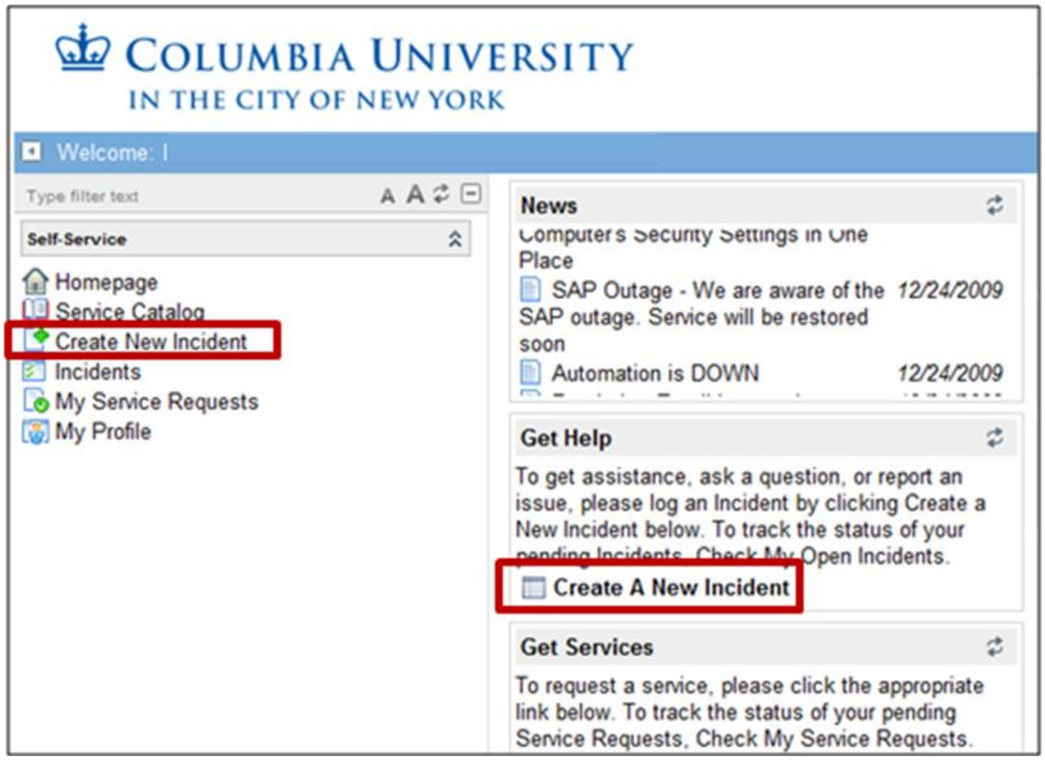
JOB AID

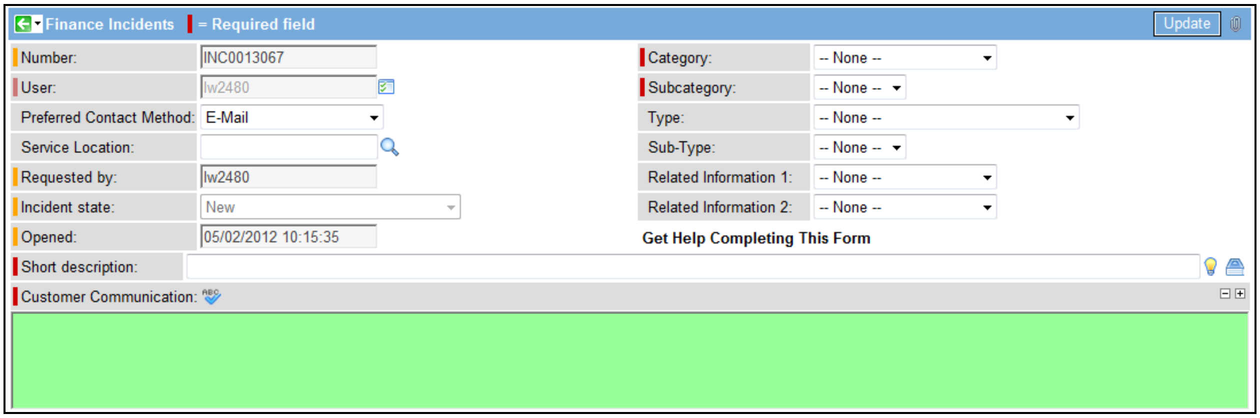
Creating an Incident for an SQL Delete

1. Login to Service-Now at Columbia.service-now.com, and select the “Create a New Incident” button from the Self-Service Menu or under the “Get Help” menu.



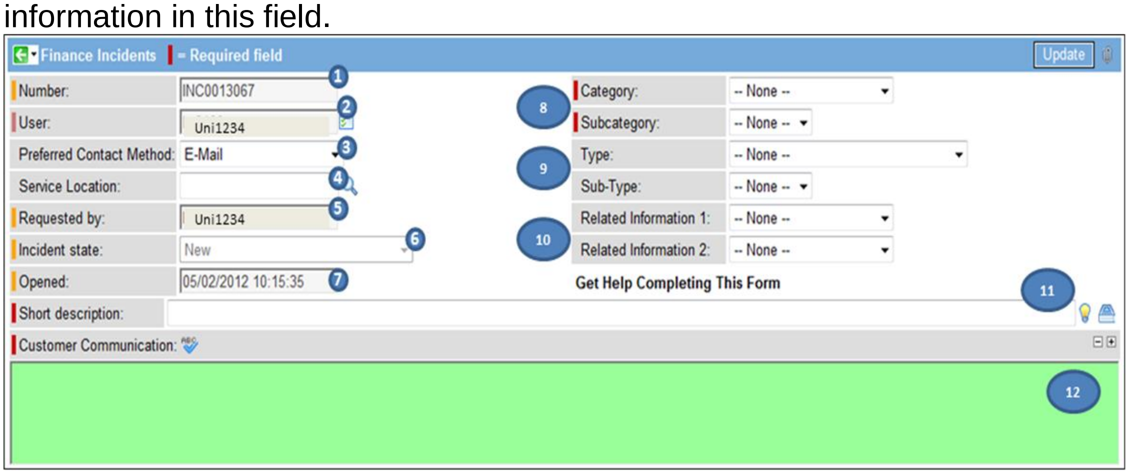
2. Select Finance/ARC as the type of incident.

3. The Incident Entry Screen is displayed.

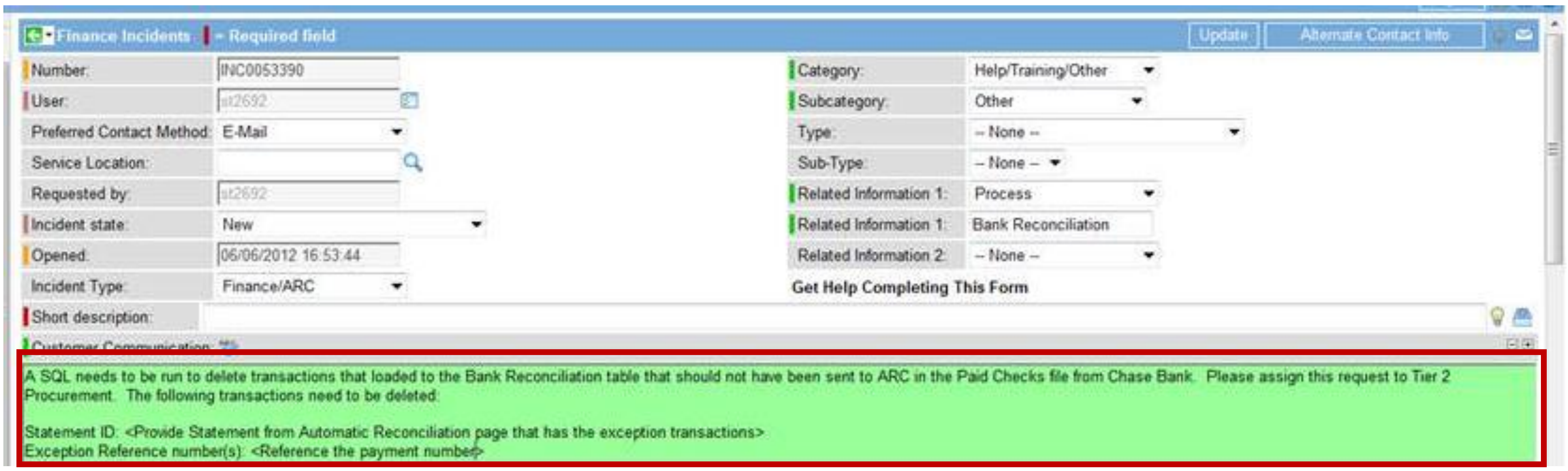


4. You will then create the incident using the following guidance:
When you create a new Incident, you will see the Incident Screen below. We will now outline the different components of the Incident Screen. Fields with a red line next to them are required. Fields with a yellow line will be pre-populated, and you will not be able to edit them.

1. **Number** – System generated Incident identification number. You can use this to help identify the Incident when tracking the Incident.
2. **User** – User for which the Incident is being requested for (you can request Incidents for other users).
3. **Preferred Contact method** – Way in which the user would like to be contacted.
4. **Service Location** – Place in which you are accessing the Service-Now tool. Click the magnifying glass next to the field for a list of available options.
5. **Requested by** – Uni of the user requesting the Incident.
6. **Incident State** – Status of the Incident within the resolution lifecycle
7. **Opened** – Date and time the Incident was opened
8. **Category and Sub-Category** – Indicates the overall category the Incident falls under.
9. **Type and Sub-Type** – Further identifies the Incident by selecting Type and Sub-Type
10. **Related Information 1 & 2** – Transaction/Employee Information related to the Incident
11. **Short Description** – Subject-line/Identifier for the Incident.
12. **Customer Communication** – Detailed description of the Incident. This message will go directly to Service Desk Analysts so that they can fully understand your question/problem. They will be able to write a message back to you, which you can access by opening the Incident from the "Incidents" page on the Home Screen. **Note:** Do **not** enter any sensitive/identifying information in this field.



5. For the description field, you will want to enter something similar to the following: “A SQL needs to be run to delete transactions that loaded to the Bank Reconciliation table that should not have been sent to ARC in the Paid Checks file from Chase Bank. Please assign this request to Tier 2 Procurement. The following transactions need to be deleted: Statement ID <Provide Statement from Automatic Reconciliation page that has the exception transactions> Exception Reference number(s) <Reference the payment number>” After, you have completed the incident form, click “Update” to submit the incident.



6. When you access the homepage after submitting your Incident, you can see that it appears in the “My open Incidents” section of the homepage so that you can track/monitor the progress of your Incident.