

InCommon Support Moves to ServiceNow

Internet2 has started deployment of a new service desk, ServiceNow. As of March 27, all email sent to our support address (admin@incommon.org) will create a ticket in ServiceNow, which will generate an automated email response. The same set of InCommon/Internet2 people will respond to requests through the new service desk system. We will continue to use admin@incommon.org for support requests from participants and certificate service subscribers.

Over the last three years, we have seen significant increases in the volume of mail to admin@incommon.org. ServiceNow will help us organize and respond to your requests in a more efficient and timely manner. We hope you find this change helpful, and we're always open to your feedback (email admin@incommon.org). Increased maturity in both service delivery and operations are among InCommon's main work areas for 2017, and this move to ServiceNow is critical to achieving those goals.