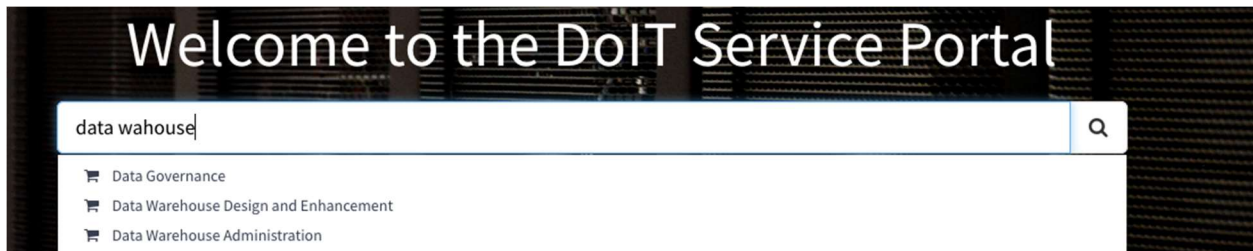


The DoIT Service Management team has been working to provide a smoother experience in the ServiceNow self-service portal and provide our customers and staff with more efficient processing of request.

As part of this effort, some changes have been made to the catalog. You can see the changes when you choose services to put in a request via <https://sc.edu/ithelp>. Most Enterprise Application services will have two items containing the words Administration or Enhancement, if a specific system doesn't have its own you can always choose Application Administration or Enhancement. By choosing these options the request will be routed to the proper location to be worked on by the team.

Visit the DoIT main support page <https://scprod.service-now.com/sp> or <https://sc.edu/ithelp> Type "Data Warehouse" in the search box and choose from one of the two options below.



Data Warehouse Administration

Request a report, a promotion, user access, inquiries, prompt changes, schedule adjustments and minor report updates.

Data warehouse Design and Enhancement

Request for new report, update an existing report, Framework Manager update, Cube changes and/or major report design changes.

To report an incident, Data Warehouse not working properly please choose **"Report an Issue"** from the main page.

