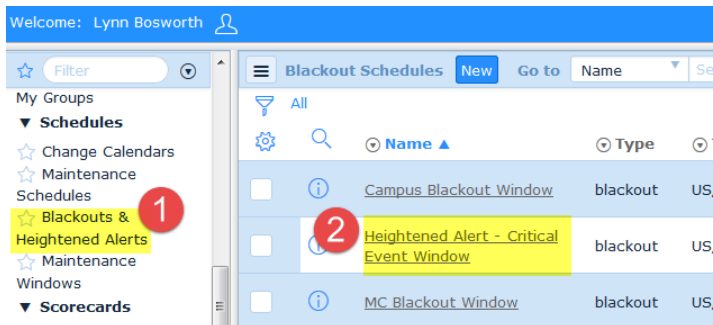


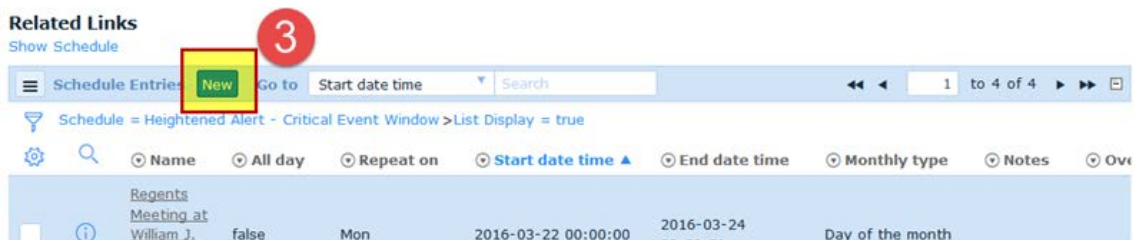
How to Create Heightened Alert – Critical Event:

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)**:

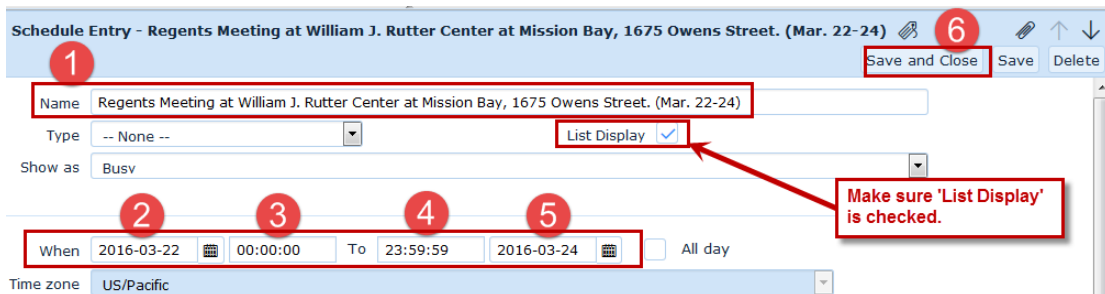


Step 2: Click **NEW (3)** button, under Related Links section:



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. ServiceNow ticket is created by requestor.
2. Reply with any questions, send form displayed to the right (if they haven't given you all info upfront) and acknowledge receipt of request. Since three different pop-ups/messages appear on the Change form, announcements are not sent for these types of events.
3. Hardcode dates in ServiceNow.

IT HEIGHTENED ALERT – CRITICAL EVENT REQUEST FORM		
	Requestor to complete the below. Open INC request, assign to ITSM_Process.	
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?	