



Where and How to Get IT Help at YSD

And Introducing

servicenow

- 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

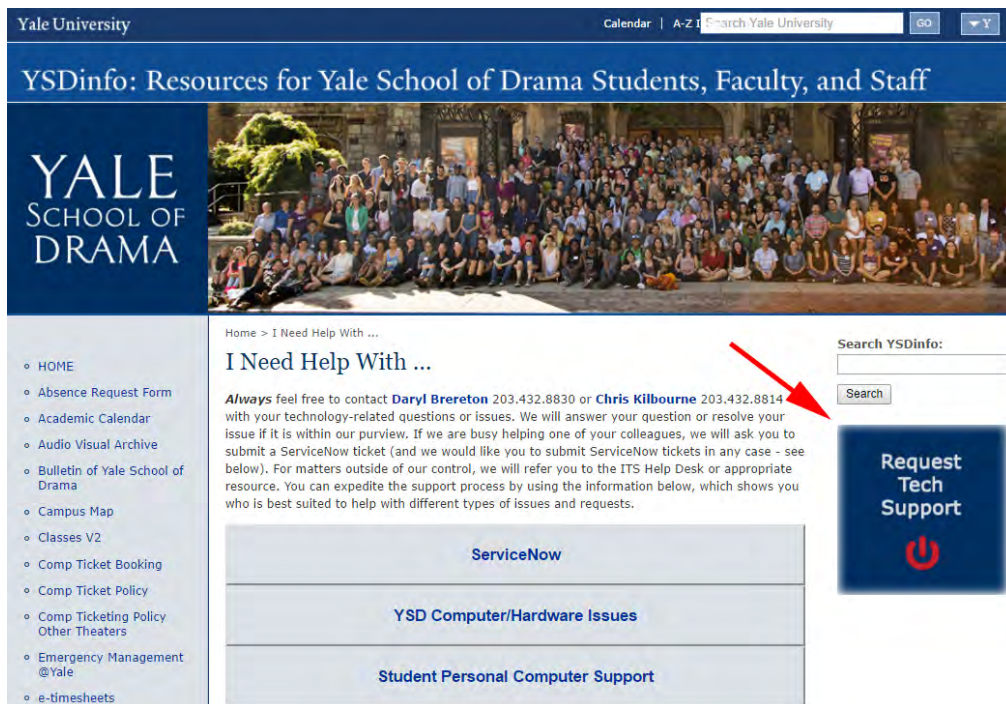


The screenshot shows the YSDinfo homepage. At the top right, there is a blue balloon icon with the text "HELP! Where and How to Get IT Help at YSD". A red arrow points to this icon. The page header includes "Yale University", "Calendar", and a search bar. The main content area features a large group photo of the Yale School of Drama. Below the photo, there is a "Welcome to YSDinfo!" message with navigation tabs for "View", "Edit", "Outline", "Revisions", and "Workflow". To the right of the welcome message is a "Search YSDinfo:" field with a "Search" button. Below the search field are two columns: "Spacebook" with a "Reserve a Room" button, and "Facilities" with a "Room Use Policy" button. A left sidebar contains a list of links: HOME, Absence Request Form, Academic Calendar, Audio Visual Archive, and Bulletin of Yale School of Drama.

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

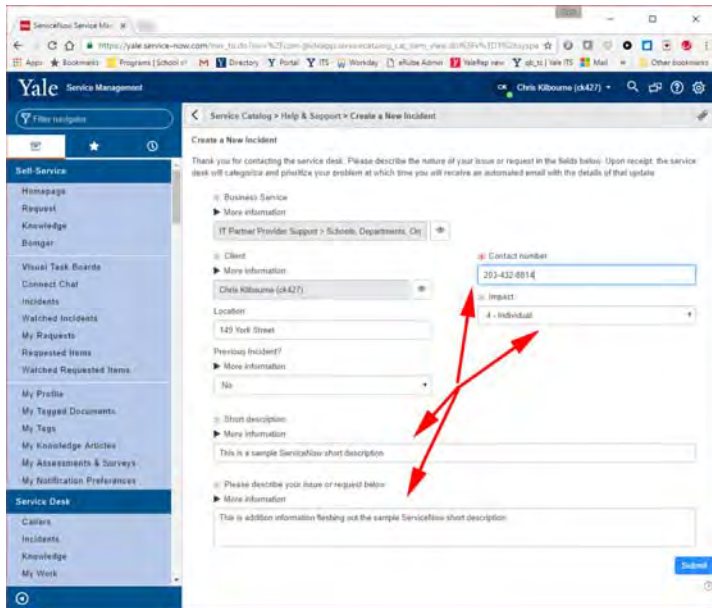
For issues with YSD-supported computers, hardware, and applications, click the “Request Tech Support” button on the Help page (you can additionally contact Daryl or Chris directly):



The screenshot shows the YSDinfo Help page. At the top right, there is a "Search YSDinfo:" field with a "Search" button. Below the search field is a large blue button with the text "Request Tech Support" and a red power icon. A red arrow points to this button. The main content area features a heading "I Need Help With ..." and a paragraph of text: "Always feel free to contact Daryl Brereton 203.432.8830 or Chris Kilbourne 203.432.8814 with your technology-related questions or issues. We will answer your question or resolve your issue if it is within our purview. If we are busy helping one of your colleagues, we will ask you to submit a ServiceNow ticket (and we would like you to submit ServiceNow tickets in any case - see below). For matters outside of our control, we will refer you to the ITS Help Desk or appropriate resource. You can expedite the support process by using the information below, which shows you who is best suited to help with different types of issues and requests." Below the text are three buttons: "ServiceNow", "YSD Computer/Hardware Issues", and "Student Personal Computer Support". A left sidebar contains a list of links: HOME, Absence Request Form, Academic Calendar, Audio Visual Archive, Bulletin of Yale School of Drama, Campus Map, Classes V2, Comp Ticket Booking, Comp Ticket Policy, Comp Ticketing Policy Other Theaters, Emergency Management @Yale, and e-timesheets.

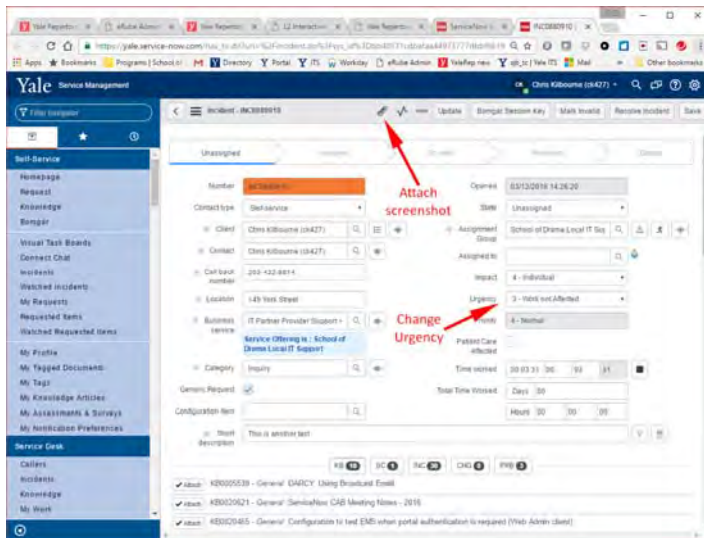
The button opens a simple form (after you log in to ServiceNow), prepopulated with your name and location. You only need to enter information in three fields: “Short description,” “More

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.*

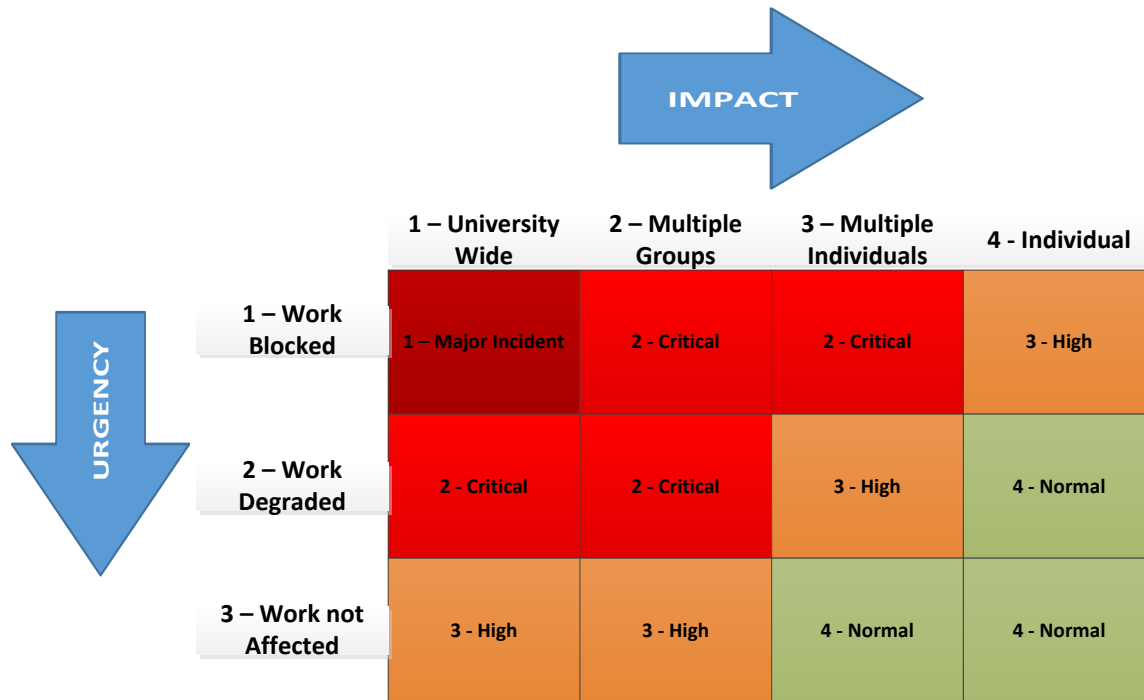
When you submit the form, the incident will be sent to Daryl and Chris (School of Drama Local IT Support), and you will receive an email with a ServiceNow Ticket number and link. You can use that link to check the status of your issue, specify the urgency of the issue (“Work not Affected,” “Work Degraded,”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

Incidents-Priority Matrix

In this guide, you will learn how priority is calculated based on the ranking of the “Impact” and “Urgency” of the ticket.



Priority	Hours of Support	Response Target	Resolution Target
Priority 1 - Major Incident	24x7	15 minutes	2 hours
Priority 2 - Critical	Business Hours	30 minutes	4 business hours
Priority 3 - High	Business Hours	2 hours	1 business day
Priority 4 - Normal	Business Hours	1 business day	5 business days