



ServiceNow Work Ticket Update Schedule Standard

Introduction

To maintain clear visibility of work progress across all OMES Information Services teams, consistent and timely updates to ServiceNow work tickets are essential. Regular updates support accurately planning, reporting and coordination across teams and ensure stakeholders remain informed throughout each work item's lifecycle.

Purpose

This standard establishes uniform statewide requirements for updating all ServiceNow work tickets on a weekly basis (every five business days) across all state-employed users utilizing ServiceNow. The goal is to ensure transparency, continuity of work and effective communication across OMES Information Services and partner agencies.

Definitions

Work ticket – any assignable record in ServiceNow used to document work activity, including but not limited to:

- Change.
- Demand.
- Incident.
- Outage.
- Problem.
- Service Request.
- Request Item.
- Project.
- Task.
 - Change Task.
 - Demand Task.
 - Incident Task.
 - Problem Task.
 - Project Task.
 - Service Catalog Task.
- Any other ServiceNow record type used to document work activity.

Standard

All ServiceNow work tickets must be updated at least once every five business days by the assigned technician, analyst, engineer or responsible team.

Weekly update requirements.

Weekly updates must have the following:

- Summary – a clean, concise description of the current state of the ticket.
- Work completed since last update – documentation of work performed within the last update cycle such as activities progress markers, completed steps or investigative work.
- Relevant information – additional context to communicate status, identify risks or blockers, flag pending actions or provide clarity to stakeholders.

Ticket Ownership.

- Each assigned individual or team is responsible for ensuring weekly updates occur.
- If a ticket changes assignment, the receiving assignee must review and update the ticket within the next update cycle.

Exceptions.

- Tickets resolved within five business days are exempt from the weekly update requirement.
- Exceptions may only be granted by leadership within the responsible division.
 - Approved exceptions must be documented in the ticket, including the date when the next update will be provided.
 - Exception periods may not exceed 30 calendar days.

Compliance

This standard shall take effect upon publication and is made pursuant to Title 62 O.S. §§ 34.11.1 and 34.12 and Title 62 O.S. § 35.8. OMES IS may amend and publish the amended standards policies and standards at any time. Compliance is expected with all published policies and standards, and any published amendments thereof. Employees found in violation of this standard may be subject to disciplinary action, up to and including termination.

Rationale

To ensure efficient, secure, and cost-effective delivery of essential public services, all state agency IT purchases and projects must receive central approval. This allows the Chief Information Officer to evaluate agency needs and capabilities, strengthen data protection and security, and streamline and consolidate systems to reduce costs for taxpayers.

Revision history

This standard is subject to periodic review to ensure relevancy.

Effective date: 08/27/2026	Review cycle: Annual
Last revised: 08/18/2026	Last reviewed: 08/19/2026
Approved by: Dan Cronin, Chief Information Officer	