The ARM Servicenuw System

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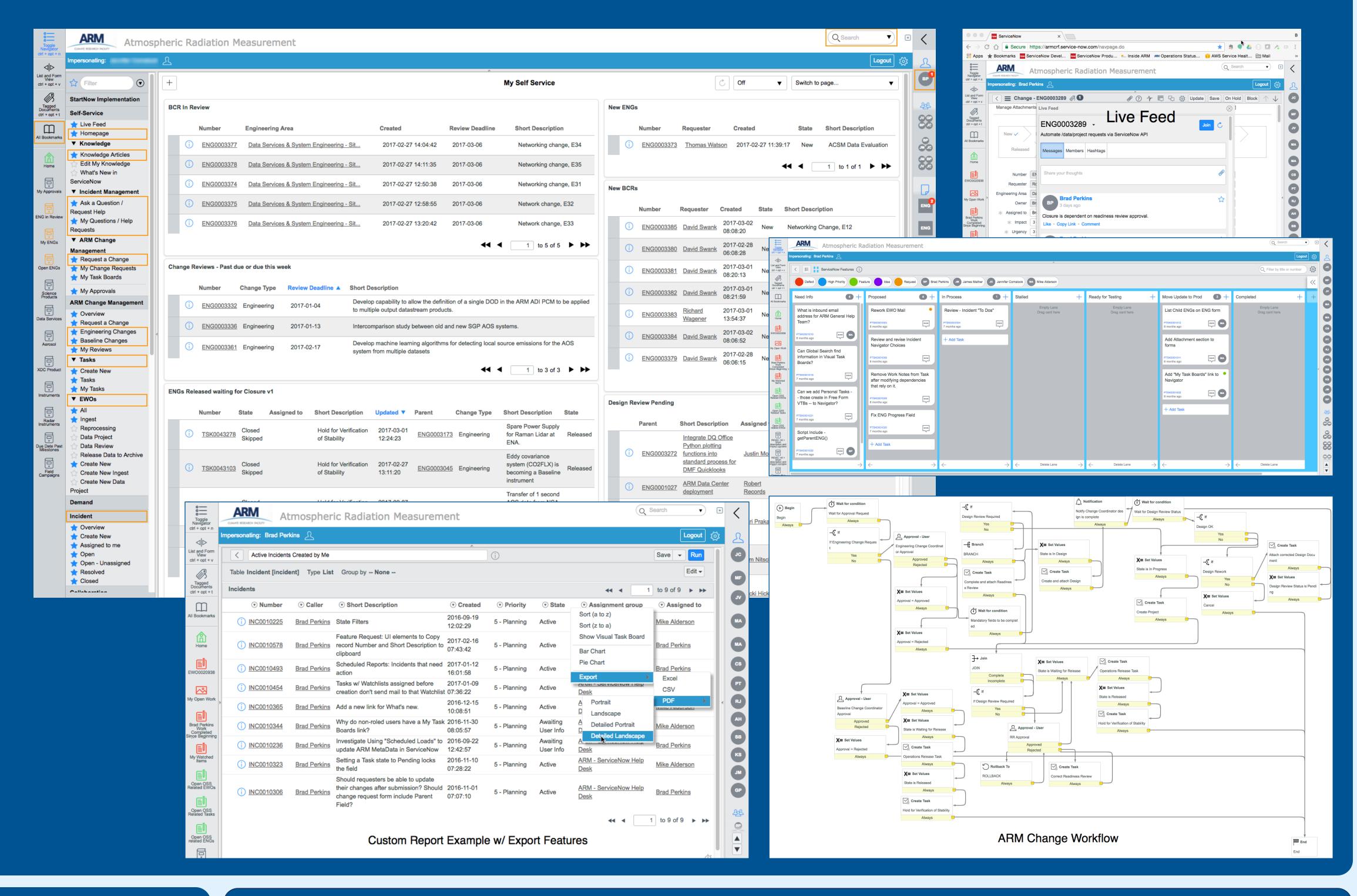
Background

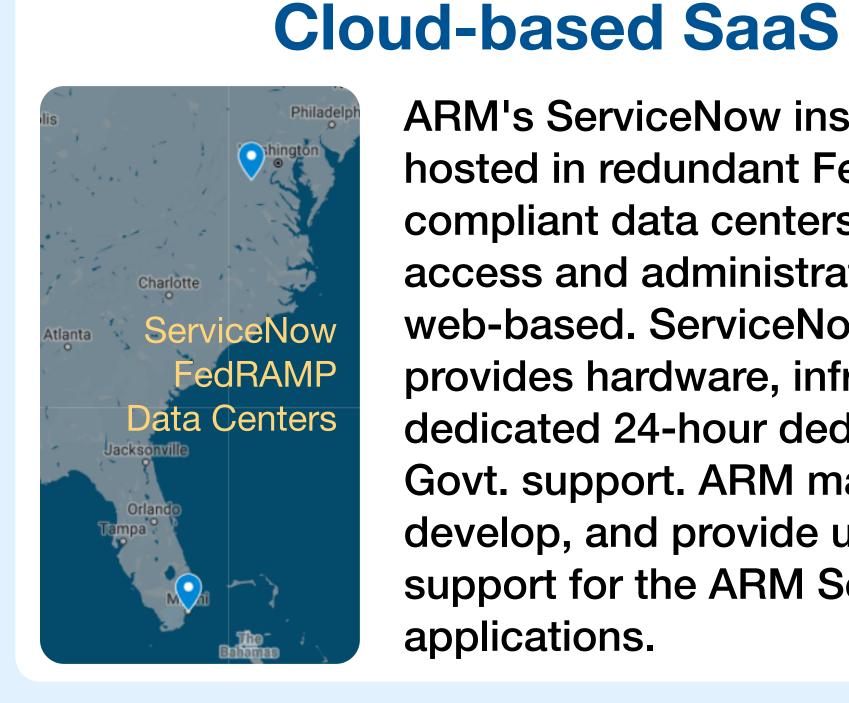
- Released late February 2016
- Year long requirements gathering mid 2014-mid 2015
- Implementation Sep 2015 Feb 2016
- Project Tracking ranges from minor software changes to the development of new data products and mobile facility deployments.
- Improved workflow-based ENGs, **EWOs and TSKs**
- Numerous refinements to ENGs, EWOs and TSKs since release
- New modules implemented 2016-2017
- More features planned for 2017 and beyond
- Available to all ARM Users

Replaced ExtraView ECO, EWO & Tasks

- All ExtraView data & attachments imported
- Incorporate BCR/ECR into new Change workflow
- Retain ARM dashboard integration
- Custom type-specific EWO workflows
- ServiceNow Project Management added to **Engineering Change workflow**
- Uses ARM Login
- Roled/Group-based usage permissions
- Access to non-licensed users
- Programmable Workflow Engine
- RESTful Web Services <-> ARM apps
- Custom Notification Capability
- Inbound Email handling
- Built-in Approval engine
- Built-in application Collaboration features
- Built-in Knowledge Base
- Powerful End User Reporting Capabilities
- Full-text Search Capabilities (incl. attachments)
- Customizable Home Page/Dashboards
- Virtual Task Boards (Kanban/Trello)
- Much more!

ARM ServiceNow Functionality





ARM's ServiceNow instances are hosted in redundant FedRAMP compliant data centers. All access and administration is web-based. ServiceNow provides hardware, infrastructure dedicated 24-hour dedicated U.S Govt. support. ARM maintain, develop, and provide user support for the ARM ServiceNow applications.

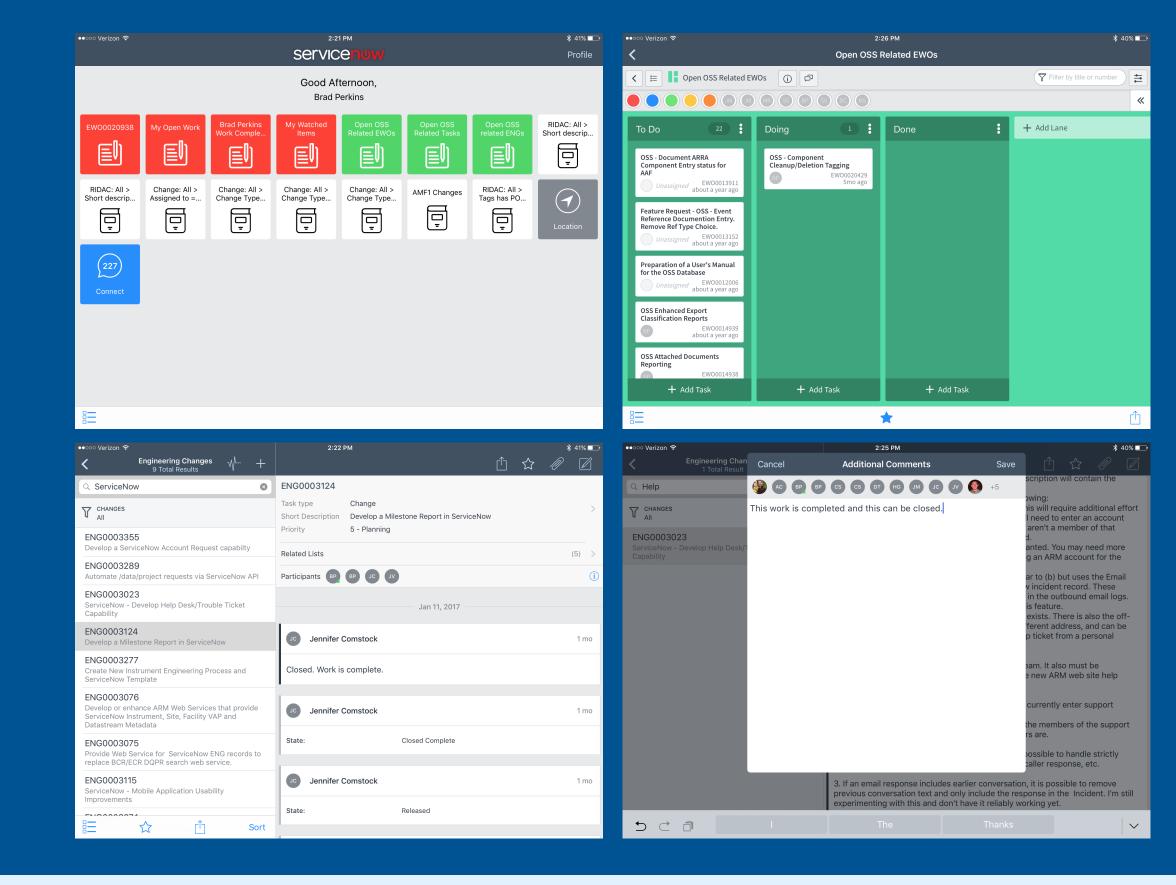
Links

Website https://armcrf.service-now.com Need Help or Have Questions? mailto: servicenow_admin@arm.gov



Future Applications & Features

- End-to-end IOP tracking workflow
- Instrument Engineering workflow
- New ARM Site Access Request System
- Version upgrade 2nd Quarter 2017 will provide improvements including new mobile application capabilties



ARM Help Desk (New)

ServiceNow's Incident module allows creation of custom Help Desk or Trouble Ticket systems.

- Dedicated Incident type teams
- Team member assigned a Caller's Incident
- Incidents reassignable, even to another group

Incident resolution is handled via ServiceNow or by email.

ServiceNow Help and ARM Site Data System

- Implemented Summer 2016.
- Requests via ServiceNow or Email.
- ServiceNow users only.

Support for Campaigns and Accessing ARM Facilities, Finding ARM Data, Instruments and VAPs, Data Quality Issues, ARM Website, or Other

- Implemented late 2016
- Requests are entered via www.arm.gov Help.
- Available to anyone.

More Help Desks are planned in 2017. ADC, DMF, **ARM Web Applications, and more.**

