How to Create a ServiceNow Ticket for Cognos Request

1. Visit [https://unts.service-now.com/unts](https://unts.service-now.com/unts)

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**
   - **EJD**
   - First name
   - Last name
   - EMPLID

   **Position (job title)**
   - Department
   - Email address
   - Work phone

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**
   - **Cognos Data Issue**
   - **Description of the issues, can others reproduce the issue, and what parameters were chosen to get resulting report**
   - **Name of report e.g. FIN001**