

ServiceNow and Service Management Community of Practice Charter

Mission and Purpose

The ServiceNow and IT Service Management teams partner to charter the campus ServiceNow and IT Service Management community of practice (SNSM CoP). This CoP works to support and connect people who use, or want to use, the [ServiceNow systems](#) at UC Berkeley and advance [service management](#) capabilities across campus, whether in ServiceNow or another application. This community of practice will gather together interested service management constituents or people who work in ServiceNow, in a customer-focused context, to share and discuss existing practices, procedures, and tools, to collectively identify high-value discussion topics and opportunities to gain efficiencies across efforts.

Some topics that are proposed for discussion include, but are not limited to, the following:

- Share current practices of your teams that are effective and praised by your customers
- Establishing common terminology across the organization in the context of service management
- Highlights of ServiceNow features, when to use them, and how they can reduce your workload
- How incidents can be triaged, prioritized, and assigned to reduce delays
- How smooth hand-offs between service providers and support teams can result in happy customers
- How dashboards and reports can be used to effectively manage ticket queues and maximize customer service
- How targets and metrics can help identify process gaps and areas for process improvement or automation
- How quality assurance can be performed around a defined process to improve accuracy and customer satisfaction
- How scheduled exception reports can identify outliers and priorities for immediate action
- Identify training desires and needs
- How to leverage ITSM best practices in higher education
- Provide guidance and consultation to support service management roles

This Community of Practice is to share common practices, raise questions, and collaborate on ServiceNow and Service Management topics. There is a separate ServiceNow Steering Committee which has the charge to set ServiceNow priorities and define enhancement requests. Establishing this ServiceNow Steering Committee and the ITSM Governance board is a work in progress and neither the process nor membership has been finalized yet.

Goals

Our goal is to create an engaging community of current or prospective service management professionals and ServiceNow users to:

- Share common practices and discuss opportunities for ServiceNow and service management, including, but not limited to, improvements to ServiceNow, to ITSM business processes, to metrics and dashboards, onboard new groups to existing processes, to start using new modules in ServiceNow and more!
- Meet on a regular basis, ideally monthly, or as needed
- Collaboratively establish meeting topics based on community interest levels
- Promote learning opportunities related to ServiceNow and service management at UCB and beyond
- Establish break-out sessions for topics requiring deeper, focussed discussions
- Improve ServiceNow and service management maturity and alignment across organization ServiceNow and service management knowledge

Participant Opportunities:

- Actively participate in a 1-hour meeting, possibly once a quarter or more frequently, as determined by the participants
- The meeting will be videoconference-enabled and recorded
- Ability to present and describe your team's processes, procedures and tools to the Community of Practice (CoP) (Optional)
- Ability to bring topics back to your team, discuss them, and provide team feedback at future CoP meetings (Optional)
- Provide feedback and engage with IT Service Management unit, a Tiger Team, User Groups, ServiceNow Prioritization Committees and Governance Committees, and IT leadership (Optional)
- Opportunities to facilitate discussion topics during a given meeting (Optional)

Guiding Principles

Inclusive, innovative, collaborative, cross-cutting (staff/faculty/student, interdisciplinary). Listen to each other. Show respect. We all agree to adhere to [UC Berkeley IT's Core Values](#). The COP is open to anyone. Sessions will be live captioned and recorded. Please submit any accommodation needs at 4 days before the meeting to the chairs at: snow-svc-mgt-community-chairs@lists.berkeley.edu

Community of Practice co-chairs

This Community of Practice will include a member from the ITSM team, a member from the ServiceNow team and a member from the community, for a one-year commitment. If you would

like to participate, contact the chairs by sending email to:
snow-svc-mgt-community-chairs@lists.berkeley.edu

Questions?

To join the Community of Practice send email to
snow-svc-mgt-community-of-practice+subscribe@lists.berkeley.edu

Do you want to volunteer to share your story? Contact the group managers by sending email to
snow-svc-mgt-community-chairs@lists.berkeley.edu

For information on ESM ServiceNow, visit <https://technology.berkeley.edu/services/servicenow>

Do you have a ServiceNow Support question?

Telecom Catalog ServiceNow Support: telcathelp@berkeley.edu

IT and HR ServiceNow Support: servicenow-support@berkeley.edu

ServiceNow Service Manager Terri Kouba: kouba@berkeley.edu

IT Service Management questions? Contact Scott Nemes at scottnemes@berkeley.edu

For information on IT Service Management, visit <https://technology.berkeley.edu/ITSM>