

# Service-Now Guide

To view any interruptions in Brockport systems, look under “News.”

The screenshot shows the 'Brockport Self Service' dashboard. At the top right, there is a refresh icon and a dropdown menu set to 'Off'. The 'News' section is highlighted with a red border and contains three items:

- Turnitin is not available (2015-11-25)
- Student Information System (Banner): Planned Downtime Beginning January 8, 2016 at 5:00pm (2015-11-23)
- LITS will be performing hardware upgrades to our server cluster on December 23 (2015-11-23)

Below the news section is the 'Brockport Service Catalog' link. Further down are two empty sections: 'My Open Incidents' and 'My Requested Items', both showing 'No records to display'.

To make a request for a new computer, a software install, Blackboard training, and more, click on “Brockport Service Catalog.”

This screenshot shows the 'Brockport Self Service' dashboard with the 'Brockport Service Catalog' link in the News section circled in red. To the right, the 'Brockport IT Services Catalog' is visible, featuring categories like Hardware, Security and Access, Telecommunications, and Other Services. The 'My Open Incidents' and 'My Requested Items' sections are also present and empty.

To track an incident or request, click on “My Open Incidents” or “My Requested Items.”

Two side-by-side screenshots of the 'Brockport Self Service' dashboard. In the left screenshot, a red arrow points to the 'My Open Incidents' section. In the right screenshot, a red arrow points to the 'My Requested Items' section. Both sections are currently empty, displaying 'No records to display'.