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.**

4.1 **Financial Analysis and Planning**

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

4.3 **Information about the Requester**

   - **Name:**
   - **Department:**
   - **EMPLID:**
   - **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.**

5.1 **Request Details**

   - **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**