

Submit a Ticket in ServiceNow (IT Service Connect)

ServiceNow

The IT Help Desk Support team uses a centralized help desk called ServiceNow (IT Service Connect). To submit a ticket in ServiceNow, perform the following:

1. Go to the [Service Now](#) website.
2. Click **Report**.
3. Fill in the Contact Number and Business Unit (Government GBD) fields.
4. Type a Summary.
5. Type the Description in the agile user story format and list acceptance criteria so everyone on the ticket will know when they are complete.
e.g. As a Business Analyst, I need to upgrade my Microsoft Lync, so that I can properly communicate and collaborate with the team using the most current features.
6. Click **Submit**. You will receive an automated email with the status of your ticket and an Incident (INC) number. When inquiring about status updates, it is helpful to reference the INC number.