Process for Report/Data/Visualization Requests

1. Log in to ServiceNow by clicking this link or by typing “ITSS” on your Internet Explorer Browser.

Once logged in, click on “Request Service”.

Welcome to the IT Service Hub
2. On the “Search Box” type “Report/Data/Visualization”

3. Answer the question “Is This Research Related?”

Report/Data/Visualization

Request new EMR report, modification to existing report (including change in distribution), or removal of existing report

Submit this request for reports, data extracts, dashboards or other visualizations from IT Health Informatics. This request includes new, modification, access and distribution of data/visualization/reports.

Is This Research Related? [Yes] [No]

What is considered research? Do you have an approved IRB protocol or “Preparatory to Research” request? Are you going to be publishing results of your work, presenting at a conference, or submitting the data for a grant proposal? If so, then it is considered research.
4. You will be asked to provide the necessary details for your request:

- **Description of request:**
- **Business Unit**
- **Type of Request**
- **Report Name**
- **EMR data search date range:**
- **Inclusion/Exclusion detail:**
- **Will this data/report be shared with...**
- **This is a request for (select all that apply):**

5. These questions at the bottom of the form help us to prioritize the many incoming requests for data. Please answer these questions so that we understand the value and urgency of your request and can appropriately prioritize it. Please note that if you do not answer these questions your request will be submitted as a low priority.
6. After providing all the information, add request to cart by clicking “Add to Cart”.

7. You should see the message in the green box confirming Step #5:

8. Click “View Cart”.

9. Provide the necessary information (Note: The approver should be a Manager or Supervisor from your department who is on the searchable list). Click “Checkout” to submit request.

10. Once your request has been approved, it will be routed to ITHI Data Access and Delivery team to be triaged. Once the work has been assigned (based on the priority) the developer will contact you with further details.