

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.

The screenshot displays the ServiceNow interface. On the left, the navigation pane is divided into 'Self-Service' and 'Service Desk'. Under 'Self-Service', 'Service Request Catalog' is selected and highlighted with a red arrow. The main content area, titled 'Service Request Catalog', features a search bar and several categorized lists of request types. A red arrow points to 'Create a New Incident (report a service issue)' under the 'Frequently Used' category. Other categories include 'Accounts & Access', 'Clinical Applications & Devices', and 'Network, Connectivity & Wireless', each with their respective sub-items.

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 **Impact**
Help
How critical is this issue? How widespread is this issue?
-- None -- -- 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.

- 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.

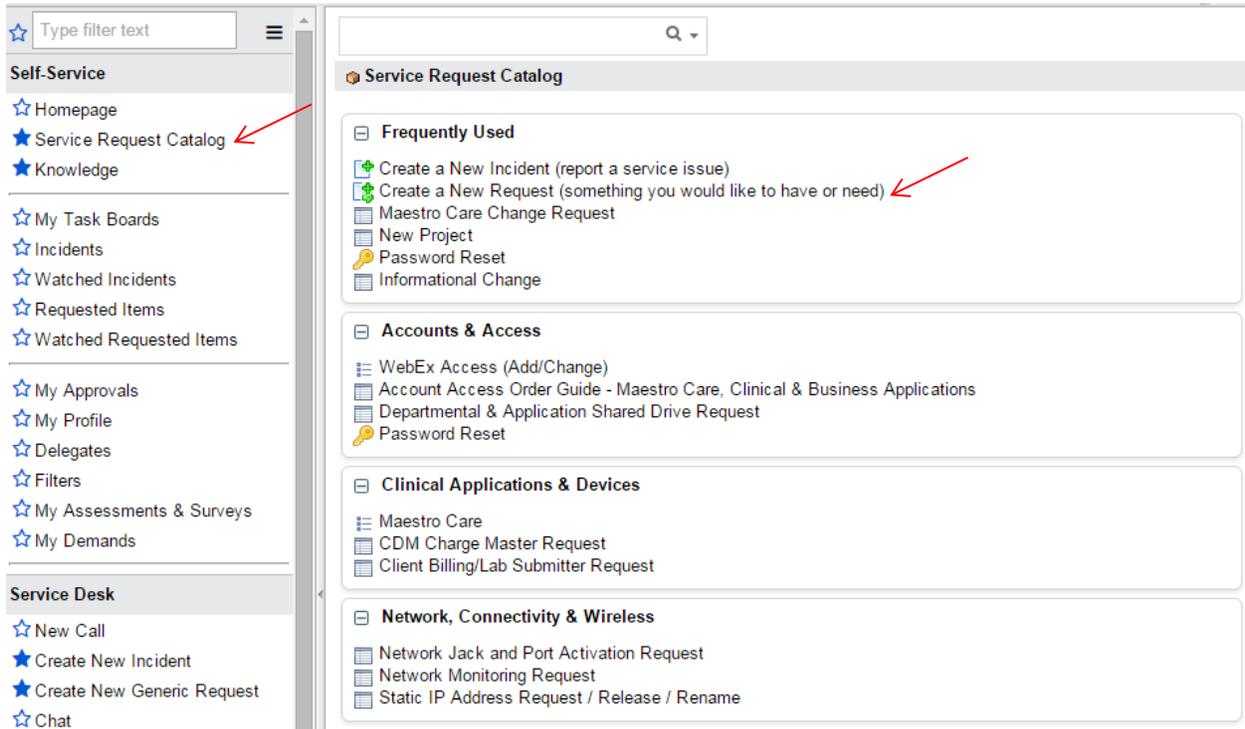
- Select **DHTS Service Desk** as the Assignment Group

- 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.



The screenshot displays the Service Request Catalog interface. On the left is a navigation sidebar with two main sections: 'Self-Service' and 'Service Desk'. The 'Service Request Catalog' link in the 'Self-Service' section is highlighted with a red arrow. The main content area on the right is titled 'Service Request Catalog' and contains four expandable categories: 'Frequently Used', 'Accounts & Access', 'Clinical Applications & Devices', and 'Network, Connectivity & Wireless'. The 'Frequently Used' category is expanded, and the 'Create a New Request (something you would like to have or need)' option is highlighted with a red arrow.

Self-Service

- ☆ Homepage
- ★ Service Request Catalog
- ★ Knowledge

Service Desk

- ☆ New Call
- ★ Create New Incident
- ★ Create New Generic Request
- ☆ Chat

Service Request Catalog

- Frequently Used**
 - 🌱 Create a New Incident (report a service issue)
 - 🌱 Create a New Request (something you would like to have or need)
 - 📄 Maestro Care Change Request
 - 📄 New Project
 - 🔑 Password Reset
 - 📄 Informational Change
- Accounts & Access**
 - 📄 WebEx Access (Add/Change)
 - 📄 Account Access Order Guide - Maestro Care, Clinical & Business Applications
 - 📄 Departmental & Application Shared Drive Request
 - 🔑 Password Reset
- Clinical Applications & Devices**
 - 📄 Maestro Care
 - 📄 CDM Charge Master Request
 - 📄 Client Billing/Lab Submitter Request
- Network, Connectivity & Wireless**
 - 📄 Network Jack and Port Activation Request
 - 📄 Network Monitoring Request
 - 📄 Static IP Address Request / Release / Rename

2. Complete the following fields:

The screenshot shows a web form with several sections. At the top, a blue header bar contains the text "Please provide details regarding your request." Below this, the form is divided into several sections:

- Requested for:** A text input field with a magnifying glass icon to its right. A red arrow points to this field.
- Phone number where you can be reached:** A text input field. A red arrow points to this field.
- Your location:** A text input field. A red arrow points to this field.
- Describe your request:** A large text area for describing the request. A red arrow points to this field.
- Sensitive electronic information:** A section with a "Help" link and a text input field for sensitive information.
- Urgency:** A dropdown menu currently set to "Normal". A red arrow points to this dropdown.
- Select the assignment group:** A dropdown menu currently showing "Office of Research Inform". A red arrow points to this dropdown.

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.