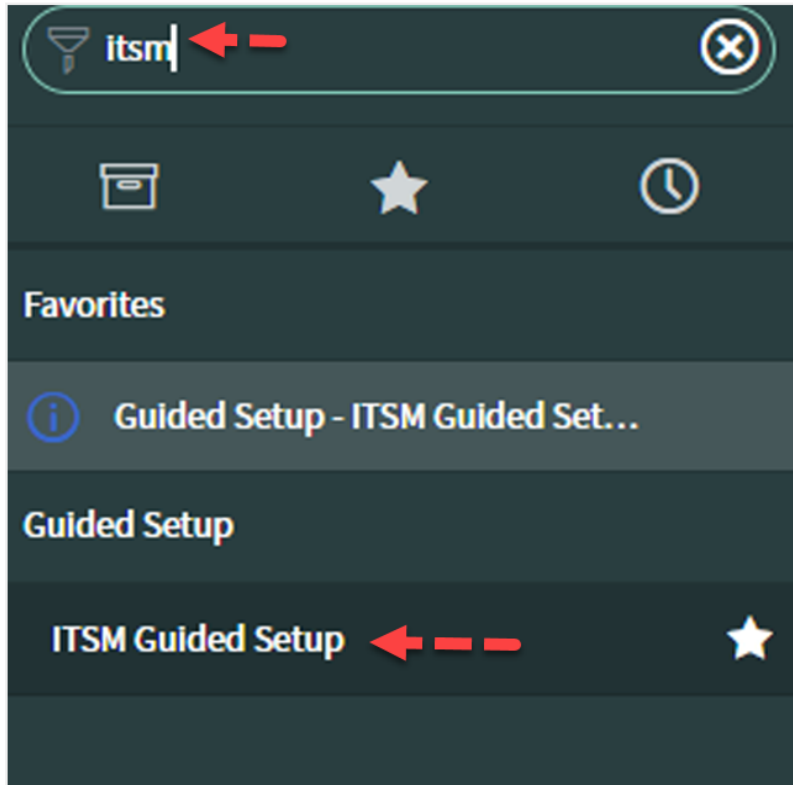


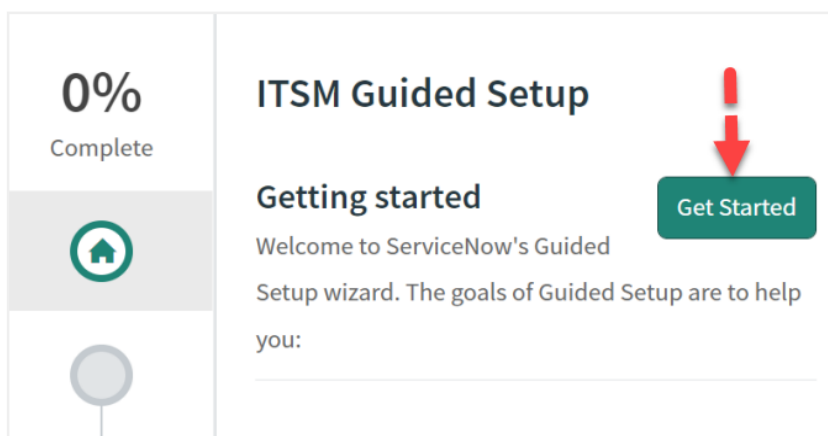
ITSM GUIDED SETUP

HOW TO GUIDE



1

Type "itsm" into the filter navigator. Click on **"ITSM Guided Setup"** located under the "Guided Setup" heading.



2

Click on the **"Getting Started"** button.

Configuring Company Information and Welcome Page

3

ITSM Guided Setup Filter Show all

0%

Status: Not Started

Get Started

Company [Skip](#)

Transform the ServiceNow instance by configuring your company name, logo, and color theme to reflect your corporate brand. Configure the default system settings such as the time zone and the date and time formats.

0 / 2 Tasks completed

- ☐ System Configuration
- ☐ Welcome Page

Click on "System Configuration".

4

0 / 2 Tasks completed

- ☐ System Configuration
- ☐ Welcome Page

System Configuration [Skip](#) [Add](#)

[Notes](#)

Last visited 18m ago by System Administrator

[Mark as Complete](#)

Configure

Click "Configure".

5

System Configuration **Save**

Tailor the look of the page top banner - text / logo / color
Set the timezone, date, and time formats

Page header caption

SaDesia's Service Management

Tailor the look of the page: top

Browser tab title

System timezone for all users unless overridden in the user's record

System (US/Eastern) ▾ [Configure available time zones](#)

Banner image for UI16



Date format

yyyy-MM-dd ▾

Time format

HH:mm:ss (24 hour) ▾

Header background color

#703295  ▾

Banner text color

#ffffff  ▾

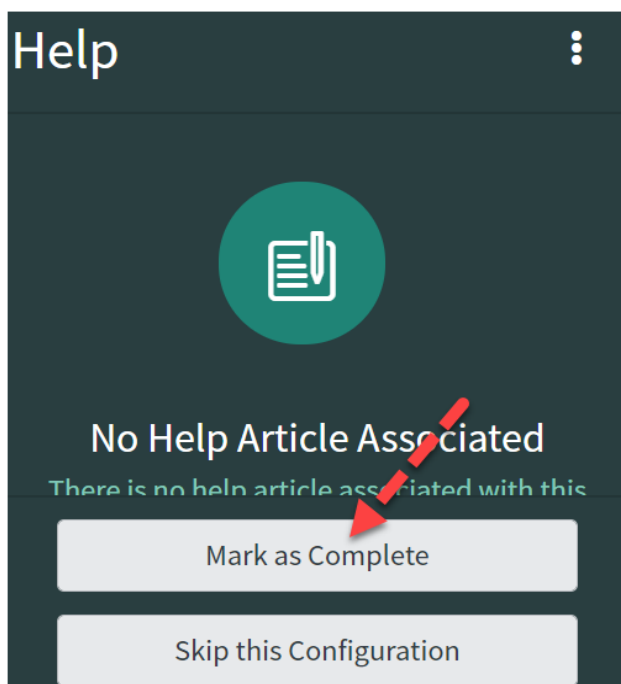
Header divider stripe color

#ff00bb  ▾

banner, text,
logo, and color.

Set the timezone,
date, and time
formats.

Click the **"Save"**
button to save
changes then
**"Mark as
Complete"**.



Back to Guided Setup

6

Click "Configure" to access the Welcome Page.

Welcome Page Skip Add Notes

Last visited about an hour ago by System Administrator

Mark as Complete Configure

Customize the login page of the ServiceNow instance to welcome users to the site. Provide users with instructions, embed images or videos, and provide links to other online company resources.

If you plan to configure single sign-on (SSO), skip this activity.

7

Edit previous sections or add new sections to publish on the Welcome Page. Then, Click "Mark as Complete".

Welcome Page Sections New

Search Display order Search

1 to 3 of 3

	Short description	Condition	Active
☒	About \${gs.getProperty("glide.product.na...		true
☒	Using \${gs.getProperty("glide.product.na...	gs.getSession().isLoggedIn() == true	true
☒	More Information	gs.getSession().isLoggedIn() == true	true

Actions on selected rows...

Related Links

Get Started

Help

No Help Article Associated

There is no help article associated with this view. You can add an article to this view by clicking the Add Help Article button.

Mark as Complete

Skip this Configuration

Back to Guided Setup

Configure the ServiceNow instance to support inbound and outbound email notification

8

On the ITSM Homepage, scroll down to "Connectivity"

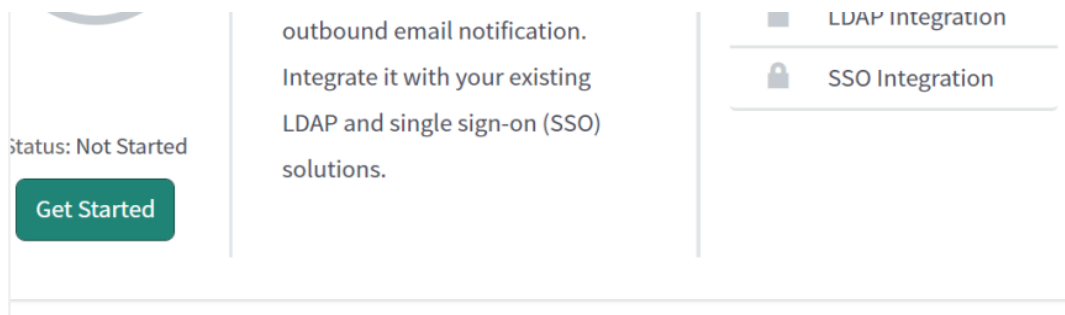
0%

Connectivity Skip

Configure the ServiceNow instance to support inbound and

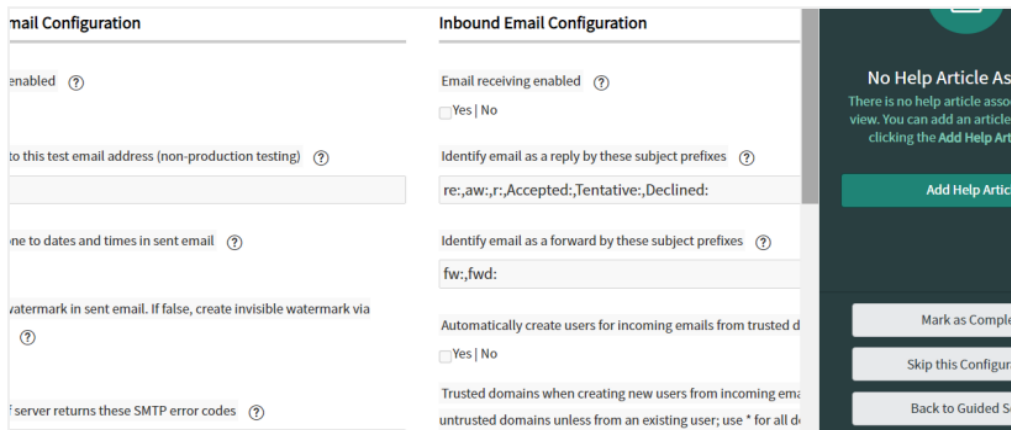
0 / 3 Tasks completed

Email Properties



Connectivity and click on **"Email Properties"** and then click **"Configure"**.

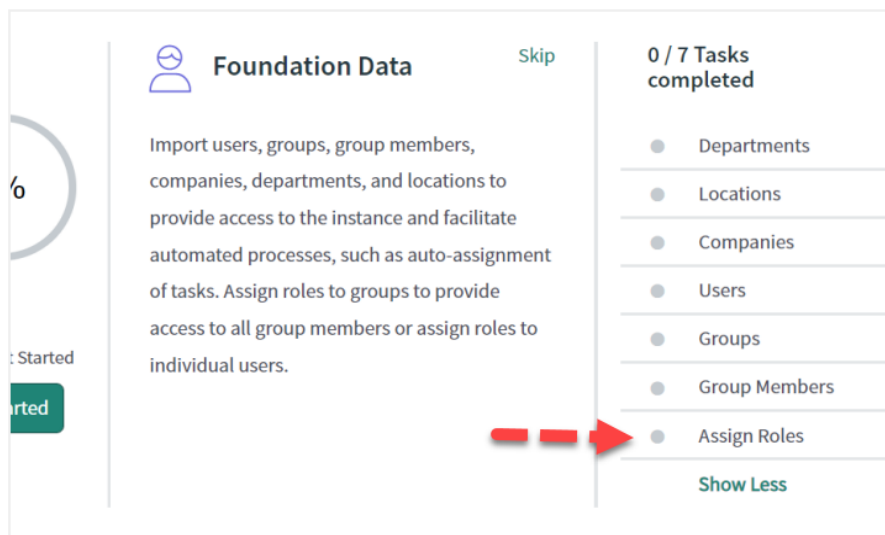
9



Toggle around with the outbound and inbound email (enable or disable, create a new email, etc.). Then click **"Mark as Complete"**.

Assign roles to groups to provide access to all group members or assign roles to individual users.

10



On the ITSM Homepage, scroll down to **"Foundation Data"** and click on **"Assign Roles"** and then click **"Configure"**.

Group Roles **New** Search Role Search

Role: analytics_admin (1)

☐	Analytics Settings Managers	analytics_admin
--------------------------	---	-----------------

Role: antivirus_viewer (1)

☐	Help_Desk	antivirus_viewer
--------------------------	---------------------------	------------------

Click on the "New" button.

Click on the magnifying glass icon to pick a group and a role from the list.

Then click "Submit" and "Mark as Complete."

* Group

Help Desk

* Role

antivirus_viewer

Populate information on CIs in your CMDB

CMDB Skip 0 / 2 Tasks completed

CMDB is a repository of information about your IT infrastructure and services. It helps in effective execution of your IT service management processes by:

- Providing the capability to associate configuration items (CIs) to incident, problem, or change management records.
- Identifying the respective support teams.
- Identifying the service level agreements and business impact information for prioritizing and escalating.
- Identifying potential upstream or downstream impact.

Note: Before populating information on CIs in your CMDB, ensure you read to know about [CMDB Identification and Reconciliation tool](#).

Using services to drive
Load CI data

On the ITSM Homepage, scroll down to "CMDB" and click on "Load CI Data" and then click "Configure" on Step 1.

Import set table

☐ Create table

☒ Existing table

Import set table

Computer [imp_computer] ▾

Source of the import

☒ File

☐ Data source

File

Choose File

 Serv

Sheet number

1

Header row

1

Submit

Select "**Existing table**" and click on "**File**". Upload the data set, and then click "**Submit**"