



All,

The NCCCS Service Portal on the ServiceNow platform has been live for the 58 colleges for almost two months now. Many of you have indicated that the new Service Portal is easy to use and that you like being able to see ticket activity in real time. Please continue to share your feedback.

With a little experience under our belts, I wanted to share out some information.

Purpose:

The NCCCS Service Portal is where you submit your requests for System Office IT support. The Service Portal replaces email to the CIS Help Desk and is the new **required** method to submit your requests for System Office IT Support. Requests in the Service Portal are called incidents. Since the December 5 go-live date, colleges have submitted over 550 incidents.

<https://ncccs.service-now.com/sp>

Best Practices:

- Your request for System Office support should always start by entering an incident in the Service Portal. Please do not email System Office staff directly. System Office staff will work open incidents ahead of requests sent directly to an individual.
- The CIS Help Desk phone line is still operational. If you are unable to access the Service Portal, you can call 919-807-7048. However, even when contacting us by phone, you must be a registered user (see below) for us to submit a request on your behalf.

User Registration:

In order to submit requests in the Service Portal, you **MUST** be a registered user. All registrations received to date have been approved. If you registered and didn't receive an email with your credentials, please check your junk or clutter folder. The email From and Subject are as follows:

From: IT Service Desk <ncccs@service-now.com>

Subject: User Registration Processed

To date, over 540 users representing all 58 colleges have registered. About 50 users have never logged in with their temporary password. I've reached out directly to these individuals.

It's never too late to register. And there's no limit on the number of people at a college who can be registered. If you have not yet registered, the Service Portal login page includes a link for Self-Registration. Once you have submitted your registration request, it must be approved by System Office staff. We will approve these requests as quickly as possible.

Best Practices:

- The email address you include in your registration must be your college email address (with a .edu extension). Registrations from personal email addresses will not be approved. This will be your username.
- The college field on the User Registration Request form is not free form text. Click the magnifying glass and select your college.
- The department field is not a free form field. Click on the magnifying glass and select the best option. The departments options are very generic and align with the Colleague applications.



- If you do not get an email with your temporary password within 24 hours, please check your junk folder for an email from IT Service Desk as outlined above.

Using the NCCCS Service Portal:

The Service Portal is not just for IT. It is open for all college staff to use. However, if your college has a policy that you go through your local IT staff first, please follow that policy. If your IT staff submits an incident on your behalf, they can request that you be added to the watch list.

Best Practices:

- If you previously logged in and changed your password but have forgotten that password, use the Trouble Signing In link just below the Login button on the login page to reset your password. Remember, your Username is your email address.
- Once logged in, the Get Help link will take you to the Request Help form. The category and subcategory fields drive assignment rules. Please review the College Category/Subcategory Guide included on this page if you are unsure of selections.
- Please do not request that your incident be assigned to a specific person. Availability of a specific individual cannot be guaranteed and other support staff may be able to assist.
- Don't open an incident if you aren't going to be available.
- If you resolve your issue on your own, please update the incident accordingly. Please share your resolution as it may allow us to help another college.

Workflow Changes :

The ServiceNow tool allows direct communications from within the incident, sending emails to the caller as updates are added by support staff, and sending emails to support staff when the caller adds information. That along with improved reporting and filtering options have prompted some changes to System Office workflows.

Awaiting Confirmation of Resolution

Old Workflow: When a proposed solution was provided, the HDT was marked as 'Awaiting Customer Feedback' and remained open until we heard back.

New Workflow: When a proposed solution is provided the incident will be marked as Resolved and the proposed solution will be added as a Resolution Note. The caller receives an email with the Resolution Note and notification that the incident has been resolved and will automatically close in 5 days. If the incident is not resolved, you will be able to reopen within that 5 day window. If indeed resolved, no further action is needed.

No Response to Request for Additional Information

For troubleshooting, we will often ask for screen shots, patch information or other information.

Old Workflow: We would mark the ticket as 'Awaiting Customer Feedback'. If no additional information was sent, these have historically remained open until someone realized follow up was needed.

New Workflow: We will place the incident 'On Hold' with a hold reason of 'Awaiting Customer Feedback'. If the requested information is not sent, the request will be repeated up to two more times. If the requested information is not sent after the third request, the incident will be marked as Resolved with a Resolution of No Response.



Ellucian Involvement

Colleges that have licensed optional modules (not supported by SO) contact the System Office to open a case with Ellucian.

Old Workflow: Previously we would move the ticket to a state of Request for Ellucian and leave it open until Ellucian closed the case.

New Workflow: Once we have opened a case with Ellucian, we will mark as Resolved and add the case number as a Resolution Note.

Note: Incidents for modules that are part of the CIS Template that require an Ellucian case will remain open as System Office staff will be part of the communications.

Issues Related to Ellucian Bugs

Some incidents are determined to be related to outstanding Ellucian bugs.

Old Workflow: We would mark the ticket as an Ellucian bug, add the Ellucian Change Request (bug) information, recommend that the caller 'follow' the Change Request and assign to the Service Desk Manager who would also 'follow' the Change Request.

New Workflow: The outstanding Change Request will be noted in the incident. The incident will be marked as resolved with a Resolution of Ellucian Bug. The caller will be advised to 'follow' the Change Request.

Note: The System Office will coordinate with Ellucian on a workaround or fix when the impact is deemed critical.

Thank you for using the NCCCS Service Portal. If you have any questions or comments, feel free to contact me.

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