EHS Incident Tracking System
http://myEHS.weill.cornell.edu

Overview

In order to track incidents and service requests, Environmental Health and Safety (EHS) is now using ServiceNow. This incident (ticket) tracking system is currently used by Weill Cornell Medicine (WCM) ITS. The system e-mails users when an incident is created or updated; allows users to review the current status of their open incidents; and provides EHS expanded reporting and management oversight. Examples of EHS incidents and service requests include:

- Chemical hood repairs
- Equipment decontamination requests
- Ergonomics assessments
- Exposure monitoring
- Fire safety in-service training and drills
- Hazardous material shipping assessments

- Indoor air quality investigations
- Radiation dosimetry requests
- Safety concerns and issues
- Waste management issues (chem/bio/rad)
- Water / mold investigations
- Other safety trainings

The information provided in this bulletin is not intended to report emergencies. To report emergencies (e.g., hazardous material spills and exposures), continue to contact the EHS main office for immediate assistance.

Tracking EHS Incident / Ticket Status

WCM COMMUNITY AND TICKET CREATORS

All EHS incident and service request tickets can be tracked via the http://myEHS.weill.cornell.edu website (click on "EHS Ticket Status"). Users can select an individual ticket to view details, provide additional comments, attach files and add people to the ticket's watch list. E-mail notifications will be sent to the "person reporting," "person affected" and the watch list when EHS updates and completes the ticket.

The program's watch list allows other contacts (e.g., Principal Investigator, Department Administrator) to be added to an EHS ticket for tracking purposes.

Example screen capture of "open" EHS tickets for users to track. Users can select a specific ticket to review its detailed status.

EHS ADMINISTRATION

ServiceNow provides EHS administration with a platform to track all tickets and ensure timely follow-up. As part of the phase two rollout, additional metrics and reporting features are being developed with ITS to further improve services provided by EHS.

Departmental leadership should contact EHS if there are specific reporting features or recommendations that would be helpful to its employees.

Creating EHS Incident Ticket by Website

Go to http://myEHS.weill.cornell.edu to the web self-service module to "Create an EHS Ticket." Users must have a WCM CWID in order to access this system. The service request will be assigned a unique EHS Incident Ticket number for tracking. This self-service web module can be used to track incident status, provide additional comments, attach files and add people to the watch list.
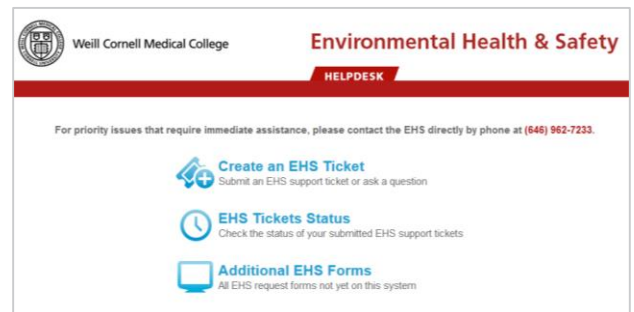
myEHS.weill.cornell.edu website main menu where users can "Create an EHS Ticket" or review "EHS Tickets Status".

Personnel without CWIDs can create EHS incident tickets by e-mailing or calling EHS as outlined below.

Creating HS Incident Ticket by Email: ehs@med.cornell.edu

EHS Incident Tickets can also be automatically created by sending an e-mail to ehs@med.cornell.edu. Upon receipt of the email, a unique EHS Ticket number will be automatically assigned and ServiceNow will e-mail the "person reporting," "person affected" and the watch list with the ticket information.

Creating EHS Incident Ticket by Phone: 646-962-7233

EHS Incident Tickets can also be created by calling the EHS main office. EHS will create an EHS Incident Ticket and ServiceNow will email the "person reporting," "person affected" and the watch list with the ticket information.

Frequently Asked Questions

How does this EHS Incident Tracking System change how I can report an incident to EHS?

Users can still report incidents by calling or e-mailing EHS as before. This system now allows users to additionally report incidents via a self-service web module.

I have an emergency must I use the EHS Incident Tracking System to seek assistance?

No, in the event of an emergency (e.g., fire, hazardous material spill or exposure), immediately contact the EHS main office to report the emergency and obtain immediate assistance from EHS. EHS will create an incident in ServiceNow for the user to track the follow-up and resolution of the incident.

What are the advantages to the new EHS Incident Tracking System?

The incident tracking system provides EHS administration, users and departmental leadership (if assigned to the watch list) the ability to concisely track all open incidents and provide feedback throughout the process.

Why is EHS using ITS' ServiceNow Ticketing System?

ITS' ServiceNow is an established ticketing system used at Weill Cornell, and many users are familiar with the system's operation. ITS has helped EHS modify ServiceNow to manage EHS incident workflows. Use of this existing system has kept overhead low while improving service to the Weill Cornell community.

Does this replace the other EHS service request forms previously used?

Not all EHS forms are currently integrated into ServiceNow. Users should continue to use the other EHS forms to initiate the corresponding service (e.g., chemical waste collections). Select "Additional EHS Forms" on the myEHS.weill.cornell.edu website for a list of other EHS forms. EHS is working with ITS to convert these EHS forms and services into ServiceNow modules.

Environmental Health and Safety | Weill Cornell Medicine   TEL 646-962-7233   WEB weill.cornell.edu/ehs   EMAIL ehs@med.cornell.edu

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