

## COMMUNICATING THE NEW SERVICENOW IT TICKETING SYSTEM

**Who?** IT liaisons and others who regularly create tickets in CRM now.

**What?** ServiceNow will be ITSD's ticketing system of record after Tuesday November 12<sup>th</sup>.

**Why?** To let you know that CRM will not be available to create new tickets after the 12<sup>th</sup> but will retain historical ticket information. We are migrating to a superior Service Desk system that will continue to evolve and improve as time goes by.

**When?** Go-live is Tuesday November 12<sup>th</sup>.

### MESSAGE

City of Albuquerque ITSD is embarking on a transformation to better serve you.

The CoA ITSD department is implementing a new Incident Management (ticketing) system called ServiceNow. It will replace the current CRM ticketing system for reporting IT related issues and problems. The **CRM system will continue to be used at the 311 call center**. This will not impact you greatly other than to provide us with a more sophisticated ticketing tool.

**You will be able to contact the Service Desk three ways:**

- 1) Use the **NEW** ServiceNow Employee Self Support portal at [cabq.service-now.com/ess/](http://cabq.service-now.com/ess/)



From the New ServiceNow ESS Portal

**And the traditional modes that you have been using all along:**

- 2) Call the Service/Help Desk at 768-2930
- 3) Email the Service/Help Desk at ISD Helpdesk or ITSD Technical Support

### Features:

- ServiceNow service management is being rolled out. Functionality includes: reporting incidents, self-solving issues and ordering services.
- This replaces the CRM Service Desk ticketing system for IT related matters. As of Tuesday, November 12<sup>th</sup>, new tickets will be created in—and worked from—the CABQ ServiceNow instance.
- We are reaching out to you because you have been a significant ticket creator on the CRM service desk platform.
- ITSD will implement a Self Service portal where you can directly enter requests and track them as well.

Email notifications will be sent to you when a ticket is created, changed or resolved. It will be sent from the [servicedesk@cabq.gov](mailto:servicedesk@cabq.gov) email address. Please verify that it is not going into your junk or spam folder in Outlook.

We think that you will like this new way to request services and track them. We will continue to add new options and functionality in this toolset and keep you informed of those updates regularly. We look forward to serving you.

If for any reason you have questions or concerns please contact the Service/Help Desk. (ISD Helpdesk, ITSD Technical Support, 768.2930)

We appreciate your patience during this time... ITSD Service Desk