UTSA Office of Sponsored Projects

ServiceNow Ticketing System

Justin Marmolejo

Agenda

- OSP Metrics
- Benefits of ServiceNow
- Project Timeline
- What's Included in ServiceNow
- What's Excluded from ServiceNow
- New Award Modification Process
- Transition Plan
- Demo: New PS Modification Request Form
- Questions

UTSA Office of Sponsored Projects

OSP FY25 Metrics Continued

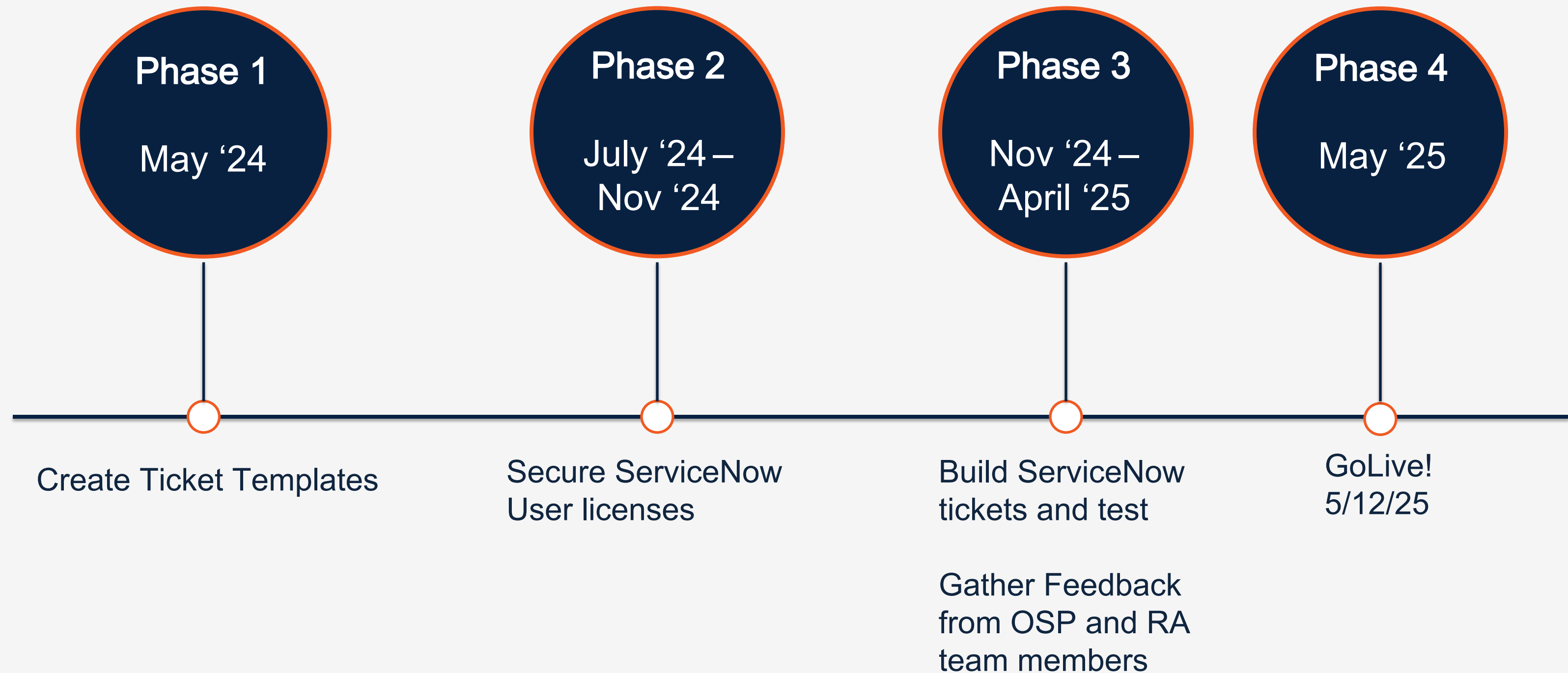| 143	141	66	247	9
Cost Transfers reviewed/ signed	SNOAs reviewed/ signed	Subaward agreement/ amendments issued	Subrecipient invoices paid	Audits, Site/Desk Reviews, Special Reports Completed

(as of March 2025)

UTSA Office of Sponsored Projects

Benefits of ServiceNow

1. Standardized intake – fewer delays and missed details

2. Response times tied to clear service expectations

3. Full transparency on ticket progress

4. Better tracking and reporting

Project Timeline

Phase 1

May '24

Phase 2

July '24 – Nov '24

Phase 3

Nov '24 – April '25

Phase 4

May '25

Create Ticket Templates

Secure ServiceNow User licenses

Build ServiceNow tickets and test

Gather Feedback from OSP and RA team members

GoLive! 5/12/25

UTSA. Office of Sponsored Projects

What's Included in ServiceNow

1. Award Amendment Tickets
   a. Submit award/contract amendments to be reviewed and accepted by UTSA

2. Award Negotiation/Acceptance Tickets
   a. Submit new award documents be reviewed and accepted by UTSA

3. Business Contract Request Tickets
   a. Submit business contract(s) under $15K funded on sponsored projects for signature

UTSA. Office of Sponsored Projects

What's Included in ServiceNow

4. Cost Transfer Request Tickets
    a. Submit a cost transfer form for OSP review and approval

5. Miscellaneous Request Tickets
    a. Submit award specific questions or miscellaneous requests

6. Non-Financial Report Submission Tickets
    a. Submit Non-Financial Reports for approval/submission

What's Included in ServiceNow

7. PeopleSoft Modification Tickets
   a. Submit a request to modify an existing award in PeopleSoft

8. Prior Approval Request Tickets
   a. Submit a prior approval request to be reviewed and submitted to the sponsor

9. Scholarship Notice of Award Tickets
   a. Submit a Scholarship Notice of Award (SNOA) for participant support for review/approval

UTSA. Office of Sponsored Projects

OSP Use Only Tickets

1. Award Set Up Tickets
   a. Submit a request to set up a new award in PeopleSoft

2. Outgoing Subaward Request Tickets
   a. Submit a request for a new subaward agreement/amendment

*These tickets will be created by OSP but the respective RA will be added to keep them apprised of progress

UTSA. Office of Sponsored Projects

What's Excluded from ServiceNow

- Proposal Submissions

- Just In Time Requests

- Outgoing Subaward Invoice Payments

These items will remain in the FY25 tracking log and future tracking logs

UTSA. Office of Sponsored Projects

New PeopleSoft Modification Process

Effective May 12th……

All PeopleSoft Modification Tickets will require a<u>completed</u> PeopleSoft Modification Request Form

New PeopleSoft Modification Request Form to be used for all requests

OSP will only be receiving and processing OSP Modification Requests

GCFS Modification Requests will need to be submitted directly to GCFS for processing via email to setupsmods.gcfs@utsa.edu

UTSA Office of Sponsored Projects

Transition Plan

OSP Requests Submitted
Prior to 5/12

Monitor progress through
FY25 Tracking Log

OSP Requests Submitted
After 5/12

Monitor progress through
ServiceNow

UTSA. Office of
Sponsored Projects

Demo: New PeopleSoft Modification

Request Form

UTSA. Office of Sponsored Projects

Questions?