

ServiceNow

Request Management

Version 1.0



RowanUniversity

INFORMATION RESOURCES & TECHNOLOGY

Definition of Commonly Used Terms 3

Log into ServiceNow 4

The Service Catalog 5

Creating a New Call: Request..... 9

Creating a Request from an Incident 12

Working with Requests..... 13

 Catalog Task Assignment Notification 13

 Task Description 14

 Request Details..... 14

 Comments 15

 Work Notes 15

 Editable Request Details 16

 Approvals 17

 Closing the Task..... 18

Managing Your Work..... 19

 My Work 20

 My Groups Work 20

Definition of Commonly Used Terms

ITIL: An acronym for Information Technology Infrastructure Library, ITIL is a set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.

ITIL User: ServiceNow term for a technician.

Incident: An unplanned interruption to an IRT Service or a reduction in the quality of an IRT Service. For example: A user's email client stops working.

Request: A request submitted by a user for some type of service, software or hardware. Requests generally refer to something the user wants and/or needs but does not already have, such as a laptop, email resource or Confluence site.

Service Catalog: A pre-defined list of services offered by an organization. The Service Catalog provides a means for faculty, students and staff to view or request technology services.

Change: The addition, modification or removal of anything that could have an effect on IRT Services.

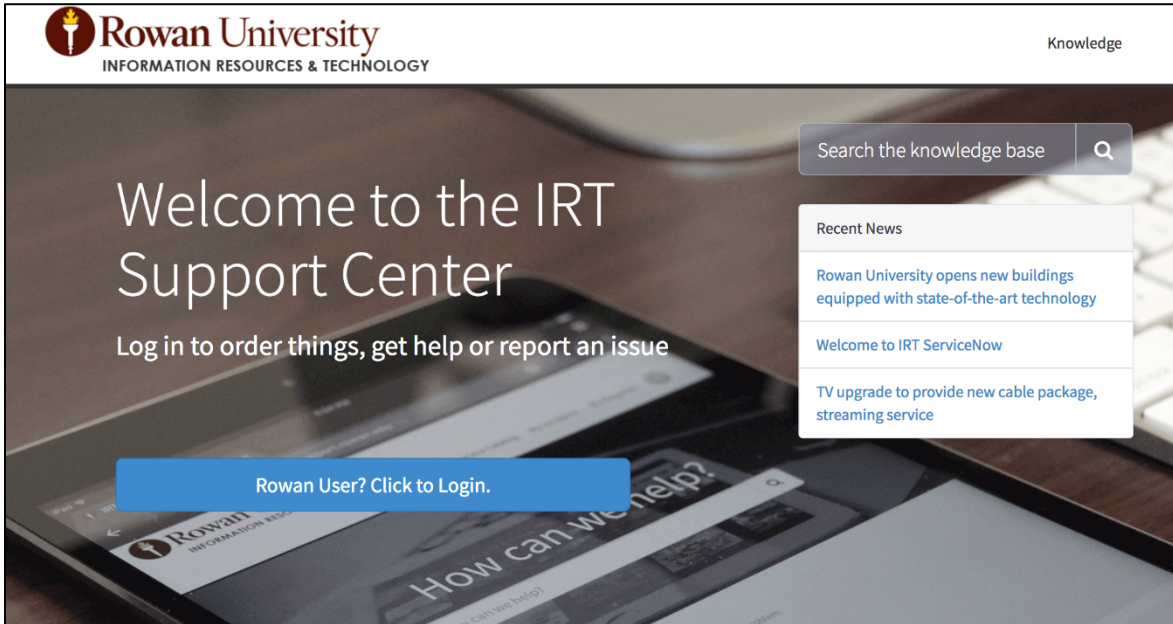
Caller: ServiceNow term for end user/customer.

An online version of this document, information about supported browsers and other resources can be found here: <http://www.rowan.edu/servicenow-resources>

Log into ServiceNow

<http://support.rowan.edu> (<https://test.support.rowan.edu> for training)

If you are already authenticated to CAS you might bypass this login page.



Once logged into the Support Portal, click "**Technician**" at the top and you will be redirected to the full ServiceNow application.



If you are in the application and would like to return to the web portal, you can re-enter the link in your browser with an **/sp** at the end (i.e. support.rowan.edu/sp).

Safari Warning: A recent update to Safari has impacted the appearance of ServiceNow. ServiceNow is aware of the issue and is investigating a resolution. The recommended workaround is to use a different browser, such as Chrome, until the issue can be resolved.

The Service Catalog

The Service Catalog provides a means for faculty, students and staff to request services and purchase hardware. Services are pre-defined and associated with automated workflow processes that notify approvers and staff of the tasks or activities that need to be performed in order to deliver the requested service.

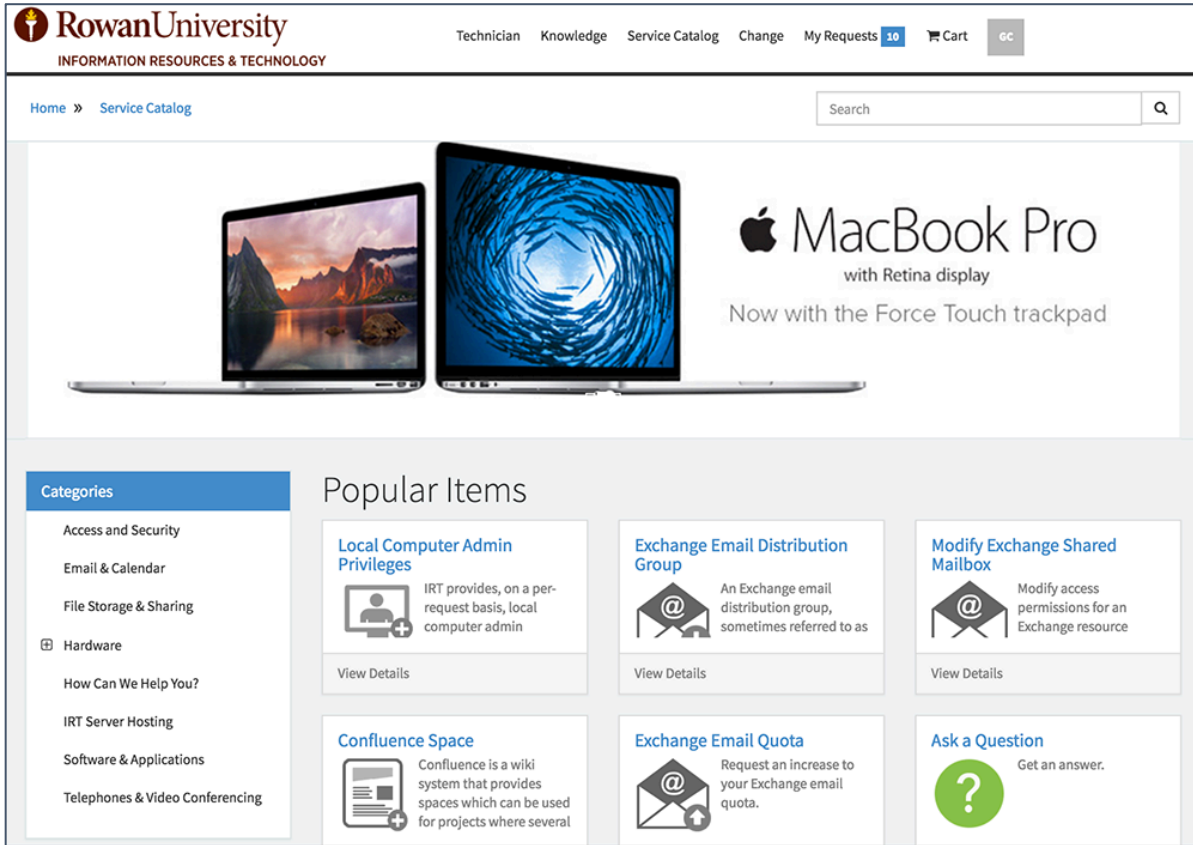
There are currently catalog items available for Exchange Resource Mailboxes, Email Distribution Groups, Quota Increases and Confluence Sites, among others. More items will be added throughout phase two of our ServiceNow implementation.

The University community can use the catalog in the Support Portal to submit requests for service, monitor and check the status of a request or incident, and search the knowledge base.

Once logged into the Support Portal, users can select **Request Something** to open the Service Catalog.

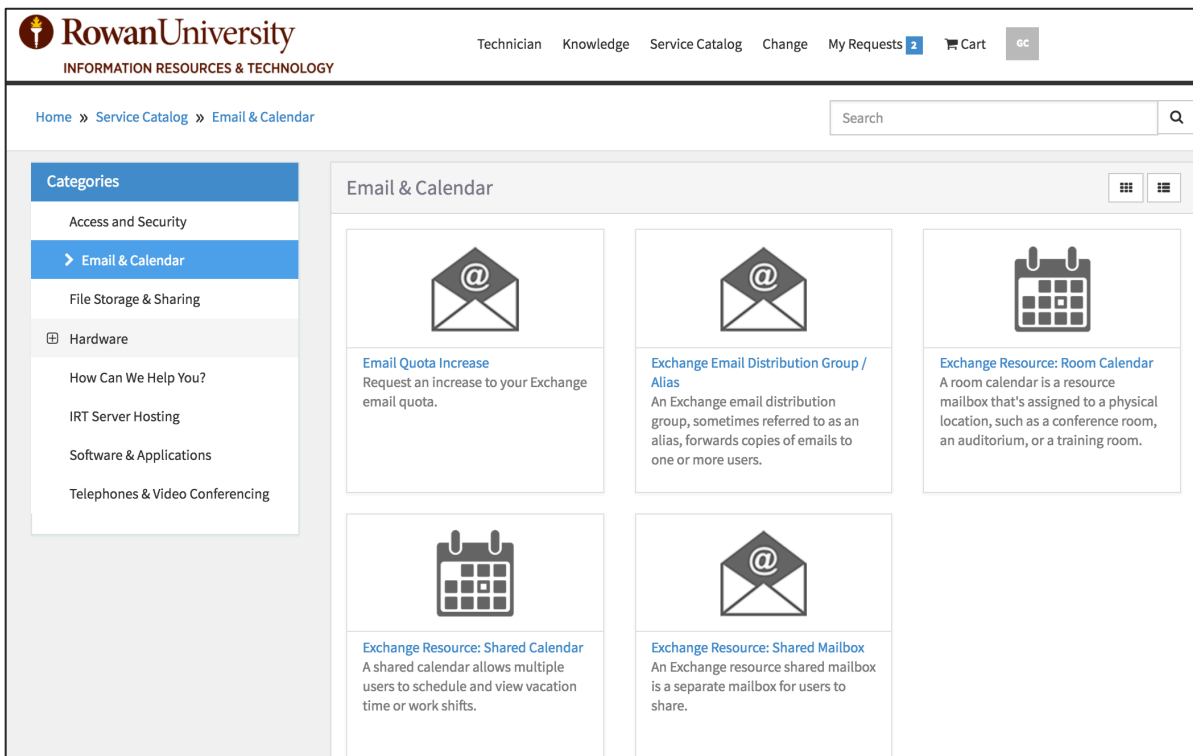
The screenshot shows the Rowan University Support Portal interface. At the top, the Rowan University logo and 'INFORMATION RESOURCES & TECHNOLOGY' are on the left. Navigation links for 'Technician', 'Knowledge', 'Service Catalog', 'Change', 'My Requests 1', 'Cart 3', and 'GC' are on the right. A large banner with the text 'How can we help?' and a search bar is centered. Below the banner are three main service options: 'Get Help' (Contact support to make a request, or report a problem), 'Knowledge Base' (Browse and search for articles), and 'Request Something' (Browse the catalog for services and items you need), which is highlighted with a red border. Below these are three columns of content: 'My Open Incidents' (No records found), 'Popular Knowledge' (listing articles like 'Blackboard: Adding a Syllabus from the Content Collection' with view counts), and 'My Open Requests' (listing 'Hardware Request 04/12/18 - REQ0010753'). A 'Portal Feedback' button is located at the bottom right.

Users can search for the item they are looking for in the top right or browse the categories on the left. Only categories that contain active catalog items will be visible.




The screenshot shows the Rowan University Service Catalog homepage. At the top, the Rowan University logo is on the left, and navigation links for Technician, Knowledge, Service Catalog, Change, My Requests (10), Cart, and CC are on the right. Below the header, there is a search bar and a breadcrumb trail: Home >> Service Catalog. A large banner features two MacBook Pro laptops with the text "MacBook Pro with Retina display" and "Now with the Force Touch trackpad". Below the banner, a "Categories" sidebar on the left lists: Access and Security, Email & Calendar, File Storage & Sharing, Hardware, How Can We Help You?, IRT Server Hosting, Software & Applications, and Telephones & Video Conferencing. The main content area is titled "Popular Items" and contains six cards: "Local Computer Admin Privileges", "Exchange Email Distribution Group", "Modify Exchange Shared Mailbox", "Confluence Space", "Exchange Email Quota", and "Ask a Question". Each card includes an icon, a title, a brief description, and a "View Details" link.

Clicking on the "Email & Calendar" category, for example, will show all available email related catalog items.



The screenshot shows the "Email & Calendar" category page in the Rowan University Service Catalog. The header and navigation are identical to the previous screenshot. The breadcrumb trail is: Home >> Service Catalog >> Email & Calendar. The "Categories" sidebar on the left has "Email & Calendar" selected. The main content area is titled "Email & Calendar" and contains five cards: "Email Quota Increase", "Exchange Email Distribution Group / Alias", "Exchange Resource: Room Calendar", "Exchange Resource: Shared Calendar", and "Exchange Resource: Shared Mailbox". Each card includes an icon (envelope or calendar), a title, and a brief description.


Selecting one of the items will open a detailed form that the user can fill out and then click “Submit” when finished. Unlike Hardware catalog items that can be ordered in multiple quantities and processed through the “Cart,” requests for “services” can only be submitted one at a time.



Rowan University
INFORMATION RESOURCES & TECHNOLOGY

Technician Knowledge Service Catalog Change My Requests **1** Cart **3** GC

Home » Service Catalog » Email » Exchange Resource: Shared Mailbox



Exchange Resource: Shared Mailbox

An Exchange resource shared mailbox is a separate mailbox for users to share.

This request will create a new resource mailbox, if you already have a shared mailbox and simply wish to modify access to it please email support@rowan.edu

If you are looking for an Exchange email distribution group, sometimes referred to as an alias, that forwards copies of emails to one or more users, please choose "Exchange Email Distribution Group / Alias" from the catalog.

* What would you like as the display name for this mailbox?


* What would you like as the email address?

* What users will require access? (These users will be given full access to the mailbox)

Which users should have the ability to send from this mailbox?

All requested users
 Only certain users

Additional comments or special instructions:

 Add attachments

Users can check the status of their request at any time by selecting it on the homepage under "My Open Requests" or the "My Requests" drop down at the top of the page.

The screenshot shows the Rowan University homepage. At the top, there is a navigation bar with links for Technician, Knowledge, Service Catalog, Change, My Requests (with a dropdown arrow and a '1' indicator), Cart (with a '3' indicator), and GC. Below the navigation bar is a large banner with the text "How can we help?" and a search bar. Underneath the banner are three main service tiles: "Get Help" (Contact support to make a request, or report a problem), "Knowledge Base" (Browse and search for articles), and "Request Something" (Browse the catalog for services and items you need). Below these tiles are three columns of content. The first column, "My Open Incidents", shows "No records found". The second column, "Popular Knowledge", lists several articles with view counts: "Blackboard: Adding a Syllabus from the Content Collection" (6 Views), "VPN: Log into the Cisco AnyConnect Client" (5 Views), and "Student Directed Mailing Lists" (4 Views). The third column, "My Open Requests", shows a dropdown menu with "Hardware Request 04/12/18 - REQ0010753" selected. Below this is a "My Approvals" section showing "You have no pending approvals" and a "Portal Feedback" button.

Users can see what stage their request is in, add a comment to the request or upload an attachment.

The screenshot shows the details page for a request with ID REQ0010753. The page has a breadcrumb "Home » Request" and a search bar. The main content area shows a message input field with a "Send" button. Below the input field is a comment from "Gangloff-ADM, Christine" (5d ago) stating "REQ0010753 Created". To the left of the comment is a "GC" icon, and below it is a green "Start" button. On the right side of the page, there are three sections: "Requested Items" (listing two "Apple MacBook Pro 13-inch" items with status indicators), "Estimated completion 04/13/18" (with a table of request details), and "Attachments" (with a "Drop files here" area). The table in the "Estimated completion" section is as follows:

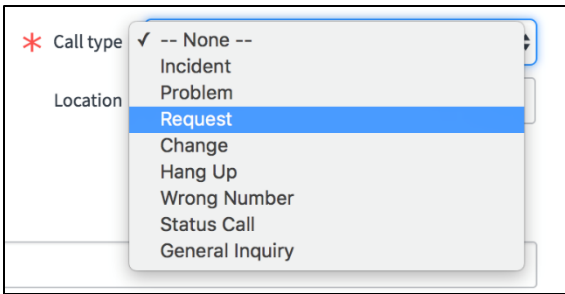
Number	State
REQ0010753	Open
Created	Price
5d ago	\$3,540.00
Updated	5d ago

Creating a New Call: Request

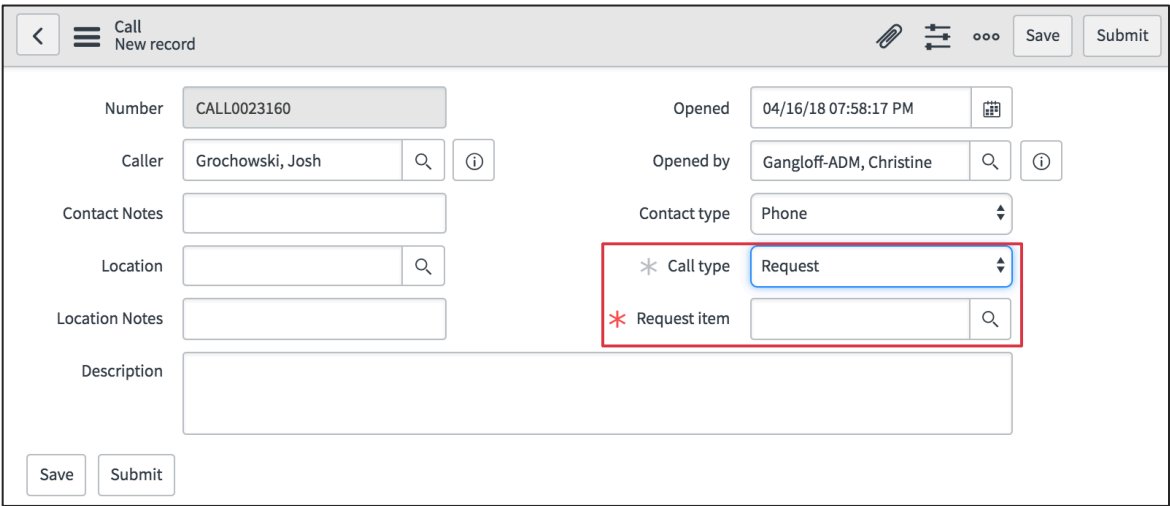
A request, like an incident, can be generated directly from the New Call form. If the user would like an item currently available in the Service Catalog, you can either **direct them to the Support Portal** at <http://support.rowan.edu> or you can walk them through the process by selecting **"Request"** in the Call Type field.

There are currently request items available for Exchange Resource Mailboxes, Calendars, Distribution Groups, Quota Increases, Local Computer Admin Privileges, and new Confluence spaces, among others.

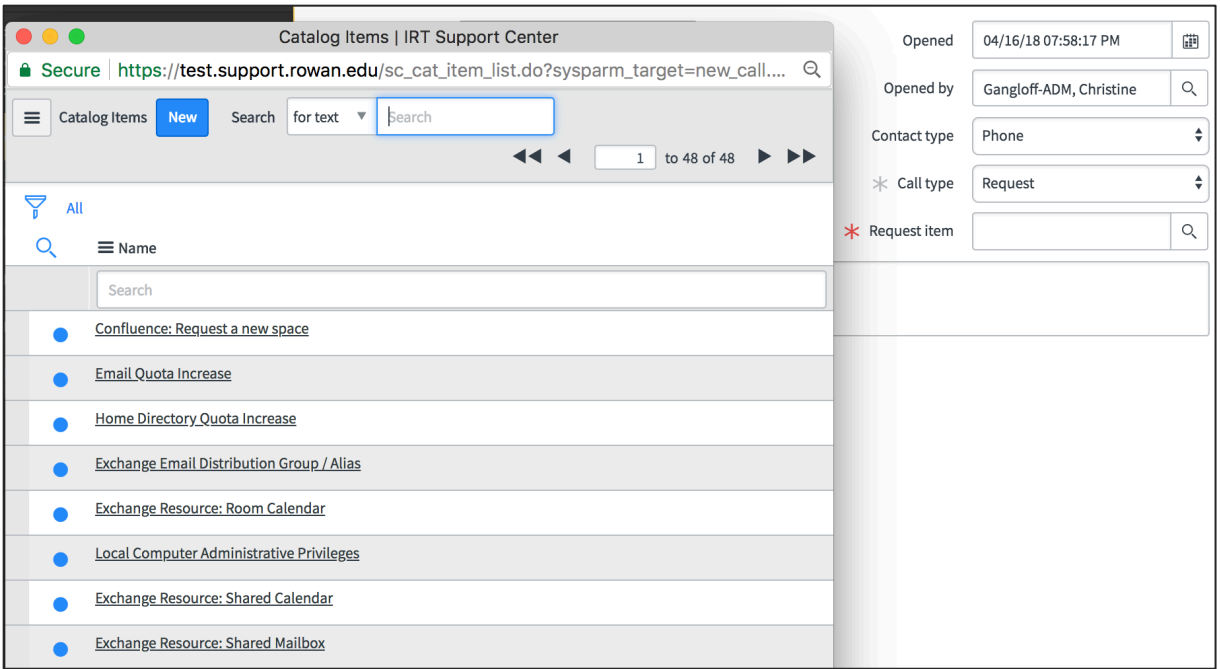
For example, if the user is requesting admin privileges on their computer, choose **"Request"** as the Call Type.



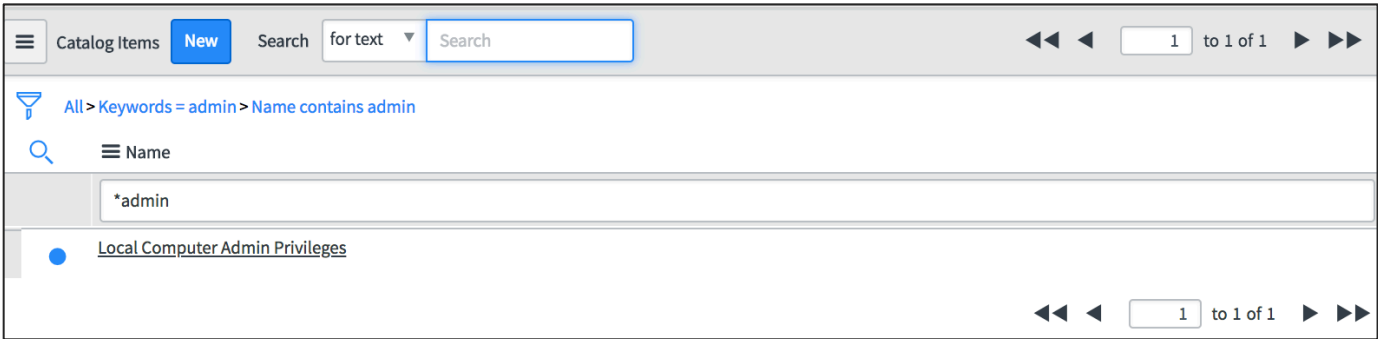
A **"Request Item"** field will then appear below the "Call type" field.



Click the magnifying glass icon next to the **"Request Item"** field to see a list of available Service Catalog items.



Search or browse for the appropriate catalog item. In this case, search for “*admin” and choose the "Local Computer Admin Privileges" catalog item.



Select the appropriate catalog item and click “Submit” and you will be taken to the Request form for the item you selected. Data from the call will be transferred to the new Request record.

NOTE: Some of the more complex forms do not look as polished in the technician view as they do on the Support Portal. We recommend you direct users to fill out the forms in the Service Catalog whenever possible.

Fill out all of the required information for the request and then click "**Order Now**" in the top right of the form.

The screenshot shows a web form titled "Service Catalog > Access and Security > Local Computer Administrative Privileges". The form contains the following elements:

- Header: "Service Catalog > Access and Security > Local Computer Administrative Privileges" with a search bar.
- Introductory text: "IRT provides, on a per-request basis, local computer administrator privileges for individual university owned computers."
- Order summary: "Order this Item" with a "Delivery time" of "5 Days" and a blue "Order Now" button highlighted with a red box.
- Informational text: "Information Resources & Technology is committed to providing members of the university community with reliable, secure and user-friendly technology in stable operating condition." and "Local administrative privileges on a University computer carries certain inherent responsibilities. Care must be taken due to the potential loss of data, compliance with copyright laws, and potential threat of compromise." followed by a warning about security.
- Instructions: "This form will ask for your computer name, if you do not know how to find your computer name, please see the following knowledge article. https://support.rowan.edu/kb_view.do?sysparm_article=KB0012471"
- Form fields:
 - A dropdown menu for "Please select your computer's operating system." with "Windows" selected.
 - A text input field for "Please provide your computer name." containing "SAVISMIT2345".
 - A text area for "This request must be approved by the Information Security Office. Please provide a justification for your elevated access request." containing "Researcher needs to install software.".
 - A text area for "Additional comments or special instructions:" which is currently empty.

On the next page, you can verify that the Caller has been set correctly in the "Requested for" field and click the arrow next to the item's description to verify the request details. To submit the request, click "**Checkout.**"

The screenshot shows a "Shopping Cart" page with the following elements:

- Header: "Shopping Cart" with "Continue Shopping" and "Checkout" buttons. The "Checkout" button is highlighted with a red box.
- Message: "Are the contents of your cart correct? Please double check the items and remove and edit where appropriate"
- Table of items:

Item	Delivery Time	Price (ea.)	Quantity	Total
Local Computer Administrative Privileges - IRT provides, on a per-request basis, local computer administrator privileges for individual university owned computers.	5 Days	-	-	-
- Form fields for the selected item:
 - "Please select your computer's operating system." with "Windows" selected.
 - "Please provide your computer name." with "SAVISMIT2345".
 - "This request must be approved by the Information Security Office. Please provide a justification for your elevated access request." with "Researcher needs to install software.".
 - "Additional comments or special instructions:" which is empty.
- Total: "Total" with a value of "-".
- Footer: "If this request is for someone other than yourself please provide detailed information in the fields provided below" with a "Requested for" field containing "Grochowski, Josh".

The Call and Request record are now linked. The request will have a workflow associated with it that will assign the task to the appropriate group to complete the request.

CALL0023172 transferred to: REQ0010775

Order Status Back to Catalog Continue Shopping Home

Thank you, your request has been submitted

Order Placed: 04/22/18 08:38:20 PM
 Request Number: [REQ0010775](#) ☆
 Estimated Delivery Date of Complete Order: 04/27/18

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
IRT provides, on a per-request basis, local computer administrator privileges for individual university owned computers.	04/27/18	▶ ○		-	

To see calls that are associated with a particular request, you can navigate to the bottom of the request form and click on the Calls tab.

Related Links
[Show Workflow](#)
[Workflow Context](#)

Requested Items (1) | Approvers | Group approvals | Recurring Prices | Purchase Orders | Transfer Orders | Assigned Licenses | Catalog Tasks (1) | **Calls (1)**

Calls New Go to: Number Search

Transferred to = REQ0010217

	Number	Short description	Caller	Department	Created	Time spent	Call type	Opened
<input type="checkbox"/>	CALL0001123		Gangloff, Christine	Network and System Services	02/18/17 08:23:29 AM	3 Minutes	Request	02/18/17 08:21:41 AM

Actions on selected rows... ⌵

Creating a Request from an Incident

If you determine an incident should be fulfilled as a request, knowledge articles are available for each request item with a link to the appropriate request form.

Depending on the request, search the Knowledge Base for “request exchange” or “request confluence” etc. and then resolve the incident with that article which will direct the user to fill out the request form in the catalog. Use the Close Code of “Transferred to Request” to indicate that the incident was resolved in this way.

Request knowledge article example:

REQUEST: New Confluence Space

KB0012754
 ☆☆☆☆☆ 1 views

Confluence is a wiki system that provides spaces which can be used for projects where several users (or just one) can create a set of pages to be accessed by a number of users - who may be able to just read the pages, comment on them, or modify the content as well.

You can now request a new Confluence space through our Service Catalog.

Please visit the [Confluence: Request a New Space](#) form.

You will need to login to the Support Portal using your Rowan network username and password.

If you need assistance filling out the form, please call the Support Desk at 256.4400.

Working with Requests


Every request will generate three types of records: a REQ (request) an RITM (requested item) and a TASK. The Task is what will be assigned to the group that will be responsible for fulfilling the request.

If you use the "My Work" or "My Groups Work" modules (described in more detail in the next section) you will see Tasks assigned to you or your Assignment Group.

Catalog Task Assignment Notification

When a Catalog Task is assigned to you, you will receive the following email notification containing the request details and information from the task's description. This email can be helpful because it contains hyperlinks to instructions for completing the task. The "Description" field on the task form contains this information as well, but the field is text-only and the KB articles will not be hyperlinked.

You have been assigned Catalog Task TASK0010754

 **Rowan University Support**
Gangloff, Christine D.
Monday, April 16, 2018 at 9:51 PM
[Show Details](#)

Task Details:

Short Description: New Exchange Email Distribution Group / Alias
Assignment group: System Administrators
Assigned to: Gangloff, Christine
Due date: 04/16/18 08:57:16 PM EDT
Click here to view Task: [TASK0010754](#)

Request Item Details:

What would you like as the display name for this distribution group?: NSS Test Group
What would you like as the group's email address?: nsstest@rowan.edu
Which user(s) should be set as group members and receive email sent to this group?:
hartigan@rowan.edu | speak@rowan.edu
Who should be designated as the 'owner' of this Distribution Group? This user will be able to update the members.: gangloff@rowan.edu
Should users have the ability to send email from this group's address? (@rowan.edu users only): yes

Description:

Follow the instructions below to create the new exchange distribution group.

https://support.rowan.edu/kb_view.do?sysparm_article=KB0012481

If the user has requested "Send As" permissions for the members, follow these instructions as well:

https://support.rowan.edu/kb_view.do?sysparm_article=KB0012483

Once completed, add a comment to the task confirming what the name of the group is and let them know that an automated message with further instructions will follow. Then select "Close Task."

Once a task is assigned to you, you can open it through the link in this email notification or by clicking the **TASK****** number from the **My Work** view.

Task Description

On the Catalog Task form you will see instructions in the **“Description”** field near the top of the form.

These instructions may include links to knowledge articles detailing the technical steps required to complete the request.

Catalog Task
TASK0010754

Number: TASK0010754

Requested For: Gangloff-ADM, Christine

Parent: RITM0010805

Configuration Item: [Search]

Opened: 04/16/18 08:57:16 PM

Due date: 04/17/18 10:57:15 AM

Assignment Group: System Administrators

Assigned to: [Search]

Priority: 5 - Normal

Opened by: Gangloff-ADM, Christine

State: Open

Time Worked: 00:00:56 00 00 56

*Short Description: New Exchange Email Distribution Group / Alias

Description: Follow the instructions below to create the new exchange distribution group.
https://support.rowan.edu/kb_view.do?sysparm_article=KB0012481
If the user has requested "Send As" permissions for the members, follow these instructions as well:
https://support.rowan.edu/kb_view.do?sysparm_article=KB0012483
Once completed, add a comment to the task confirming what the name of the group is and let them know that an automated message with further instructions will follow. Then select "Close Task."

Parents: RITM0010805 > TASK0010754

If you scroll down the Task form, you will see tabs containing the request details, comments and work notes.

Request Details

The **“Request Details”** tab contains all of the original request form questions and responses in plain text. This is the information you will use to fulfill the request.

Request Details | Comments | Work Notes | Editable Request Details

Original Details

What would you like as the display name for this distribution group?: NSS Test Group
What would you like as the group's email address?: nsstest@rowan.edu
Which user(s) should be set as group members and receive email sent to this group?: hartigan@rowan.edu | speak@rowan.edu
Who should be designated as the 'owner' of this Distribution Group? This user will be able to update the members.: gangloff@rowan.edu
Should users have the ability to send email from this group's address? (@rowan.edu users only): yes
Remove users who will not require "Send As" rights.: hartigan@rowan.edu | speak@rowan.edu

Save | Update | Close Task | Delete

Comments

The “**Comments**” tab has the Comments dialog box.

Enter a comment and click “**Save**” in order to post the comment and email it to the “Requested For” user. A log of all comments will be shown below the text box.

The screenshot shows the 'Comments' tab selected in a navigation bar. Below the navigation bar, there is a 'Watch List' section with lock and user icons. A large text input field for 'Comments' is present, with a 'Save' button to its right. At the bottom of the interface, there are four buttons: 'Save', 'Update', 'Close Task', and 'Delete'.

Work Notes

The “**Work Notes**” tab has the Work Notes dialog box and the Activity log below it.

The screenshot shows the 'Work Notes' tab selected in a navigation bar. Below the navigation bar, there is a 'Work Notes List' section with lock and user icons. A large text input field for 'Work Notes' is present, with a 'Post' button to its right. Below the input field is an 'Activity' log showing a record for 'Gangloff-ADM, Christine' with the following details: Impact: 3 - Low, Opened by: Gangloff-ADM, Christine, Priority: 5 - Normal, and State: Open. The date and time of the activity is 04/16/18 08:57:16 PM. At the bottom of the interface, there are four buttons: 'Save', 'Update', 'Close Task', and 'Delete'.

Editable Request Details

The “**Editable Request Details**” tab contains the request details in editable form. This can be used if the customer contacts you and needs to change a variable, e.g. to add another user for access, change the name they requested for a shared mailbox etc.

PLEASE make a work note indicating that updates were made to the request details as those variable changes are not reflected in the original request details or in the activity log.

Request Details | Comments | Work Notes | **Editable Request Details**

Variables

* What would you like as the display name for this distribution group?
NSS Test Group

* What would you like as the group's email address?
nsstest@rowan.edu

* Which user(s) should be set as group members and receive email sent to this group?
Add Filter | Run filter | ?

-- choose field -- | -- oper -- | -- value --

Available | Selected

Abadecr, Nerotus
Abadier, Peter
Abag, Meryl
Abair, Michael
Aballo, Vincenzo
Abarca, Vanessa
Abas, Resul
Abate, Alexis
Abate, Briana

Hartigan, John
Speak, Jeffrey

Approvals

Some requests will have approvals associated with them. Tasks are not generated for a request until it has been approved. You can view approvals at the very bottom of the Requested Item (RITM) form, under the “Related Links” section on the “**Approvers**” tab.

To view the approval, click the “**Tombstone**” icon next to the “Parent” field containing the RITM number at the top of the Catalog Task form.

Catalog Task TASK0010786

Number: TASK0010786

Assignment Group: Desktop Management

Requested For: Gangloff, Christine

Assigned to:

Parent: RITM0010833

Priority: 5 - Normal

Configuration Item:

Opened by: Gangloff, Christine

Opened: 04/22/18 07:36:44 PM

State: Open

Due date: 04/27/18 07:31:31 PM

Time Worked: 00:01:45 00 00 46

*Short Description: Local computer administrative access

Description: Provision administrator access for the requesting user to their local computer.
Mac instructions: https://support.rowan.edu/kb_view.do?sysparm_article=KB0012477
Click "Close Task" when finished and the user will be notified that their request has been completed.

Parents: RITM0010833 > TASK0010786

Request Details | Comments | Work Notes | Editable Request Details

On the Requested Item form, scroll to the bottom of the page and select the “**Group approvals**” tab or the “**Approvers**” tab to view who approved the request.

Catalog Tasks (1) | Approvers (3) | **Group approvals (1)**

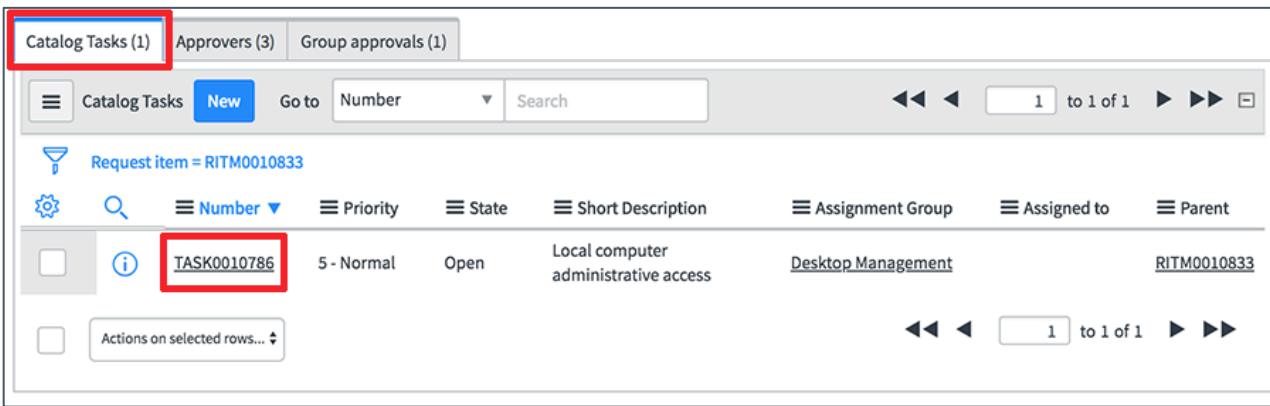
Group approvals | New | Search for text | Search | 1 to 1 of 1

Parent = RITM0010833

Approval	Assignment Group	Approval user	Short Description
Approved	Information Security	Young, Michael	

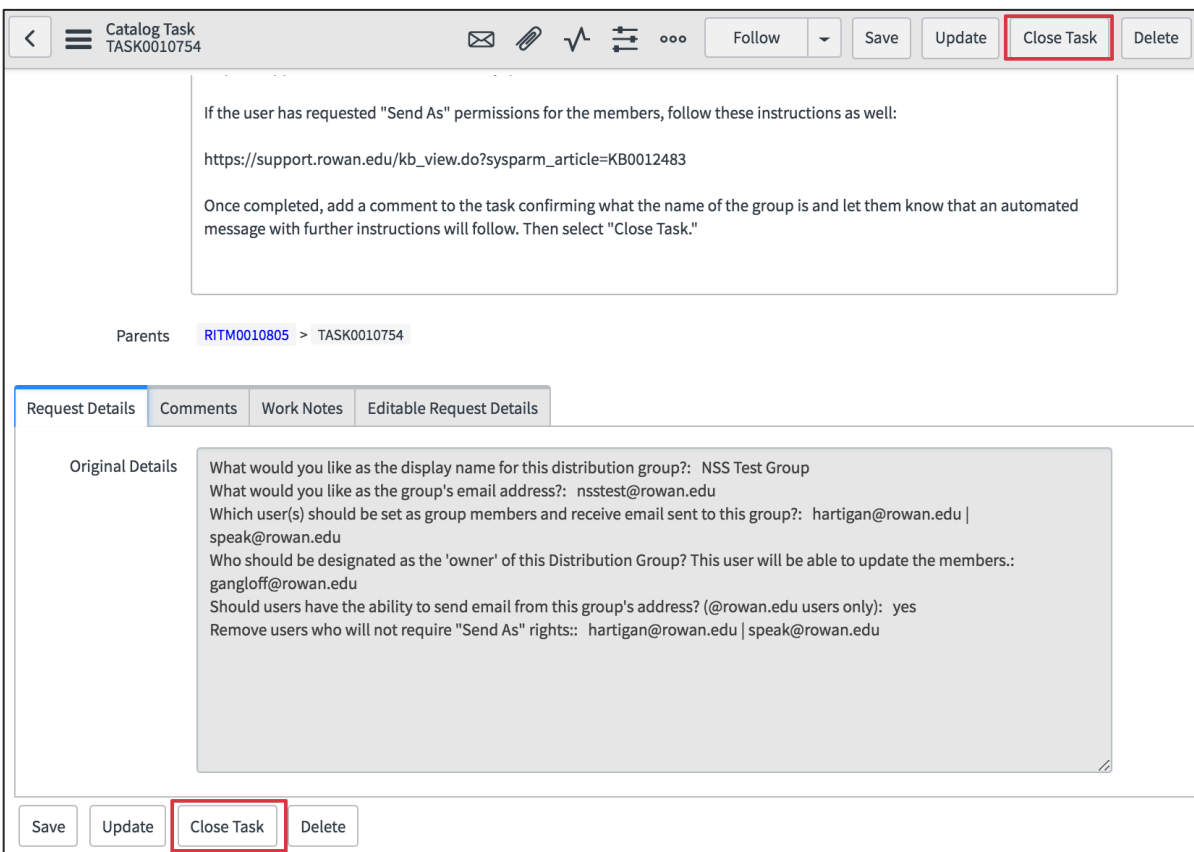
Actions on selected rows... | 1 to 1 of 1

To go back to the Task, click the “Catalog Tasks” tab and then the **TASK0010XXX** number.



Closing the Task

Once you have completed all of the instructions from the task’s **Description** field (this may include sending a comment to the user), click “Close Task” either on the form header, or below the tabbed section of the form.

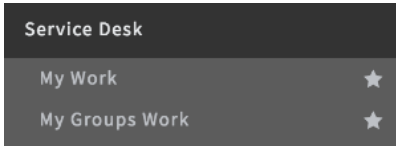


This will close all levels of the request (REQ, RITM and TASK) and send a completion notification to the “Requested for” user. Depending on the catalog item, completion notifications may be customized and contain links to Knowledge articles with detailed instructions for using their requested service. Other tasks may receive a generic “Your Request has been completed” notification. This will happen automatically and will be indicated in the task’s “Description” field.

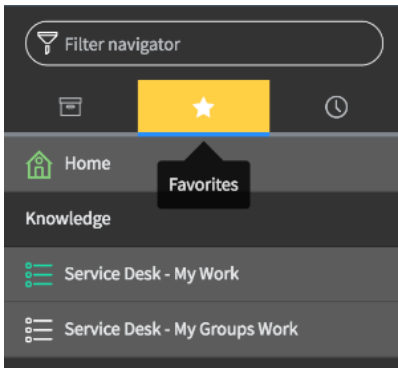
Managing Your Work

TIP: We recommend using the **"My Work"** and **"My Groups Work"** modules. These modules show all incidents, tasks, and approvals assigned to you. If you are just looking at the Incident module, for example, you may miss catalog tasks assigned to you.

Search the Application Navigator for "My Groups Work" and "My Work" and add those modules to your Favorites by clicking the Star Icon next to their name.



This will make them available from the Favorites menu.



My Work: Active tasks, incidents and changes that are assigned to you.

My Groups Work: Active tasks, incidents and changes that are assigned to all of the groups you are a member of.

My Work

Across the top of the list in both "Work" views, you will see the following columns:

Number	R	W	Short Description	Task type	Requester	Assigned to	Opened	State	Assignment Group	Priority
TASK0010754			New Exchange Email Distribution Group / Alias	Catalog Task	Gangloff-ADM, Christine	Gangloff, Christine	04/16/18 08:57:16 PM	Open	System Administrators	5 - Normal
INC0059552			My user account is set to EXPIRING	Incident	Savage, Caroline	Gangloff, Christine	02/25/18 04:17:35 PM	Active	System Administrators	5 - Normal
INC0059383			Switch mailbox alias	Incident	Zeits, Mark	Gangloff, Christine	02/23/18 10:00:41 AM	Active	System Administrators	5 - Normal
INC0059327			New Incident email	Incident	Hegel, Marybeth	Gangloff, Christine	02/22/18 04:06:06 PM	Active	ServiceNow Questions	5 - Normal
INC0059324			change_q_administrators@rowan.edu SN trigger	Incident	Hegel, Marybeth	Gangloff, Christine	02/22/18 04:04:46 PM	Active	ServiceNow Questions	5 - Normal

- **Number:** The task, incident or change's assigned number. If you click this hyperlinked number, it will display the form.
- **Short Description:** The short description from the task, incident or change form.
- **Task Type:** This shows whether the item is an incident, change or task (usually associated with a service request).
- **Requester:** This will show the customer who requested the task, incident or change.
- **Assigned to:** Displays the name of the technician the incident is assigned to.
- **Opened:** The Date and time that the incident was opened.
- **State:** The current status of the task, incident or change, such as "New," "Active" or "Resolved."
- **Assignment Group:** The group that the task, incident or change is assigned to.
- **Priority:** The level of priority assigned to the item.

My Groups Work

When you select the **My Groups Work** module, you will see the following screen showing any incidents, tasks and changes assigned to the groups you are a member of.

Number	R	W	Short Description	Task type	Requester	Assigned to	Opened	State	Assignment Group	Priority
TASK0010754			New Exchange Email Distribution Group / Alias	Catalog Task	Gangloff-ADM, Christine	Gangloff, Christine	04/16/18 08:57:16 PM	Open	System Administrators	5 - Normal
INC0060291			Service Now and can't log in	Incident	Martin, Autumn		03/23/18 02:56:55 PM	New	System Administrators	5 - Normal
INC0060216			Assignment of Desk Phone & Access to J: Drive for New Employee	Incident	Ehlinger, Sherry		02/28/18 10:40:15 AM	Active	System Administrators	5 - Normal
INC0060210			Volunteer Faculty member would like Rowan Email removed from the directory	Incident	Poretta, Trina		02/28/18 10:28:49 AM	New	System Administrators	5 - Normal
INC0060186			Need storage on my computer increased yet again	Incident	Green, Dawn		02/28/18 09:19:38 AM	New	System Administrators	5 - Normal

You can see at the top in blue it displays a "breadcrumb" that shows what Groups you are a member of and the States it is filtering.

[All](#) > [Assignment Group = System Administrators .or. Assignment Group = ServiceNow Questions](#) > [Active = true](#) > [State != Resolved](#)

You can change what is being displayed by clicking the filter icon on the left and adjusting the filter.

All > Assignment group = (ServiceNow Admins, System Administrators) > Active = true > Assigned to = (empty) > State != Pending

Run Save... | AND OR Add Sort

All of these conditions must be met

Assignment group	is	(ServiceNow Admins, S)	AND	OR	X
Active	is	true	AND	OR	X
Assigned to	is		AND	OR	X
State	is not	Pending	AND	OR	X

Run

To open a task, click on the hyperlinked number in the list view.

≡ Number	≡ R	≡ W	≡ Short Description	≡ Task type
TASK0010754			New Exchange Email Distribution Group / Alias	Catalog Task

From there you can see the details of the task and assign it to yourself or someone else by clicking the magnifying glass icon next to the **Assigned To** field.