Setting up your dashboard

As a Workflow Administrator, it will be your job to fill out the header of each new ticket as it enters the queue so that it can be worked by the correct group. You will use a dashboard to monitor incoming email requests from customers and notices from INAP partners. This dashboard will give you an overview of all the open tickets for a given team, with some details to help you sort through them.

Adding the dashboard selector to your menu options

To get a quick-link to all the available dashboards set up in your Favorites tab in ServiceNOW:

1. **Direct your browser of choice to** ☒☒☒☒☒☒☒☒☒☒☒☒☒☒☒☒**and log into ServiceNOW using your Windows credentials.**
2. **At the top of the left side menu column, find the Filter Navigator field.**
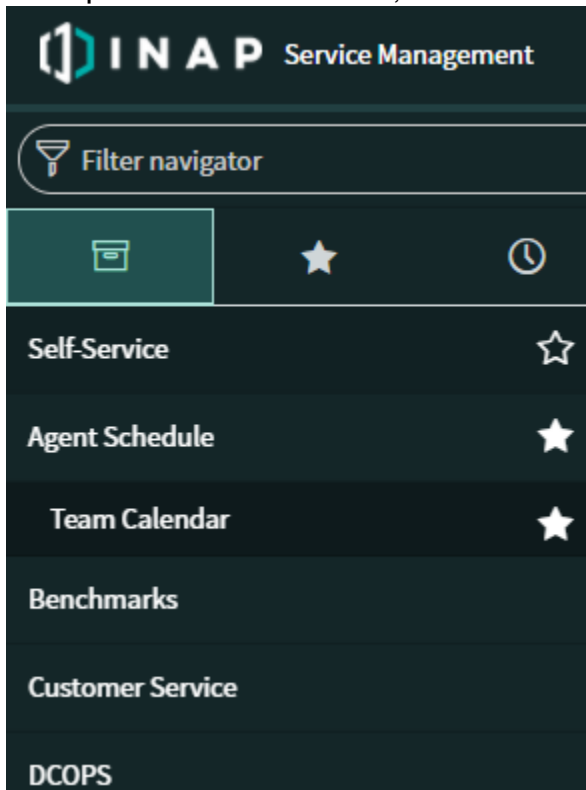
3. **Type Self-Service into the Filter Navigator.**
    a. **Under the Self-Service section, find the Dashboards entry, and click the star to the right of it. This will add it to your favorites (the Star icon in the top middle of the menu column)**
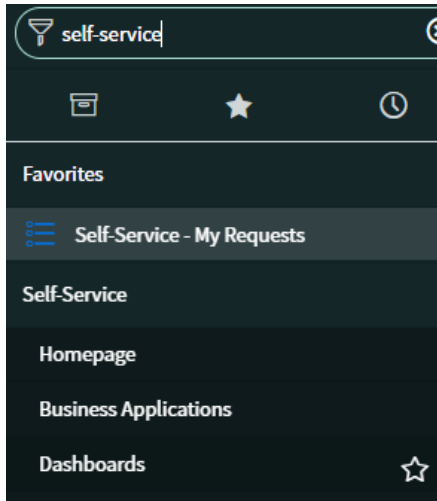
Locating the NOC Dashboard from the dashboard selector page

There are several dashboards used by different groups at INAP. For ticket monitoring, you will mainly use the NOC dashboard. To find the NOC dashboard:

1. **Click on Self-Service Dashboards from your Favorites tab in the left menu column.**
2. **At the top of the Dashboards page, Click the All tab.**
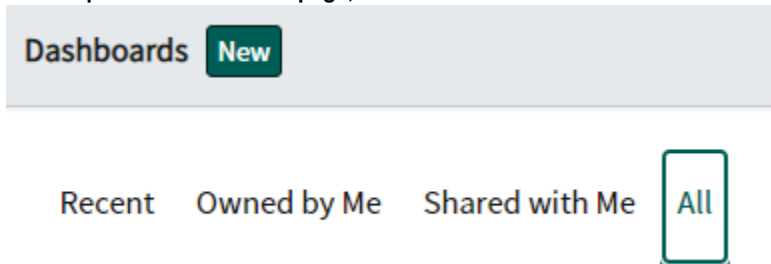
3. **In the top left corner of the page, make sure the drop down is set to All Groups, then type NOC into the search bar.**
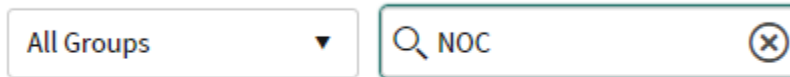

4. **The most recently published version of the NOC Dashboard will populate. Click on it. Going forward, this dashboard will appear in your Recent tab on the Dashboards page.**
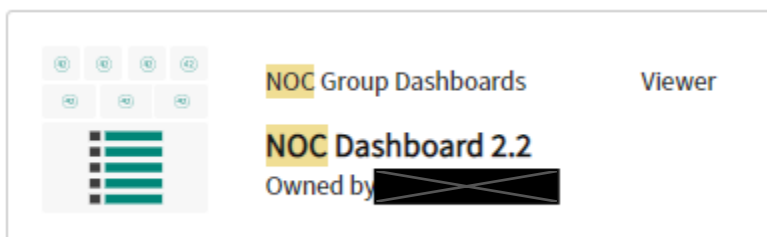
Note: If for any reason this dashboard (any version of it) does not populate when you search, you will need to reach out to your manager.

They will request that you be granted access to view this dashboard. Be aware that it may take some time to get access granted.

5. **On the NOC Dashboard page, click the three bars in the top left corner to see the Dashboard controls. Select Create Favorite to add the NOC Dashboard to your Favorites tab in the ServiceNOW left menu column.**
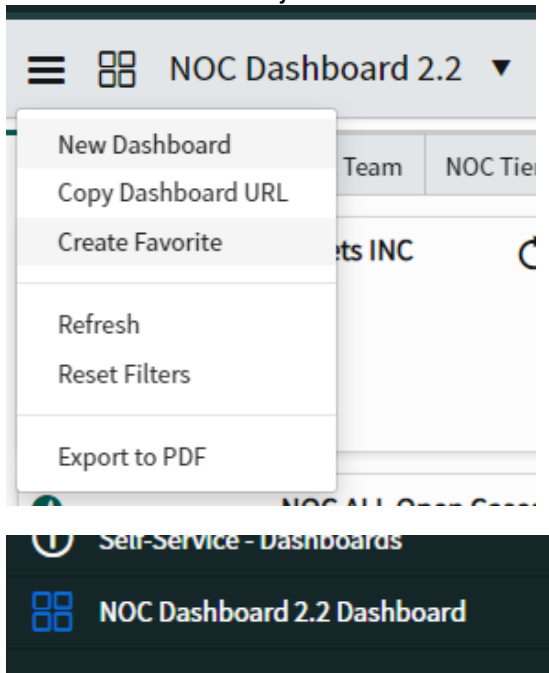
6. **It is also recommended that you add the NOC Dashboard page to your Bookmarks bar in your browser, as it is the ServiceNOW page you will likely interact with the most.**

Setting up your dashboard viewer

To make sure new tickets are worked in a timely manner, the NOC works from Oldest ticket to Newest. You will organize your dashboard view to see the Oldest tickets at the top so that you can work from the top down.

1. **From the NOC All Teams tab on the NOC Dashboard, find the Missing Ticket Queue Case Section. Then locate the Updated column.**

2. **Right-click on the Updated Column. Then choose Sort (z to a) from the pop-up menu. Now all of the tickets that appear in the dashboard queues will be sorted by Oldest to Newest as they come in.**
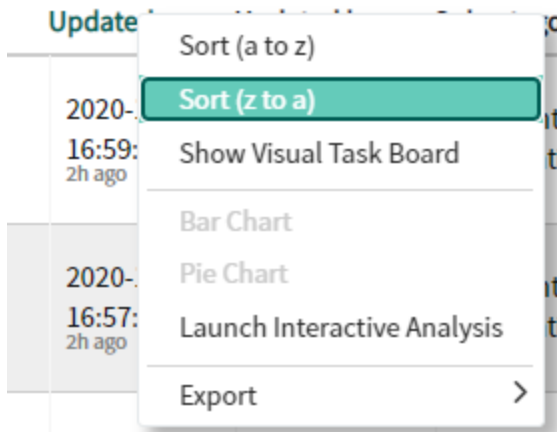
Note: although the dashboard should remember your choice going forward, from time to time the dashboard is updated by management. When it is updated, you may find that you need to sort the tickets by Updated once again.

An overview of the NOC Dashboard

The NOC Dashboard has several notable items that make it easy to navigate. We will point some of them out here.

Dashboard NOC Team Tabs

There are several tabs on the NOC Dashboard that show tickets queued to different groups within and outside the NOC. As a Workflow Administrator, you will primarily work from NOC All Teams and NOC Tier 1 Team queues.

Ticket type queues

In both the NOC All Teams and NOC Tier 1 Teams tabs, you will see the first queue when you scroll down is a CASE queue. The INAP NOC has two main types of tickets that come into the NOC. These are Cases (their ticket numbers start with CASE) and Incidents (their ticket numbers start with INC). You will be in charge of adding information to both kinds of ticket, so it is important to get familiar with what each looks like from the dashboard. On both tabs, the INC queue is listed just below the CASE queue.

CASE Queue - Each Case that gets opened with the INAP NOC will show up on the dashboard with the:

- CASE ticket number
- Priority number which denotes how sensitive the ticket is
- State which denotes whether a ticket is brand new or has been updated by NOC personnel and set to Open
- Name of the NOC engineer who has been assigned to the ticket (if any)
- Short Description which is set as the email subject line entered by the customer
- Last Updated time stamp
- Last Updated By name that lists which INAP employee most recently made changes to the ticket (for brand new tickets that haven't been changed by an INAP employee yet, the Updated By section will say "guest")

INC Queue - Each Incident that gets opened with the INAP NOC will show up on the dashboard with the:

- INC ticket number
- Short Description which is set as the email subject line entered by the customer
- Customer the ticket is assigned to (if any has been entered yet)
- Priority number which denotes how sensitive the ticket is
- State which denotes whether a ticket is brand new or has been updated by NOC personnel and set to Open
- Assignment Group within the NOC
- Name of the NOC engineer who has been assigned to the ticket (if any)
- Last Updated time stamp
- Last Updated By name that lists which INAP employee most recently made changes to the ticket (for brand new tickets that haven't been changed by an INAP employee yet, the Updated By section will say "guest")

<div align="center">

NOC Tier 1 INC New/ Open

Number	Short description	Customer	Priority	State	Assignment group	Assigned to	Updated	Updated by
(i) INC0240070	Hello Team we need outbound ticket for | case 020-1020-0729 | nwt13954580		3 - Moderate	New	NOC Tier 1	(empty)	2020-11-01 11:09:22 a day ago	lisam

</div>

Ticket numbers at the top of the dashboard

At the top of each tab on the NOC Dashboard, you will see several boxes with ticket descriptions and a number in them. These provide a quick view to NOC personnel and management of certain ticket statistics. As a Workflow Administrator, you will not likely need to reference these numbers until you start working more advanced tickets.

NOC All Teams	NOC Tier 1 Team	NOC Tier 2 Team	NOC Tier 3 Team	NOC Advanced Services	NOC Service Assurance	NOC Managers	Abuse	Credit

NOC Unassigned Cases - T1	SAP Tickets	NOC T1 Case on hold	NOC T1 INC on hold
193	2	92	15