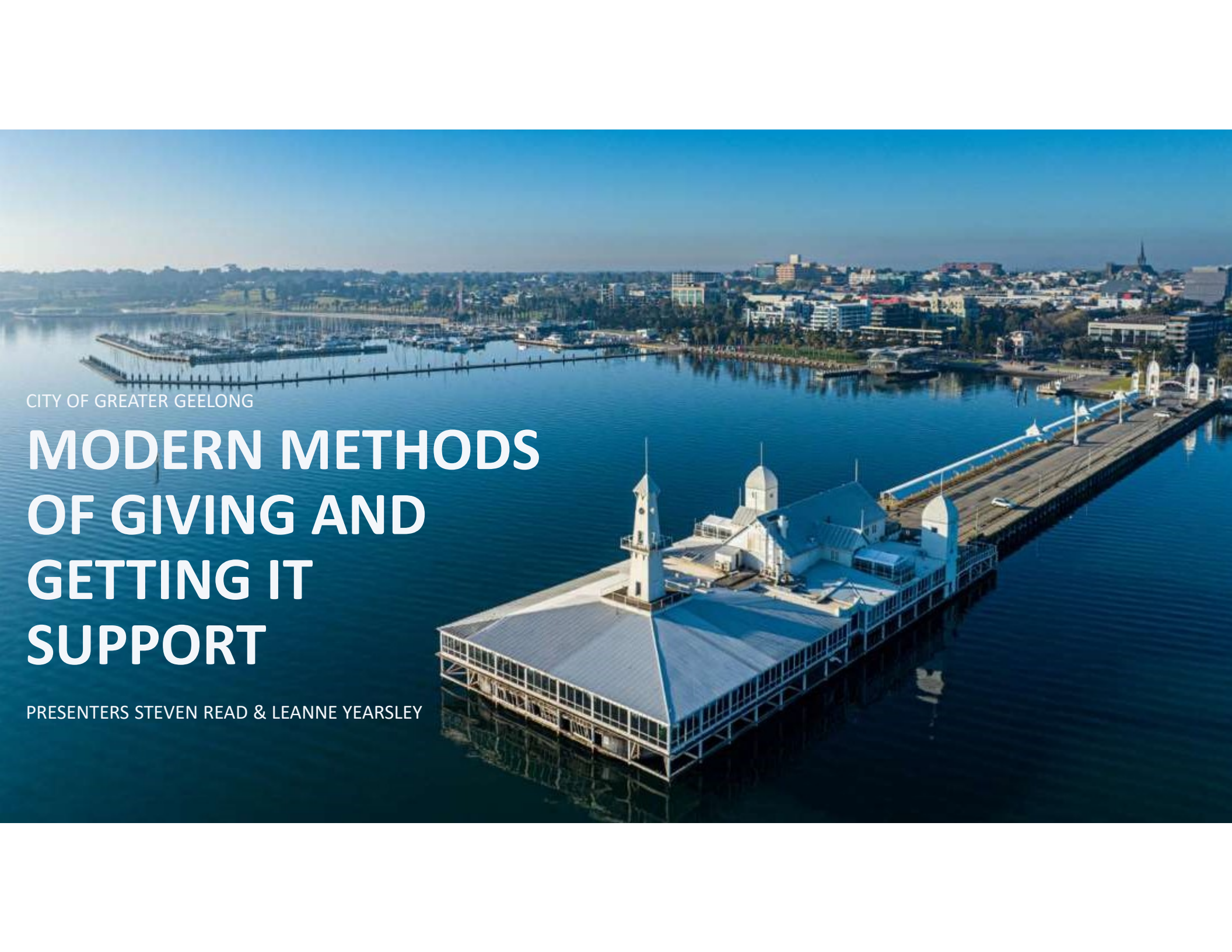


An aerial photograph of the Geelong waterfront in Australia. In the foreground, the Geelong Piers, a long pier with a large white building and a clock tower, extends into the water. The water is calm and reflects the sky. In the background, the city of Geelong is visible, with various buildings and a church spire on a hill. The sky is clear and blue.

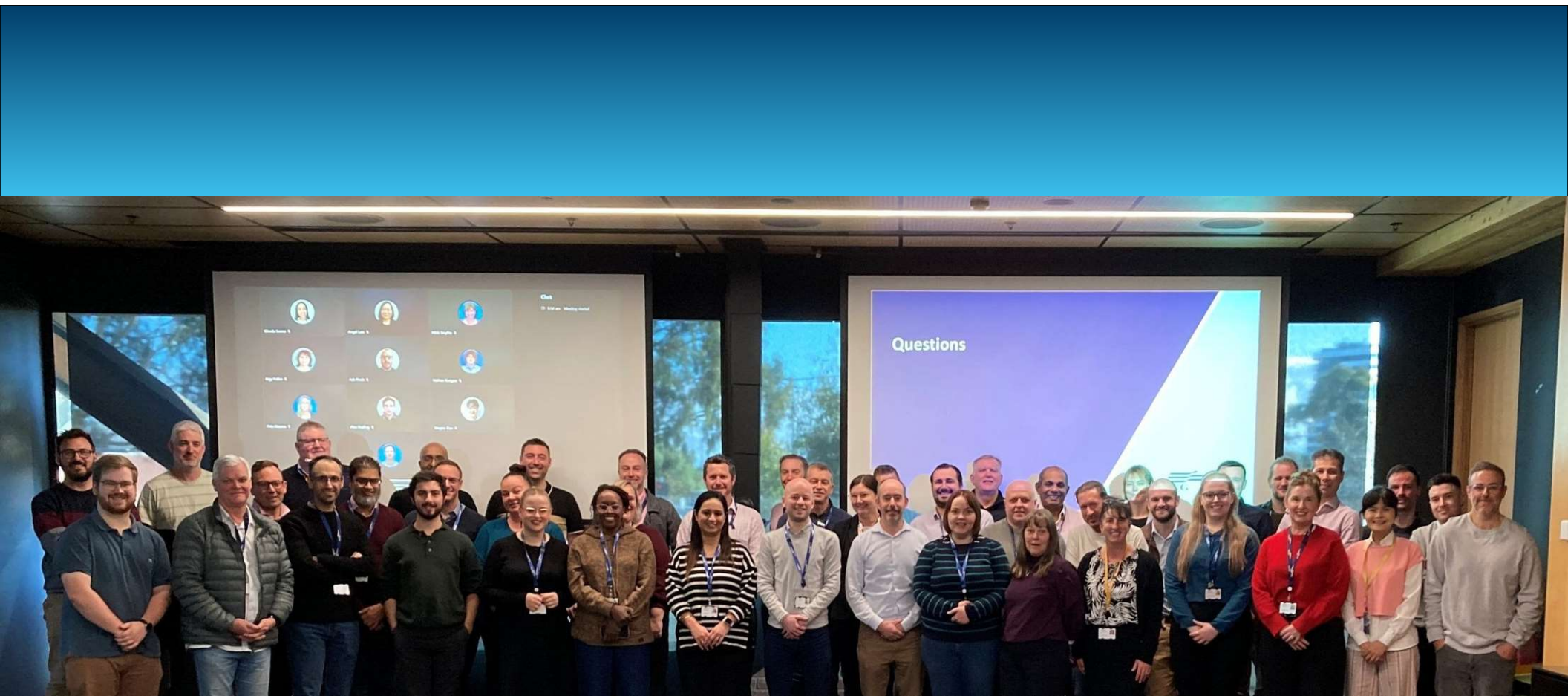
CITY OF GREATER GEELONG

MODERN METHODS OF GIVING AND GETTING IT SUPPORT

PRESENTERS STEVEN READ & LEANNE YEARSLEY



21 years ago, this was CoGG IT - 2004



The current CoGG IT Team – Jun 2025



Our last presentation - James Foran As ION Man 2017

A map of the Greater Geelong area in Victoria, Australia. The map shows the city of Geelong, the Port Phillip, and surrounding regions. The city of Geelong is highlighted in a darker blue color. The map includes various towns, roads, and water bodies. The text is overlaid on the right side of the map.

About Greater Geelong

- We are one of the biggest Council's in Victoria
- We have 135,000 rateable properties
- 170,000 Properties in Pathway
- 450,000 name and address records
- We support 450+ active users in Pathway...

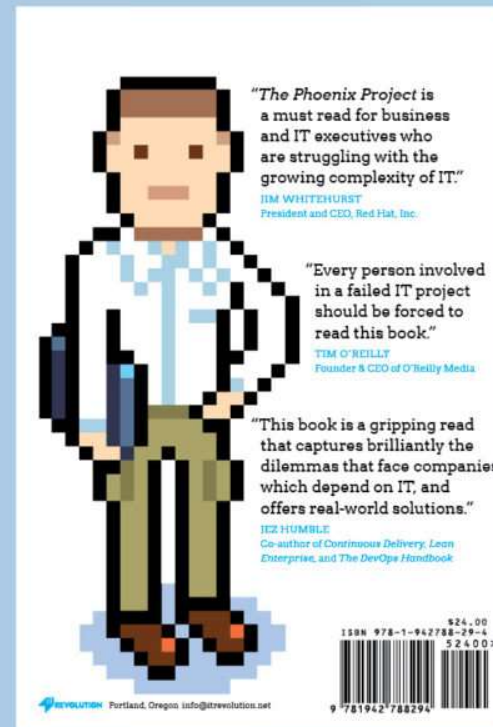
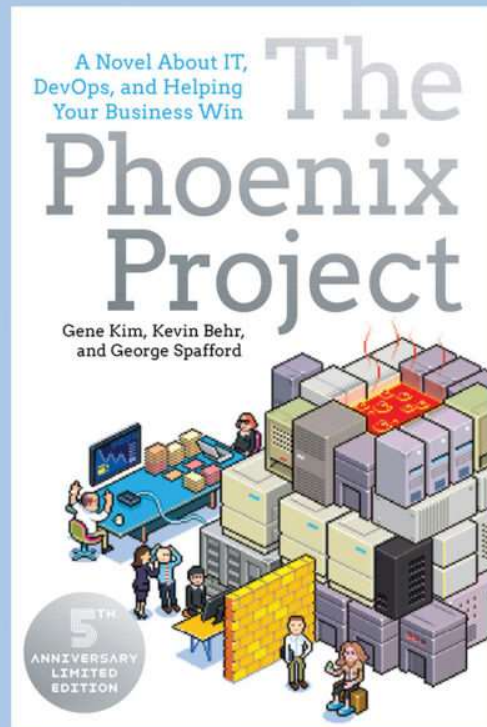
We now provide our IT Support this way

- We use what we call ITSM or IT Service Management
- Our City uses the ServiceNow cloud application
- ServiceNow embodies the Information Technology Infrastructure Library (ITIL) method of working in IT

We now provide our IT Support this way cont....

- Incident Management
- Change Management
- Problem Management
- Service Requests

This is the easiest way to learn ITIL...

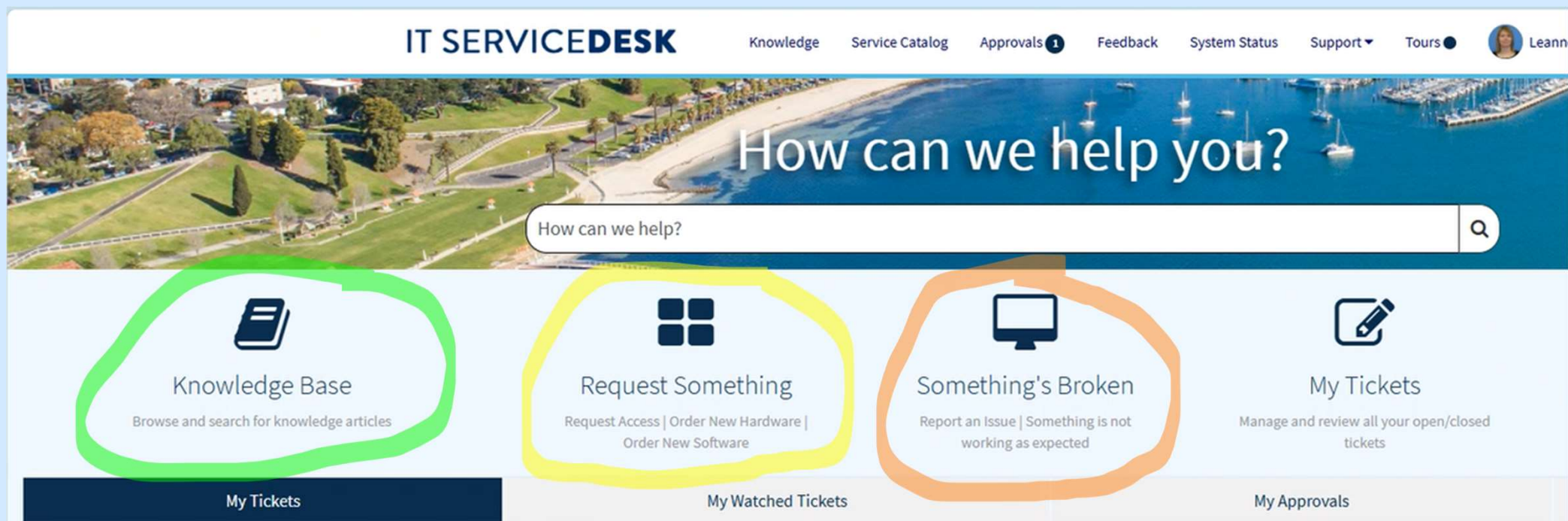


This is how CoGG is using ServiceNow

- ServiceNow uses those ITIL principles to make managing customer enquiries simple efficient and recordable
- We have Incidents, Parent Incidents, Problems, Change Controls, and Requests
- This is how it looks for us...

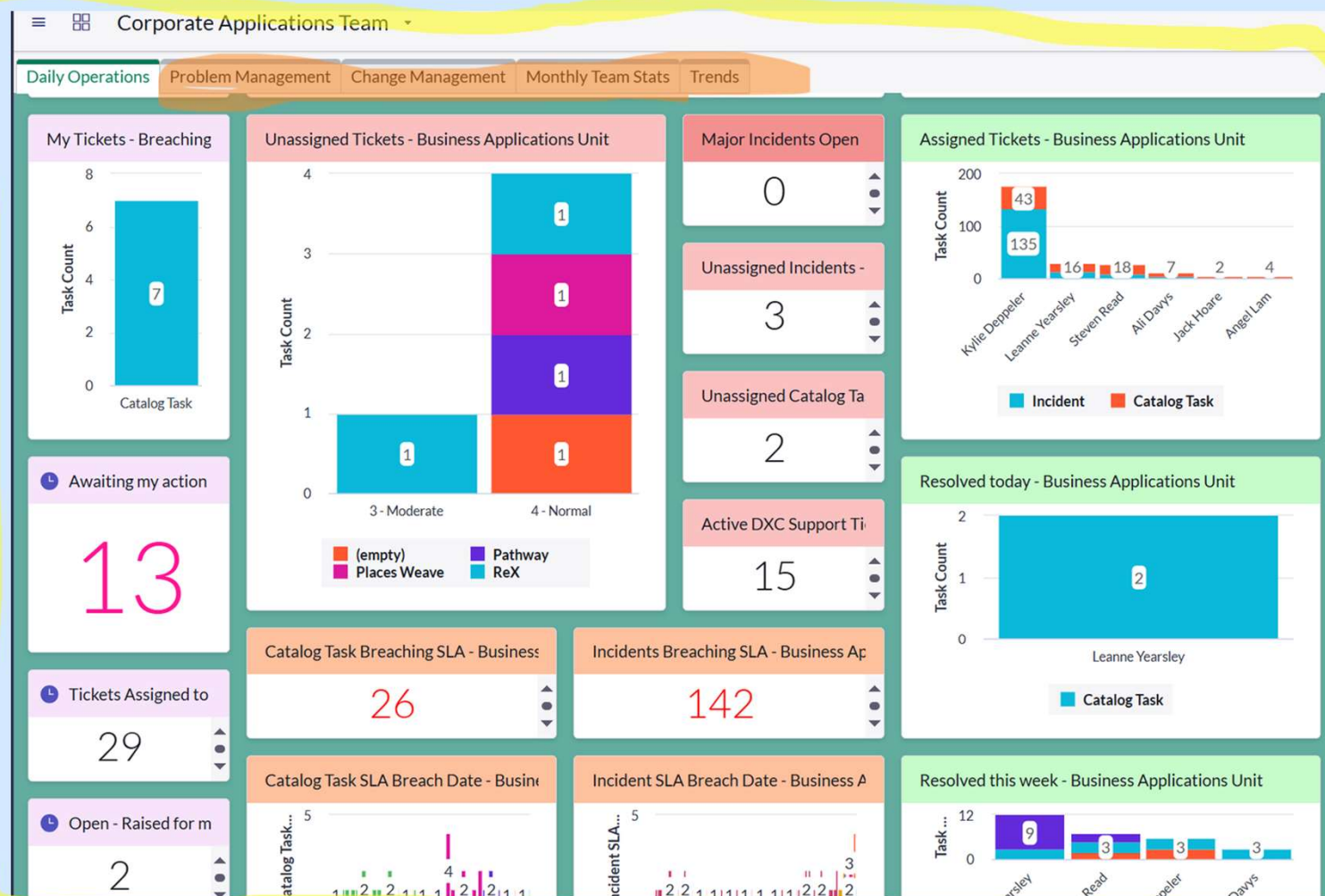
servicenow®

Where it all begins - The user end



What our users see

- Incidents
 - Incidents - Assigned to Me
 - Incidents - Create New
 - Incidents - Unassigned
 - Incidents - Open
 - Incidents Search Short Desc
 - Incidents - ePathway Errors
 - Incidents Awaiting Vendor
- Tasks
 - Tasks - Assigned to me
 - Tasks - Unassigned
 - Tasks - Open
- Change Requests
 - Change - Create New
 - Change Requests - Group
- Problem
- Pathway
- Service Desk
- Dashboards
 - Corporate Applications Team
 - Corporate Apps Kanban
 - Business Applications Unit



What the Fixers see:

CITY OF GEELONG Favorites

Filter

My Knowledge Articles

Knowledge Base

Incidents with DXC

Requests with DXC

Change

- Create New
- Open
- Change Advisory Board
- Schedules

change_request: All > Active = tr...

Change - Change Schedules

Incident and Task Menu

- Incidents
 - + Create New Incident
 - My Incidents - Open**
 - My Incidents - Awaiting cu...
 - My Incidents - Awaiting ac...
 - My Incidents - Resolved

All History Workspaces Incidents ★ Search

Incidents Created Search

Actions on selected rows... New

All > Incident state not in (Resolved, Closed, Canceled) > Assigned to is Leanne Yearsley

	Number	Created	Location	Caller	Department	Short description	Incident state	On hold reason	Priority
	INC0145852	12-08-2025 08:50:44	(empty)	Jean-Pierre Last	City Development	Pathway Test Environment Refresh: Letter Generation Form stuck on Loading	On Hold	Booking Scheduled	5 - Low
	INC0145831	11-08-2025 16:05:48	(empty)	Richard Ames	Financial Services	Missing ADVAM payments in pathway for June 2025	In Progress		5 - Low
	INC0145616	07-08-2025 09:51:03	(empty)	Catherine Sullivan	Community Safety & Regulation	Discuss the reports in Health Licencing	On Hold	Booking Scheduled	5 - Low
	INC0145455	05-08-2025 14:53:42	(empty)	Brodie Leumont	Customer & Marketing Office	Navigation issue while searching Rates number	On Hold	Awaiting Customer	5 - Low
	INC0145407	05-08-2025 10:16:53	Wurriki Nyal	Janelle Coles	Financial Services	Debtor #607549 - Reconciliation Error (Refund transaction)	On Hold	Awaiting Customer	4 - Normal
	INC0145364	04-08-2025 15:24:02	(empty)	Janelle Coles	Financial Services	A/R Invoice - APOST Scanning error - Debtor #708828 - Uniting Church In Australia Property Trust (Vic)	On Hold	Awaiting Customer	4 - Normal
	INC0145259	01-08-2025 10:01:24	(empty)	Jaclyn Mirkovic	City Development	'Object reference' error message	On Hold	Awaiting Customer	3 - Moderate
	INC0144486	24-07-2025 09:08:17	(empty)	Janelle Coles	Financial Services	Pathway - Manual allocation errors - Hazara Community Geelong DR. 860008 (2)	On Hold	Awaiting Vendor	4 - Normal

Let's explore a filter screen My Open Incidents

Incident
INC0145259



DiscussFollowUpdateResolve

Attachments (1):  Object Reference - Error Mess... [rename][view]

* Short description

'Object reference' error message



Number

INC0145259

* Caller

Jaclyn Mirkovic



Location



* Category

Application



* Subcategory

Functionality



* Business service

Pathway



Service offering

Permits



Configuration item



Description

State

On Hold



* On hold reason

Awaiting Customer



* Contact type

Self-service



Impact

Multiple Staff



Urgency

Other tasks



Priority

3 - Moderate

Assignment group

Corporate Applications



* Assigned to

Leanne Yearsley



Automatic follow up is in effect on this ticket. Adding an additional comment will reset this function.

Working with an incident in the Incident screen

Watch list

Work notes list

Alexander Keating, Leanne Yearsley

Work notes

Work notes

Additional comments
(Customer visible)

Additional comments (Customer visible)

Post

Activities: 10

Leanne Yearsley

Assigned to Leanne Yearsley

Incident state In Progress was New

Field changes • 12-08-2025 08:16:07

System

Email sent

Subject: INC0145831 - Assigned to Corporate Applications

From: IT Service Desk

To: JHoare@geelongcity.vic.gov.au, ADavys@geelongcity.vic.gov.au, LYearsley@geelongcity.vic.gov.au, KDeppeler@geelongcity.vic.gov.au, ALam@geelongcity.vic.gov.au...

Show email details

Email sent • 12-08-2025 08:10:23

Alexander Keating

hey team,

Work notes • 12-08-2025 08:10:22

Work Notes vs Additional Comments

Notes
KBs
Related Records
Resolution Information

Parent Incident

Problem

Change Request

Child Incidents

Vendor Reference

Vendor

Update
Resolve

Related Links
[Show SLA Timeline](#)

Child Incidents
Task SLAs (2)
Affected CIs
Impacted Services/CIs (1)
Incident Communication Plans

☰
🔍
for text

⚙️
—
New
Edit...

Parent Incident = INC0144486

🔍	Number	Actions taken	Active	Activity due	Additional assignee list	Approval	Approval history	Approval set	Assigned to	Assignment
 No records to display										

Related Records can be a powerful tool

Incident
INC0145816

Discuss Follow Update Resolve

* Caller Kevin Pendlebury

Location

* Category Application

* Subcategory Functionality

* Business service ReX

Service offering ReX SO

Configuration item IT15728SP

Description

* On hold reason Awaiting Vendor

* Contact type Self-service

Impact Person

Urgency Work around

Priority 4 - Normal

Assignment group Corporate Applications

* Assigned to Leanne Yearsley

Notes KBs Related Records Resolution Information

Watch list

Work notes list

Work notes

Additional comments (Customer visible)

Hi
This request has been escalated to the product vendor and will be put on hold. We will let you know once we receive update from the vendor.
If this request is something that needs urgent attention, please response to this ticket so the team can help you.
Thanks
Kind regards,
Corporate Application Team

All Templates

Filter Templates

Incident - Additional Dials Edit
Incident - Escalation Edit
Incident - Increased Wait Times Edit
Incident - Resolved Edit
Incident - Suggest IT App Edit
Offboarding - Equipment Returned no dptr Edit
On Hold - Waiting for Vendor Edit
Phishing Email - Reported by customer Edit
Redirect - Drive or Shared MB Edit
Redirect - IT Appointment Edit
Redirect - System Access Form Edit
Request - Sys Access for Pathway Dials Edit

Templates:

Incident - Additional Dials Incident - Escalation Incident - Increased Wait Times Incident - Resolved Incident - Suggest IT App Offboarding - Equipment Returned No Dptr On Hold - Waiting For Vendor Phishing Email - Reported By Customer

Incident Template

Incidents (5)																					
Affected CIs		Service Offerings		Problem Tasks		Change Requests		Outages		Attached Knowledge											
Created		Search																			
Problem = PRB0040378																					
Number	Created	Location	Caller	Department	Short description	Incident state	On hold reason	Priority	Business service	Assignment group	Assigned to										
INC0145816	11-08-2025 14:19:22	(empty)	Kevin Pendlebury	Civil Infrastructure	The Rex Link button in Pathways is not working and not able to open engineering plans	On Hold	Awaiting Problem	2 - High	ReX	Corporate Applications	Leanne Year										
INC0145489	06-08-2025 09:28:52	(empty)	Craig Davis	Major Projects	When selecting Engineering Polygons in Places Weave and clicking on the ReX icon, ReX doesn't show the engineering plans.	On Hold	Awaiting Vendor	4 - Normal	Places Weave	Corporate Applications	Kylie Depp										
INC0145474	06-08-2025 07:49:27	(empty)	Travis Warren	Civil Infrastructure	Cannot open engineering polygons in weave, via link to rex.	On Hold	Awaiting Vendor	2 - High	Places Weave	Spatial Systems	David Row										
INC0145360	04-08-2025 14:45:15	Wurriki Nyal	Kathan Patel	Civil Infrastructure	Unable to use the content manager option within Weave	On Hold	Awaiting Customer	4 - Normal	Places Weave	Corporate Applications	Kylie Depp										
INC0144708	28-07-2025 09:21:41	(empty)	Alana Purton	Civil Infrastructure	cannot open engineering polygons using the REX link in places weave	In Progress		3 - Moderate	Places Weave	Corporate Applications	Kylie Depp										

Problem

① Change has been completed and is ready to be closed.



Number	CHG0031268	State	Implement
Approval	Approved	Type	Normal
Requested by	Steven Read	Category	Other
Business service	Pathway	* Peer Review	Corporate Applications
Service offering		* Technical Assessment	Corporate Applications
Configuration item		Business Sign Off	
Priority	3 - Moderate	Notification Group	
Risk	Low		
Impact	Person		
Short description	Allow Form Preferences to be accessed by Users in Pathway UX		
Description	This will allow the end users to modify the Charts on their Home Screens i.e. change the charts position and add or remove charts from the home screen.		

Watch list  

Work notes list  

Work notes

□ □ □

Change Request

Planning
Schedule
CAB
Conflicts
Notes
Closure Information

Business Justification

Users require this to improve the efficiency of the tasks that have to do as part of their roles and this control was designed into Pathway UX. This is restoring the functionality we had in Smart Client where the chart allocation.

Implementation plan

Do a Soft Launch i.e. turn it on and only tell specific super users it is enabled e.g. JP so they can take on more of a support role for their units.

Risk and impact analysis

Minimal

Backout plan

Setting can be turned off again at any time

Test plan

We have tested it in Pathway UX Test to ensure that if users allocate a dial to themselves they can not gain access to areas of Pathway that is outside of the scope of their current role security.

Close
Update
Cancel Change

Related Links

[Calculate Risk](#)
[Show Workflow](#)

Affected CIs
Impacted Services/CIs (1)
Approvers (5)
Change Tasks (3)
Problems
Incidents Fixed By Change
Incidents Caused By Change
Resource Plans

≡
🔍
Number
Search

⚙️
—
Actions on selected rows...
New

Change request = CHG0031268

☐	🔍 Number ▲	Short description	Type	State	Actual start	Actual end	Assignment group	Assigned to
☐	CTASK0011552	Implement	Implementation	● Closed	08-08-2025 17:05:19	08-08-2025 17:06:33	Corporate Applications	Steven Read
☐	CTASK0011553	Backout	Revert	● Closed	08-08-2025 17:06:34	08-08-2025 17:06:46	Corporate Applications	Steven Read
☐	CTASK0011554	Post backout testing	Testing	● Closed	08-08-2025 17:06:46	13-08-2025 16:22:27	Corporate Applications	Steven Read

Change Request

How many of you are using ServiceNow?

?

Search

Q

LY

Leanne Yearsley

Cases ▾

My Lists

Support ▾

Surveys ³

Notifications

My Open Cases

Options for automating ePathway User Registrations
CS1028639 • 4 - Standard • Awaiting Info • a day ago

Rate Notice Reprints Error - Refer to Case CS0699307
CS0824443 • 4 - Standard • Awaiting Info • 6d ago

Dashboard to identify partial registration and records in prepayment maintenance.
CS0624541 • 4 - Standard • Awaiting Info • 7d ago

Rates calculated on non-active rate types 2025-26
CS0980977 • 3 - Medium • Open • 7d ago

DR 860008 Refund Apportionment Issue
CS1036126 • 3 - Medium • Open • 8d ago

First 5 of 24

View all

Cases Awaiting My Response

Dashboard to identify partial registration and records in prepayment maintenance.
CS0624541 • 4 - Standard • Awaiting Info • 7d ago

Rate Notice Reprints Error - Refer to Case CS0699307
CS0824443 • 4 - Standard • Awaiting Info • 6d ago

Options for automating ePathway User Registrations
CS1028639 • 4 - Standard • Awaiting Info • a day ago

Cases Awaiting My Acceptance

Instalment plan issues after supplementary valuation
CS0786390 • 3 - Medium • Resolved • about a month ago

Authorised function Inspections Risk Category Management - Code Required
CS1047102 • 3 - Medium • Resolved • 8d ago

Cases Code Deployment Pending

No records found

Did you know you can do some of those things with INFOR's Customer Portal?

- View All
- View My List and Company list
- Search Function – with Filters
- Sort by columns
- Let's explore this now...



Standard Cases

All > Active = true > Contact is Leanne Yearsley > State not in (Closed, Cancelled)

Number	Created	Account	State	Priority	Sold Product	Product line	Short Description	Environment	Version	Updated	Assigned to	Status	Customer Reference 1	Customer Reference 2	Alternate Contact Name
CS1028639	2025-07-24 17:42:56	City of Greater Geelong	Awaiting Info	4 - Standard	ePathway - Core	Pathway	Options for automating ePathway User Registrations	On-premise Production	2024.09	2025-08-11 18:06:51	Kelly Jamieson (Infor)	Pending Customer Response			Steve Read
CS0824443	2025-04-15 16:51:49	City of Greater Geelong	Awaiting Info	4 - Standard	PW - Rates Accounting	Pathway	Rate Notice Reprints Error - Refer to Case CS0699307	On-premise Production	2024.09	2025-08-07 18:01:00	Vanessa Barrett (Infor)	Pending Customer Response			Kylie Deppeler
CS0624541	2025-01-06 14:58:48	City of Greater Geelong	Awaiting Info	4 - Standard	PW - Animal Registration	Pathway	Dashboard to identify partial registration and records in prepayment maintenance.	On-premise Production	3.10.024	2025-08-06 16:01:35	Kelly Jamieson (Infor)	Pending Customer Response			
CS0980977	2025-06-30 15:52:08	City of Greater Geelong	Open	3 - Medium	PW - Rates Accounting	Pathway	Rates calculated on non-active rate types 2025-26	On-premise Production	2024.09	2025-08-06 14:30:13	Vanessa Barrett (Infor)	Awaiting Infor Action			Steve Read
CS1036126	2025-07-29 08:33:13	City of Greater Geelong	Open	3 - Medium	PW - Accounts Receivable	Pathway	DR 860008 Refund Apportionment Issue	On-premise Production	2024.09	2025-08-06 08:25:09	Vanessa Barrett (Infor)	Awaiting Infor Action			Steve Read
CS1047102	2025-08-04 11:12:43	City of Greater Geelong	Resolved	3 - Medium	PW - Core Software	Pathway	Authorised function Inspections Risk Category Management - Code Required	On-premise Production	2024.09	2025-08-05 15:41:37	Vanessa Barrett (Infor)	Solution Proposed			Steve Read
CS0991631	2025-07-04 14:30:00	City of Greater Geelong	Open	3 - Medium	PW - Rates Accounting	Pathway	Fire services levy reports not exporting	On-premise Production	2024.09	2025-08-01 12:52:19	Vanessa Barrett (Infor)	Awaiting Infor Action			Kylie Deppeler
CS0869424	2025-05-08 11:44:58	City of Greater Geelong	Open	4 - Standard	PW - Property Administration	Pathway	Where the parent property is still proposed in another division, the owners are not being added to the new lots	On-premise Production	2024.09	2025-07-30 12:23:30	Trish Hoskin (Infor)	Development Researching			

The Grid Report Screen

Cases ▾My ListsSupport ▾Surveys 3Notifications

Home > My Lists

My Lists

Awaiting My Acceptance

Awaiting My Response

Awaiting Company Response

My Open Cases

My Closed Cases

Company Open Escalations

Company Open Ranked/SS's

Company Open Cases

Company Closed Cases

Standard Cases

All > State not in (Closed, Cancelled)

Number	Created	Closed	Account	Contact	State	Type of support	Priority	Sold Product	Product Line	Short Description	Environment	Version	Active escalation	Escalated	Rank	Updated ▾	Assigned to
CS1063234	2025-08-12 16:36:51		City of Greater Geelong	Steven Read	Open	Standard Support	4 - Standard	ePathway - Certificate Request	Pathway	Managed Services - Review of Web Service setup of ELIC's, and initial set up of BIR's and LPOD's	On-premise Test/PreProd	2025.03				2025-08-13 11:28:25	Emma Massey (Infor)
CS1052070	2025-08-06 09:47:17		City of Greater Geelong	Steven Read	Open	Standard Support	3 - Medium	PW - Name and Address	Pathway	NAR Record is causing an error with LVV lease Issued To Roles	On-premise Production	2024.09	ESC0036489	Yes (by Steven Read)		2025-08-13 10:36:17	Kate Howard (Infor)
CS1065549	2025-08-13 10:26:05		City of Greater Geelong	Steven Read	New	Standard Support	4 - Standard	PW - Licensing	Pathway	Licensing Transfer to Debtors Invoice Numbers repeating for separate transactions	On-premise Production	2024.09				2025-08-13 10:26:06	
CS1041497	2025-07-31 14:23:55		City of Greater Geelong	Jack Hoare	Open	Standard Support	4 - Standard	PW - Core Software	Pathway	Managed Services - City of Greater Geelong Program Management	On-premise Production	2024.09				2025-08-13 10:05:30	Emma Massey (Infor)
CS1060943	2025-08-11 17:00:54		City of Greater Geelong	Steven Read	Open	Standard Support	4 - Standard	PW - Licensing	Pathway	Uniface License Error Popping up in UX when trying to access Parameters	On-premise Production	2024.09				2025-08-13 10:05:25	Mario Leano (Infor)

My Lists > More filters

Standard Cases



All > Contact is Leanne Yearsley > State not in (Closed, Cancelled) > Short Description contains Notice > Sold Product = PW - Rates Accounting

Load Filter

Save Filter

Add Sort

Clear All

Run

All of these conditions must be met

Contact	is (dynamic)	Me
State	is not one of	New Open Awaiting Info Resolved
Short Description	contains	Notice
Sold Product	is	PW - Rates Accounting

⊖	OR	AND
⊖	OR	AND
⊖	OR	AND
⊖	OR	AND

or

New Criteria

Number	Created	Closed	Account	State	Priority	Sold Product	Product Line	Short Description	Environment	Version	Active escalation	Escalated	Rank	Updated	Assigned to	Status
CS0824443	2025-04-15 16:51:49		City of Greater Geelong	Awaiting Info	4 - Standard	PW - Rates Accounting	Pathway	Rate Notice Reprints Error - Refer to Case CS0699307	On-premise Production	2024.09				2025-08-07 18:01:00	Vanessa Barrett (Infor)	Pending Customer Response

Playing with Filters

More ServiceNow Tips and Tricks

- Add Favourite to Menu Bar
- Customising Menu Bar
- Integrations

Filters

Incident state must be met

- Assigned to: is (dynamic) Me AND OR X
- On hold reason: is Awaiting Vendor AND OR X

Incident state dropdown menu:

- New
- In Progress
- On Hold
- Resolved

Number	Created	Location	Caller	Department	Short description	Incident state	On hold reason	Priority	Business service	Assignment group	Assigned to
INC0143250	03-07-2025 10:46:17	(empty)	Nina Baumgart	Financial Services	Victorian Fire Service Levy end of financial year reporting	On Hold	Awaiting Vendor	4 - Normal	Pathway	Corporate Applications	Leanne Yearsley
INC0138224	01-04-2025 12:39:41	Wurriki Nyal	Nina Baumgart	Financial Services	FW: SUPP issues	On Hold	Awaiting Vendor	4 - Normal	Pathway	Corporate Applications	Leanne Yearsley
INC0143360	07-07-2025 08:36:07	Wurriki Nyal	Nina Baumgart	Financial Services	Rates calculated for non-active rate types	On Hold	Awaiting Vendor	4 - Normal	Pathway	Corporate Applications	Leanne Yearsley
INC0144486	24-07-2025 09:08:17	(empty)	Janelle Coles	Financial Services	Pathway - Manual allocation errors - Hazara Community Geelong DR. 860008 (2)	On Hold	Awaiting Vendor	4 - Normal	Pathway	Corporate Applications	Leanne Yearsley

Favorite added

Name *

Incidents Awaiting Vendor

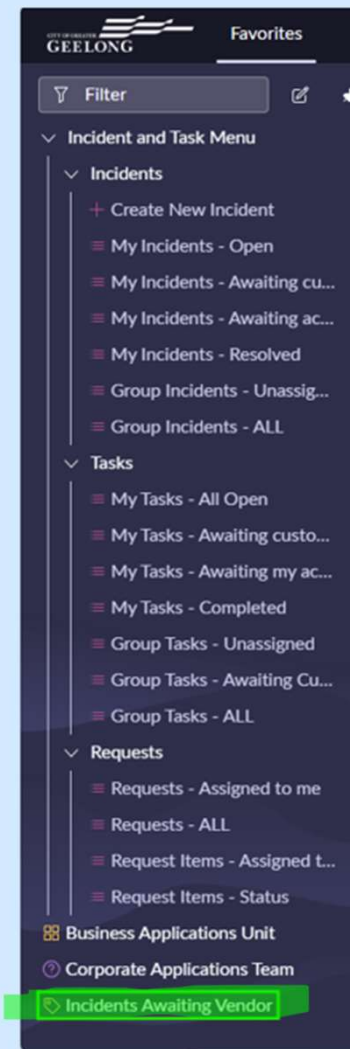
Location

Top level (default)

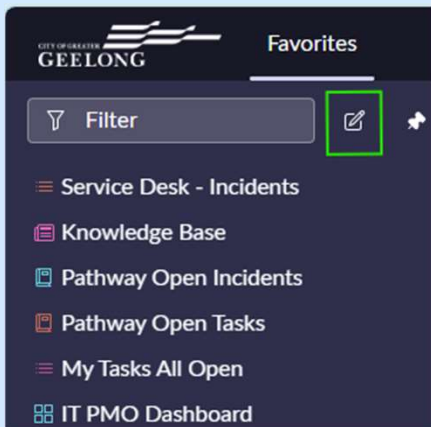
More

Remove

Done

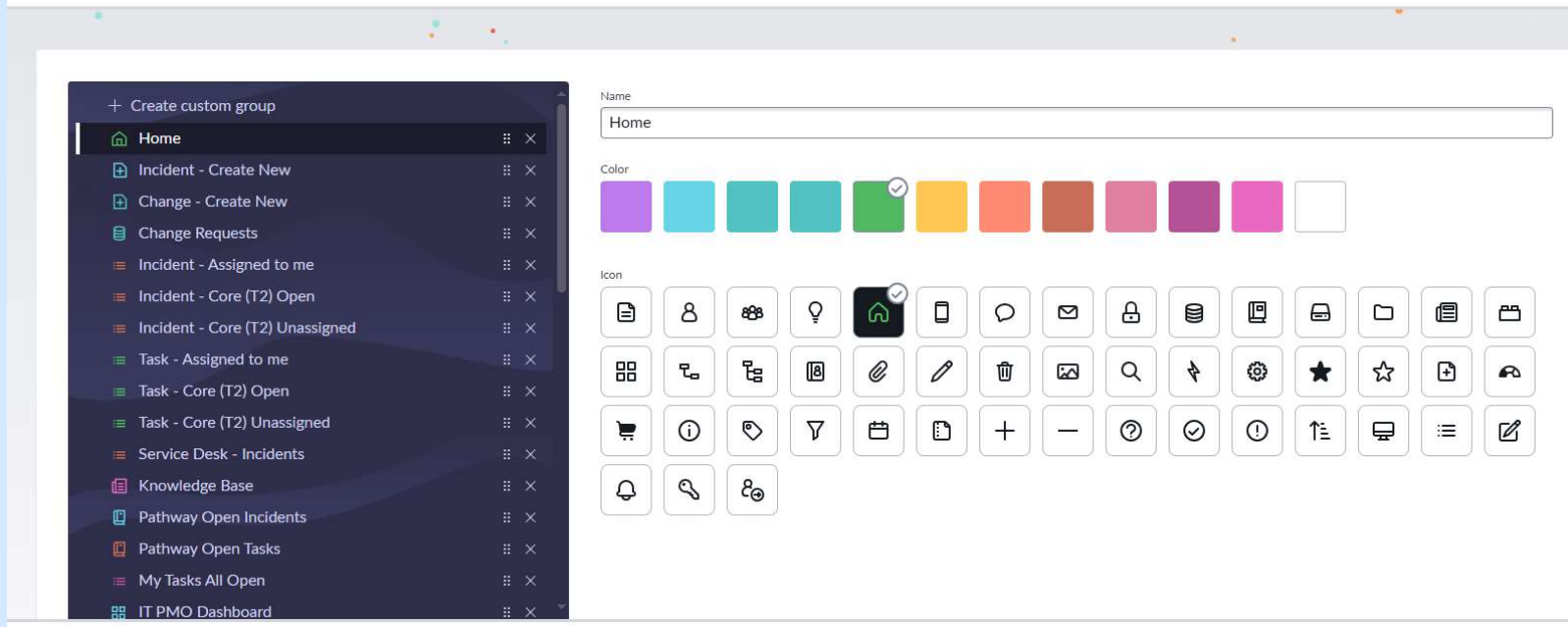


Create a Favourite



Edit your favorites

Drag and drop your favorites to reorder them, change their names, color and icon, remove any, or create custom groups. Save your changes once you're done.



Customise the Menu Bar

Integrations between two systems

- With our DXC Support Partner for Oracle we currently have our two instances of ServiceNow integrated so to assign a ticket to them in our Service now screen we just have to assign it to them like this..

<

≡

Incident
INC0145882

📎

✎

🔍

⋮

Discuss

Follow

Update

Manage Attachments (2): image009.png [rename][view] Project Categories - project set... [rename][view]

* Short description

FW: New Project Categories

🔍

Number

INC0145882

* Caller

Adrian Herbert

🔍

🔗

📄

📁

Location

Wurriki Nyal

🔍

📁

* Category

Application

▼

* Subcategory

Functionality

▼

* Business service

Oracle Fusion (ERP)

🔍

🔗

📁

Service offering

🔍

Configuration item

🔍

State

On Hold

▼

* On hold reason

Awaiting Customer

▼

* Contact type

Email

▼

Impact

Multiple Staff

▼

Urgency

Work around

▼

Priority

4 - Normal

Assignment group

DXC Support

🔍

📁

* Assigned to

DXC Generic User

🔍

📁

DXC Incident Number

INC0640187

Description

Looking at the project setup requirements from FP&A below I will need assistance setting up the free text additional information:
It is required for both capital and operating projects.
Can we please request DXC add this to the project templates in Dev and or/give me instructions on how to do this? (preferred)
I am ok to proceed with the other requests in the email below (new categories) but had trouble finding where to add new "additional info".
Free text that is requirement is shown in the attachment. Email shown in the body of the ticket.

ServiceNow Integration - Incident

What about those Questions I asked at the beginning?

- What is good communication? I feel it should be clear, concise and effective.
- Why do we need it to be good? So, you get what you need from the other stakeholder.
- What are two big barriers to good communication? Time Pressures and Fatigue are biggies
- The best advice I can give you is to take your time and Proofread it every time before you hit Send, Submit, or Update.

Thank you all for your participation

Thank you for your Attention

**I have one more copy of The Pheonix
Project to give away put up your hand
if you know the first line of the
Geelong Cats Team Song?**

We are Geelong, the greatest team of All

CityofGreaterGeelong



@GreaterGeelong

@CityofGreaterGeelong

CityofGreaterGeelong

