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## ANNOUNCEMENT

**TO:** GeorgiaFIRST PeopleSoft Financials Users

**POSTED:** December 14, 2021

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

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

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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](#).