



# ServiceNow Dashboards

# What are Dashboards?

- Kind of a “**landing page**” in ServiceNow to see information related to your work
- Catered for **different personas** (*IT Supporter, Functional Manager, Service Owner...*)
- Display information in the form of **lists**, **graphs**, or **dynamic** content

# What are Dashboards?

The screenshot displays a ServiceNow Supporter's Dashboard. At the top, it shows the user's name 'Jorge Garcia Cuervo' and the release version '24.19'. The dashboard is titled 'Supporters Dashboard' and includes a navigation menu with options like 'My Work (INC,RQF)', 'My Groups Work (INC, RQF)', 'My Work Tasks (WT)', 'My Groups Work Tasks (WT)', 'My SSB Outages (OTGs)', 'Stats on My Work', 'Stats on My Groups Work', 'Stats on my FE', 'My Support Roles', 'My Items', and 'My Watch List Items'.

Key features of the dashboard include:

- Supporters Dashboard**: A central area with instructions on how to create new tickets and register incidents/requests. It contains two buttons: 'Create new Incident' and 'Create new Request'.
- Incidents To Take**: A summary card showing a count of 1 incident.
- Requests To Take**: A summary card showing a count of 1 request.
- Incidents assigned to me, On-going**: A table listing current incidents with columns for Number, Created, SLA due, Caller, Organic Unit, Short Description, Incident Location, Functional Category, Assignment group, Incident state, Updated, Last updated by, Remarks(u\_report), and Work notes (Internal View).
- Requests assigned to me, On-going**: A table listing current requests with columns for Number, Created, SLA due, Caller, Organic Unit, Short Description, Request Location, Functional Category, Assignment group, Request State, Updated, Last updated by, Remarks(u\_report), and Work notes (Internal View).

Number	Created	SLA due	Caller	Organic Unit	Short Description	Incident Location	Functional Category	Assignment group	Incident state	Updated	Last updated by	Remarks(u_report)	Work notes (Internal View)
INC2400851	28-04-2020 08:44:17	29-04-2020 11:44:17	Christian Boissat	IT-RM-PNA	Configuration Items declared multiple times	513/R-043	CMDB	ServiceNow 2nd Line Support	Waiting for Problem	01-10-2024 11:46:01	Supporter		04-06-2021 17:29:50 - Jorge Garcia Cuerv
INC3941494	21-06-2024 09:39:06	24-06-2024 10:48:09	Fabio Trevisani	IT-TD-SM	Investigate and fix sync issue with IT-CMDB	513/L-022	CMDB	ServiceNow 2nd Line Support	Waiting for 3rd party	21-06-2024 16:12:17	Supporter		21-06-2024 10:21:31 - Fabio Trevisani (W)
INC3925227	11-06-2024 16:59:13	12-06-2024 17:59:13	Fabio Trevisani	IT-TD-SM	Default font in PDF charts unreadable	513/L-022	Reporting	ServiceNow 2nd Line Support	Waiting for Problem	12-06-2024 12:06:40	Supporter		
INC2688371	01-02-2021 08:43:11	02-02-2021 11:48:22	Fabio Trevisani	IT-TD-SM	PDF export broken in homepage	513/L-022	Dashboards/ Homepages	ServiceNow 2nd Line Support	Waiting for Problem	07-12-2022 11:49:55	System		25-08-2021 16:36:17 - Fabio Trevisani (W)
	18-08-2021 12:00:41	19-08-2021 16:41:00	Eric		Function in report are			ServiceNow 2nd Line	Waiting for	07-12-2022 11:40:07			

Number	Created	SLA due	Caller	Organic Unit	Short Description	Request Location	Functional Category	Assignment group	Request State	Updated	Last updated by	Remarks(u_report)	Work notes (Internal View)
ROF2858620	07-10-2024 10:09:13	11-10-2024 12:59:11	Flavio Costa	SCE-SMS	Improvement to environment to test "persistent" analytics solutions and PA	73/2-007	PAnalytics	ServiceNow 2nd Line Support	Waiting for 3rd party	17-10-2024 11:55:04	Supporter		10-10-2024 17:10:15 - Jorge Garcia Cuerv
ROF2858771	07-10-2024 10:46:06	18-10-2024 12:22:46	Eric Lienard	SCE-SMS	Sync custom tables on CERNTRAINING	73/2-007	Perspectium	ServiceNow 2nd Line Support	Waiting for 3rd party	17-10-2024 11:52:02	Supporter		
ROF2811296	06-09-2024 16:03:34	26-09-2024 11:19:04	Joel Murray Davies	IT-FA-10	CC Operator FE default for MONIT collectd alarms	513/R-031	GNI	ServiceNow 2nd Line Support	Waiting for Change Mgmt	17-10-2024 09:20:14	Supporter		07-10-2024 10:15:09 - Jorge Garcia Cuerv

# Advantages

- **One-stop-shop for supporters**
  - Avoid navigating the tool for day-to-day tasks
- **Simplify your daily tasks and enhance data analysis**
  - consolidating your reports in one place
- **Arrange it in a standard way**
  - Useful for people moving teams within the department
- **Show a comprehensive overview of data from different sources**
  - Monitor, measure, and analyse relevant data in key areas

# Opening Dashboards

## 1. Directly when accessing ServiceNow

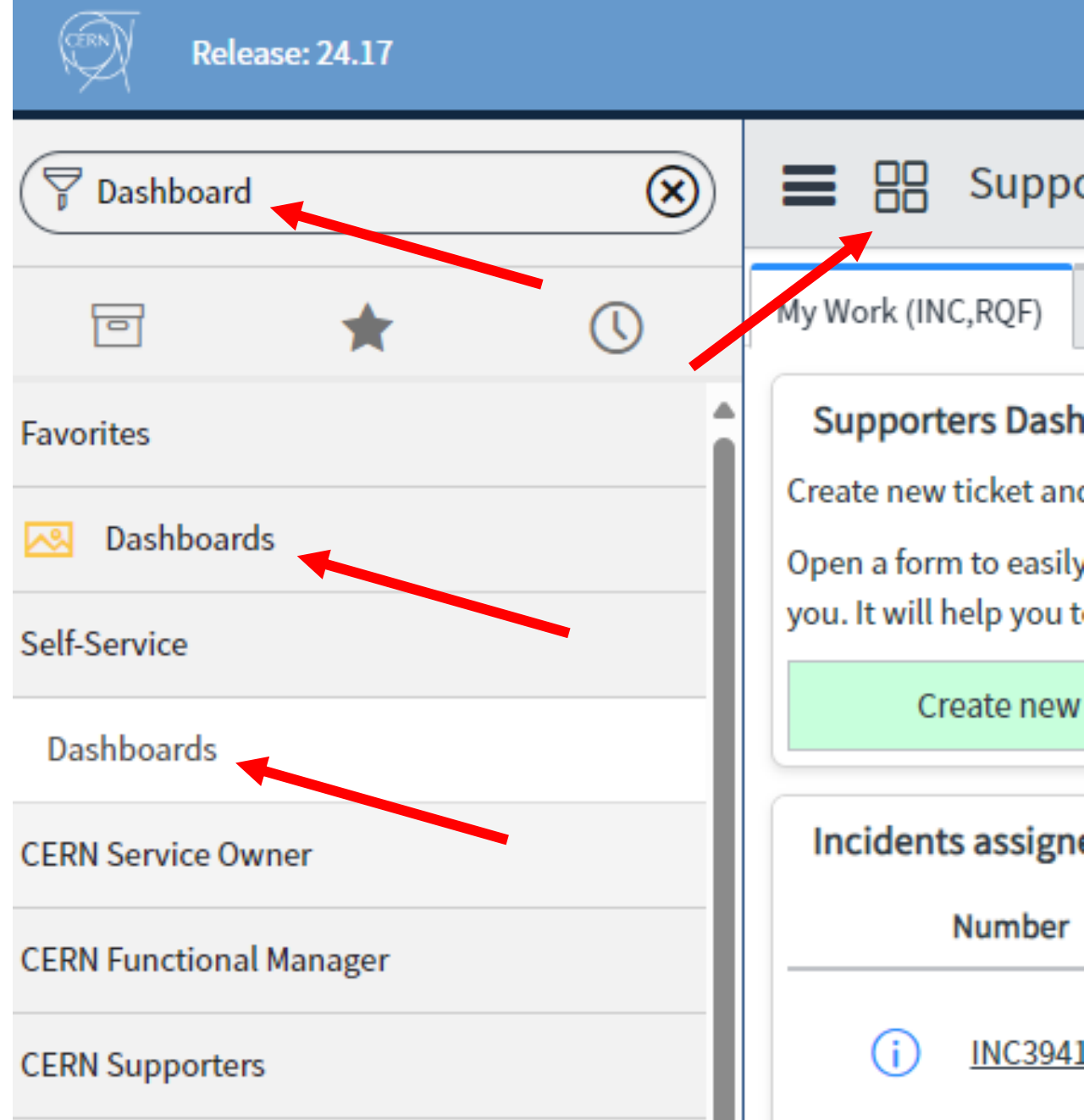
- Landing page by default

## 2. From the *Navigator* (left side menu)

- Self-service > Dashboards

## 3. Creating a favourite

## 4. From another Dashboard



# Opening Dashboards

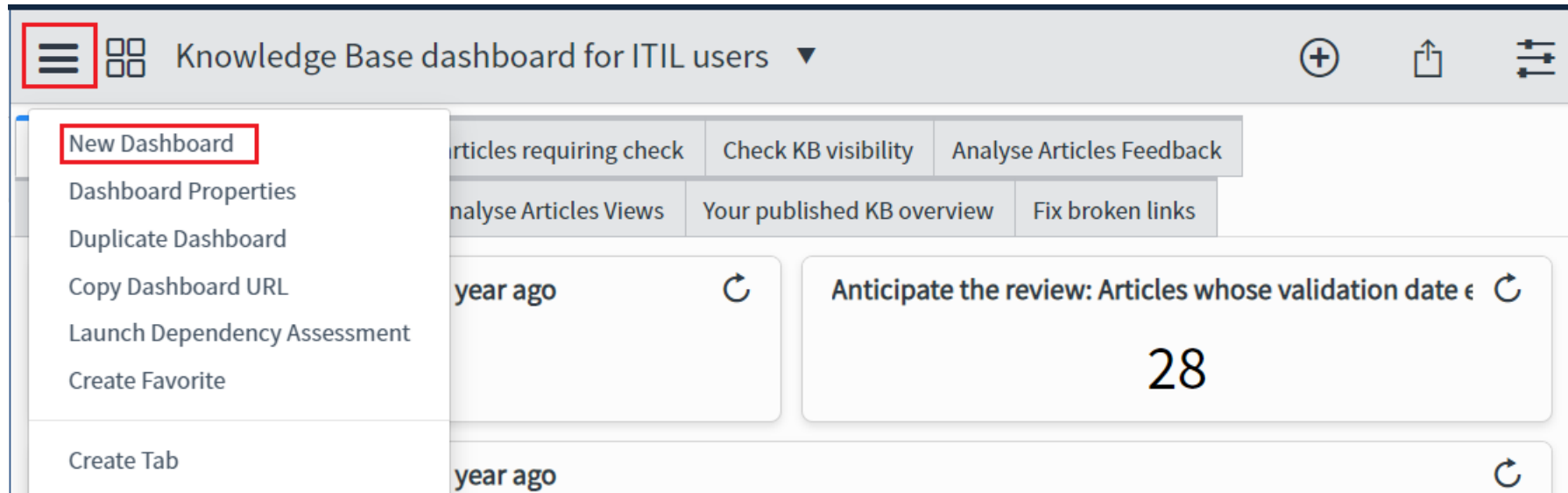
The screenshot displays the ServiceNow Dashboards interface. At the top, the release version is 24.19, and the user is Jorge Garcia Cuervo. A 'Create a dashboard' button is located in the top right corner. Below the header, there are filter tabs: 'Recent', 'Owned by Me', 'Shared with Me', and 'All'. The 'Recent' tab is highlighted with a red box. A search bar labeled 'Search dashboard' is present, with a red arrow pointing to it and the text 'Func Manager only...'. The main area contains a grid of dashboard cards, each with a title, owner, and view time. The cards include: 'Supporters Dashboard' (Owned by Isabel Admin, Viewed 2h ago), 'IT Supporters - Advanced' (Owned by Natalie Admin, Viewed 21h ago), 'IT GroupOverview' (Owned by Natalie Admin, Viewed 21h ago), 'KB dashboard for my FE(s)' (Owned by Nicole Admin, Viewed 21h ago), 'C5 Dashboard for My Group' (Owned by Natalie Kane, Viewed 21h ago), 'My Tickets' (Owned by David Moliner Reyero, Viewed 2d ago), 'ServiceNow tech lead' (Owned by Jorge ADMIN, Editor, Viewed 20d ago), 'IT Supporters' (Owned by Natalie Kane, Viewed 22d ago), and 'ServiceNow ROTA - Devs Meeting' (Owned by Jorge ADMIN, Viewed 22d ago).

# Available Dashboards

- **Ready-made set of Dashboards created by the Service Mgmt teams**
- **General-purpose, audience based**
- **Current offer**
  - [CERN Supporter Dashboard](#)
  - [IT Supporter Dashboard](#)
  - [IT Supporter – Advanced](#)
  - [IT Functional Manager Dashboard](#)
  - [IT Section Overview](#)
  - [IT Group Overview](#)
  - [C5 Dashboard for My Group](#)
  - [Knowledge Base Dashboard](#)

# Permissions for Dashboards

- **Create**
  - ONLY Functional Element Managers
  - Other users -> Contact us!





# Permissions for Dashboards

- Create

< Dashboard  
New record

Submit Save

Reminder: Always follow our Best Practices Guide: [KB0009156](#)

\* Name

Order

Active

\* Owner  ⓘ

Submit Save

Related Links

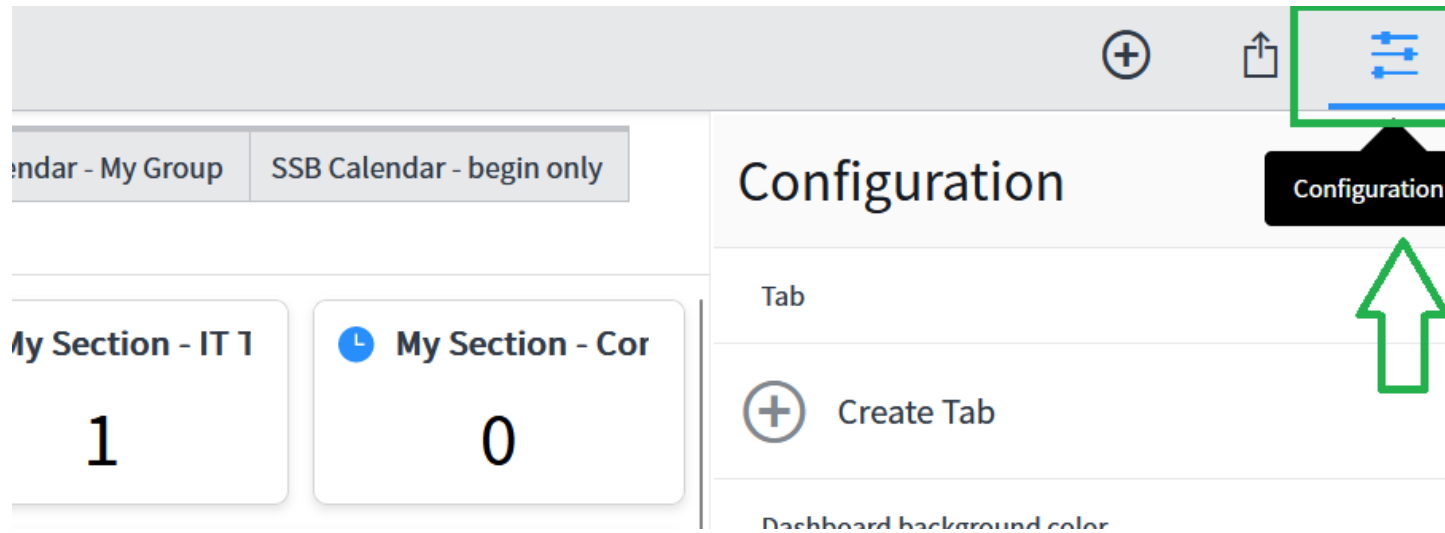
[View Dashboard](#)



# Permissions for Dashboards

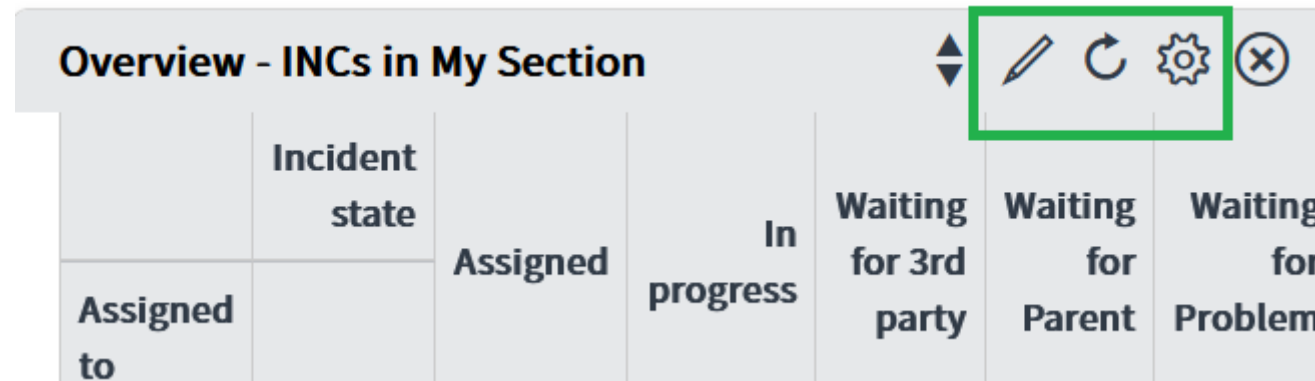
- **Edit/Configure**

- Owner
- Service Management Teams



# Permissions for Dashboards

- Edit/Configure



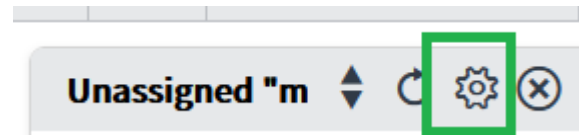
Overview - INCs in My Section						
	Incident state			Waiting for 3rd party	Waiting for Parent	Waiting for Problem
Assigned to		Assigned	In progress			

1. **Pencil:** Owner can modify the content of the element (e.g report)
2. **Cogwheel:** Owner can configure the style of the item

# Permissions for Dashboards

- **Edit/Configure**

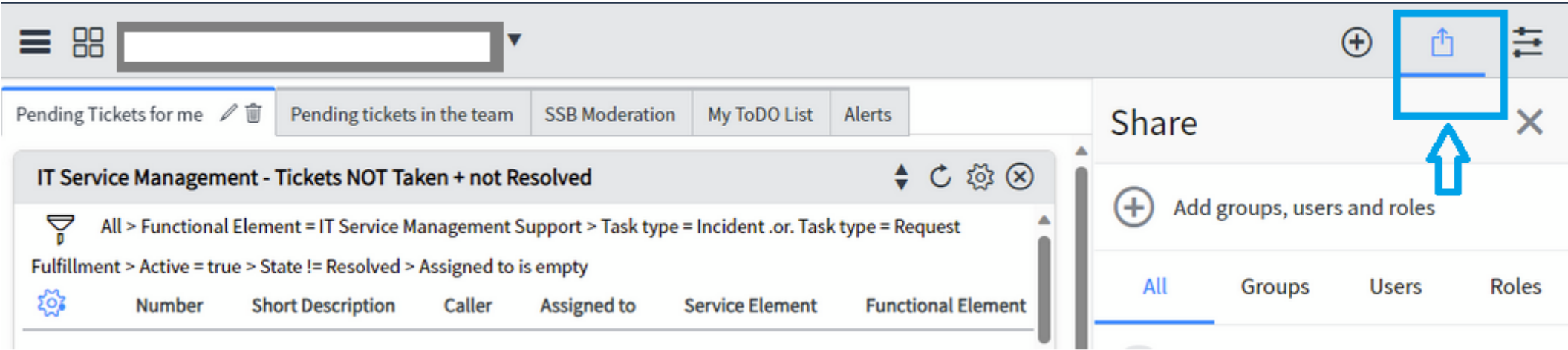
- Users with “Edit” Permissions



1. **Pencil:** It is **not** visible as they are missing the necessary permissions at the item level (e.g., report) to be able to modify it
2. **Cogwheel:** They can configure the style of the item

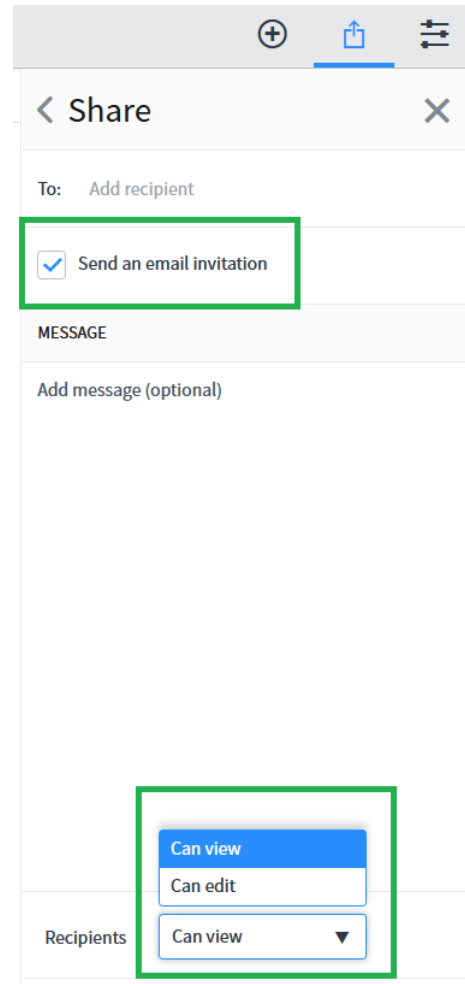
# Permissions for Dashboards

- **Sharing**
  - Owner can give view/edit permissions to users



# Permissions for Dashboards

- Sharing



# Permissions for Dashboards

- **Sharing**

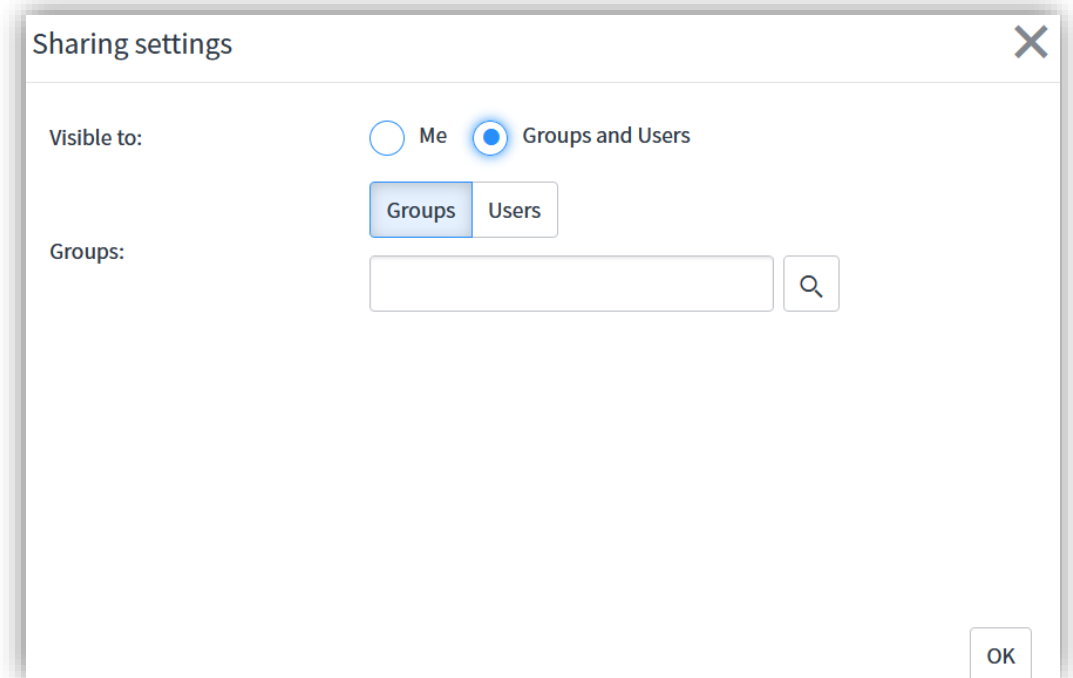
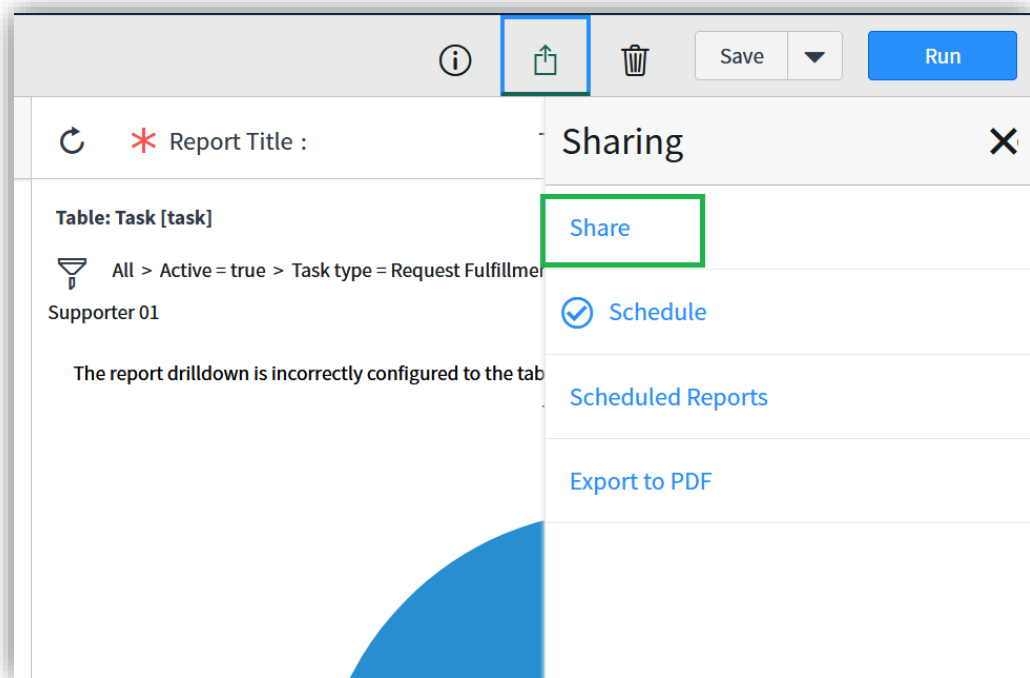
## Important

- Two levels of visibility:
  - Dashboard
  - Items (e.g Report)

Users missing the required item-level permissions will see a message like the following:

**“Report visible only to a specific user or group”**

# Share a Report



[KB0006151](#) : ServiceNow tool Reports Share functionality



# DEMO

# Resources

- [KB0009156](#) - All you need to know on dashboards
- [KB0006151](#) : ServiceNow tool Reports Share functionality
- Contact us [here](#)

# Questions?



[home.cern](http://home.cern)