Priority Matrix

The value of the Impact field AND the value of the Urgency field will automatically set the Priority field. The value set in the Priority field directly affects SLA metrics (response and resolution times), notifications, etc.

- Impact defines the scope of the problem and is determined by the ITIL user. Options are 1-High (everyone), 2-Medium (one group), 3-Low (one person). Default is 3-Low.

- Urgency – Value may be populated by customer from the ESS. The best practice is to not change this field if value is set from ESS. Options are 1-High (emergency), 2-Medium (immediate), 3-Low (future schedule). Default is 3-Low.

- Priority – Read only. Urgency + Impact calculate priority. See the matrix below.

Impact: 3 - Low
1 - High
2 - Medium
3 - Low

Urgency: 3 - Low
1 - High
2 - Medium
3 - Low

			Impact			
			1	2	3	
			Multiple Patients	One Patient	No Patient Impact	Clinical definition
			Everyone	One Group	One person	Non-clinical definition
Urgency	1	Emergency	1	2	3	
	2	Immediate	2	2	3	Priority
	3	Future-schedule	3	4	4	

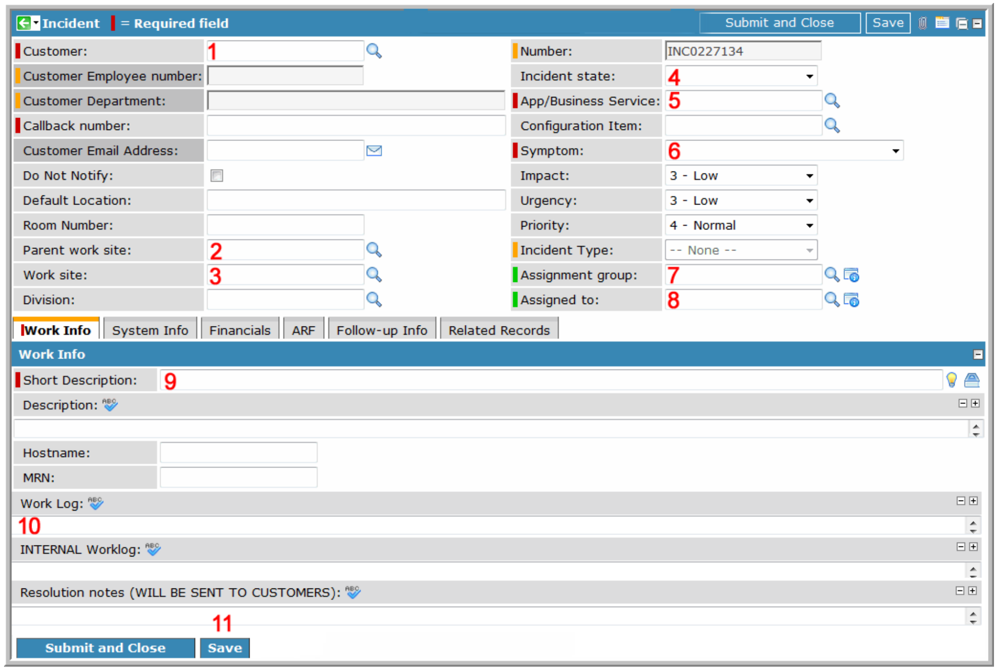
University of California
San Francisco

UCSF

Enterprise ServiceNow
Information Technology Services

SERVICENOW QUICK REFERENCE CARD FOR INCIDENT TICKETS

VERSION 1.0, NOV 7, 2011



PROCEDURE

The following fields describe the steps needed to Open an Incident ticket.

1 In the Service Desk Application, click the **Create New Incident** module link.

2 Enter the **Customer (1)** name and click the Enter key.
This will activate a workflow that will automatically populate the Customer Employee number, Customer Department, Callback number, Customer Email Address, Default Location and Room Number fields.

3 Enter the **App/Business Service (5).** The **Parent work site (2)** and **Work site (3)** may be required fields depending on the **App/Business Service (5)** selected.

4 Select a **Symptom (6).**

5 Enter an **Assignment Group (7)**.

6 Enter a **Short Description (9)**.

7 Click the **Save (11)** button.

PROCEDURE

The following fields describe the steps needed to add Worklog entries.

1 Click the **Work Info** tab and type text into the **Work Log (10)** field and click the **Save (11)** button. The following describes the different work logs available.
Work Log—Entries where information is entered documenting the work done for the ticket.
INTERNAL Worklog — Entries where *sensitive* information is entered. Information is not visible to the customer.
Resolution Notes — Entries are sent to customer with information regarding the resolution of the ticket.

2 Click the **Save (11)** button.

PROCEDURE

The following fields describe the steps needed to Resolve a ticket.

1 Change **Incident State (4)** to **Complete.Resolved.**

2 Click the **Save (11)** button.

Frequently Asked Questions (FAQs)

Question: How do I determine what **Assignment Group (7)** a person belongs to?
Answer: Type the name of the person in the **Assigned To (8)** field and hit the Enter key. This will automatically populate the person's **Assignment Group (7)**.

Question: Why can't I assign a ticket to anyone in the **Assigned To (8)** field?
Answer: You can assign a ticket to any **Assignment Group (7)**, but you cannot complete the **Assigned To (8)** field unless you are a member of the **Assignment Group (7)**.

Question: What do I do if I can't find the person I'm looking for in ServiceNow?
Answer: You can use the wildcard * feature to look up people in ServiceNow. For example, if you are searching for "Ed Smithsonian", but are unsure if Ed is listed as "Edward" or "Ed" in ServiceNow, you can type "* **Smithsonian**" to search for all users with the last name "Smithsonian".