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).
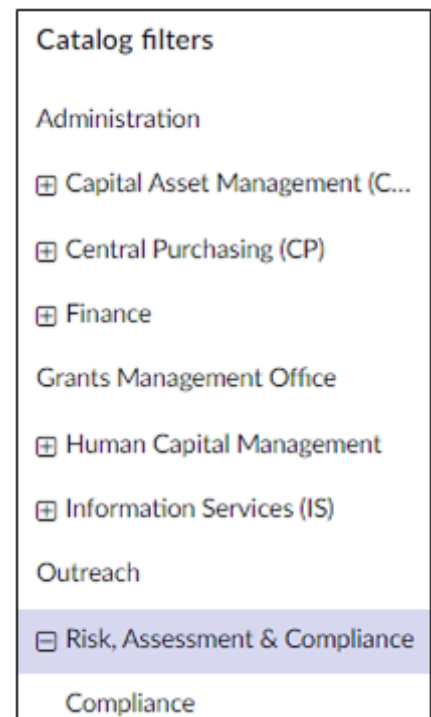

Figure 2. Catalog Filters.

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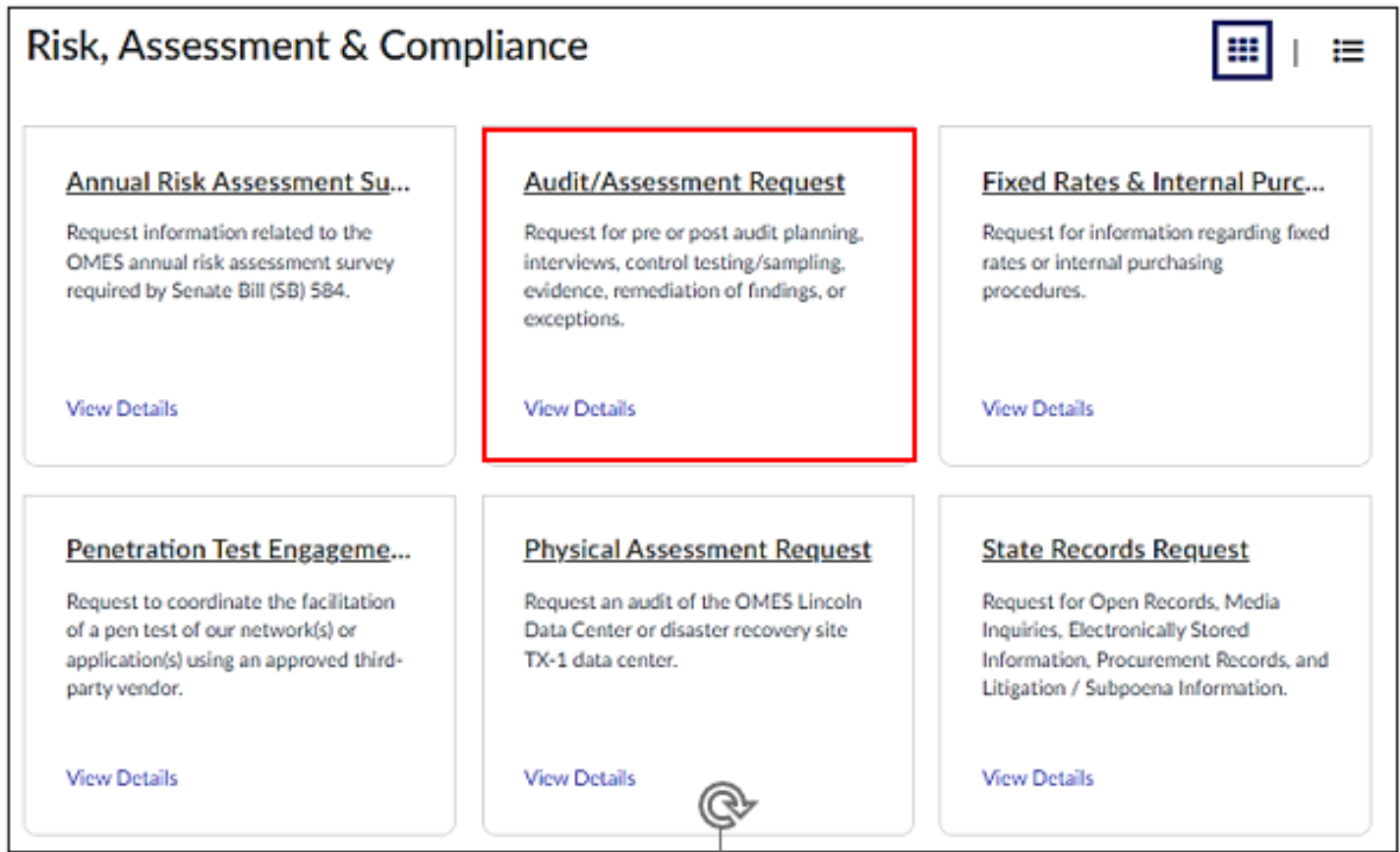

Figure 3. Select from RAC Catalog.

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.

Figure 4. Complete the Request.