



ServiceNow



USER GUIDE

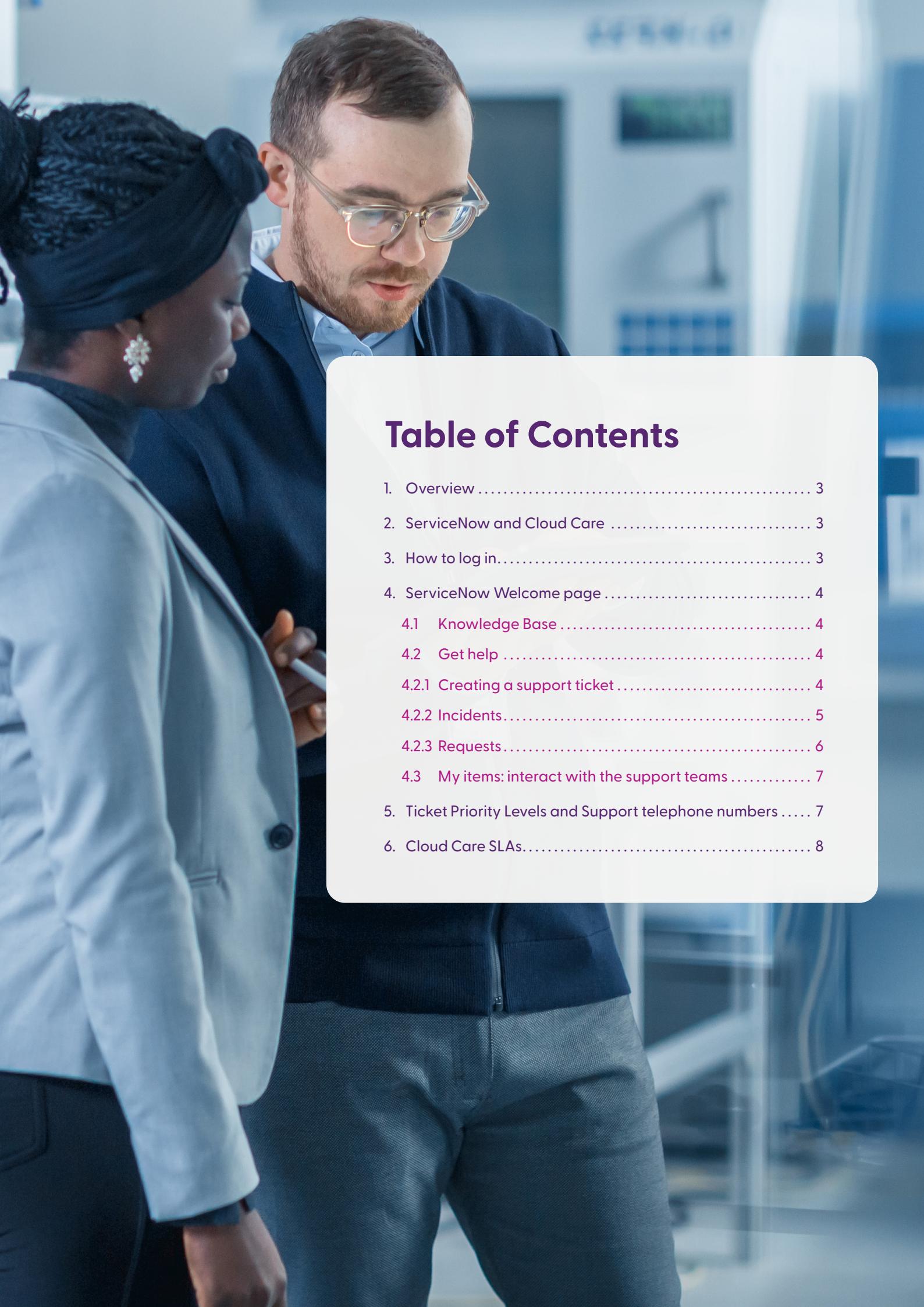
A professional photograph of a man and a woman in business attire. The man, wearing glasses and a dark sweater over a light shirt, is looking down at a screen. The woman, wearing a dark headwrap and a light jacket, is also looking at the screen. They appear to be in an office environment.

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1. Overview

The **ServiceNow** platform is a self-service tool designed to help our Cloud Care clients raise incidents and requests related to Insight or Microsoft platforms.

This tool brings together various Insight stakeholders to investigate the issue, propose solutions and restore impacted services or to support with Client Success queries like onboarding, subscription management, user registrations etc.

All our new Cloud Care customers will be entitled to 3 authorised contacts to be registered to ServiceNow as part of the Onboarding process. An Insight representative will send you a Welcome pack including the credentials to log into the tool. If you haven't received your registration pack, please contact your Account Manager for more information.

2. ServiceNow and Cloud Care

Cloud Care is a subscription management and technical support service delivered to Insight Clients who purchase their subscriptions through the Microsoft CSP model. It is aligned to Microsoft's purchasing models and terms and conditions and billed monthly, subject to Microsoft licensing agreements and any fixed term licensing.

The service consists of a single service for both M365 and Azure; "Cloud Care"*, which is aligned to the existing global standard of Cloud Care for Azure and Cloud Care Essentials for M365.

*For existing customers onboarded into Cloud Care Lite, Essentials, or Advanced, some changes apply to the level of service and support, so, depending on the offer you've selected, please review your Cloud Care brochure for more information or contact your Account Manager.

3. How to log in

Password reset will be required upon first login, simply use the dedicated link.

LOG IN

Log in

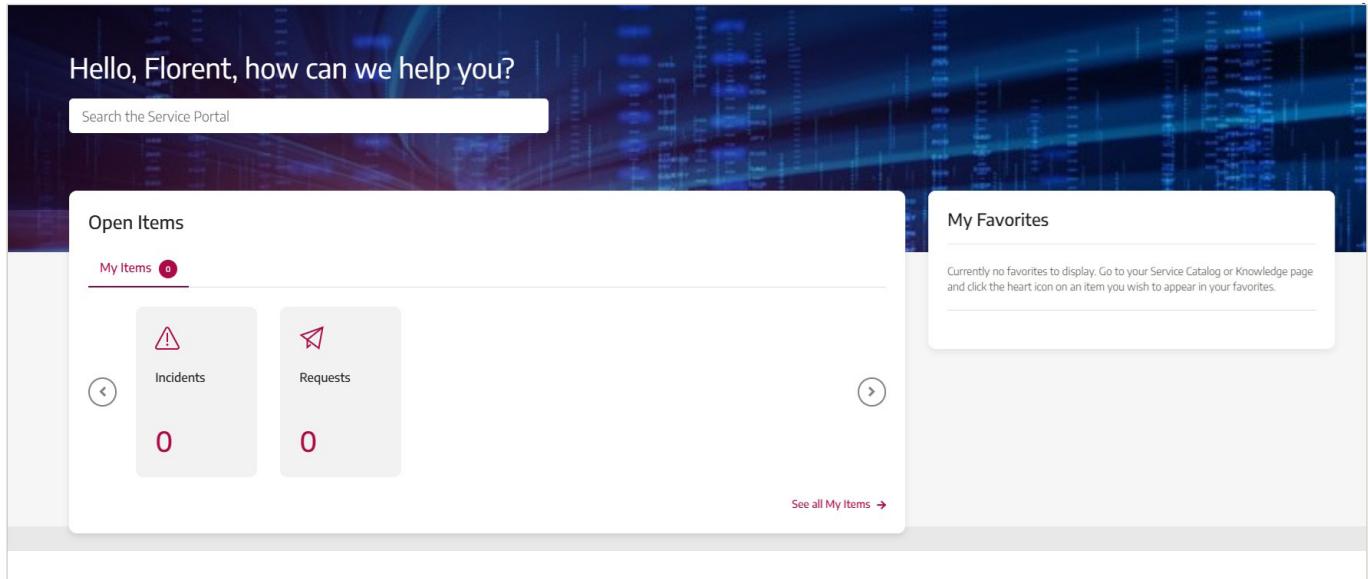
User name

Password

Log in

[Use external login](#)
[Forgot Password ?](#)

4. ServiceNow Welcome page

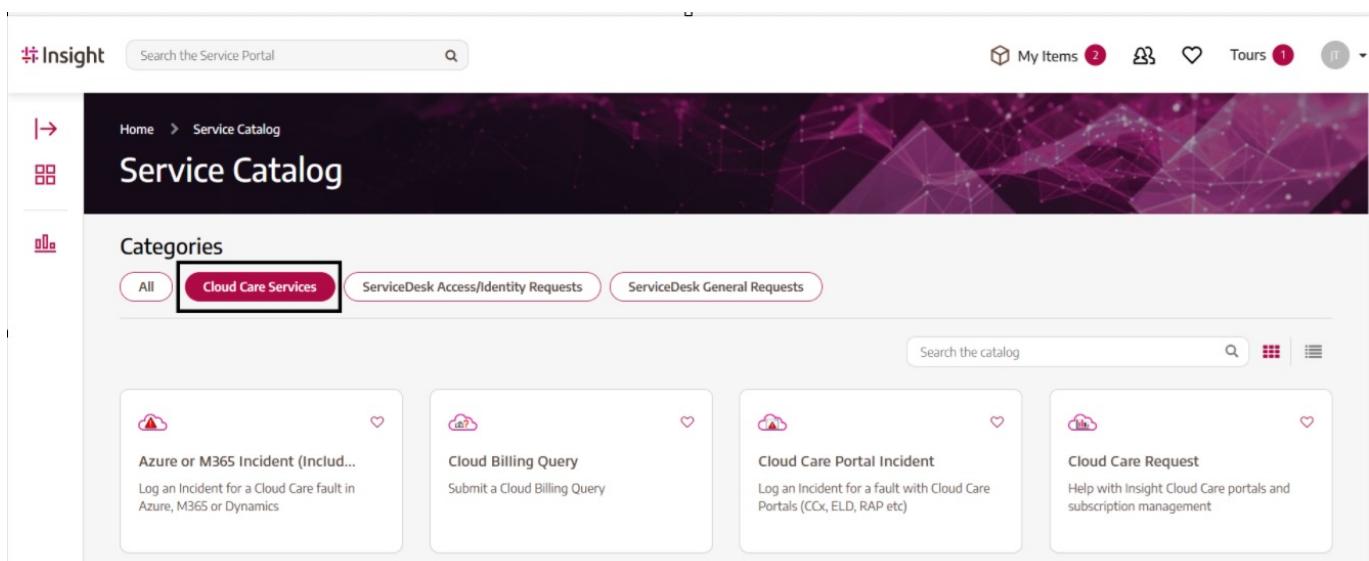
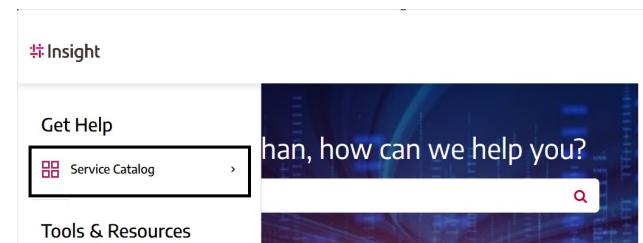


4.2 Get help

4.2.1 Creating a support ticket

From the left side menu start by clicking on SERVICE CATALOG, then select CLOUD CARE SERVICES and one of the following options:

- Cloud Care Portal Incident
- Azure or M365 Incident
- Cloud Care Request
- Cloud Billing Query



You have the option to open 2 types of tickets:

- **INCIDENT** - to be raised when there is a fault either in the platforms, services or environments that requires a technical assistance. Options to choose: Cloud Care Portal Incident and Azure or M365 Incident.
- **REQUEST** - to be raised when you need guidance or support with Insight Cloud Commerce experience (CCx), Enterprise License Dashboard (ELD) or Reseller Administration Portal (RAP) portals as well as ServiceNow self-service Portal and Azure and M365 portal access. Options to choose: Cloud Care Request.

4.2.2 Incidents

Fill in all the required fields with as much detail as possible.

The most important information to include is:

- Where production is impacted or stopped, please mention it in the 'Description of incident',
- Specify the tenant name and tenant ID
- Specify subscription name and subscription ID (ex. 8c964a97-XXXX-4236-8fc0-007c8618a322)
- Indicate the affected Cloud Care account (e100XXXXXX or R0000XXXX for end customer)
- Describe the error message and include screenshots

NB: in conformity with the guidelines established by Microsoft, any direct contact between an end client and Microsoft must be initiated by the CSP partner (Insight)

Cloud Care Portal Incident

Choose this option in the event there is a fault in one of Insight portals: CCx, RAP or ELD.

Please provide as much detail as possible to help resolve the issue
(Please use attachments for screenshots if appropriate)


Cloud Care Portal Incident

Log an Incident for a fault with Cloud Care Portals (CCx, ELD, RAP etc)


Azure or M365 Incident (Includ...)

Log an Incident for a Cloud Care fault in Azure, M365 or Dynamics

Azure or M365 Incident

Use this form to raise an Incident for a technical problem or fault within your Azure or M365 platform. Please provide as much detail as possible to help resolve the issue (Please use attachments for screenshots if appropriate).

4.2.3 Requests

Cloud Care Request

Use this form to get help with: Insight Cloud Commerce experience (CCx), Enterprise License Dashboard (ELD) or Reseller Administration Portal (RAP) portals as well as ServiceNow self-service Portal and Azure and M365 portal access.

* Please select the area you need assistance with 

- Onboarding Support
- Subscription Support
- Enterprise License Dashboard (ELD)
- M365 Admin Center
- Azure Management Portal
- Changing Authorised Users or ServiceNow Support

Onboarding Support

You can choose this option if you need support with the first access into our platforms.

Please choose from the following options:

Create an End-Customer Account (Resellers only)

Choose this option if you need support with creating an end customer account into our Reseller Administration Portal. Please use the RAP user guide for more information.

GDAP relationship invitation

Choose this option if you are experiencing issues with accepting or sending the GDAP relationship link to an end customer. This link is automatically created when logging in into our platform.

Create and access a new Microsoft tenant

Choose this option if you need support with creating and accessing (ex Global Admin password reset) a new Microsoft tenant for your end-customer.

Other

Choose this option when you need support with something not shown in the list.

Subscription Support

You can choose this option if you need support with your Cloud subscription.

Please choose from the following options:

Provide an update on my order

Choose this option if you need an update regarding your order placed through one of our platforms (CCx or RAP).

Add/Modify/Cancel a subscription

Choose this option if you need support with modifying your current subscriptions, purchasing new subscriptions as well as cancelling existing subscriptions (*please remember the 7 days cancellation period for NCE products).

Upgrade/Partial upgrade of new or existing subscription

Choose this option if you need support with either fully or partially upgrading your subscription.

Transfer Azure subscription

Choose this option if you need support with transferring your Azure subscription from another provider to Insight or from Insight to another provider.

Enterprise License Dashboard (ELD)

You can choose this option if you need support with our reporting tool.

Please choose from the following options:

Add/remove user

Reset a password

Report an issue



M365 Admin Center

You can choose this option if you need support with logging into your Microsoft tenant.

Please choose from the following options:

Reset Global Admin Password (note that we will need a request coming directly from the global admin user to proceed)

Provide credentials for new tenant (as above)

Azure Management Portal

Should you need support with your Azure Management Portal.

[Add an Owner to your Azure subscription](#)

[Enable cost management](#)

[Rename Azure subscriptions](#)

ServiceNow Support

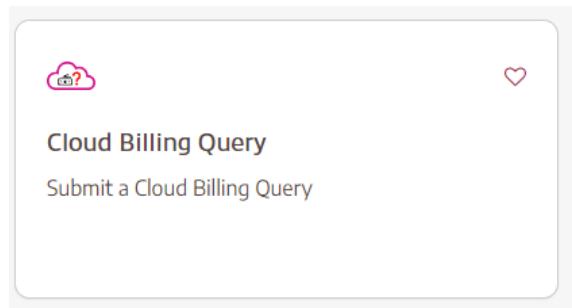
Should you need support in managing Service Now users.

[Add/remove user](#)

[Reset a password](#)

Cloud Billing Query

You can use this form to raise a billing or invoicing query regarding your Cloud subscription.



4.3 My items: interact with the support teams

From the main menu, click on 'My items', then select the appropriate option from the list.

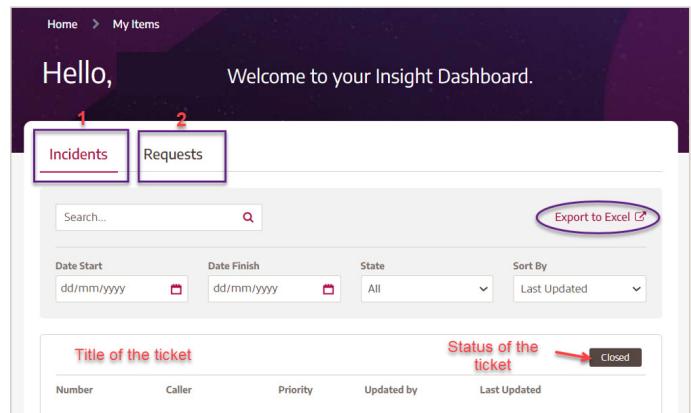
You have the possibility to search for an **Incident (1)** or a **Request (2)**.

You can also select a specific time frame or you can search by the status of the ticket.

If needed, you can export the list of all the tickets opened by clicking on "**Export to Excel**"

Any update from the support team will trigger an email notification. The email contains a link to the ticket as well as details about the update.

When a ticket is closed, if you are not happy with the resolution or you need more assistance, you have 3 days to reopen it until it is closed permanently and another ticket will be required.



5. Ticket Priority Levels & Support telephone numbers

Priority is a value derived from the intersection of impact and urgency. Impact is an objective measure of the effect of an incident on the business. Urgency is a subjective value assigned to the Incident by the business and it represents the speed at which the business expects the Incident to be worked.

Priority is a system driven value that is derived from this table.

	Urgency – 1	Urgency – 2	Urgency – 3
Impact – 1 – High	1	2	3
Impact – 2 – Medium	2	3	4
Impact – 3 – Low	3	4	4

If Insight needs to escalate to the Client on Priority 1, then the Client will be working it continually with Insight as Priority 1. Otherwise, Insight will designate it as a Priority 2

P3 and P4 tickets should be logged via the portal. P1 and P2 can be logged by the portal also but in order to escalate to a P1/2 a call should be made to the service desk to report the requirement to escalate.

Logging Channel	Cloud Care
Priority 1	Phone or Portal ¹
Priority 2	Phone or Portal ¹
Priority 3	Portal
Priority 4	Portal

Incident Support hours:

Priority 1	24x7x365
Priority 2	24x7x365
Priority 3	M-F 08:00-17:00 – UK Time
Priority 4	M-F 08:00-17:00 – UK Time

Service Desk telephone numbers:

+4372070028585	CloudCare Austria (AT)	+31207975840	CloudCare Netherlands (NL)
+3228954009	CloudCare Belgium (BE)	+34935452384	CloudCare Spain (ES)
+33185653504	CloudCare France (FR)	+46853527961	CloudCare Sweden (SE)
+4961316244399	CloudCare Germany (DE)	+41225954952	CloudCare Switzerland (CH)
+35315268502	CloudCare Ireland (IE)	+443444723245	CloudCare United Kingdom (UK)
+39683364803	CloudCare Italy (IT)		

6. Cloud Care SLAs

Cloud Care supports the following SLAs:

- Response time SLA for all priorities of Incident.
- Resolution SLA for Insight managed platforms.
- Unique fulfilment SLAs for individual request items (see each item)

SLA Area	Priority	Cloud Care
Microsoft	P1	15 Minutes
	P2	1 Hour
	P3	4 Hours
	P4	24 Hours
Insight Platforms	P1	4 Hours
	P2	1 Day
	P3	1 Day
	P4	1 Day
Insight Platforms	P1	<2 Days
	P2	2 Days
	P3	2 Days
	P4	5 Days





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