
ANNOUNCEMENT

TO: GeorgiaFIRST PeopleSoft Financials Users

POSTED: December 14, 2021

SUBJECT: University System of Georgia ServiceNow Experiencing Delays in Ticket Creation

University System of Georgia (USG) ServiceNow is experiencing delays in incidents being generated after email is sent to helpdesk@usg.edu and oneusgsupport@usg.edu.

ITS is actively working with the vendor to resolve this issue and will provide updates when available. ITS will confirm when the issue is resolved via email as well as the USG Status Page located [here](#).

MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or via the [ITS Customer Services website](#).