And Introducing

- Click the “Help” balloon to access the new, unified YSDinfo Help page.
- Choose the best resource to contact based on your issue or request
- The Help Desk automatically opens a ServiceNow ticket when you contact them for support.
- For issues with YSD-supported computers, hardware, and application, we are asking that you use our new ServiceNow form when requesting assistance.
- For urgent issues, call Daryl or Chris, and then follow up with a ServiceNow request (so we can track)

Why ServiceNow?
- Helps bring order to the chaos -- allows us to track and prioritize IT support requests
- Ensures nothing “falls off the radar”
- Helps us identify problem systems or hardware
- Highlights areas where FAQs or tutorials would be useful
- Allows the user to track the status of their issue or request
- Allows the user to update their issue/request with additional information
- Allows the support person to request more information or clarification
How Do I Use ServiceNow?

Click the “Help” balloon at the top right on YSDinfo

On the new Help page, determine the best resource to contact for your issue

For issues with university-wide systems (email, NetID, MyTime, password, etc.) contact the ITS Help Desk directly, and they will open a ServiceNow ticket for you

For issues with YSD-supported computers, hardware, and applications, click the “Request Tech Support” button on the Help page (you can additionally contact Daryl or Chris directly):

The button opens a simple form (after you log in to ServiceNow), prepopulated with your name and location. You only need to enter information in three fields: “Short description,” “More
information,” and “Contact number.” If more people than you are affected by the issue, change the “Impact” field from “Individual” to “Multiple Individuals,” “Multiple Groups,” or “University Wide,” as appropriate:

*Note: You will not be required to log in or see the left menu if already logged in to ServiceNow.

When you submit the form, the incident will be sent to Daryl and Chris (School of Drama Local IT Support), and you will receive an email with a ServiceNow Ticket number and link. You can use that link to check the status of your issue, specify the urgency of the issue (“Work not Affected,” “Work Degraded,” or “Work Blocked”), or add additional information, such as screenshots:

You will be contacted by email if the support provider needs additional information or when the issue or request is resolved.
In this guide, you will learn how priority is calculated based on the ranking of the “Impact” and “Urgency” of the ticket.

### Incidents-Priority Matrix

In the matrix below, the priority is determined by the combination of impact and urgency.

#### Impact Levels
- 1 – Major Incident
- 2 – Critical
- 3 – High
- 4 – Normal

#### Urgency Levels
- 1 – University Wide
- 2 – Multiple Groups
- 3 – Multiple Individuals
- 4 – Individual

#### Priority Matrix

<table>
<thead>
<tr>
<th>Impact</th>
<th>Urgency 1</th>
<th>Urgency 2</th>
<th>Urgency 3</th>
<th>Urgency 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – University Wide</td>
<td>1 – Major Incident</td>
<td>2 – Critical</td>
<td>2 – Critical</td>
<td>3 – High</td>
</tr>
<tr>
<td>2 – Multiple Groups</td>
<td>2 – Critical</td>
<td>2 – Critical</td>
<td>3 – High</td>
<td>4 – Normal</td>
</tr>
<tr>
<td>3 – Multiple Individuals</td>
<td>3 – High</td>
<td>3 – High</td>
<td>4 – Normal</td>
<td>4 – Normal</td>
</tr>
<tr>
<td>4 – Individual</td>
<td>4 – Normal</td>
<td>4 – Normal</td>
<td>4 – Normal</td>
<td>4 – Normal</td>
</tr>
</tbody>
</table>

### Priority Levels and Support Times

<table>
<thead>
<tr>
<th>Priority</th>
<th>Hours of Support</th>
<th>Response Target</th>
<th>Resolution Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1 - Major Incident</td>
<td>24x7</td>
<td>15 minutes</td>
<td>2 hours</td>
</tr>
<tr>
<td>Priority 2 - Critical</td>
<td>Business Hours</td>
<td>30 minutes</td>
<td>4 business hours</td>
</tr>
<tr>
<td>Priority 3 - High</td>
<td>Business Hours</td>
<td>2 hours</td>
<td>1 business day</td>
</tr>
<tr>
<td>Priority 4 - Normal</td>
<td>Business Hours</td>
<td>1 business day</td>
<td>5 business days</td>
</tr>
</tbody>
</table>