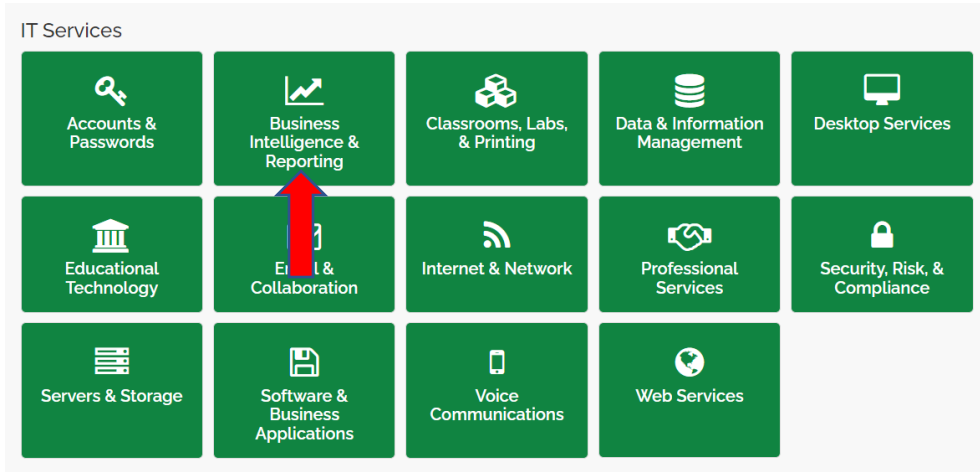
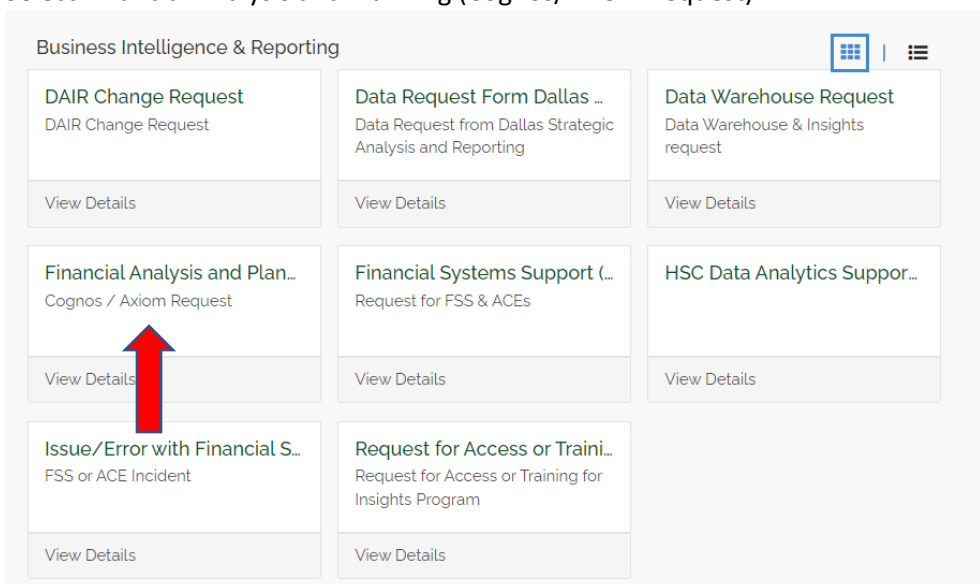


How to Create a ServiceNow Ticket for Cognos Request

1. Visit <https://ithelp.untsystem.edu/>
2. Select Business Intelligence and Reporting



3. Select Financial Analysis and Planning (Cognos/Axiom Request)



4. Under Information about the Requester, please fill in your information.

Financial Analysis and Planning

Cognos / Axiom Request


Request to UNT System Budget and Analytics for Cognos reports, packages, permissions, and server issues.


Information about the Requester

*EUID	<input type="text"/>	Position (job title)	<input type="text"/>
First name	<input type="text"/>	Department	<input type="text"/>
Last name	<input type="text"/>	Email address	<input type="text"/>
EMPLID	<input type="text"/>	Work phone	<input type="text"/>


5. Under Request Details, please select the request type and provide us with a short description of the issue that you are having and the name of the report.


Request Details

Request type 

Select the type of request: 

- Axiom – Axiom related issues
- Report Error – Error received when running a report
- Report Data Issue – Unexpected data found in report, data missing, or questionable calculation
- Report Request - Modify or create a new report
- Data Model Issue – Data straight from package does not reflect PeopleSoft, object relationship does not seem to be joined correctly , or package functionality not working as desired
- Data Model Request – Modify or create a new data model/ package functionality

Description of the issues, can others reproduce the issue, and what parameters were chosen to get resulting report 



* Name of report e.g. FIN001 