Update to ServiceNow Ticketing Process

WHAT: ServiceNow was recently updated to ensure work aligns with NLH Strategic Initiatives, facilitate high-quality system design of technology solutions, and optimize the use of limited resources.

Please Note: The break-fix ticketing process has not changed

The updated fields are listed below. The intent of these additions is to fully understand the core issue vs. limiting the focus on the solution requested. It also ensures information needed to process the ticket is obtained sooner in the lifecycle.

- Description
- Objectives / Outcomes
- Strategic Alignment
- Financial Impact
- What is the risk of this does not move forward
- Scope of impact

Is the pathway for approval of my ticket changing also?

- Yes, we will require a VP level approval to proceed. The NLH VPs have been notified about this change.

Will this update prevent the submission of great ideas?

- That is not the intent, and it should not. Though more questions need to be answered up front, the hope is that these ideas are even better thought out at the time of submitting the ticket.

WHY: Request governance is an evolving process. These changes ensure work happening in our technology space support NLH priorities and enhance the delivery of high-quality care.

WHEN: **Effective Immediately**

WHERE: **The change will affect the following venue(s):**
- Acute/Inpatient
- Ambulatory/WIC

At the following NLH Member Organization(s):
- All NLH Member Organizations

WHO: **The change will affect the following staff at the above noted locations:**
- All Staff