



ServiceNow® Newsflash

ServiceNow® Request Types

Service Request

What is a Service Request?

A service request is defined as a **routine, standard change or non-corrective request** for information or access to IT services.

Examples of Service Requests:

- Requesting addition or deletion of users (e.g. IPP, Ameresco)
- Requesting IPP security (e.g. activating, deactivating)
- Submitting Master Data Non-Vendor/Customer Requests via templates (e.g., Add, Change, or Deactivation; FM Drivers; Funds, Fund Centers, Cost Centers, Functional Area, Budget Periods, Application of Funds (AOF))
- Requesting password reset
- Requesting Job Aids and Online Help Procedures (FMMI Online Help)
- General “how-to” questions

Note 1: As Agencies become more familiar with the ServiceNow tool, FMS may request that users close improperly categorized tickets and re-enter the information using the appropriate request type.

Note 2: If FMS requests additional information once the ticket is in active status, Agencies are expected to respond within 24 hours. If no response is received within this timeframe, the ticket may lose its designated priority.

Note 3: When an issue has been resolved, it is critical that the Agency notify FMS to confirm resolution. The ServiceNow tool is set up by default to close a ticket marked resolved if no response is received within 72 hours. Responses should be sent directly to the person assisting the Agency with the ticket.

Incident

What is an Incident?

An incident is defined as a **non-routine task requiring corrective action** that may indicate design, configuration, or functionality gaps. It is an **unplanned interruption to IT service or reduction in the quality of IT service** generated by users, by operations personnel, or automatically detected and reported by monitoring devices.

Examples of Incidents:

- Reporting a network access issue
- Reporting a configuration issue
- Reporting a Sales Order issue
- Reporting Missing Interface Records

Cost effectiveness must be the mantra in everything that we do. It is not about the technology; it is about the business value of the technology.

Questions or Comments?

If you have questions or comments about the information contained in this Newsflash, please email FMSC.help@usda.gov.