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

ARM ServiceNow Functionality

- 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!

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 capabilities

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.

ARM Help Desk (New) From ServiceNow

- ServiceNow Help and ARM Site Data System
  - Implemented Summer 2016.
  - Requests via ServiceNow or Email.
  - ServiceNow users only.

Arm Help Desk (New) From www.arm.gov

- 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.

Links

Website
https://armcrf.service-now.com
Need help/Have a question?
mailto: servicenow_admin@arm.gov

Cloud-based SaaS

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.