



Starfish Provisioning Solution ServiceNow® Edition



Automating Communication Management Workflows with ServiceNow

Large enterprises with many locations are faced with unique telecom challenges. One such challenge is determining how to make the labor-intensive & tedious business process of on-boarding and off-boarding new users' telecom resources easier, faster and more efficient. For most enterprises, automating communication management workflows is the answer and is being embraced as a way to respond to constant change and drive operational efficiencies.

When it comes to managing communications for the desktop or contact center, enterprises stand to achieve the most significant benefit of automated provisioning by tightly integrating with IT Service Management Systems (ITSM) such as ServiceNow.

ServiceNow Integration

Starfish Provisioning Solution integrates with ServiceNow by reacting and fulfilling telecom service requests and incidents. Provisioning Solution automates the provisioning and de-provisioning of telecom resources for multi-vendor communication platforms including Avaya, Cisco and Microsoft Skype for Business.

Sample Use Case

- When ServiceNow service requests for telecom resources are submitted, Provisioning Solution will automatically provision or de-provision telecom resources for users. Depending on the type of user (knowledge worker or a contact center agent), specific telecom services for the user will be created or removed.

Sample Workflow

- When a new user is on-boarded, a telecom service request is submitted to create a phone, voice mailbox and a WebEx account for the user. Provisioning Solution automatically executes the service request provisioning transaction and updates the request with the action taken, request status and detailed information about the telecom resources provisioned for the user.
- When a user is off-boarded, a telecom service request is submitted to remove the phone, voice mailbox and WebEx account for the user. Provisioning Solution automatically executes the service request de-provisioning transaction and updates the request with the action taken. Telecom resources can be de-provisioned immediately or scheduled for a later date.

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The following screen shot is an on-boarding telecom provisioning request for a Cisco unified communications platform:

The screenshot shows the ServiceNow interface for a 'User Details' record titled 'New record [Telecom Provisioning Request view]'. The form includes the following fields:

- Request Type: Add
- User First Name: Jerry
- User Last Name: Garcia
- User ID: jgarcia
- Short description: New employee hire
- User Type: Knowledge Worker
- Assignment: Starfish Provisioning Service
- Platform Type: Cisco
- Telephony Template: 7960
- Cluster: 7960
- Location: Jabber Client
- Voicemail: Yes
- Webex: Yes

The 'Add' button in the top left of the form is circled in red. Below the form is a 'Notes' section with 'Additional comments (Customer visible)' and 'Work notes' fields.

The following screen shot shows the results of on-boarding telecom provisioning request for a Cisco unified communications platform:

This screenshot shows the same 'User Details' form as above, but with the 'Activity' section expanded. The activity log is circled in red and contains the following entries:

- SNCMIDServer** (2017-01-17 12:24:14): WebEx account for jgarcia is created.
- SNCMIDServer** (2017-01-17 12:24:04): Cisco mailbox for jgarcia is created. Mailbox Number is 6012
- SNCMIDServer** (2017-01-17 12:23:54): Cisco user jgarcia and device profile is created. Directory Number is 6012
- System Administrator** (2017-01-17 12:23:32): [Action]

The 'Notes' section is also visible, with 'Additional comments (Customer visible)' and 'Work notes' fields.

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The following screen shot is an off-boarding telecom de-provisioning request for a Cisco unified communications platform:

The screenshot shows the ServiceNow interface for a 'User Details' record titled 'New record [Telecom Provisioning Request view]'. The form contains the following fields:

- Request Type: Delete (highlighted with a red circle)
- User First Name: Jerry
- User Last Name: Garcia
- User ID: jgarcia
- Short description: New employee hire
- User Type: Knowledge Worker
- Assignment: Starfish Provisioning Service
- Platform Type: Cisco
- Date of Termination: 2017-01-20
- Delete Cisco User: Yes
- Delete Voicemail: Later
- Voicemail Deletion Date: 2017-02-07
- Deactivate WebEx: Yes

The 'Notes' section includes a 'Watch list', 'Additional comments (Customer visible)', and 'Work notes' fields. A calendar widget for February 2017 is also visible.

The following screen shot shows the results of off-boarding telecom de-provisioning request for a Cisco unified communications platform:

The screenshot shows the 'Activity' section of the 'User Details' record. The activity log is circled in red and contains the following entries:

- SNCMIDServer** (2017-01-18 08:33:55): WebEx account for mjagger has been deactivated.
- SNCMIDServer** (2017-01-18 08:33:46): Cisco user mjagger's mailbox has been deleted.
- SNCMIDServer** (2017-01-18 08:33:36): Cisco user mjagger has been deleted.
- System Administrator** (2017-01-18 08:33:21): [Action]

Summary statistics at the bottom of the activity log:

- Impact: 1 - High
- Incident state: New
- Opened by: System Administrator
- Priority: 4 - Low