Summary of IT Service Portal Feedback Forum
March 4, 2016

Functionality

1. Users who coordinate IT work on behalf of their constituent group need an improved way to manage records (different list view).
2. Provide IT users with additional information in the ticket view (i.e. assigned to, etc).
3. Provide users the ability to search by Incident number, Request number and description in ticket list view (confirmed high priority from feedback 3/2).
4. Give users the ability to toggle notifications on/off. If portal offers sufficient information some users may prefer not to receive comments via email.
5. Bring UABMC users and email addresses into ServiceNow user lists so that they can create tickets on inbound emails.
6. Provide technical users with a different email notification format than non-technical users.
7. Customers are receiving emails that ticket has been resolved or closed when work has not been completed (confirmed feedback from 2/29).

Design

1. Improve visibility of the search box on the Portal home page.
2. Display Additional Comments on the ticket page for both Incidents and Requests (confirmed high priority from feedback 3/2).
3. Provide a “target fulfillment date” or a “number in queue” type of identification so that customers will not have to ask when service is scheduled to be fulfilled.
4. Customers may have different ideas than IT regarding some of the terminology used in the Portal. Conduct focus group to see if terminology (ex. category names) is intuitive.
5. Create tabs for Incidents and Requests in the ticket list view so that users can toggle between them – would allow a longer list to be displayed on page without scrolling.
6. Allow users to select “open”, “closed” or “all” to be included in ticket list view.
7. Add a “Get Software” button to the Request Something box on the Portal home page.
8. Provide example of what customer should enter in short description field.

IT Operations

1. When customers reply to a ticket they are experiencing a delay receiving responses back from IT.