

# Indian Health Service

## ServiceNow Dashboards

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ENHANCING VISIBILITY AND DECISION  
MAKING

8/14/2024



# Introduction to ServiceNow Dashboards

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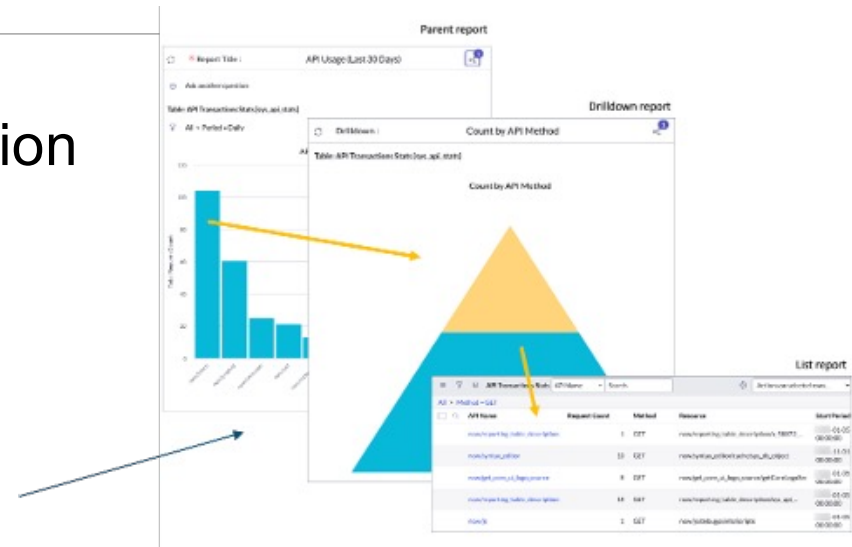
## Agenda:

- Key Features
- Benefits
- Use Cases
- Live Demo
- Q&A



# Key Features of ServiceNow Dashboards

- Real-Time Data Visualization
- Customizable Widgets
- Interactive Filters
- Drill-Down Capabilities
- Automated Reporting\*



# Benefits of ServiceNow Dashboards

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- Centralized Information
- Improved Decision Making
- Enhanced Visibility
- Performance Tracking
- User-Friendly Interface



# A Note on Reports / Widgets

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- Dashboards are made of Widgets
- Widgets are containers that display reporting data
- ServiceNow has over 700 canned reports
- Submit a Report Request if you want to:
  - Share or Publish a report
  - Create a dashboard for a group
- Common tables for reporting: SCTASK, INC, Time-worked, etc.



# Use Case Examples

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- **Dashboards Currently Available:**
  - [IHS ServiceNow Information Center](#)
  - [IHS Fulfiller Dashboard](#)
- **Incident Management:**
  - Track incident status and resolution times



# Currently Available: IHS ServiceNow Information Center

☰ 88 IHS ServiceNow Information Center ▾

2024 - IHS ServiceNow Information Center 2023 - IHS ServiceNow Information Center

### FY 24 ISSA Training Deadline

If you have already completed your FY 2024 Information Systems Security Awareness (ISSA) training, thank you for completing it on time. You may disregard this message and subsequent reminders.

If you have not completed it, **this is a reminder that all users who have access to IHS information systems must complete their ISSA training (located at: <http://www.ihs.gov/issa>) by June 28, 2024** (Please note: Some Areas and facilities have chosen an earlier deadline in order to ensure completion). Users who fail to complete the online training by that deadline may have their IHS computer network accounts suspended until the annual requirement has been met.

- To begin your training, log in to the [ISSA website](#) with your IHS Web Account username and password. **Note:** Your IHS Web Account is different from your IHS network (D1) account.
  - If you know your IHS Web Account username and password, click **Existing Employees Click Here to Log in to Take Annual Training**.
  - If you have forgotten your password, click **Existing Employees Click Here to Recover Password to Take Annual Training**.
  - If you have not taken the training before, click **New Employees Click Here to Create an Account to Log In and Start Training**.
- If your email address has changed, you do not need to create a new IHS Web Account. Please contact [IHSSASupport@ihs.gov](mailto:IHSSASupport@ihs.gov) so the support team can update your email address.

### DITO Re-Prioritization of ITSM Initiatives

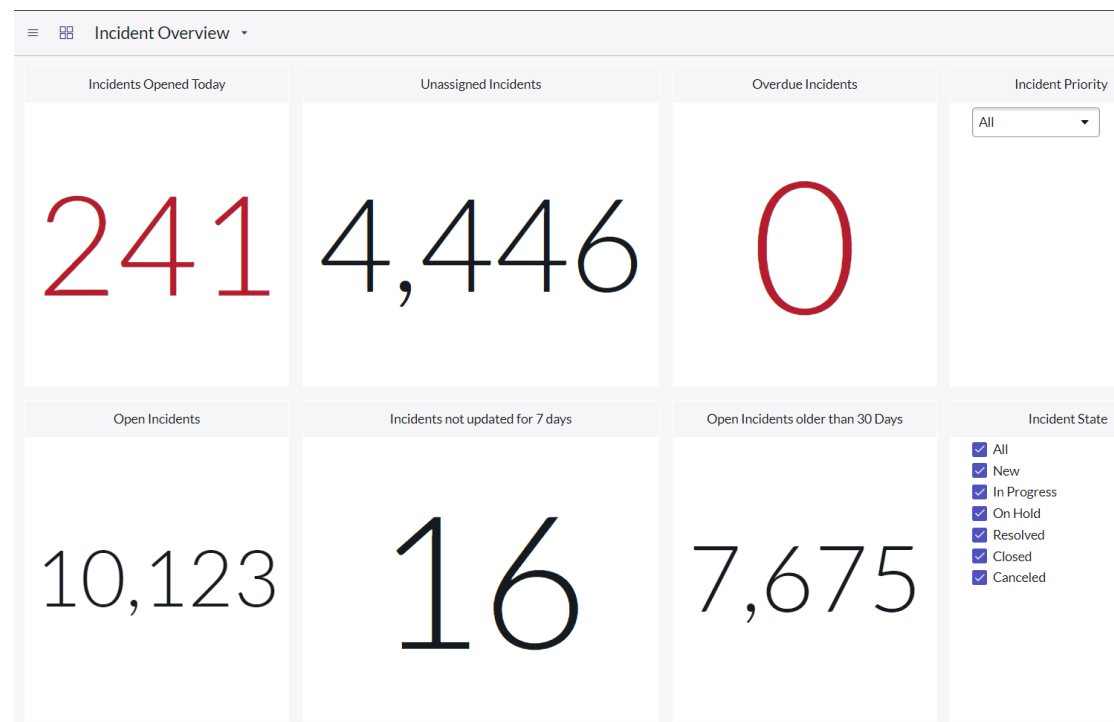
Due to overriding requirements in support of the Health IT Modernization efforts, the ITSM team has been requested to focus on the implementation of new request items for that initiative.

Therefore, enhancement requests will temporarily be put on hold until after the ServiceNow upgrade schedule to be completed by October or sooner as support resources are available.

Updates will be provided once the ITSM team is able to refocus on this request and prioritize the assessment and implementation.



# Use Cases: Incident Management



## Incident Overview Dashboard

- Quick Glance Metrics
- Indicators





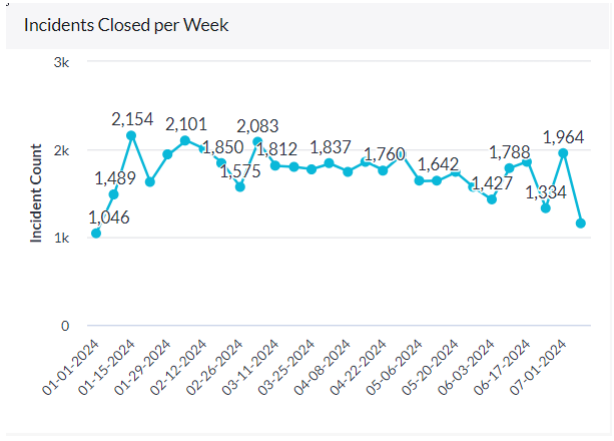
# Use Cases: Incident Management

Incidents by Priority and State older than 30 Days

1 - Critical		26	55	20		69
2 - High		26	650	59	13	35
3 - Moderate		51	192	63	1	137
4 - Low		10	38	14		34
5 - Planning	84	317	3,187	507	70	2,017
	(empty)	New	In Progress	On Hold	Resolved	Cancelled

## Incident Overview Metrics:

- Visualize by Status or Priority
- Resolution Time Analysis



# Live Demo

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## DEMO OBJECTIVES:

- Show The IHS ServiceNow Information Center
- Show the IHS Fulfiller Dashboard
- Create a new Dashboard and add widgets
- Create a custom report to add to the Dashboard



# Resources

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**IHS Fulfillers Support Hours:** Continued training opportunities will be available, a notification will be sent out via email.

Contact us at: [IHSITSUPPORT@IHS.GOV](mailto:IHSITSUPPORT@IHS.GOV)

**Office Hours Time:** Every Month on Thursdays 1pm EST



# Q&A

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Open Floor...



# Summary

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- Define the purpose and goal of the dashboard. Identify the key metrics and data that need to be visualized.
- Validate that there isn't already a dashboard that may support your needs
- Choose a layout for your dashboard. Select a suitable template or create a custom one..
- Arrange widgets on your dashboard. Resize and reposition them by dragging the corners or headers.
- Add dashboard tabs to organize content in a logical sequence. Name and color-code the tabs as needed.
- Dashboards are made of reports, there are over 700 available out-of-the-box. There are limitations, for example sharing requires a request be submitted.



# Knowledge Articles

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[KB0014280 How to Modify or Create a Dashboard in ServiceNow](#)

[KB0011302 How to Create a Report in ServiceNow - New UI](#)



