ServiceNow Redact Ticket

Q: How do I redact a ServiceNow ticket which contains PII

Occasionally a customer will include a Social Security Number or other Personally Identifiable Information (PII) in a ServiceNow ticket (Incident, Atlas Case or Inquiry). It is important that this PII be redacted since ServiceNow tickets are visible to a large number of individuals.

⚠ Emails which have already been sent cannot be recalled. It is not possible to redact PII from a sent email.

Context

These instructions are applicable for the following ServiceNow ticket types

- Incident (INC prefix)
- Atlas Case (ATLC prefix)
- Atlas Inquiry (INQ prefix)

Answer

Open the ticket and select "Redact (PII)" from the form context menu.

You may see a message similar to this:

Operators assigned to ServiceNow Support

At this point you will no longer be able to find or view the ticket.

What happens next?

The redacted ticket can only be viewed by ServiceNow administrators and members of the Information Security team.

You can provide instructions to the ServiceNow administrator by sending an email to servicenow-support@mit.edu. Otherwise, you may receive an inquiry from a ServiceNow administrator regarding the ticket.

The ServiceNow administrator may take one or more of the following actions:

- Redact the PII from the Comment or Work Note.
- Delete the Comment or Work Note.
- Delete within ServiceNow the received email used to create the ticket or update the ticket. (Note: This will NOT recall the email from the mailboxes of users who may have received a copy of the email.)
- Delete within ServiceNow any sent email records. (Note: This will NOT recall the email from the mailboxes of users who may have received a copy of the email.)
• Delete the Intake record from which the Atlas Case or Inquiry was created.
• Delete the actual Incident or Case or Inquiry record.
• Remove task and email records from non-production instances.

After the PII has been redacted the ServiceNow administrator may make the ticket visible again and reassign it back to the original group.

Instructions for ServiceNow administrators can be found here:

• https://hi.service-now.com/kb_view.do?sysparm_article=KB0520375