

# How to enter and categorize a ticket for the WorkWell Go live

1. Go to eSource
2. Click on the ServiceNow Icon on the left side of the page.



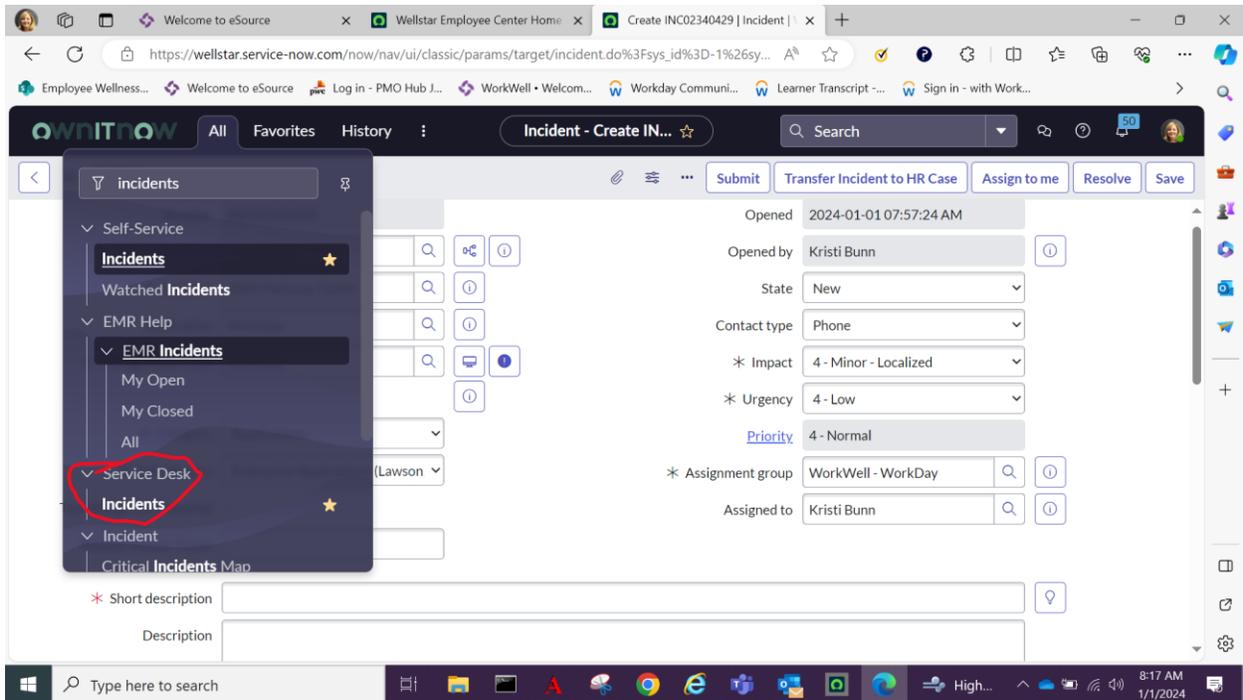
3. Click on the Platform (ITIL) View.



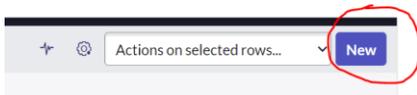
4. Select ALL and enter the word "Incidents" in the search box.



5. Locate the Category "Service Desk – Incidents" and select Incidents.



6. Click on the NEW button on the right side of the screen.



**\*\*You must use these categories in order to populate the Go-Live Dashboard\*\***

- **Application = Workday**
- **Configuration = Workday**
- **Category = Applications**
- **Subcategory = Enterprise Applications (Lawson, Kronos, etc.)**
- **Assignment group – WorkWell - Workday**

The screenshot shows the 'Incident - Create IN...' form in the OVDITNOW system. The form is divided into two main columns of fields. The left column includes fields for Number (INC02340429), Caller (Kristi Bunn), Location (1800 Parkway Center), Application (Workday), Configuration item (Workday), Category (Applications), and Subcategory (Enterprise Applications (Lawson)). The right column includes fields for Opened (2024-01-01 07:57:24 AM), Opened by (Kristi Bunn), State (New), Contact type (Phone), Impact (4 - Minor - Localized), Urgency (4 - Low), Priority (4 - Normal), and Assignment group (WorkWell - WorkDay). The 'Assigned to' field is also populated with Kristi Bunn. At the bottom, there are fields for Tech Bridge Call Required, Related Vendor Ticket, Short description, and Description. The form has a top navigation bar with 'Incident - Create IN...' and a search bar. Below the form, there are buttons for 'Submit', 'Transfer Incident to HR Case', 'Assign to me', 'Resolve', and 'Save'.