

Submitting a SNOW ticket for a physical assessment

Overview

This document provides steps for state agencies in the State of Oklahoma’s security infrastructure to submit a Physical Assessment ServiceNow (SNOW) request to visit a data center for audit/assessment purposes.

Procedure

Step 1: Log into [OMES ServiceNow portal](https://oklahoma.service-now.com/sp) (<https://oklahoma.service-now.com/sp>).

Step 2: Select **Catalog** at the top of the page (Figure 1).



Figure 1. Service Desk Welcome Page.

Step 3: Select **Risk, Assessment & Compliance** from the catalog filters on the left navigation pane (Figure 2).

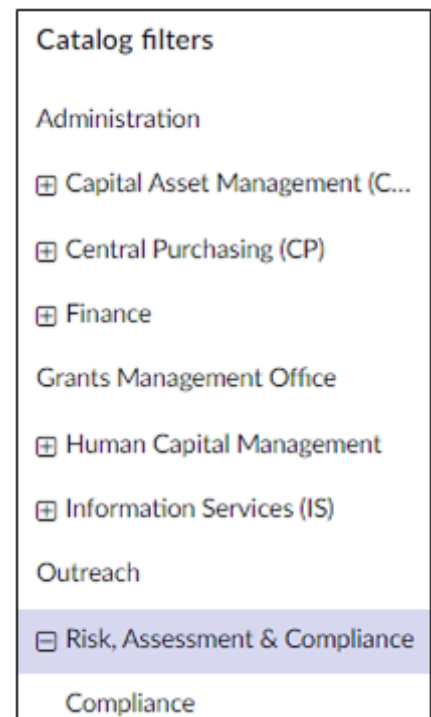


Figure 2. Catalog Filters.

Step 4: The catalog displays the choices for Risk, Assessment & Compliance.

Step 5: Select **Physical Assessment Request** from the catalog (Figure 3).

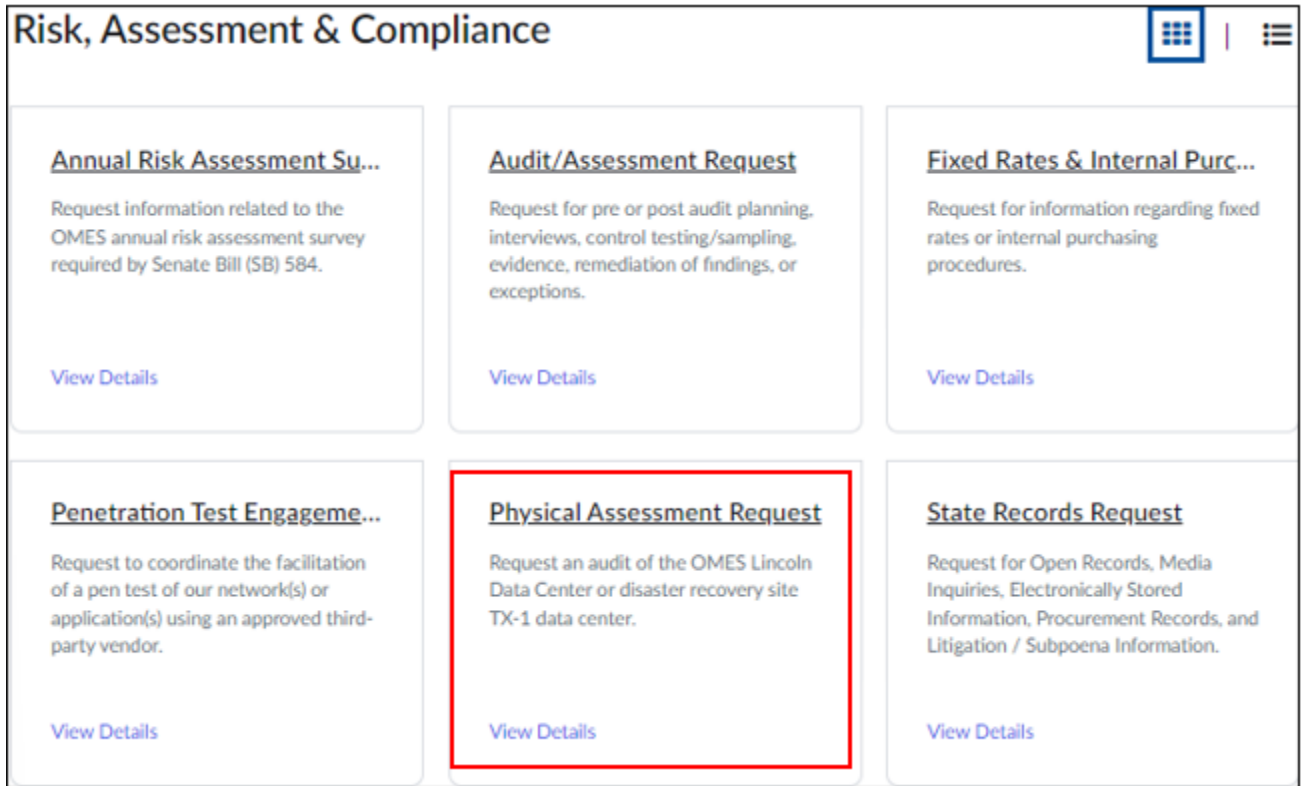


Figure 3. Select from RAC Catalog.

A. Complete the Physical Assessment Request required fields to submit the ticket (Figure 4).

The screenshot shows the "Physical Assessment Request" form. The title is "Physical Assessment Request" and the description is "Request an audit of the OMES Lincoln Data Center or disaster recovery site TX-1 data center." There is a "Submit" button in the top right corner. The form contains several required fields, indicated by an asterisk (*):

- * Requested By: A dropdown menu.
- * Short Description: A text input field.
- * Description: A larger text input field.

There is also an "Add attachments" link at the bottom left. On the right side, there is a "Required information" section with three buttons: "Requested By", "Short Description", and "Description".

Figure 4. Complete the Request.

- i. Requested by drop down box – Select the name of the person submitting the request.
- ii. Short Description text field – Enter Agency name/Request to Visit a Data Center.

- iii. Under the Description field include:
 - a. The compliance requirement to be satisfied or the reason for the visit.
 - b. Paperclip icon Add Attachments – Attach a copy of the questionnaire, if applicable.
 - c. Include any other relevant information or documentation.
- B.** Once all required fields are complete, select **Submit** and a ticket will be automatically generated to the Risk, Assessment & Compliance (RAC) team to facilitate the request.