



servicenow Implementation

Incident Management

Where to begin?

- * Understanding your business unit needs
- * Key users and partners (audit current users)
- * Assembling workflows and requirements
 - * Must identify ITIL users vs. casual user
 - * Establish the minimum expectation at launch
- * Weekly meetings to measure preparation
- * Select main Administrator

Ramp up

- * ServiceNow team will state what is needed to begin through several meetings in the beginning
- * Imperative that all departments that will be live at launch attend
- * Know your contract, know what modules your company purchased
- * Establish hard dates for completion of stages
- * Don't be timid, go for it!

Requirements

- * Department workflow
- * Required fields
- * Reports
- * Dashboards
- * Users

Things you tend to forget

- * Design
- * Other departments
- * Knowledge base methodology
- * Automatic updates to users
 - * Design and wording are very important
- * Asking too much too late

Our timeline

- * Depending on your company, 3 months plus
- * November 2013-March 2014
- * Deadlines kept moving based on certain departments adding requirements
- * Locked down changes 3 weeks before deployment



FLVS Help Center

System Status: Good

Welcome to the FLVS Help Center. We have done our best to make it quick and easy to find answers to all of your most pressing questions. Here, you will find information about how to do anything from resetting your password to requesting your transcript. Then of course, if you can't find the answers you need here, you are always welcome to submit a help ticket or contact our support center directly. We are here to help.

Top Support Questions

- Error while registering for courses : Oops! You Are Not Authorized...
- When will I be placed in my course?
- How can I change my start date?
- How do I withdraw from a course?
- How do I request an official transcript?
- How do I verify my student's course request?
- I want to contact my instructor via phone or email. Where can I locate their contact information?
- How can I be reinstated into my course?
- I forgot my password for myFLVS. How do I recover my password?
- Does my student receive a diploma if they enroll with the Florida Virtual School?
- Where do I go to get my Homeschool Verification letter?
- I can not launch a Blackboard Collaborate Live Session on my Windows machine, what should I do?
- How do I enroll in a GED program or receive a high school diploma as an adult learner?
- How can I remove a parent from my account?
- More...

Quick Start Videos



[Click here if you are having trouble or for more videos](#)

How to Get More Help

Most of the answers you need may just be a click away. Browse these additional resources to find them quickly.



[Submit request for help >](#)



[Frequently asked questions >](#)



[Read the student handbook >](#)

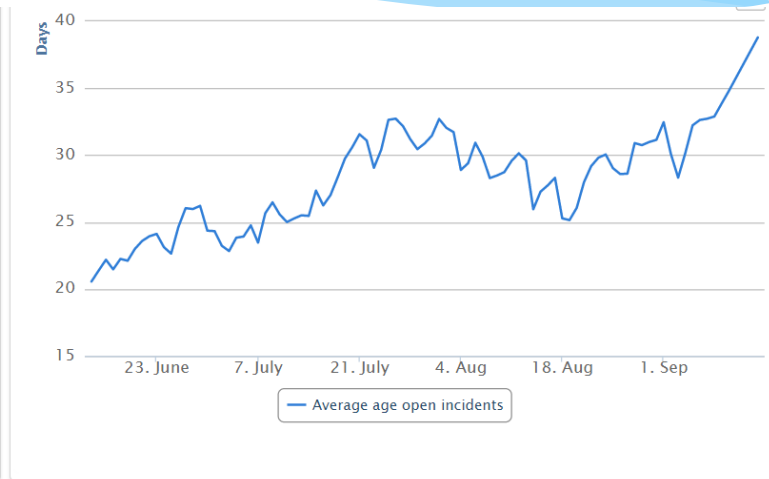
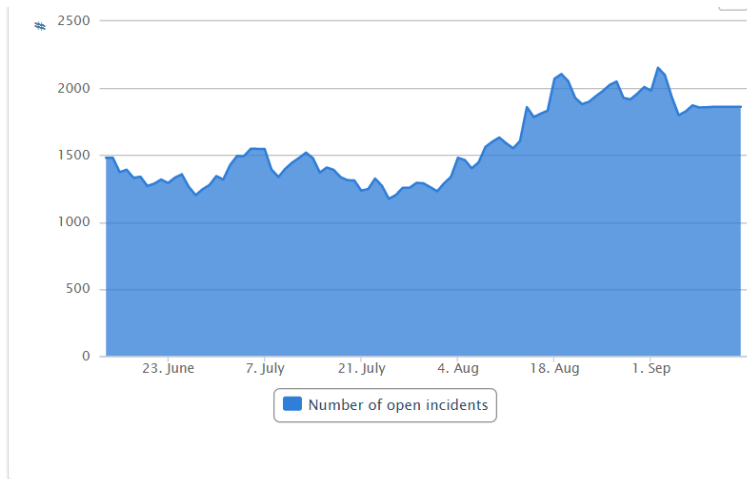
Still need help?

Click here to [submit a help ticket](#) or call us at 800.374.1430.

6 months later

- * 251,322 incidents have been opened on behalf of 81,742 unique users
- * 156,105 Users total in the database
- * 38,152 KB Article views
 - * The number of articles allowed the number of incidents to decline by 20% and growing as additional information is added

Examples



Open incidents by Priority

Name	Sep 14
☆ 4 - Low	1,279
☆ 3 - Moderate	364
☆ 5 - Planning	95



Average age of open incidents by priority

Name	Sep 14
☆ 3 - Moderate	70.26 days
☆ 5 - Planning	57.59 days
☆ 2 - High	42.80 days



More examples

☆ • % of incidents resolved by first assigned group			
☆ • % of new critical incidents		0.87%	0.00%
☆ • % of open incidents not updated in last 30 days		25.47%	0.27%
☆ • % of open incidents not updated in last 5 days		95.43%	34.39%
☆ • Average age open incidents		38.79 days	1.00 days
☆ • Average resolution time of resolved incidents			
☆ • Incident backlog growth		346	0
☆ • Number of new incidents		346	0
☆ • Number of open incidents		1,861	0
☆ • Number of open incidents not updated in last 30 days		474	5
☆ • Number of open incidents not updated in last 5 days		1,776	640
☆ • Number of resolved incidents		0	0
☆ • Number of resolved incidents by first assigned group		0	0

Modules Implemented

- * Implemented
 - * Incident Management
 - * Project Management
 - * Service Catalog
 - * Knowledgebase
- * In progress
 - * Asset Management
 - * Software Development Lifecycle
 - * Timecard
 - * Resource Management

Keys to success

- * The perfect Admin
- * Strong Project Manager
- * Committed Project Owner
- * Constant communication
- * Stay focused
 - * Data migration
 - * Real business needs

Thank you!

