



ServiceNow Knowledge 12 Overview

May 15, 2012 through May 17, 2012

Michael Baker's Conference Agenda

CIOs to system administrators, and all roles in between—Congregated for five days to share proven IT service automation strategies. They learned how other IT pros achieved significant and real results with the cloud.

At the core of the conference was the ServiceNow technical extravaganza. With more than 120 breakout sessions and labs and keynotes delivered by the people that are defining IT in the cloud era, Knowledge12 was the hub for technology innovation and training.

Tuesday, May 15

Lab -- ServiceNow Workflow - best practices

Overview:

Learn how to use the workflow canvas to create and administer workflows in this lab that demonstrates ServiceNow workflow essentials. Review the workflow canvas, the core activity set, and the process of creating, testing, and publishing a workflow. This lab will describe best practices when writing workflows, introduce debugging techniques, and demonstrate how to access and read the workflow context. The training will incorporate the use of the current record, variables, tasks, approvals, conditional statements, looping, rollbacks, and the scratchpad.

Students will walk away with an appreciation for workflow best practices, an overview of lessons learned from workflows already in production, and an understanding of how a workflow relates to the core of the ServiceNow platform.

Take Aways:

- Although it was not noted in the lab overview, this was geared toward beginner system administrators. Most of the topics covered were from the ServiceNow Administrator training course.
- Within a workflow, conditions can be added to Catalog Tasks to follow a different path depending on conditions that exist upon the closure of the Catalog Task. These conditions can be added by right clicking on the Catalog Task within the workflow and selecting 'Add Condition'. More can be read about this at: http://wiki.service-now.com/index.php?title=Using_Workflow_Activities#Managing_Conditions

Lab -- Administering the Knowledge Base

Overview:

Learn the basics of administering the default knowledge base. Many ServiceNow customers do not have a dedicated documentation team, so the lab will add an element of automated delegation to keep knowledge articles fresh and up-to-date. The end goal is to have many people each do a little bit of work, rather than saddling the administrator with a lot of work.

Main topics will include:

- Knowledge management overview.
- What is the knowledge submission workflow and should I use it?
- How can I make use of information that is already in the system? For example, can I automatically create knowledge articles from incidents?
- Keeping knowledge articles fresh, including:
 1. Using feedback tools to allow end users to help make knowledge articles better.
 2. Special review process/workflow with optional delegation.

Take Aways:

- Received a demonstration of the knowledge submission workflow (task-based flow), which is on the Fermilab ServiceNow Roadmap.
 - Advantage of a task-based flow is that knowledge submissions are tasks and will appear in the user's and/or the group's work queues.
- A business rule and scheduled job was demonstrated that auto-retires KB articles. We may want to incorporate this into our Knowledge 2.0 implementation.
 - [See me for detailed notes](#)
- Received a demonstration of the knowledge feedback tools.
- A knowledge article review process was built to create knowledge article review tasks so that the data does not become stale. This was a great demonstration as this is a major portion of our Knowledge 2.0 requirements.
 - [See me for detailed notes](#)

Lab -- The next release from ServiceNow: a hands-on Overview

Overview:

Here's your chance to dive a little deeper into the functionality that will be included in the next releases from ServiceNow. We'll take you through our planned platform and application enhancements - and even let you get your hands on some pre-release technology so you can experience the future of ServiceNow first-hand!

Take Aways:

- Data archiving will be available to move incidents (or other data) inactive for more than X amount of time to an archive table. This will help to improve queries against tables that have a large number of records.
 - This will be helpful as we currently have approximately 110,000 incident records, with only 1% being active (data as of May 24, 2012).
 - We will need to consider how this will affect reporting as these records will no longer appear in their original tables.
 - There is also the ability to un-archive data back into its original table(s).
- Email notifications will be made easier.
 - It is no longer necessary to register an event, create an event, and then create a notification that fires on the event creation. This can all be done from the notification record (when to send it, who to send it to, and what information to send in the notification).
 - Legacy event based notifications will still work.
- Live Feed integration improvements.
 - You will be able to view comments and work notes in a live feed format. Live feed submissions will be saved to the parent record (e.g., incident, change request) as comments or work notes.

Wednesday, May 16

Breakout -- Panel: Software License Management - Integrations and Approach

Overview:

Join two ServiceNow customers for a look at integrating and approaching the use of software license management.

PPL Corporation will share how the asset management lifecycle was integrated with the service catalog request fulfillment and software license compliance processes. A combination of status change automation, SCCM discovery, and vendor feed uploads was used to achieve real-time updates, thus eliminating the need to rely on manual processes previously performed within a Microsoft Access database. The Software License Management (SLM) application was also implemented to support the new software asset management initiative and track compliance for core desktop software applications.

Flextronics integrated ServiceNow with an in-house discovery tool to import basic hardware and software installation information with a MID Server. This included creating 11 service catalog items to handle installation and removal requests, as well as license transfers from end users and IT staff. These items use specialized workflows to manage approvals, validation, and exception processing, as well as creating, moving, and removing records within the SLM application. Historical purchases were loaded via import sets. A custom program was written to bulk import proof-of-purchase documents to the imported license records, saving license administrators a tremendous amount of time.

Flextronics now has the ability to see where software is installed, which machines are authorized to have software, which sites have a need for license purchases, and which sites have excess licenses. This information allows Flextronics to better manage investments in software licenses and handle vendor audits.

Breakout -- Panel: Software License Management - Integrations and Approach (Cont.)

Take Aways:

- Panel Speakers Included:
 - Kristina Hartman – Flextronics – Senior Service-Now Administrator
 - Jason Barnett – PPL Corporation – Supervisor – Information Systems
 - Jennifer Mecchi – PPI Corporation – Senior Business Analyst
- Flextronics
 - Record creation is built into the Software Request process
 - If approved, adds the license record and attachments
 - Implemented a bulk upload of attachments to records (e.g., POs)
- PPL Corporation
 - Integrated with SCCM
 - They (as well as ServiceNow) did not recommend the use of the normalization plugin, looking forward to Berlin
 - They are filtering some data before it comes into ServiceNow.
 - Noted that normalization of data is a large effort

Breakout -- Advanced Email Notification

Overview:

Learn how to leverage advanced email notification functionalities in the ServiceNow platform to keep your IT organization and customers up-to-date with the information they need. Preview enhancements coming in future ServiceNow releases that will make configuring notifications easier than ever.

Take Aways:

- New Notifications with Berlin
- No longer needs to be event driven
- Specify: when to send it, who to send it to, and what information to send in the notification
- This breakout was a more in depth look at email notification enhancement than was provided in the “The next release from ServiceNow: a hands-on Overview” lab.

Lab -- Service Catalog, GlideAjax, and You

Overview:

Learn what makes ServiceNow service catalog a unique and powerful tool. You will examine the relationship of requests to request items and to tasks, and explore how to interact with other tables dynamically on the request form with GlideAjax. This will be a very hands-on lab where you will actually build out and code your own custom catalog item. There will also be a Q&A session where other items around service catalog will be discussed, such as the differences, pros, and cons of using a catalog item or an order guide.

Take Aways:

- Demonstrated the use of GlideAjax within a Catalog Request. The GlideAjax class allows the execution of server-side code from the client. GlideAjax calls pass parameters to the script includes, and, using naming conventions, allows the use of these parameters.
- This was a great lab as this functionality can make Catalog Requests more dynamic.
 - [See me for detailed notes](#)

Lab -- Using Automated Incident Routing to Improve Customer Service

Overview:

Every organization has a way of routing tickets to first-level analysts. However, not every service desk has a consistent, automated process.

Learn to employ automation within ServiceNow to improve service levels, first-call resolution, and the overall customer experience. This lab will explore configurations to enable intelligent, automated incident routing.

This session will cover the following automated routing strategies:

- Round-robin routing
- Follow-the-sun routing
- Utilizing ServiceNow schedules
- Reporting on routing effectiveness

Take Aways:

- A business rule was demonstrated that auto-assigned tickets using a “round-robin” method. This may be of interest; however, it does not take into consideration if members are out-of-the-office or unavailable to work tickets.
 - [See me for detailed notes](#)
- Other ideas discussed were auto-assigning based on:
 - Logged in users
 - Least number of active tickets

Thursday, May 17

Lab – Advanced Reporting in ServiceNow

Overview:

ServiceNow provides a robust platform that includes many reports and offers the ability to create new ones. However, there are times when your business requires specialized reports that use the powerful advanced reporting functionality of ServiceNow.

Learn several common use cases and solutions that use advanced reporting methods, such as database views, metrics, and custom charts—all part of your ServiceNow platform.

Take Aways:

- Demonstrated how to create gauges without producing them through reports
- Demonstrated how to limit the tables that are available when creating reports to task tables.
 - This could be useful as the list is very large and could confuse the end user.
- Demonstrated how to create metrics.
- Demonstrated how to create database views that join multiple tables. This allows reports to be generated that contain data from multiple tables.

Additional Information:

With a Knowledge12 account, all conference presentations can be viewed at:

https://knowledge.service-now.com/k12/view_presentations.do

With a Knowledge12 account, all conference live feed groups can be viewed at:

https://knowledge.service-now.com/k12/live_feed.do