



The University of Texas at Austin UT Health Austin

Ticketing Systems

Service Now

Scope

IT Equipment issues
IT System issues
Clinical Operations Change Requests
(ex. workflow changes)
Requests requiring leadership review

Access

Call 512-495-5888 or email UTHA-Help@austin.utexas.edu

When logged, you will receive an email from UT Services. You can respond directly to these emails to continue communication regarding the issue.

Lincoln Harris

Scope

Broken Equipment
Leaks or Breaks in the Building
Temperature Issues

Access

Contact a nurse manager or the identified team member in your IPU to submit the ticket. If you are unsure of who can log issues, please reach out for a list.

Qualtrics Event Reporting

Scope

Injury to patient or associate
Potential safety/security event
Near misses
Patient Complaints

Access

Follow "UTHA Event Reporting" Icon on Bullpen Desktops or type bit.ly/UTHAeventreport into your browser

UT Health Austin Ticketing Systems Process Map



The University of Texas at Austin
UT Health Austin

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