

Submitting a SNOW ticket for an Audit/Assessment request

Overview

This document provides steps for state agencies in the State of Oklahoma’s security infrastructure to submit a ServiceNow (SNOW) request for an Audit/Assessment.

Procedure

Step 1: Log into [OMES ServiceNow portal](#).

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).

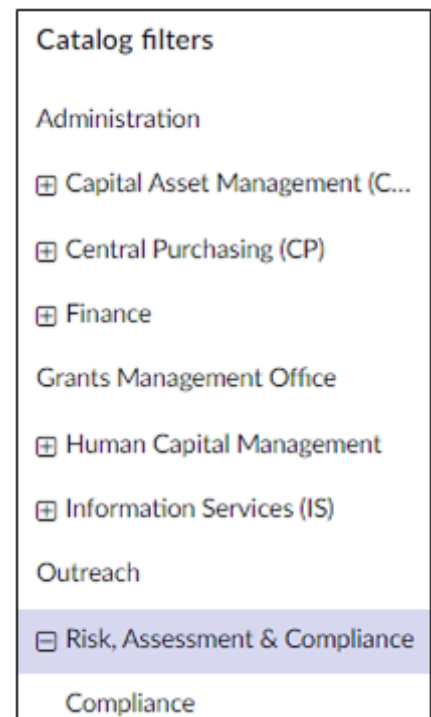


Figure 2. Catalog Filters.

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

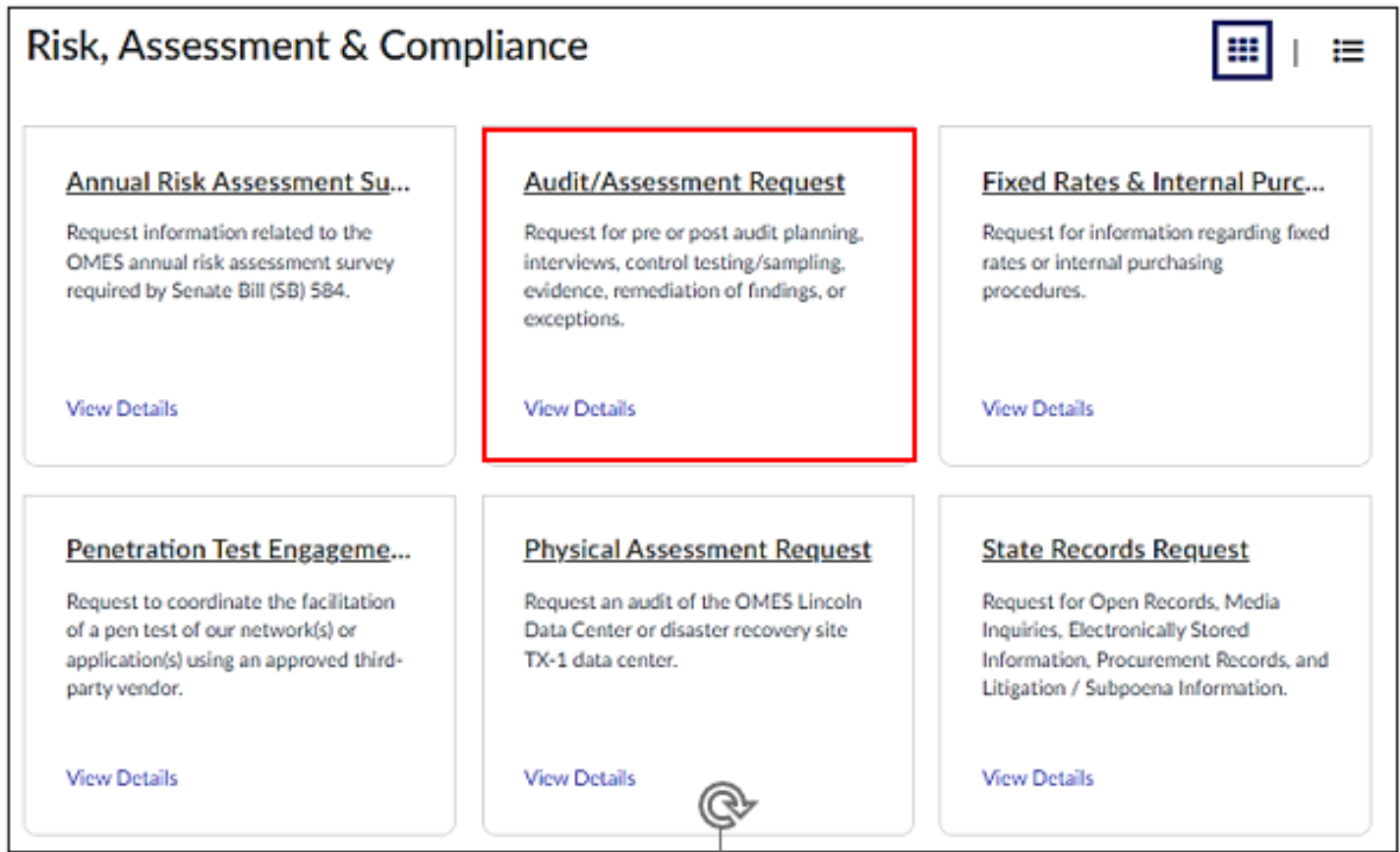


Figure 3. Select from RAC Catalog.

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

- A.** Complete the Audit/Assessment Request required fields to submit the ticket (Figure 4).
 - i. Requested by drop down box – Select the name of the person submitting the request.
 - ii. Short Description text field – Enter Agency name/audit request.
 - iii. Under the Description field include:
 - a. Description of the request.
 - b. Paperclip icon Add Attachments – Attach a copy of the questionnaire, if applicable.

- 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.

Audit/Assessment Request

Request for pre or post audit planning, interviews, control testing/sampling, evidence, remediation of findings, or exceptions.

* Indicates required

* Requested By

* Short Description

* Description

Attachments ?

Do not upload audit reports. To attach a second document, use the add attachments button at the bottom of the form. ✕


 Add attachments

Figure 4. Complete the Request.