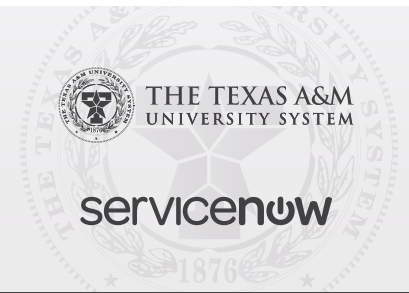


# Texas A&M ServiceNow

*Delivering world class services on the ServiceNow platform*



## ServiceNow Shared Service

ServiceNow is an enterprise IT service management platform that assists IT organizations in attaining higher levels of customer satisfaction, improving, operational efficiency, and reducing costs. ServiceNow tracks handling of issues and requests, automates business processes, enables gathering and sharing information within the organization and with end users, and provides robust monitoring and reporting capabilities. It is consistent with the ITIL framework, which aligns IT services with business needs and puts greater emphasis on customer relationships. Texas A&M Information Technology offers ServiceNow as a shared service to The Texas A&M University System.

## Why implement ServiceNow?

- Save cost through a shared service with central system administration.
- Access an enterprise system at a subscription rate.
- Eliminate the need to maintain redundant, legacy systems.
- Increase productivity and efficiency through business process automation.
- Transfer incidents and service requests between units.
- Support standardizing of IT policies, processes and procedures.
- Remove organizational silos and barriers with a single system of record.
- Produce metrics to measure unit activity, performance and effectiveness.
- Enhance customer experience with self-service portal and mobile access.
- Strengthen business continuity with a cloud-based system.
- Leverage existing development effort for higher education use.

## Who's using ServiceNow?

Current list as of January 2015:

- A&M System Business Computing Services
- Texas A&M Engineering Extension Service
- Texas A&M University at College Station

Division of Student Affairs, Enterprise Information Systems' Howdy Support Team, Instructional Media Services, Instructional Technology Services, Open Access Labs, Texas A&M IT (Computing & Information Services, Networking & Information Security and Telecommunications)

- Texas A&M University-Commerce
- Texas A&M University at Galveston
- Texas A&M University at Qatar

## Learn More

**ServiceNow Website:** [servicenow.com](http://servicenow.com)

**ServiceNow Wiki:** [wiki.servicenow.com](http://wiki.servicenow.com)

**Texas A&M ServiceNow Implementation Project:** [u.tamu.edu/ServiceNow-info](http://u.tamu.edu/ServiceNow-info)

**ServiceNow Open Demonstration Site:** [demo.servicenow.com](http://demo.servicenow.com)

### For additional information, contact:

Robert Cheyne, Senior IT Manager  
IT Solutions & Support

979.847.4877 | [itss@tamu.edu](mailto:itss@tamu.edu)

## ServiceNow Licenses

Two ServiceNow license tiers are available to the A&M System: Standard and TAMU Custom.

TAMU Custom licenses can be upgraded to Standard at any time with applicable fees applying. Standard licenses cannot be downgraded to TAMU Custom. Mixing of license tiers within the same functional unit (department, college, agency, etc.) is prohibited.

ServiceNow license pricing is available through a Texas Department of Information Resources (DIR) contract.

Unlimited end-user licenses are included. End users can submit and view their own incidents and requests, access the self-service portal and see public pages in the knowledge base.

## Applications

Application	Description	Standard License	TAMU Custom License
Incident Management	Recording, classifying and handling events that disrupt or reduce service quality or customer productivity	X	X
Service Catalog/Request Management	Delivering offered services using business processes to fulfill requests	X	X
Employee Self-Service	Enabling customers to report issues or make requests through a user-friendly web mortal	X	X
Knowledge Management	Making information available on common issues to enable knowledge-based support	X	X
Configuration Management Database (CMDB)*	Providing an information repository of all IT configuration items and their relationships	X	X
Asset Management*	Tracking and managing physical, contractual and financial aspects of IT assets	X	
Change Management*	Coordinating and controlling changes to minimize risks to the IT environment	X	
IT Cost Management*	Tracking costs of configuration items	X	
Problem Management*	Recording, resolving and managing projects and associated tasks and resources	X	
Release Management*	Planning, designing, building, testing and releasing items into the IT environment	X	
Software Development Lifecycle (SDLC) Management	Managing the software development process, prioritizing enhancements and defects, and defining release content	X	

*\*To be implemented in subsequent releases through 2016.*

## Services *(Continued on back)*

Service**	Description	Standard License	TAMU Custom License
Business Service Maps	Graphically displaying configuration items and their relationships	X	X
Catalog Item Designer	Enabling non-administrators to create, maintain and publish catalog items	X	X
Coaching Loops	Enabling a coach to monitor and assess specific behavior in an individual or group	X	X
Content Management	Creating custom interfaces for the ServiceNow instance	X	X
Custom Application Templates	Creating standardized templates for use within applications	X	X
Form Designer	Creating new or changing existing form views	X	X
Graphical Workflow	Automating multi-step processes	X	X
Mobile	Delivering the ServiceNow interface to mobile devices	X	X
On-Call Scheduling	Providing ability to determine which member of a user group is available to complete a task	X	X
Reporting	Analyzing and sharing data via reports and dashboards	X	X
Rest API	Enabling using Representational State Transfer for developing web services	X	X
Service Creator	Creating custom services for the service catalog	X	X
Service Level Management	Establishing and monitoring service contracts and service level agreements	X	X
Skills Management	Assigning configured competencies to groups or individual users	X	X

\*\*Services are active by default for the entire ServiceNow instance.

## Services (Continued)

Service**	Description	Standard License	TAMU Custom License
Social IT	Providing chat and live feed capabilities for real-time communication and content posting	X	X
Survey Management	Surveying and polling users to collect data for continuous improvement	X	X
Time Cards	Recording time worked on projects, incidents, problems and change requests	X	X
Visual Task Boards	Making navigation of lists and forms into an interactive graphical experience	X	X
Visualizations	Providing visual representations of activities	X	X

\*\*Services are active by default for the entire ServiceNow instance.

## Custom Application or Plugin

Custom Application or Plugin ***	Description	Standard License	TAMU Custom License
Appointment Scheduler	Setting up onsite appointments with customers using a calendar interface	X	X
Postmaster	Routing email to groups and automating tasks via email	X	X
Sensitive Information Detection	Scanning and flagging for sensitive information, limiting visibility to appropriate personnel	X	X
Simple Separation	Separating task records and allowing visibility based on groups	X	X
Wizard	Providing step-by-step sequence of dialog boxes that lead users through a procedure	X	X

\*\*\*Custom applications are developed to meet specific business needs. Plugins provide additional optional functionality that administrators can activate within a ServiceNow instance. For a list of available plugins, visit [wikiservicenow.com](http://wikiservicenow.com).