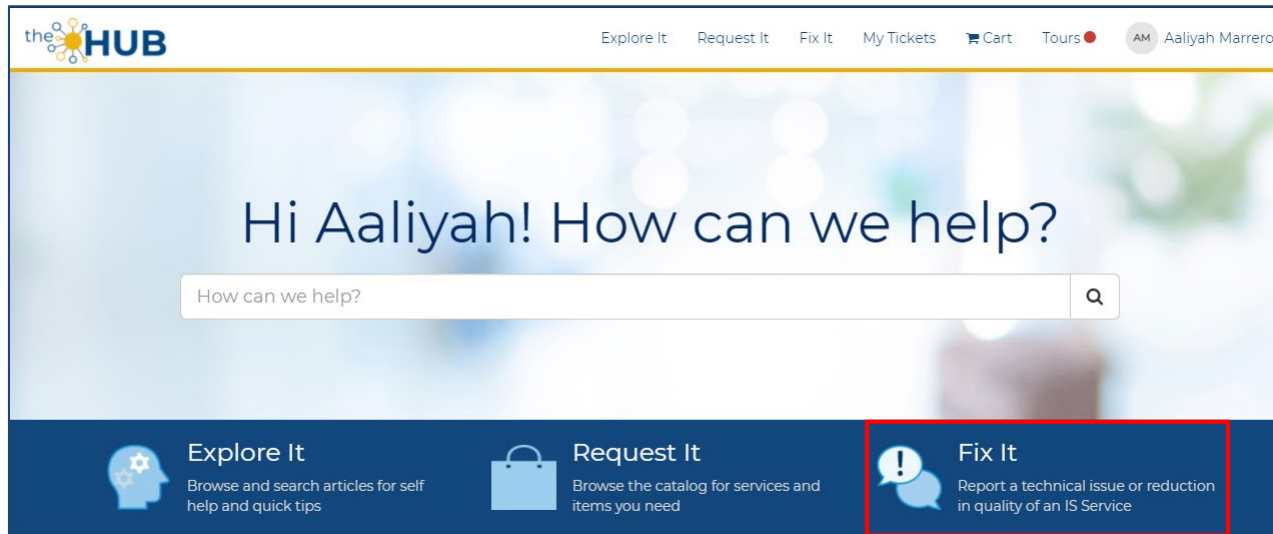
How to Submit a Request Using The HUB

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.

The screenshot displays the 'the HUB' interface. At the top, there is a navigation bar with links for 'Explore It', 'Request It', 'Fix It', 'My Tickets', 'Cart', and 'Tours', along with a user profile for 'Aaliyah Marrero'. Below this is a breadcrumb trail 'Home > Request Summary' and a search bar. The main content area is divided into two sections. The left section, titled 'Request Summary', shows the submission details: 'Submitted : 2021-05-21 10:39:06 AM', 'Request Number : REQ0011451', and 'Estimated Delivery : 2021-05-28'. Below this is a table with two columns: 'Item' and 'Delivery Date'. The table contains one row: 'IS Security Request' with a delivery date of '2021-05-28'. A blue arrow points from this row to the right section. The right section, titled 'My Request', shows details for request number 'RITM0011483'. It includes a status bar with 'Created 9m ago', 'Updated 8m ago', and 'State Work in Progress'. A blue banner contains the text: 'This process should be used when requesting evaluation, input, or action by IS Security. Initial Assignment is to the IS Security group.' Below this, the item is identified as 'IS Security Request' and is requested for 'Aaliyah Marrero'. The stage is 'Fulfillment'. At the bottom, there are tabs for 'Activity', 'Attachments', and 'Additional Details'. The 'Attachments' tab is active, showing a text input field 'Type your message here...', a 'Post' button, and a link icon. Below the input field, there is a message from 'Aaliyah Marrero' stating 'RITM0011483 Created' with a timestamp of '9m ago'.

How to Log an Incident Using The HUB

How to Log an Incident Using The HUB



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

The screenshot shows the "Create Incident" form in the HUB system. The form is titled "Create Incident" and includes a "Submit" button. It contains several sections: "Requester Details" with fields for "Requested For" (Aaliyah Marrero) and "Requested by" (Aaliyah Marrero); "Primary Contact" (None) and "Preferred Contact Method" (None); "Preferred Contact Number" and "Corporate Email"; "Location Address"; "When is the best time to reach you? (CST)" (None) and "My Issue pertains to Epic" (checkbox); "Short Description"; "Description" (What is your workstation/device name (OCHtag)? What troubleshooting has been performed? What were you doing when the issue began?); and "Sensitive Data (Encrypted Field)".

- 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.

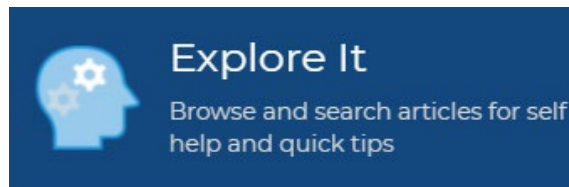
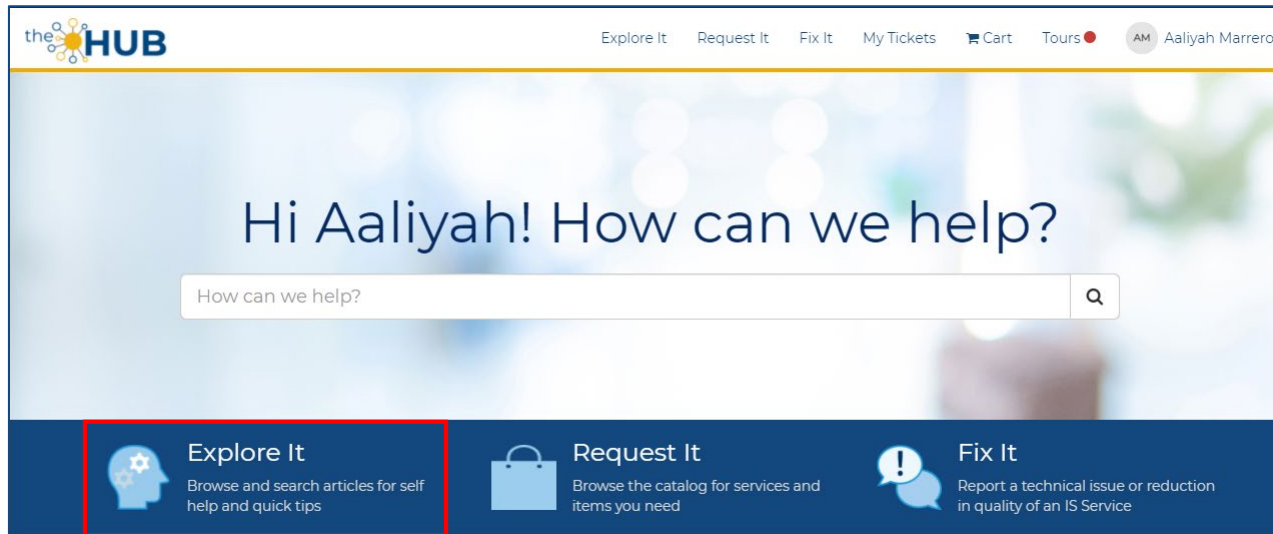
The screenshot displays the 'the HUB' interface for an incident ticket. At the top, the navigation bar includes 'Explore It', 'Request It', 'Fix It', 'My Tickets', 'Cart', 'Tours', and a user profile for 'Aaliyah Marrero'. The breadcrumb trail shows 'Home > My Request'. The ticket details are as follows:

Number	Created	Updated	State
INC0011169	2m ago	2m ago	Assigned

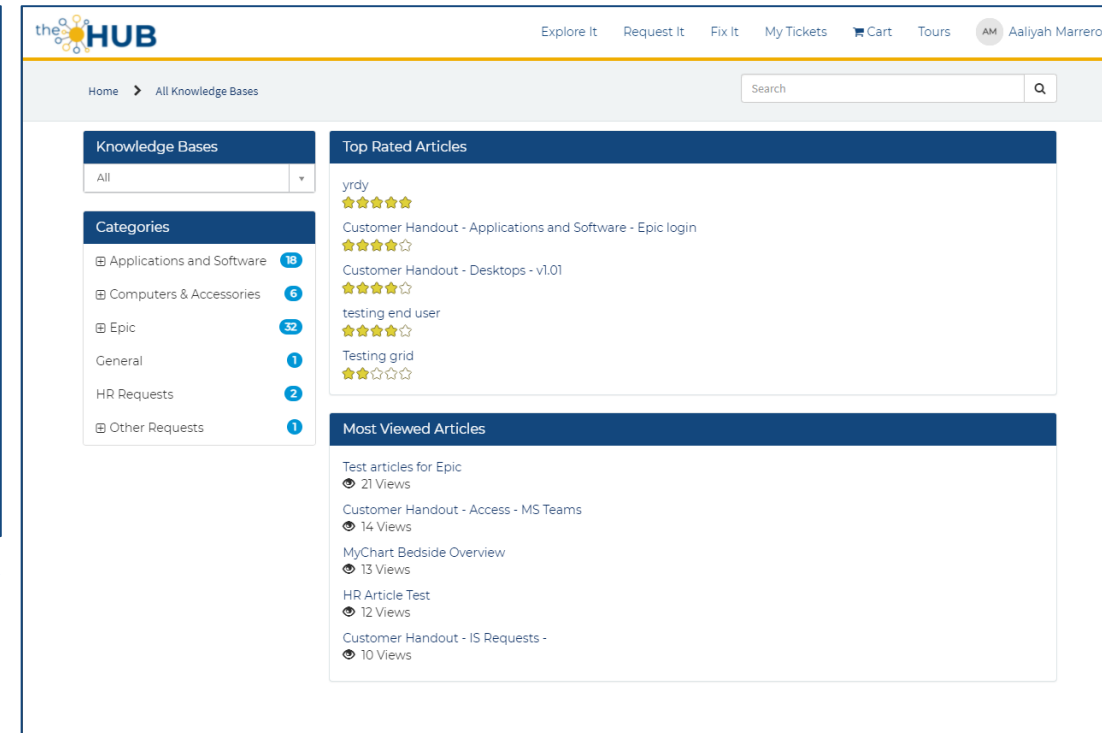
The ticket title is 'test'. The customer is identified as 'Aaliyah Marrero'. The 'Activity' tab is selected, showing a message from 'Aaliyah Marrero' stating 'INC0011169 Created' with a timestamp of '2m ago'. A 'Start' button is located below the activity list. A message input field with a 'Post' button and an attachment icon is also visible.

How to Search for Knowledge Using The HUB

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

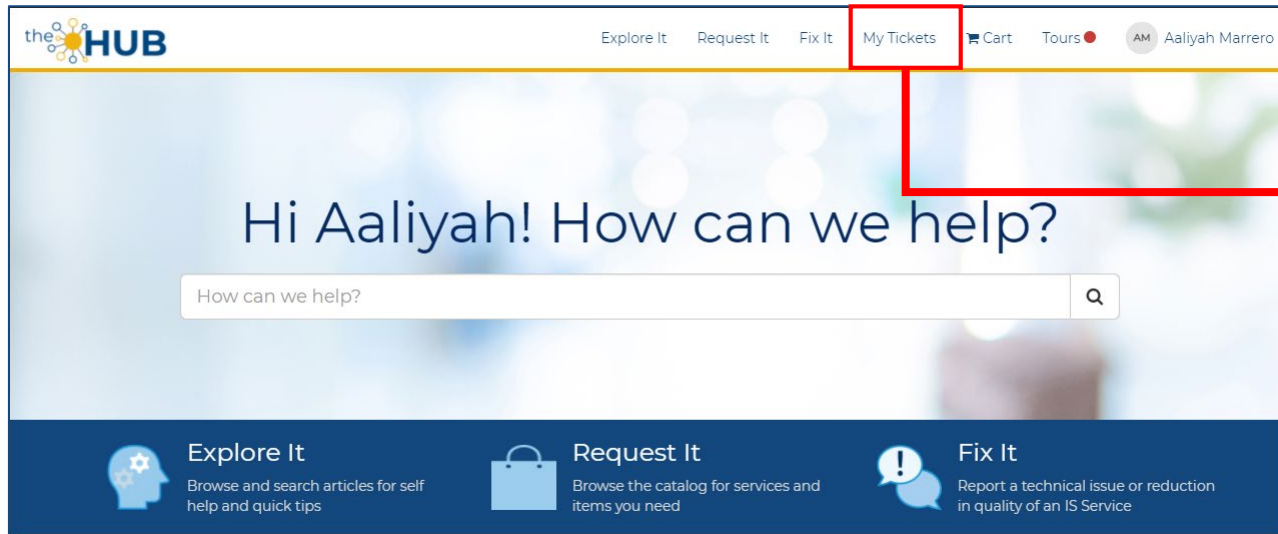
How to Search for Knowledge Using The HUB

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.

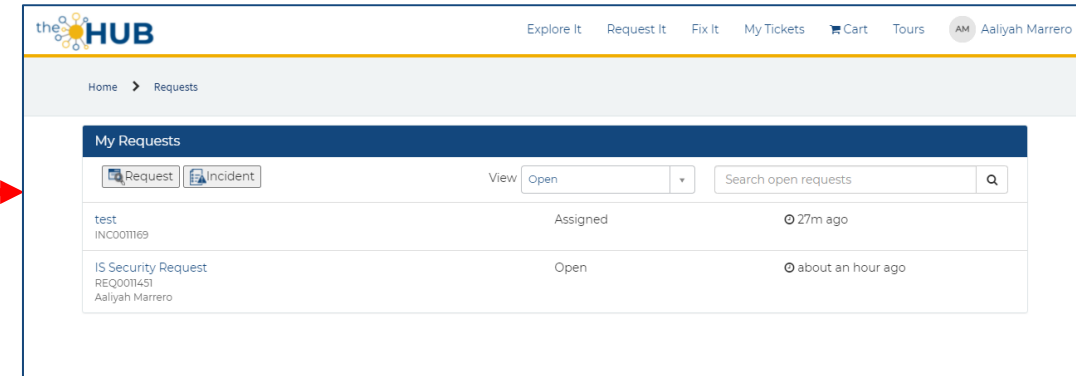
The screenshot displays the 'the HUB' knowledge base interface. At the top, the logo 'the HUB' is on the left, and navigation links 'Explore It', 'Request It', 'Fix It', 'My Tickets', 'Cart', and 'Tours' are on the right. A user profile 'AM Aaliyah Marrero' is also visible. Below the navigation is a search bar and a breadcrumb trail: 'Home > Knowledge > End User (Knowledge Base) > Applications and Software - Access'. The main content area features a dark blue header for 'KB0010340 - Latest Version' and the article title 'Customer Handout - Access - MS Teams'. Below the title, it shows '22d ago', '15 Views', and a five-star rating. The article content includes sections for 'Introduction' (Testing Customer Handout for MS Teams) and 'Instructions' (MS Teams should be accessible by anyone who has an E3 licensed account). A 'Copy Permalink' link is located at the bottom right of the article content. At the bottom of the article, there are three red-bordered boxes highlighting feedback options: a 'Helpful?' section with 'Yes' and 'No' buttons; a 'Rate this article' section with a five-star rating; and a comment box with the user's initials 'AM' and the text 'Click here to comment on this article...'. On the right side of the page, there is a 'Most Useful' section with the text 'No content to display'.

How to View the Status of your Request Using The HUB

How to View the Status of your Request Using The HUB



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



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.

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.

The screenshot illustrates the user interface for viewing a request's status in the HUB system. It is divided into three overlapping panels:

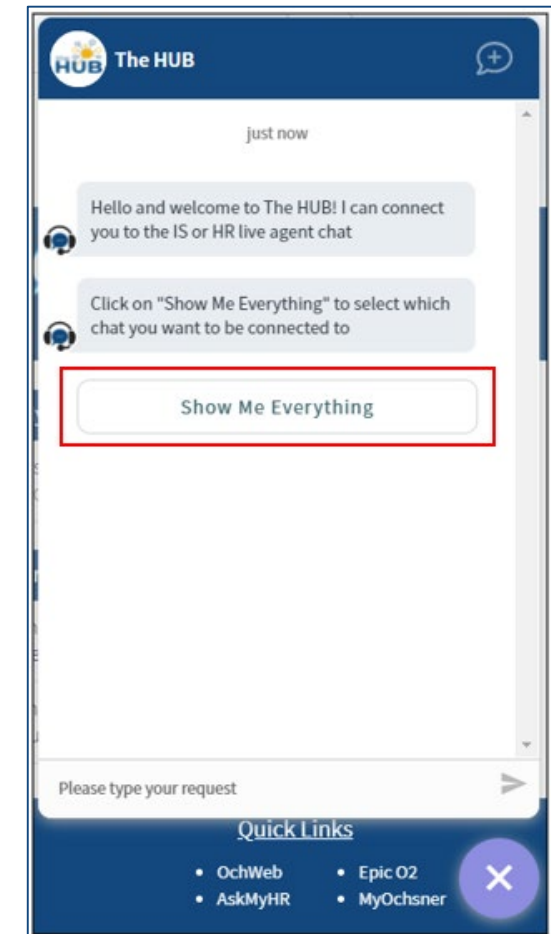
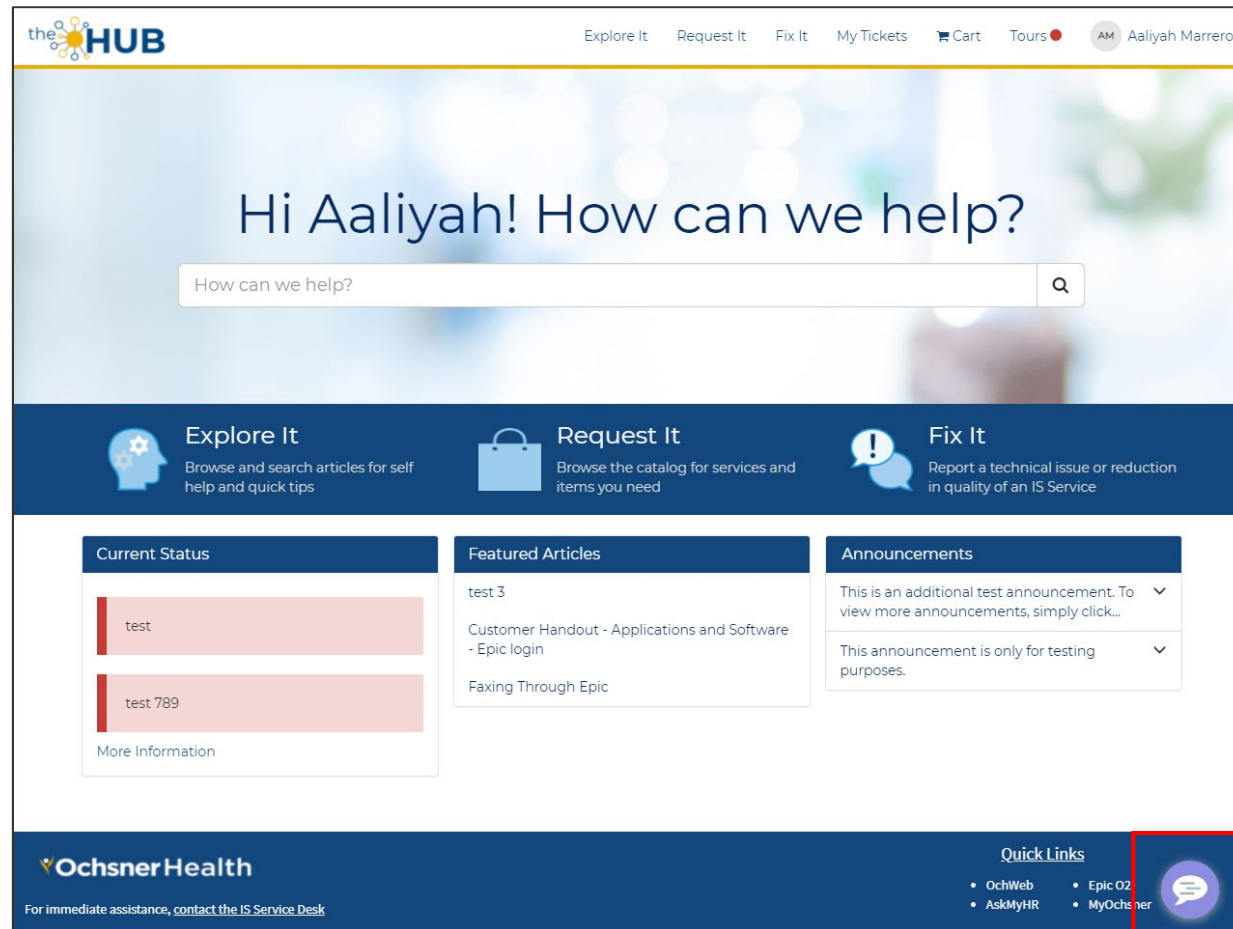
- Top Panel (My Requests):** Shows a list of requests. A red box highlights the entry "IS Security Request" with ID "REQ0011451" by "Aaliyah Marrero".
- Middle Panel (Request Summary):** Displays details for the selected request, including "Submitted : 2021-05-21 10:39:06", "Request Number : REQ0011451", and "Estimated Delivery : 2021-05-28". A table lists the request item: "IS Security Request" with delivery date "2021-05-28".
- Bottom Panel (My Request):** Shows the detailed view of the request. It includes a status bar "Work in Progress", a description "This process should be used when requesting evaluation, input, or action by IS Security. Initial Assignment is to the IS Security group.", and a "Fulfillment" stage. Below this is an activity feed showing a message from "Aaliyah Marrero" stating "RITM0011483 Created" at "about an hour ago".

Red arrows indicate the navigation path from the request list to the summary and then to the detailed view.

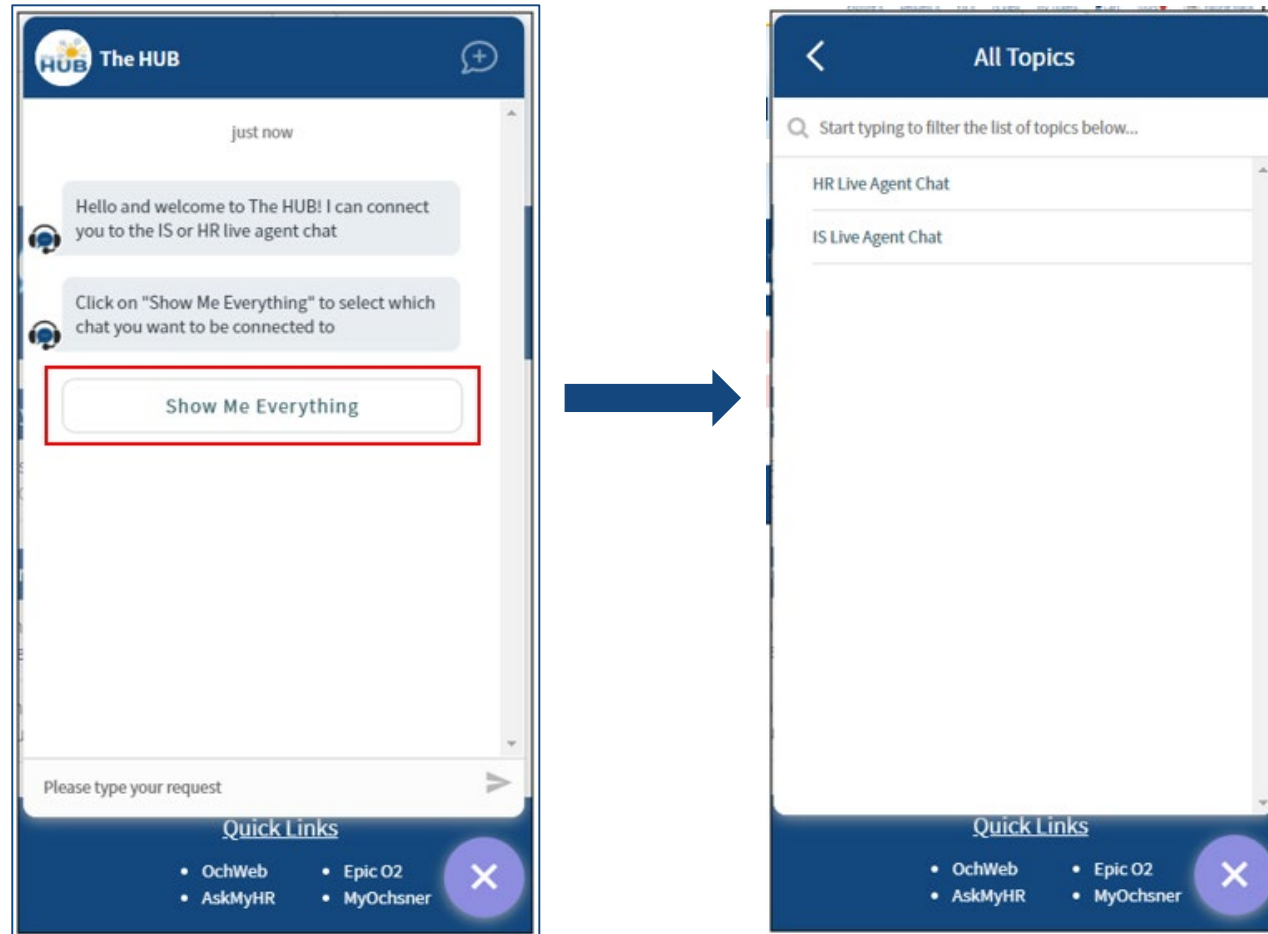
How to Start a Conversation with a Live Agent

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?

