

ServiceNow - ITSM Upgrade to “Istanbul” *What’s New?*

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Enterprise IT Service Management

6/12/2017

Istanbul?

Istanbul is the name of the latest version of the ServiceNow platform. Today, ServiceNow is running the version “Fuji”.

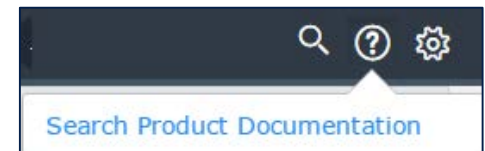
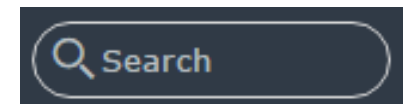
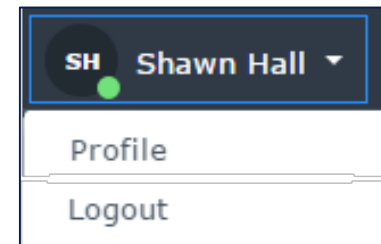
- **WHY** are we upgrading to Istanbul?
 - The vendor requires the upgrade to remain up to date, in order to receive their support if we should need it.
 - To take advantage of new features and an updated look.
- **WHEN** are we upgrading to Istanbul?
 - Planned Go-Live is early morning of Saturday 6/17/2017. ServiceNow will be unavailable during the 7.5 hour window between 12:30 a.m. through 8:00 a.m.

Istanbul – New User Interface “UI16”

- Istanbul provides the new user interface (UI) UI16 with an updated look and usability improvements. The following slides explain the major changes between UI15 (Fuji) and UI16 (Istanbul).
- Browser Support:
 - Chrome, Firefox, & MS Edge: Latest public release
 - Safari: 6.1 & up
 - Internet Explorer: IE9 & up
 - Compatibility mode not supported. Setting Security Mode to High is not supported. IE9: Browser may be slow when performing some actions, not a ServiceNow issue. IE11: susceptible to memory leaks, impacting performance, especially in Win7.

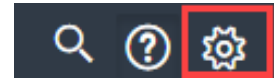
Istanbul – Banner Frame

- The top of the application is called the “banner frame”. Because the banner is narrower than before, there is no control to collapse it.
- User Menu: Displays the “user presence” avatar bubble and name of the logged in User. Clicking the Menu provides access to the User Profile and Logout option.
- (global) Search: Clicking the search icon expands for typing. Your “Recent searches” is now only seen on the results page.
- Help: Provides the link “Search Product Documentation” [itsm.ucsf.edu/servicenow]



Istanbul – Banner Frame

- System Settings appear in a pop-up window with subtabs to make it easier to update your settings.



System Settings

- General**
- Theme
- Lists
- Forms

Accessibility enabled

Compact the user interface

Compact list date/time

Date/Time Calendar Time Ago Both

Printer friendly version

System Settings

- General
- Theme**
- Lists
- Forms

System Blimey Blues Clean

Contrast UI DarkNOW Rose Terminal

System Settings

- General
- Theme
- Lists**
- Forms

Wrap longer text in list columns

System Settings

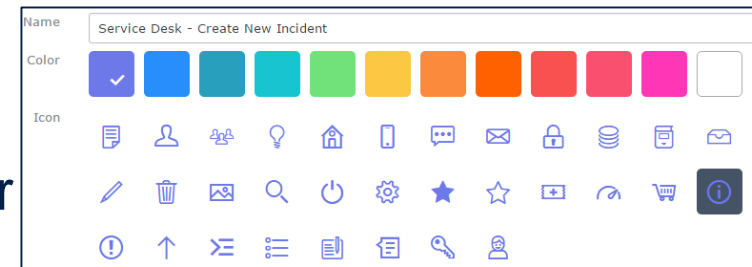
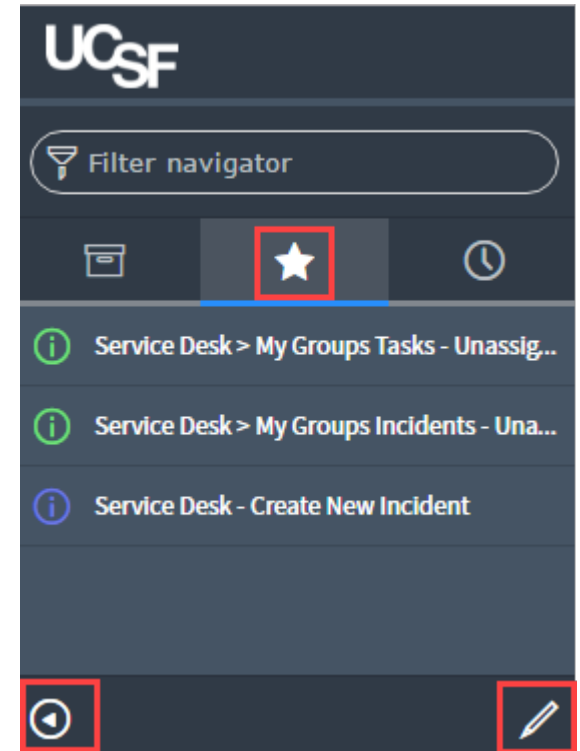
- General
- Theme
- Lists
- Forms**

Tabbed forms

Related list loading With the Form After Form Loads On-demand

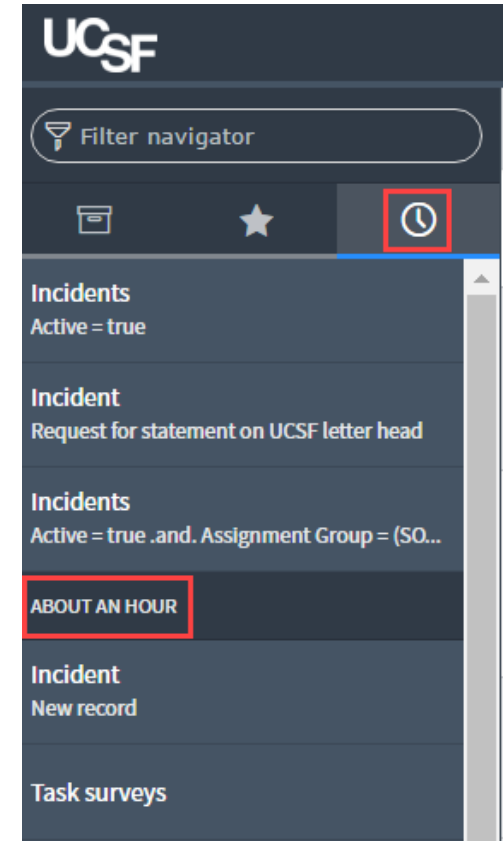
Istanbul – Application Navigator

- The Favorites tab of the application navigator is represented by a star
 - Bookmarks were converted to Favorites
 - Formerly starred forms were not converted to Favorites
 - The Edge is replaced by the Favorites tab. Minimize the Navigator by clicking the lower left corner icon
 - Customize Favorites (name, color, and icon) by clicking the lower left pencil
- Create a Favorite: click the star on a navigator link; drag a query to the Favorites section; right-click on the header of a record and select “Create Favorite”



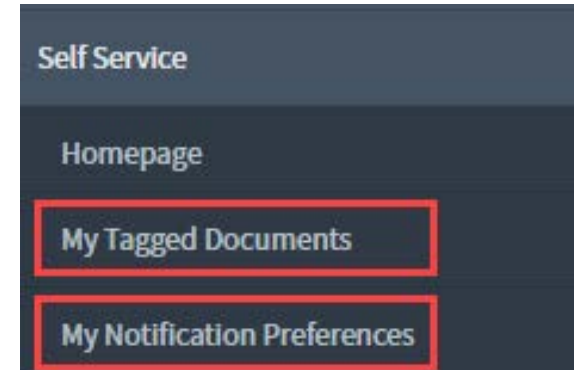
Istanbul – Application Navigator

- The History tab of the application navigator is represented by a clock
 - Displays recent actions such as clicked-on navigator links and records opened
 - Hover cursor over entry to see the full view
 - Click to open
 - Recent actions are on top followed by a timed section header such as “About An Hour” ago



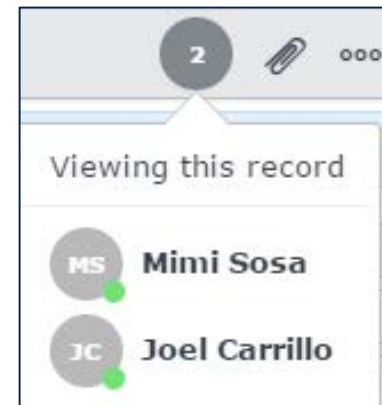
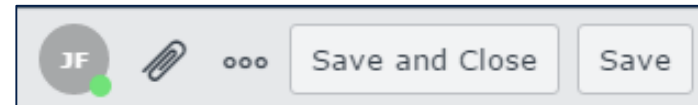
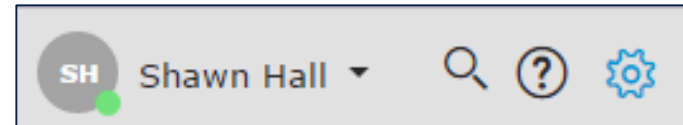
Istanbul – Self Service

- My Tagged Documents access has moved from the Edge to a link under navigation item “Self Service”
 - View auto-tagged documents “Most Recent”
 - View custom personal tagged documents
- My Notification Preferences
 - Same option found in User (Profile)



Istanbul – User Presence


- Your user avatar appears in the application's banner frame and the form header next to your name
- If you are viewing the same ticket that another user is also viewing, your user avatar appears to other users indicating you are viewing the same record and you are logged in.
- If more than one person is viewing the same ticket, the avatar displays the number of viewers – clicking will reveal the users.
- If you visit the External and Internal Work Log section, you see the presence represented as text.



Istanbul – Real Time Record Update Notice

- If you are viewing the same ticket that another user is viewing, and the other person saves an adjustment to a field you are viewing, you will:

- See the actual value added / adjusted by the other user in real-time.
- See a blue activity icon appear to the left of the field name - hovering the cursor over the icon will tell you who adjusted it

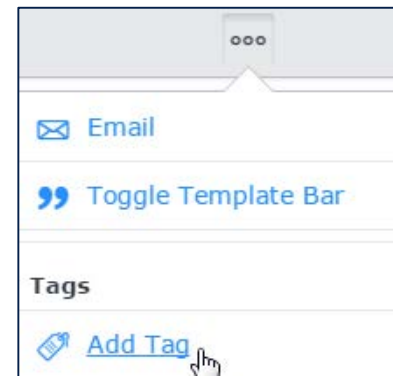
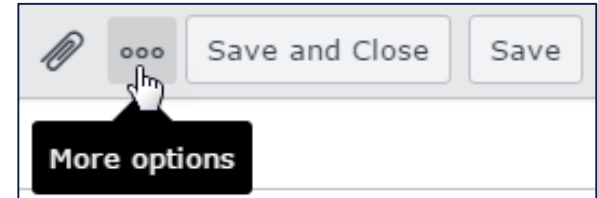
Incident State	WIP.Open
* App/Business Service	ServiceNow ITSM (PRD)
 Configuration Item	ITS-7FZJQ32-LT

- In order for you to save your own adjustments to the form, you must re-load the record.



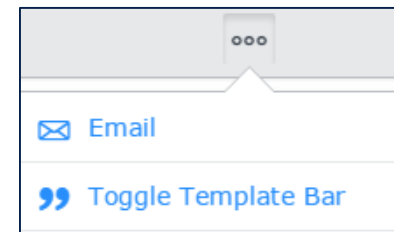
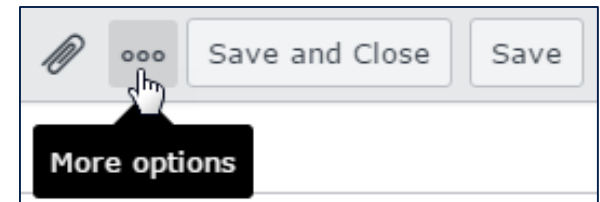
Istanbul – Form Options

- Icons and actions have been moved to an options menu.
 - Email
 - Toggle Template Bar [apply templates]
 - Tags



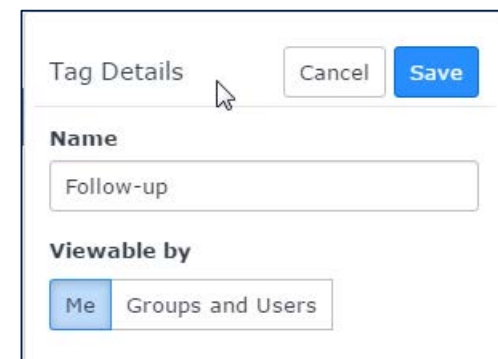
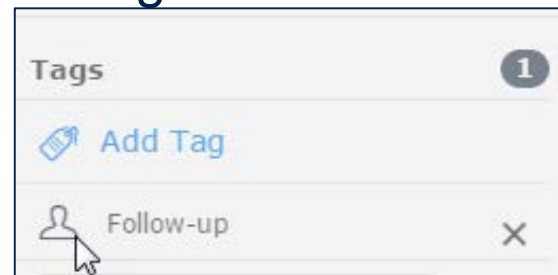
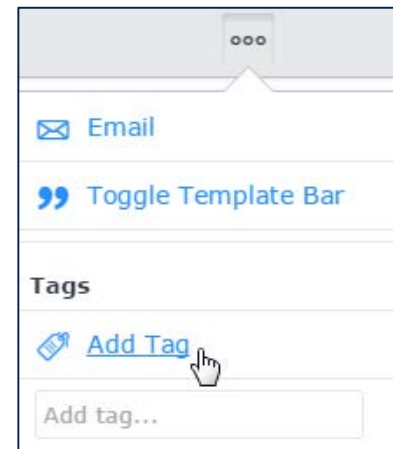
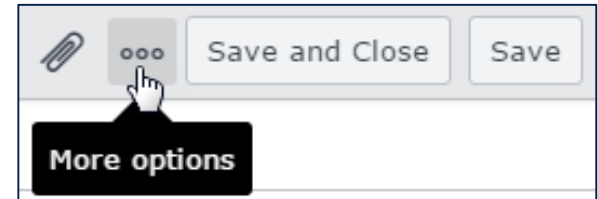
Istanbul – Template Bar

- Applying a template to a form is no longer done by right-clicking on the form header. When toggled on, the Template Bar appears at the bottom of forms.
- Start with a new record (like INC):
 - On the form header, click “more options”, click “Toggle Template Bar” and the Template Bar appears at the bottom of all forms.
 - Several templates display alphabetically.
 - To view all available templates in a list format, click the lower right-corner “more options” icon.



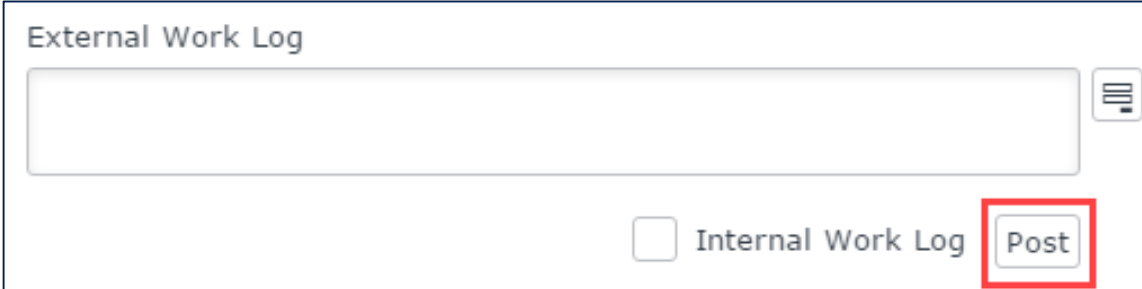
Istanbul – Tagging Documents

- Tagging a document has been moved under the “more options” icon [3 dots] on the record banner.
 - Open an existing record (like INC).
 - Click “more options” and click “Add Tag” under the Tags section
 - Add a previously used custom tag or create a new one
 - Once entered, you can click the profile icon to adjust tag details/settings



Istanbul –Work Logs

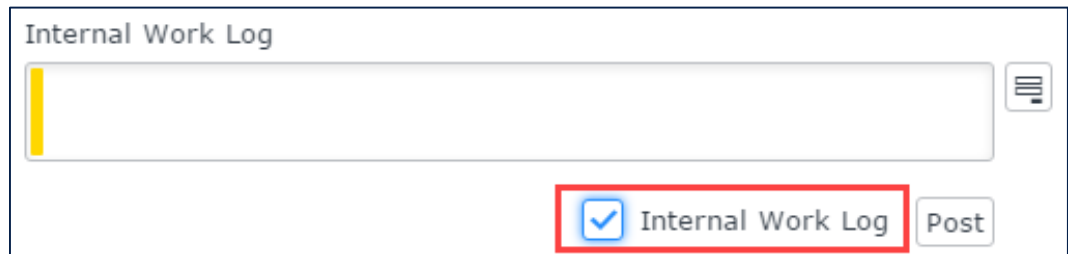
- If the only adjustment needed in a ticket is to update a Work Log, you may save that entry without clicking the usual Save button.
 - Type an entry and click the new “Post” button. The Activity log updates with your entry without refreshing the ticket.



The screenshot shows a form titled "External Work Log". It features a large text input field for entering the log entry. To the right of the input field is a small icon representing a list or menu. Below the input field, there is a checkbox labeled "Internal Work Log". To the right of this checkbox is a button labeled "Post", which is highlighted with a red rectangular border.

Istanbul – Internal Work Log

- The default view for Incident work logs is “External Work Log”. Click the checkbox “Internal Work Log” to quickly switch work logs.



A screenshot of the 'Internal Work Log' form. The form has a title 'Internal Work Log' at the top left. Below the title is a large text input field with a yellow vertical bar on the left side. To the right of the input field is a small icon of a list. Below the input field, there is a checkbox labeled 'Internal Work Log' which is checked, and a 'Post' button to its right. A red rectangular box highlights the checkbox and the 'Post' button.

- To view both work logs together click the “expand icon” to “show all journal fields” at once.



A screenshot of the 'External Work Log' form. The form has a title 'External Work Log' at the top left. Below the title is a large text input field. To the right of the input field is a small icon of a list, which is highlighted with a red rectangular box. Below the input field, there is a title 'Internal Work Log' and another large text input field with a yellow vertical bar on the left side. At the bottom right of the form is a 'Post' button.

Istanbul – Activity Log Entries

- Entries in the Activity log now display differently:
 - each entry is “boxed”
 - entries show user presence avatar & full name instead of UC ID
 - emails with "show email details“ link instead of Plus icon
 - document attachments are listed as links (DOC, EXL)
 - photo attachments are fully displayed (JPG, GIF)

SH Shawn Hall 2017-05-18 10:41:22

App/Business Service ServiceNow ITSM (PRD) was Outlook Web Access (OWA) (PRD)

System 2017-05-07 22:26:45

✉ Email sent

Subject: Incident INC3177459 Priority: 4 - Low has been assigned to group ITSM_Technical

From: UCSF ServiceNow Stage

To: Tony Balestreri, Rita Mccue, Jason Lin, Keith Ward, Shawn Hall, Peter Stampfer

[Show email details](#)

SH Shawn Hall 2017-05-18 11:48:10

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837.7 KB

SH Shawn Hall 2017-05-18 11:48:45



Istanbul – Homepage / Dashboard Nav

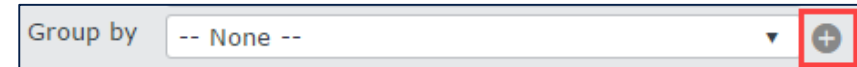
- When you login, your homepage is listed in the content pane. You can navigate to your other dashboards by using the dashboard navigator/drop-down in the upper left corner of the content pane.
- In order to return to your default homepage and see the dashboard navigator, you can click the UCSF logo in the upper left corner.

The screenshot shows the ServiceNow Istanbul interface. The UCSF logo is in the top left corner. Below it is a 'Filter navigator' search bar. A dashboard navigator dropdown menu is also highlighted with a red box, showing 'Queue Management Dashboa...'. The main content area displays a 'Queue Management Dashboard' with a bar chart titled 'My Groups Incidents by Assignee' and a table titled 'My Groups - Unassigned INCs'.

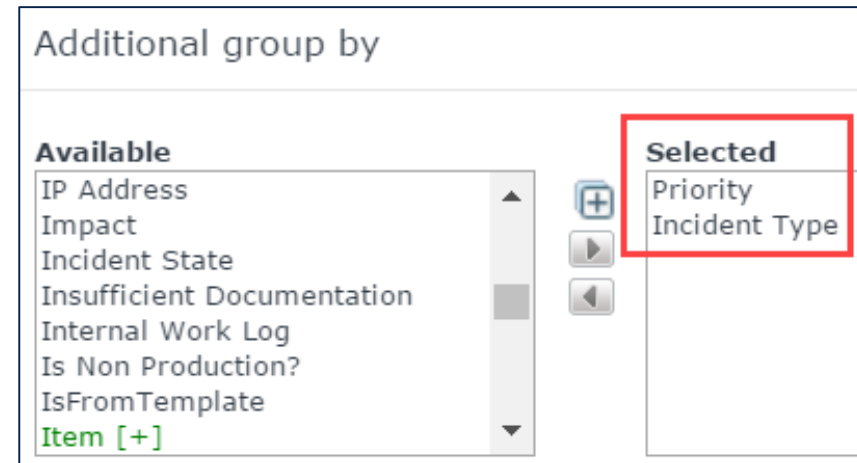
Number	Age	Cus
▶ Incident Type: Interruption		
▶ Incident Type: Request (2)		

Istanbul – Reports – Group By

- If you have access to the Reports module, you will notice a new option next to the field “Group by”.
 - To the right of the Group by field is a “plus” icon. This allows you to add multiple options for grouping.
 - Click the “plus” icon. Add fields. Click “Run” to re-run the report.
 - After re-running the report, scroll to the bottom of the report, notice the “Group by” field – select a value and see the grouping occurs on the fly.

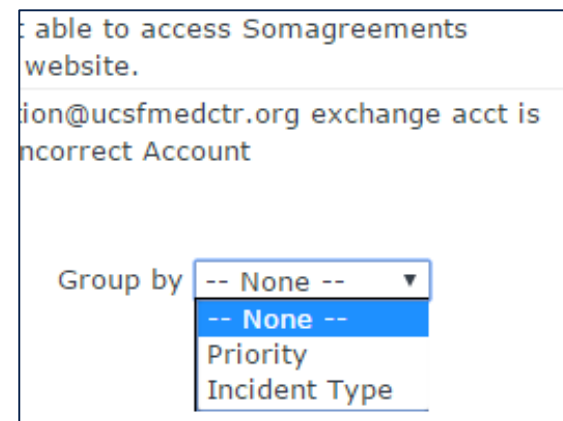


Group by -- None --



Additional group by

Available	Selected
IP Address	Priority
Impact	Incident Type
Incident State	
Insufficient Documentation	
Internal Work Log	
Is Non Production?	
IsFromTemplate	
Item [+]	



Unable to access Somagreements website.

ion@ucsfmedctr.org exchange acct is incorrect Account

Group by -- None --

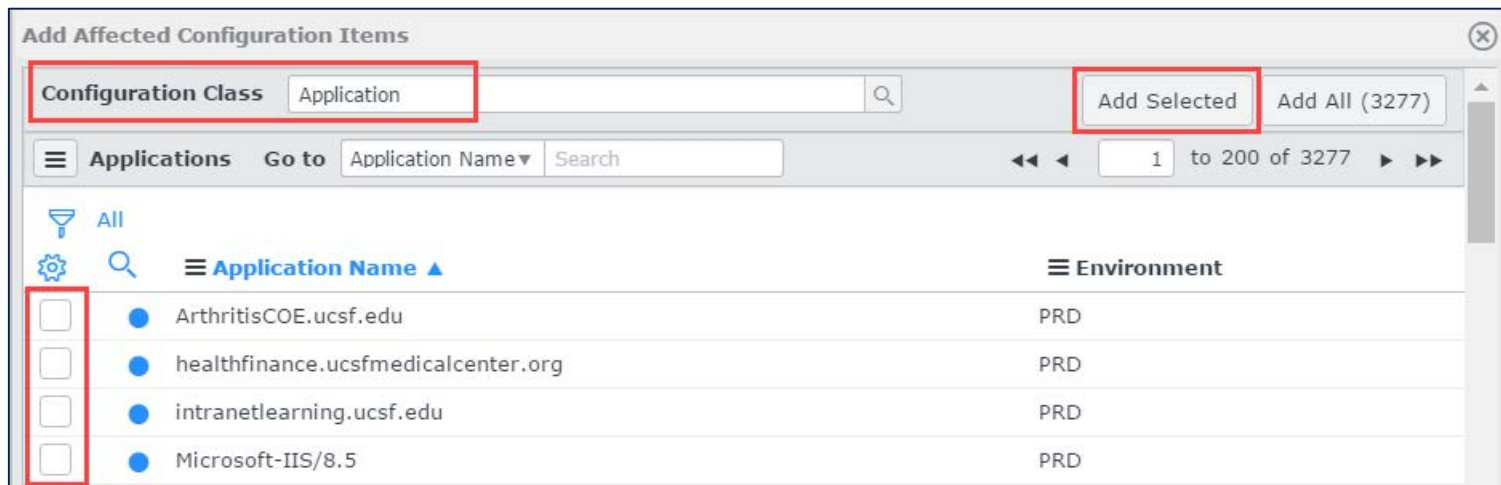
- None --
- Priority
- Incident Type

Istanbul – Report Types

- If you have access to the Reports module, you will notice new Report Type options.
 - New options include:
Column, Area, Spline, Donut, Semi Donut; Dials, Multilevel Pivot, Heatmap, Bubble, Funnel, Calendar, Pyramid, Single score, Map
 - Report Type Definitions:
https://docs.servicenow.com/bundle/istanbul-performance-analytics-and-reporting/page/use/reporting/reference/r_ReportTypes.html

Istanbul – Change – Affected CIs

- The “Affected CIs” tab has a new user interface. The “Edit” button has been replaced with “Add”. Clicking “Add” displays a list of CIs pre-filtered to the Class of the item entered in “Configuration Item”.
- Click the checkbox to the left of each CI needed and then click “Add Selected”
- **Note:** You can change the Configuration Class manually (example: from Application to Server).

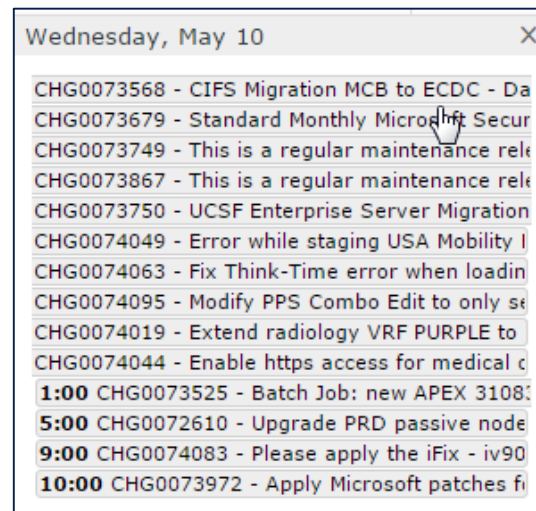
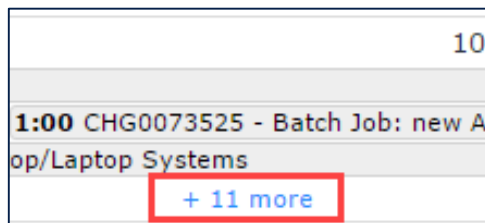


Istanbul – Miscellaneous Tips

- Across platforms (PC & Mac) and browser types (Chrome, Firefox, IE) you can see the ticket number or table name in the browser tab instead of just “ServiceNow”.



- The Change calendar is compacted to see the entire month on a screen. Multiple changes appear in a “+ more” drop-down.



Istanbul – Miscellaneous Tips

- The left Edge used to provide the “List and Form View” button [displayed tickets in split screen / dual pane]. This button no longer exists but you can open a ticket in a pop-up view that allows you to quickly edit (without leaving your current tab).

The screenshot displays the ServiceNow interface. On the left, a list of incidents is shown. A red box highlights the 'Info' icon (an 'i' in a circle) next to incident INC3177554. A red callout bubble points to this icon with the text: "Hold SHIFT key & then hover the cursor on the 'Info' icon." To the right, a pop-up window displays the details for incident INC3177554. A second red callout bubble points to the pop-up window with the text: "The ticket loads in a pop-up window". The pop-up window shows the following fields:

Customer	Rita Mccue
Employee Number	023502610
Department	OCIO IT Service Management
* Callback Number	+1 415 476-9544
Email Address	Rita.McCue@ucsf.edu
Preferred Contact Method	Email



UCSF

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San Francisco