

OSP ServiceNow FAQs

General Questions

- Q: Can we choose a priority level on tickets submitted?
- A: *No. The tickets will be processed in the order received. If you have an escalation, send the request and justification to osp@utsa.edu for handling.*
- Q: How many documents can be uploaded to a single ticket?
- A: *There is no limit to the number of documents that can be uploaded to a single ticket.*
- Q: Is there a way to ensure all required fields are completed for a ticket before it is submitted?
- A: *Yes, all required fields will be marked with an asterisk and the ticket cannot be submitted until all required fields are completed.*
- Q: Is there a way to edit a ticket after it is submitted?
- A: *No, but you can add comments to a ticket after it is submitted to provide any updates needed.*
- Q: How can I view tickets I submitted?
- A: *You can view tickets under "My Cases" along the top menu.*
- Q: Do we receive notifications with movement on a ticket?
- A: *Yes, an email notification will be sent when a comment is added to the ticket.*
- Q: If OSP creates a ticket, can the Research Admin Team be added to the ticket?
- A: *Yes, OSP will create tickets on behalf of the research administrator assigned to the award to ensure that they will receive all updates related to the ticket.*
- Q: What are the expected turnaround times for each ticket?
- A:

<i>Ticket Type</i>	<i>Turnaround Time (Business Days)</i>
<i>Award Amendment Request</i>	<i>7</i>
<i>Award Negotiation/Acceptance Request</i>	<i>7</i>
<i>Business Contract Request</i>	<i>5</i>
<i>Cost Transfer Request</i>	<i>7</i>
<i>Miscellaneous Request</i>	<i>12</i>
<i>Non-Financial Report Submission Request</i>	<i>12</i>
<i>PeopleSoft Modification Request</i>	<i>12</i>

<i>Prior Approval Request</i>	<i>12</i>
<i>Scholarship Notice of Award</i>	<i>4</i>

Ticket Specific Questions

Business Contracts Request Ticket

Q: Will the department administrators be submitting this ticket?

A: *No, this ticket should be submitted by the research administrator after it has been reviewed for allowability, allocability, and reasonableness on the award.*

Cost Transfer Request Ticket

Q: How will corrections to cost transfer requests be handled?

A: *Corrections to cost transfer requests will be handled in the ticket through the comments as files can be uploaded at any time before a ticket is closed*

Q: Will this take the place of the Cost Transfer Tracking Log?

A: *No, the Cost Transfer Tracking Log is owned by GCFS.*

Q: Will OSP submit the signed cost transfer to GCFS?

A: *Yes, OSP will handle the submission of cost transfers signed by OSP to GCFS.*

Miscellaneous Request Tickets

Q: Will this be used for Just In Time requests?

A: *No. The current process for Just In Time requests will still be used.*

Q: What other types of items can be requested through this ticket?

A: *This ticket is to be used for any award specific questions/requests that can't be submitted on another ticket.*

Non-Financial Milestone Ticket

Q: Does this ticket need to be completed for reports already routed to OSP via a sponsor portal?

A: *Yes.*

PeopleSoft Modification Ticket

Q: Is this an OSP only use?

A: *No. Requests may be submitted by either OSP or Research Administration staff.*