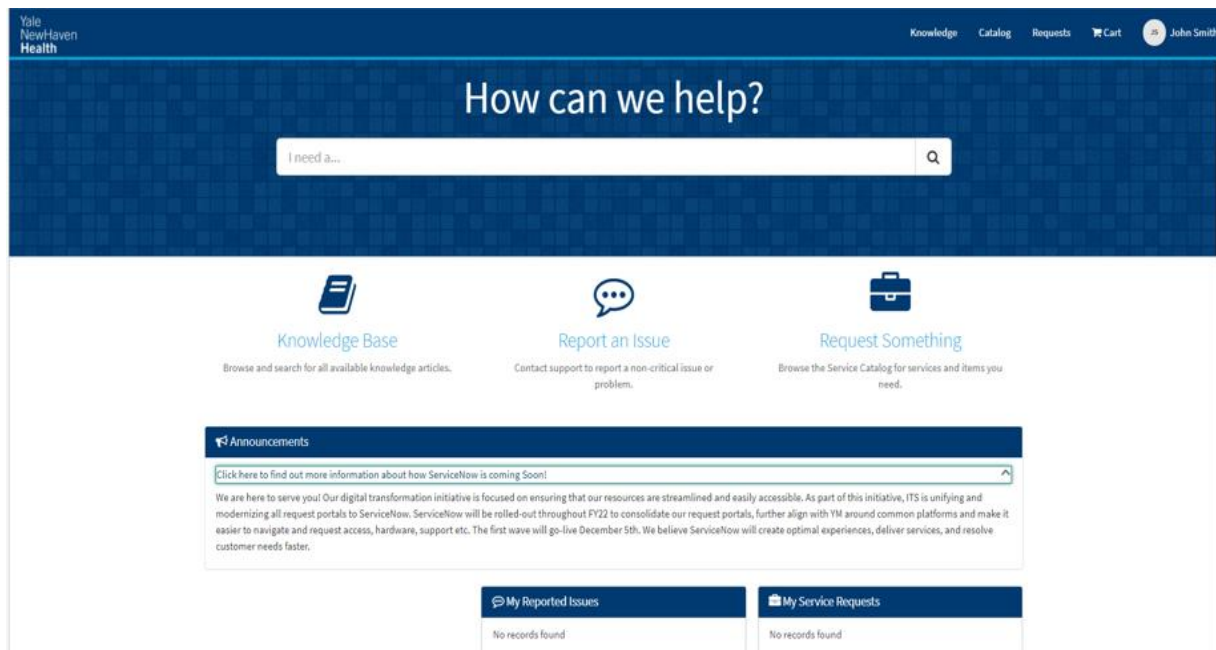


ITS introduces the ServiceNow service platform

ServiceNow is a digital platform designed to automate workflows. It will replace the current IT Request and Service Management Platform, Remedy, on Sunday 12/5/2021 at 8am!

This is the first step in making some of our work more streamlined and easily accessible. All ITS request portals will be unified and modernized through ServiceNow, including requests for passwords/access, hardware, and support, creating optimal experiences, and resolving customer needs faster.

A view of the ServiceNow digital platform



What does this mean to you?

- You will have access to a user-friendly portal where you can enter non-urgent issues and requests.
- You will have the ability to monitor your request/s without having to call the Service Desk for a status. Once your request is completed, an email will be sent to you so that you can confirm the request has been closed.
- You can post a question, add additional information, or add an attachment to your request.
- You can search the Knowledge Base for FAQ's, How To articles, Quick Reference Guides (QRG's) and other material.

How do I access the ServiceNow portal?

- The link for the “ServiceNow” will be available on the Intranet pages for each delivery network and HSC under “Resources” → “ServiceNow”.
- You can also get to ServiceNow through the ITS Service Hub icon located on your desktop.
- ServiceNow is cloud based, allowing access from any mobile device. The URL link to ServiceNow will be available in the portal on 12/5.
- You can access the ServiceNow portal using your network id and password (that you use to get into email, Epic, etc).



When should I call the Service Desk, 688-HELP?

- Continue to call the service desk for all urgent ‘break/fix’ issues or any time you can’t get the answer you need on-line.