

Opening a ServiceNow Ticket for Business Continuity Plan Submission User Guide

Overview

This document details how to open a ServiceNow ticket for business continuity plan submission.

Procedure

Step 1: Go to the Disaster Planning team's service catalog page.

You can also go to the <u>Service Desk website</u> and select **Catalog** from the top menu. Then expand the options for **Information Services (IS)** and select **Disaster/Recovery Planning** from the Categories menu on the left.

**	OKLAHOMA			Knowledge	Catalog	My Tickets
	Home > Service Catalog > Inform	ation Services (IS) 💙	Disaster Recovery/Planning			Search Catalo
	□ Information Services (IS)					
	Access & Accounts					
	Business Application Lifecycle Mana					
	⊕ Computers and Accessories					
	CyberSecurity					
	Disaster Recovery/Planning					
	Network/Server					

Step 2: You should see the Disaster Planning team's service catalog. Select **Continuity Plan Submission**.

Disaster Recovery/Planning

Continuity Plan Submission

Submit your agency's continuity plan.

View Details

Step 3: The Continuity Plan Submission page appears. Complete the required fields.

- Enter your name in the **Requested By** field.
- Select the name of your agency in the **Agency** field.
- Enter a **Description** of your request, including any pertinent details.
- Select Add attachments to attach your agency's business continuity plan.
- Select the **Submit** button to submit your request.

Continuity Plan Submission Submit your agency's continuity plan.	Submit		
* Indicates required * Requested By	Required information Requested By Agency Description		
*Agency * Description			
Add attachments			