How to Create a ServiceNow Ticket for Cognos Request

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



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

Business Intelligence & Reporting		
DAIR Change Request DAIR Change Request	Data Request Form Dallas Data Request from Dallas Strategic Analysis and Reporting	Data Warehouse Request Data Warehouse & Insights request
View Details	View Details	View Details
Financial Analysis and Plan Cognos / Axiom Request	Financial Systems Support (Request for FSS & ACEs	HSC Data Analytics Suppor
View Details	View Details	View Details
Issue/Error with Financial S FSS or ACE Incident	Request for Access or Traini Request for Access or Training for Insights Program	
View Details	View Details	

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 Cogno	os reports, packages, permissions, and server issues.
Information about the Requester	
*EUID	Position (job title)
· · ·	
First name	Department
	· · ·
Last name	Email address
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.

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 			
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 😧			
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