

How to Submit a Catalog and Report Certification Request using ServiceNow

Description

The Catalog and Report Certification Request ServiceNow ticket can be used to submit a catalog request for the following asset types: report/dashboard, data process, webform, policy or standard, or system or database. In addition to requesting cataloging, report certification can be requested for a report/dashboard.

A member from a Governance Committee, the Data Reporting Communications Group, or ITS can submit cataloging and/or report certification requests. Requests should be reported through the UNCG's 6-TECH Online Service Portal (<https://uncg.service-now.com/support>). The request will be received by the Enterprise Data Governance (EDG) team and addressed as appropriate.


For more information about the assets Enterprise Data Governance collects metadata on, please see the [Enterprise Data Governance Collection Development Guidelines](#).

Steps

1. Arrive at the 6-TECH Online Service Portal and log in with your UNCG credentials if not logged in already. Select "FIX IT" -> "Data Governance" -> "Catalog and Report Certification Request".
2. Open the form. The top portion describes the purpose of the ticket.

CATALOG AND REPORT CERTIFICATION REQUEST

Cataloging data assets in the Collibra Data Intelligence platform



Complete the Catalog Request portion of the form entirely, even if the item has previously been cataloged. This information is required for catalog requests and report certification.

Cataloging data assets in the Collibra Data Intelligence platform supports consistency and business continuity. This form may be used to:

- Request to have a report or other data asset cataloged in Collibra.
- Request to have a report certified if it meets the eligibility criteria.

Certification is an intensive review process that validates specific information about the report as well as the information presented on the report. A report must be cataloged before it can be certified. More information about cataloging and the certification process is available on the Data Governance website at datagovernance.uncg.edu/catalog/.

Submit

Required information

Has this item previously been cataloged?

Data asset name Data asset type

Do you wish to have this report certified?

3. When filling out the ticket, the field “Requested By” and “Contact Email Address” will be auto populated with your information. “Contact Phone Number” is optional.
4. Under the Catalog Request portion of the ticket, in the “Has this item previously been cataloged?” field, select the response that best corresponds with the request.
 - a. “Yes, update existing record”: Yes, this asset has already been cataloged and requires an update.
Note: select this option when a previously cataloged report needs to be certified.
 - b. “No, create new record”: No, this asset has not been cataloged, and needs to be.

In the “Data asset name” field, provide the asset’s name.

In the “Data asset type” field, select the asset type that best corresponds with the request.

The screenshot shows a web form for creating a catalog request. It includes fields for 'Requested By' (populated with 'Jessica Dame'), 'Contact Email Address' (populated with 'jldame2@uncg.edu'), and 'Contact Phone Number'. A 'Submit' button is located to the right of the phone number field. Below this is a section titled 'Catalog Request' with a note: 'Complete the Catalog Request portion of the form entirely, even if the item has previously been cataloged. This information is required for both tasks.' This section contains three fields: 'Has this item previously been cataloged?' (a dropdown menu with 'Yes, update existing record' selected), 'Data asset name' (a text field with 'Grade Distribution Dashboard' entered), and 'Data asset type' (a dropdown menu with 'Report/Dashboard' selected).

5. Under the Report Certification Request portion of the ticket, in the “Do you wish to have this report certified?” field, select the response that best corresponds with the request.
 - a. “Yes”: Yes, this asset needs to be certified.
 - b. “No”: No, this asset does not need to be certified.

Note: A report/dashboard must be cataloged before it can be certified. When requesting certification on a report that is not cataloged, be sure to also request that the report/dashboard be cataloged (see step 4).

Note: If the requestor is uncertain if certification is necessary, it may be requested at a later date.

Note: Only the asset type report/dashboard qualifies for report certification. For all other asset types, select “No”.

The last field “Additional Information” is optional and open ended for the requestor to add any information they would like to provide with the request.

Report Certification Request
Complete the Report Certification portion of the form if you wish to have the report certified.

* Do you wish to have this report certified? ⓘ

A report must be cataloged before it can be certified. ✖

Yes ▾

Additional information

6. Submit the form.
7. The EDG team will receive the request and a team member will follow up with you via the open request.