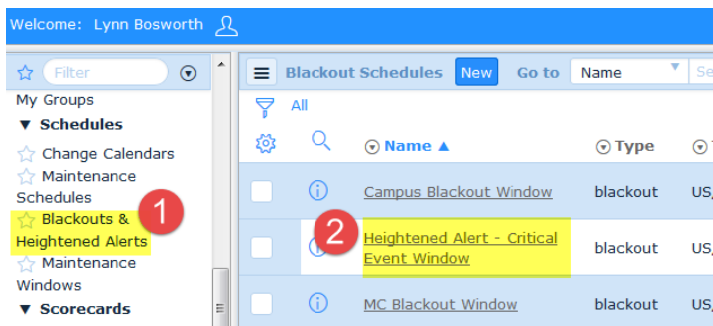


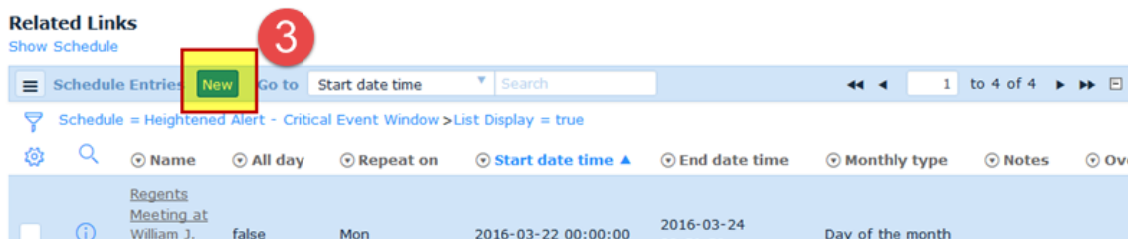
How to Create Heightened Alert – Critical Event:

NOTE: Event is created by IT Service Management (ITSM) Department. Information required before creating Heightened Alert – Critical Event is on last page of Quick Reference Guide.

Step 1: From the ServiceNow left navigation menu, Click on **Blackouts & Heightened Alerts (1)**, then select **Heightened Alert – Critical Event Window (2)**:

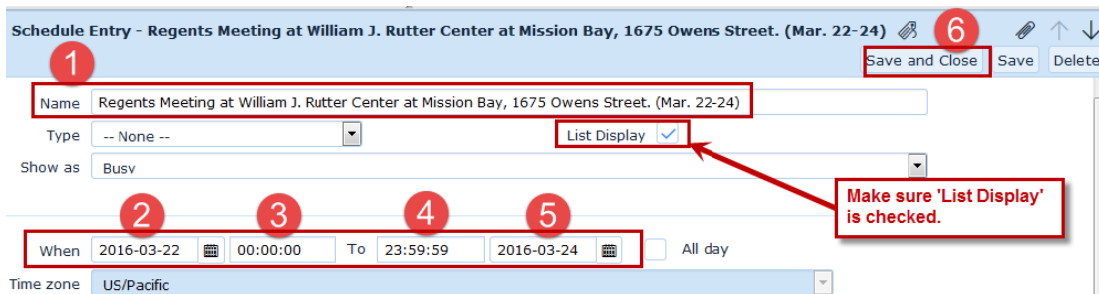


Step 2: Click **NEW (3)** button, under Related Links section:



Step 3: Enter event **Name (1)** (Include brief Event name, Location and Dates). This name must be brief or ticker will not display all info when scrolling on top of Change Request, before it re-scrolls. Enter **Start Date (2)**, and **Time (3)**, **End Time (4)** and **Date (5)**. Confirm **Type=**None, **Show as=**Busy and **List Display=**Checked.

Click **Save and Close (6)**.



TIPS & REMINDERS:

Process for Heightened Alert – Critical Events

1. Email received from requestor.
2. Reply with any questions, send form below (if they haven't given you all info upfront) and/or acknowledge you'll draft IT Announcement and send to them for review.
3. Draft IT Announcement and send to requestors for review/approval.
4. Send IT Announcement to **UCSF IT** and **IT Partners**.
5. Hardcode dates in ServiceNow.

IT HEIGHTENED ALERT – CRITICAL EVENT REQUEST FORM	
	Requestor to complete the below. Copy their Manager and email form to Lynn Bosworth, Margaret Hom, Francine Sneddon, Peter Stampfer, Vishnu Stickney
1	Requestor Name
2	Requestor Manager Name Who Approved Request
3	Event Name
4	Event Start Date & Time
5	Event End Date & Time
6	Is at least 30 days' notice being given? If no, please explain why.
7	Event Location – Be specific (address, suites, conference center name, building(s) involved), etc.
8	Event Details – Specifically what is the event? Include any VIPs, High Profile guests.
9	Event's Website – if there isn't one, type 'N/A'
10	Why is event being considered a Heightened Alert – Critical Event?
11	What is the impact by not having IT services available, i.e., network, wireless?