Core Research at Duke Issue and Request Management

All issues (the system is down or presenting errors) for Core Research at Duke (CR@D) will be submitted and tracked using ServiceNow. The following is detailed instructions on how to use Support@Duke to submit issues associated with CR@D.

General questions about the system will be submitted as requests and tracked through ServiceNow (See Submitting Requests below).

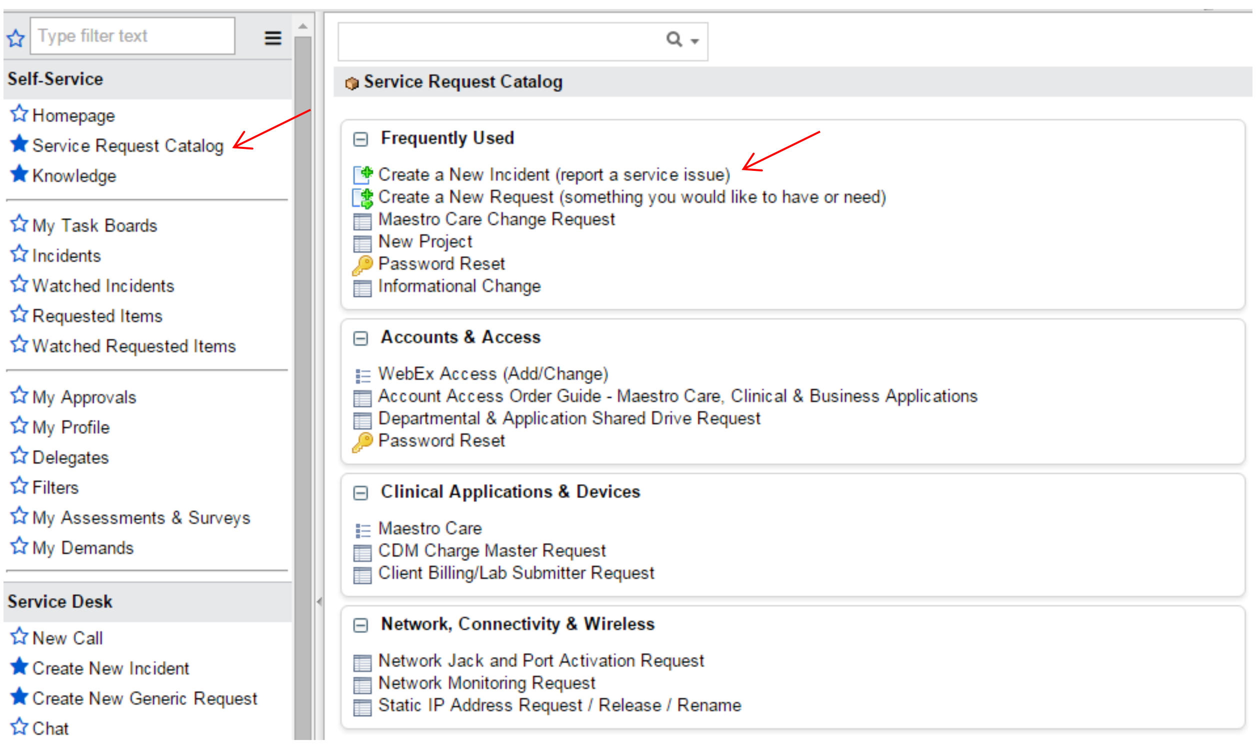
Log on to Support@Duke

1. To log on to Support@Duke, go to this url: https://duke.service-now.com/
2. Use your OIT NetID and password to logon.

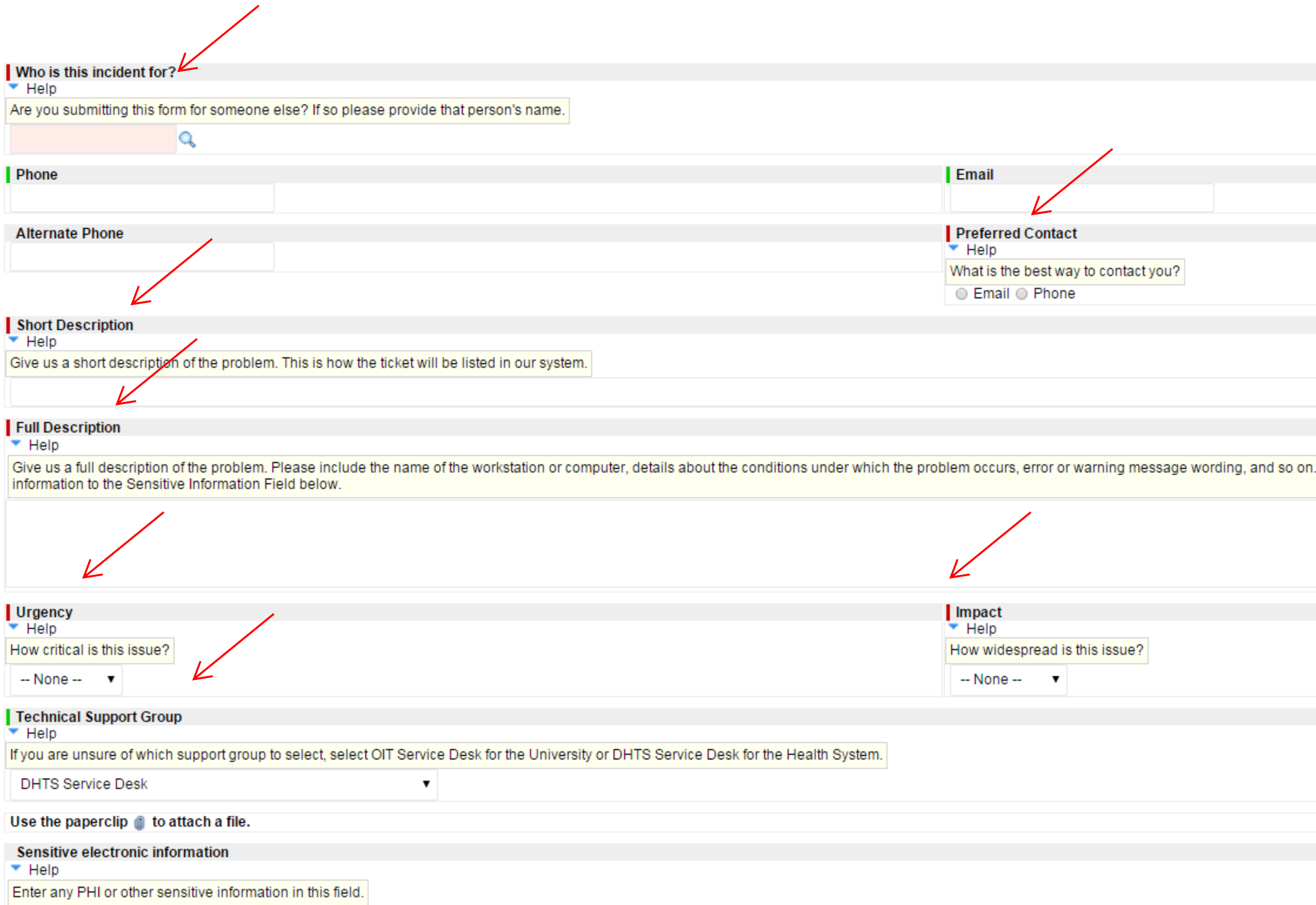
Submitting Tickets

This section describes the form fields and work instructions for creating new incident tickets from the Service Desk section for IT support

1. In the Service Desk section of the navigation bar Select Service Request Catalog and click Create New Incident.



2. Complete the following fields:



Who is this incident for?
Help
Are you submitting this form for someone else? If so please provide that person's name.

Phone

Email

Alternate Phone

Preferred Contact
Help
What is the best way to contact you?
Email Phone

Short Description
Help
Give us a short description of the problem. This is how the ticket will be listed in our system.

Full Description
Help
Give us a full description of the problem. Please include the name of the workstation or computer, details about the conditions under which the problem occurs, error or warning message wording, and so on. information to the Sensitive Information Field below.

Urgency
Help
How critical is this issue?
-- None --

Impact
Help
How widespread is this issue?
-- None --

Technical Support Group
Help
If you are unsure of which support group to select, select OIT Service Desk for the University or DHTS Service Desk for the Health System.
DHTS Service Desk

Use the paperclip to attach a file.

Sensitive electronic information
Help
Enter any PHI or other sensitive information in this field.

3. Choose the Impact, Urgency, and Priority values

These three fields determine the order in which incidents are processed.

Impact reflects the incident’s effect on the business processes and service levels. By default, the value is set at Individual. Below are the criteria to consider when choosing an impact value:

Individual	Affects only a single person
Workgroup	Affects a single service component, or a small group of people in a work area
Widespread	Affects an entire entity, multiple buildings, a complete service, or multiple services

Urgency indicates the extent to which the incident's resolution can bear delay.

Priority determines how quickly IT support groups should address the incident. It is auto-calculated by the values selected in the Impact and Urgency fields (relationships are shown the matrix, below).

	Urgency		
Impact	1 --- High	2--- Medium	3--- Low
Widespread	1 --- Critical	2 --- High	3--- Moderate
Workgroup	2 --- High	3 --- Moderate	4--- Low
Individual	3 --- Moderate	4 --- Low	4--- Low

For example, if the urgency is Medium but the incident impacts only a single person (Impact is Individual), the priority is Low. If urgency were Low, but the impact was Widespread, the priority would be set to Moderate.

4. In the Short and Full Description field, describe the issue and start any description with Core Research at Duke. Use concise, descriptive words so a support group quickly understands the nature of the incident.

   For example, Core Research at Duke will not let me create a request.

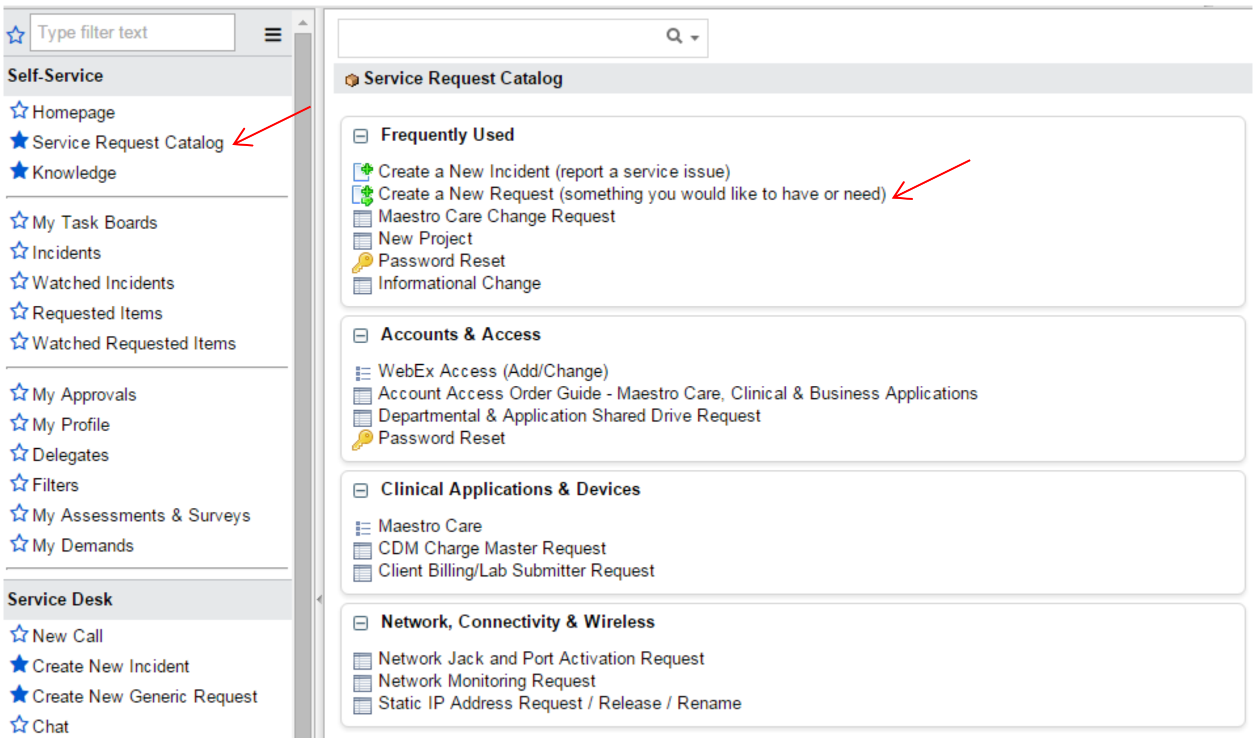
5. Select DHTS Service Desk as the Assignment Group

6. Click the Submit button at the bottom right of the form.

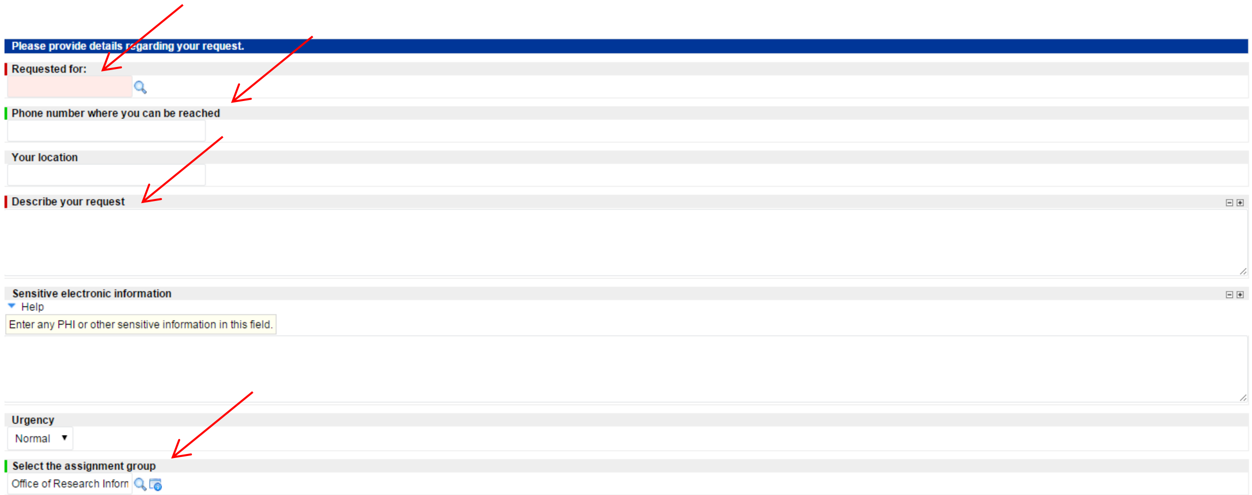
Submitting Requests

This section describes the form fields and work instructions for creating new request tickets from the Service Desk section for IT support

1. In the Service Desk section of the navigation bar Select Service Request Catalog and click Create New Request.



2. Complete the following fields:



3. In the Describe your request field, describe the issue and start any description with Core Research at Duke. Use concise, descriptive words so a support group quickly understands the nature of the request.

   For example, Core Research at Duke, How do I take an estimate request and turn into a service request?

4. Select Office of Research Informatics-DHTS (ORI) as the Assignment Group

5. Click the order Now button at the top right of the form.