IST Support Update

The Department of Information Services and Technology (IST) will be moving off the current TMS ticketing system. We are pleased to announce that **FreshService** will serve as the new IT Service Management (ITSM) platform. **FreshService will go-live on January 16, 2024. Please note: TMS will continue to be used for Bio-Med/Facilities support tickets and Fresh Service will be used for IST support tickets.**

What is Fresh Service?

Fresh Service is UHNJ's new IT service management (ITSM) application built upon an established set of practices and methodologies used to manage the delivery of IT services in a way that aligns with UHNJ's needs and our care givers and colleagues' expectations.

How do I Create a support ticket in Fresh Service?

There are three ways to create tickets in Fresh Service

➢ **By emailing to IST Help using the email ID: ISTHelp@uhnj.org**
>When you send an email, make sure to include summary of the issue in the title and explain the issue in the body of the email. You can also add attachments to the email.

➢ **Using Teams App – ServiceBot**
>Install ServiceBot from your 'Teams' and by sending chat to this ServiceBot, you will be able to submit tickets.

➢ **Through University Hospital IST Support Portal**
>Access the support portal by using the https://isthelp.uhnj.org/ address and submit the ticket online.

Whichever method used, upon submitting a ticket, Fresh Service will send an acknowledgment of receiving the ticket with ticket number. You can use this to track and receive updates for your request. If this is an urgent issue, please call IST at **973-972-1666.**

Utilizing key words in the subject helps route your requests when you create a ticket, use key words such as 'WFM', 'Time Sheet' 'Epic', 'Network', 'VPN' etc. in the title. This will help to:

➢ Automatically assign the ticket to appropriate team

➢ Triage Team to Route the ticket

➢ Automatically generate best matching

knowledge base article

➢ Faster Resolution

Depending on the severity, type, and impact of the issue,

an IST agent\s will reach out and work with the individual who submitted the ticket.