

SERVICENOW: WORKING WITH MAINTENANCE SCHEDULES

This document provides IS users with instructions for accessing Maintenance Schedules in ServiceNow. It also provides details for checking for conflicts while entering a change record as well as instructions for requesting and setting maintenance schedules (for authorized users only).

1 GETTING STARTED

1.1 ServiceNow Support

For additional resources, search the ServiceNow Knowledgebase at <http://www.partners.org/serviceNow> or contact the IS Service Desk.

1.2 Accessing ServiceNow

ServiceNow is available on and off the Partners network.

From a Partners Workstation

1. Go to **Partners Applications**.
2. Select **ServiceNow**.

Online

1. Go to <https://www.partners.org/serviceNow>.
2. Log in with your Partners user name and password.

2 KEY TERMS

| Term | Definition |
|-----------------------------------|---|
| Maintenance Schedule | A defined time period when changes are allowed to be made to a specified configuration item (CI). The Conflict Checker in ServiceNow will detect a conflict for a change record associated with this CI if its Start/End dates do not fall within this time period. |
| Maintenance Schedule-Header Level | Contains high-level information for the maintenance schedule, including the header name, configuration item, and class. |
| Maintenance Schedule-Detail Level | Contains detail information for the maintenance schedule, including the start and end dates and times. |

3 WORKING WITH MAINTENANCE SCHEDULES

This document includes the following sections:

- Viewing Maintenance Schedules
- Checking for Conflicts
- Requesting a Maintenance Schedule
- Setting Maintenance Schedules (authorized users only)

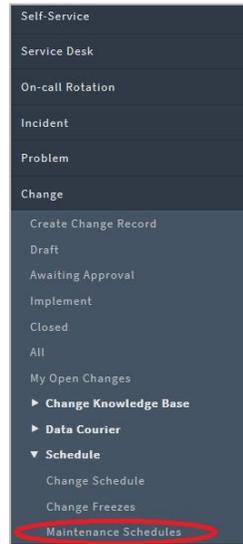
Important! ServiceNow only detects a conflict if the requester uses the "Check conflict" link from a change ticket. If the requester does not use the link on the change ticket, no conflict will be detected. That change will be submitted for approval and move to implement once approved.

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3.1 VIEWING MAINTENANCE SCHEDULES

1. On the left navigation bar, click **Change**, and then click **Maintenance Schedules**. The application displays a list of maintenance schedules.

Note: Maintenance schedules are displayed according to the header-level names. The header level includes the configuration item and class (such as Application, Business Service, or Network Adapter). The specific dates and times of the time period are defined at the detail level.



| | Name | Time zone | Updated |
|--------------------------|--|-----------|------------------------|
| <input type="checkbox"/> | April LSM | | 2016-03-22 7:12:17 PM |
| <input type="checkbox"/> | Maintenance Window for Partners Test | | 2016-10-04 12:51:04 PM |
| <input type="checkbox"/> | Maintenance Windows | | 2016-09-12 12:11:56 PM |
| <input type="checkbox"/> | Partners ecare Maintenance Windows | | 2016-10-04 10:59:33 AM |
| <input type="checkbox"/> | TST MW | | 2016-09-12 12:18:29 PM |

2. Click the header-level name of any maintenance schedule to display the configuration item and class associated with this schedule.

Name: Maintenance Window for Partners Test

Description: This is only a test for presentation purposes.

Time zone: -- Floating --

Applies to: Configuration Item [cmdb_ci]

Condition: Class is Application

Update Delete

Related Links: Show Schedule

| | Name | All day | Repeat on | End date time | Float day | Float week | Group | Month | Monthly type | Notes |
|--------------------------|---|---------|-----------|-----------------------|-----------|------------|-------|---------|------------------|-------|
| <input type="checkbox"/> | 4NEXT NONACUTE Maintenance Window | false | Mon | 2016-10-04 8:00:00 PM | Sunday | 1st | | January | Day of the month | |

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3. To see the time period for any maintenance schedule, click the associated detail-level name.

Screenshot of the ServiceNow 'Schedule Entry' form for '4NEXT NONACUTE Maintenance Window'. The 'When' field is circled in red, showing the date '2016-10-04', time '6:00:00 PM', and 'All day' checkbox. Other fields include 'Name', 'Show as', 'Repeats', and 'Repeat every'.

4. Any changes entered for this configuration item must fall within this maintenance schedule or ServiceNow will detect a conflict for this change.

3.2 CHECKING FOR CONFLICTS

Note: Currently, you must manually check for conflicts when entering a change using the following steps. This process will be automated in a future release so that you will immediately receive a warning about possible conflicts when you complete the fields for a change in ServiceNow.

ServiceNow is configured to look for the following types of conflicts:

- Conflicts with defined freeze dates
- Conflicts with other scheduled change requests for the same CI (Configuration Item)
- Conflicts with defined maintenance windows for the same CI

1. After entering your Change Record, click **Check Conflicts**.

Screenshot of the ServiceNow Change Record interface. The 'Check Conflicts' link is highlighted with a red box. Other elements include tabs for 'Notes', 'Change Mgt Notes', 'History', 'Post Implementation Review', and 'CCB Notes', and buttons for 'Copy Change', 'Create Change task', 'Save', 'Submit', 'Cancel Change', and 'Delete'.

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2. ServiceNow redisplay the top of the form with one of the following indicators:

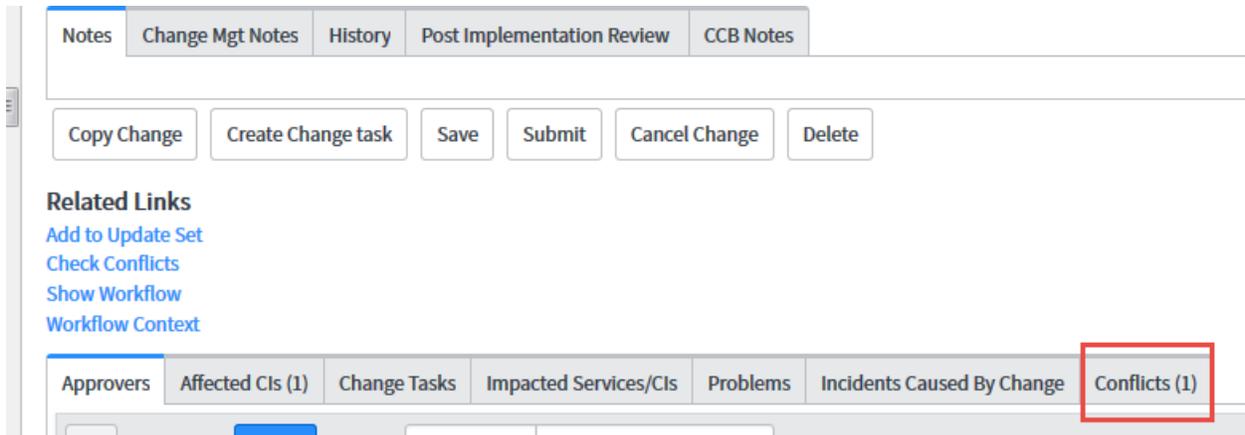
- If no conflicts are detected (that is, the change is within a defined maintenance schedule):



- If conflicts are detected (that is, the change is not within a defined maintenance schedule):



3. If applicable, click the Conflicts tab at the bottom of the change request to view additional information. Note that the number of conflicts detected is indicated on the tab label.



4. ServiceNow displays details regarding the conflict or conflicts detected. In this example, the dates entered for the change are not within the specified maintenance period for the associated configuration item.



5. Based on this information, you might wish to update your change record to avoid conflicts that might negatively affect your implementation.

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3.3 REQUESTING A MAINTENANCE SCHEDULE

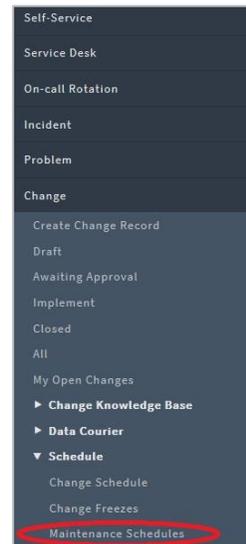
Currently, only authorized users can enter a maintenance schedule. If you require a maintenance schedule to be set for a configuration item, submit a request in ServiceNow and assign it to the “ITSM Change Management – phs” team. You must provide the following information in the details for your request:

- What you are asking for in terms of the description (for example, “Please set up a new maintenance schedule for phsxyz123”)
- Configuration Item (CI)
- System or application name potentially impacted (if different from the CI name)
- The From/To dates and times of the maintenance schedule (for example, “10/23, 12:00 PM – 4:00 PM”)
- If this maintenance schedule will repeat, how often it will occur (such as daily, weekly, or monthly)

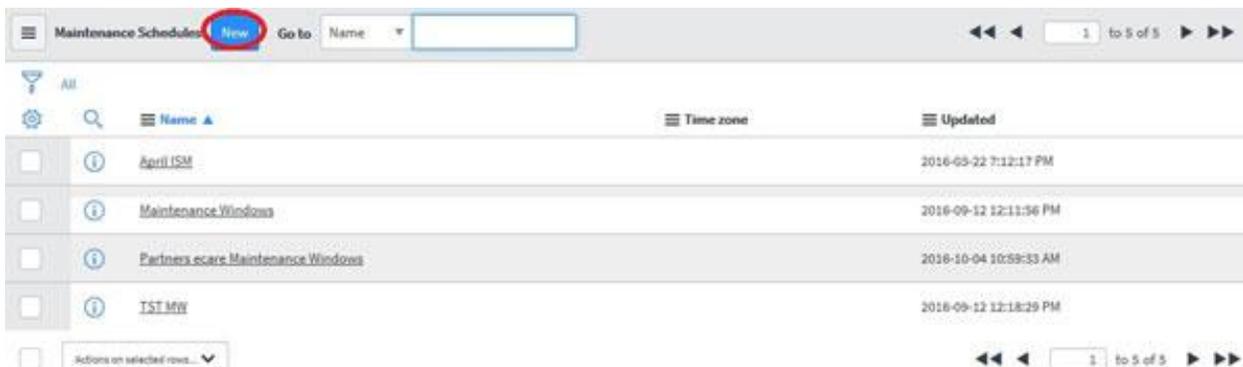
Important! ServiceNow only detects a conflict for changes that are made outside of this maintenance schedule if the requester uses the “Check conflict” link. If the requester does not use the link on the change ticket, no conflict will be detected. That change will be submitted for approval and move to implement once approved.

3.4 SETTING A MAINTENANCE SCHEDULE – AUTHORIZED USERS ONLY

1. On the left navigation bar, click **Change**, and then click **Maintenance Schedules**.



2. From the list of maintenance schedules, click **New**.



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3. The application displays the header fields for this maintenance schedule. Complete the Name and Description fields to make it easy to identify this schedule. Leave the time zone as defaulted (“Floating”). In the Applies to field, select “Configuration Item [cmdb_ci]” and add a filter condition retrieved from the CI record in the CMDB. For example, if you look up “ADD850,” the CMDB record has a class of “Application,” so we will add the filter as follows, and click **Submit**.

Name: Maintenance Window for Partners Test

Description: This is only a test for presentation purposes.

Time zone: -- Floating --

Applies to: Configuration Item [cmdb_ci]

Condition: Add Filter Condition Add "OR" Clause

Class is Application

Submit

4. This record now displays in the maintenance window section. Click the name of the maintenance schedule you just added to begin adding scheduling details.

| | Name | Time zone | Updated |
|--------------------------|--|-----------|------------------------|
| <input type="checkbox"/> | April ISM | | 2016-03-22 7:12:17 PM |
| <input type="checkbox"/> | Maintenance Window for Partners Test | | 2016-10-04 12:51:04 PM |
| <input type="checkbox"/> | Maintenance Windows | | 2016-09-12 12:11:56 PM |
| <input type="checkbox"/> | Partners ecare Maintenance Windows | | 2016-10-04 10:59:33 AM |
| <input type="checkbox"/> | TST MW | | 2016-09-12 12:18:29 PM |

5. The application redisplay the header fields for the maintenance schedule. Click the **New** button to begin adding a schedule entry.

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Warning: There are no active entries in this Schedule [X]

Name: Maintenance Window for Partners Test

Description: This is only a test for presentation purposes.

Time zone: -- Floating --

Applies to: Configuration Item [cmdb_ci]

Condition: Add Filter Condition | Add "OR" Clause

Class [v] is [v] Application [v] [AND] [OR] [X]

[Update] [Delete]

Related Links
Show Schedule

Schedule Entries [New] Go to Name [v] Search []

Schedule = MyTest

[Name] [All day] [Repeat on] [End date time] [Float day] [Float week] [Group] [Month] [Monthly type] [Notes]

6. The application displays fields to define this maintenance schedule. For this example, we'll identify the configuration item as "ADD850." We will also set the time frame from 6:00 PM – 8:00 PM, daily. Then, click **Submit**.

< [Schedule Entry - MW for ADD850] [Update] [Save]

Name: MW for ADD850

Show as: Busy

When: 2016-10-04 [6:00:00 PM] To [8:00:00 PM] 2016-10-04 [All day]

Repeats: Daily

Every day

* Repeat every: 1 Day

Repeat until: []

[Submit]

If you have further questions, send an email to changemanagement@partners.org.