

# COMMUNICATING with ITS COMMUNICATIONS

Submit communications **REQUESTS** via **GetIT** on the **ServiceNow Self-Service Portal**.

FixIT submissions will be canceled and returned to the client for resubmission via GetIT.

Request Type	Media	Minimum Lead Time	How ITSCOMM gathers info	Examples
<b>P1 &amp; P2 Alert</b>	<p><b>Alert banner</b> (UNCG.edu and/or UNCGMobile)</p> <p><b>Social media post</b> (FB &amp; Twitter)</p> <p><b>ITS News article</b> (as needed)</p> <p><b>Email</b> (as needed)</p>	<p><b>IMMEDIATE</b></p> <p>When published, ITS News articles updates every 2 hours until resolved. xMatters status page relays real-time system states.</p>	<p><b>Bridge</b></p> <p>URL: <a href="http://go.uncg.edu/its-hang-out-bridge">http://go.uncg.edu/its-hang-out-bridge</a></p> <p><b>ServiceNow notes</b></p> <p><b>ServiceNow Connect</b></p>	<p><b>Resolved: Issue Affecting EDUROAM Authentication</b></p>
<p><b>Service Announcement</b></p> <p><i>re: scheduled maintenance, planned downtime</i></p>	<p>ITS News article</p> <p>Social media post</p>	<p>Two (2) business days prior to requested date of publication</p>	<p>ServiceNow notes</p>	<p>Spring Garden Apartments – Planned Wireless Network Downtime   Friday, March 1</p>
<p><b>Knowledge Article</b></p> <p><i>including updates</i></p>	<p>ServiceNow knowledge base article</p>	<p>Five (5) business days prior to requested date of publication</p>	<p>ServiceNow notes and ITSCOMM-client consultation</p>	<p>How do I get my new accounts?</p>
<p><b>ITS News Article</b></p> <p><i>re: compliance, service enhancement, software retirement, new products &amp; procedures, new application features &amp; services</i></p>	<p>ITS News article</p> <p>Social media post</p>	<p>Five (5) business days prior to requested date of publication</p>		<p>Information Security Awareness Training</p> <p>Library Resources Now Available in Canvas Courses</p>
<p><b>Public/Campus Campaign</b></p>	<p>ITS News article</p> <p>Social media</p> <p>Video/Audio</p> <p>Infographics</p> <p>Print Materials</p> <p>Swag</p>	<p>Four (4) weeks prior to requested date of campaign launch</p>		<p>It's Tax Scam Season!</p> <p>ITS The Past and Future of Change</p>