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## ANNOUNCEMENT

**TO:** GeorgiaFIRST PeopleSoft Financials Users

**POSTED:** December 17, 2021

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

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Enterprise Service Management has confirmed normal email functionality of ServiceNow.

If you experience any further delays in ticket creation after emailing please contact 1-877-251-2644.

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