



# Filing an IT Ticket

Internal

3-17-2025



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## Revision History

<b>Effective Date of SOP:</b> 2/7/2025	<b>SOP Number:</b> M.02
<b>Functional Area Name:</b> Internal Processes	<b>Division Name:</b> Information Technology
<b>Last Review Date:</b> 2/7/2025	<b>Last Reviewer:</b> Sarah Forman
<b>Next Review Date:</b> 2/7/2025	<b>Next Reviewer:</b> Chief Technology Officer
<b>Executive Approval Date:</b> 3/17/2025	<b>Approved By:</b> Isaac George, Chief Technology Officer

## Overview

*These standard operating procedures (SOPs) outline the process for creating and escalating an IT ticket within Service Oklahoma. The procedures address how employees communicate issues, how requests move through the ServiceNow system, and how the SOK OMES IT team collaborates to ensure smooth issue resolution.*

## Purpose

*The purpose of this document is to ensure all Service Oklahoma employees understand how to address IT challenges they encounter on the job. It is also helpful for everyone to understand the role of the SOK OMES IT team and the flow of tickets through their desk.*

## Policy Statement

*These SOPs apply to all IT issues that a Service Oklahoma employee may encounter, regardless of whether the employee's work is customer-facing or internal. IT includes software and hardware, but issues related to customer experience, compliance, and other topics should be directed to the respective functional areas.*

## Compliance

*The IT issue escalation process is subject to Service Level Agreements (SLAs) that dictate the amount of time within which the SOK OMES IT team must respond to requests and reconcile issues. In addition to OMES standards and policies, these procedures must also comply with state statutes including the Oklahoma State Finance Act, the Information Technology Consolidation and Coordination Act, and the Oklahoma Administrative Code.*

## Systems

*All IT tickets are managed and resolved in the digital workflow management platform ServiceNow, which is connected to the OMES website.*

## Roles

*List the roles and functions of anyone involved in the operations described within this document.*

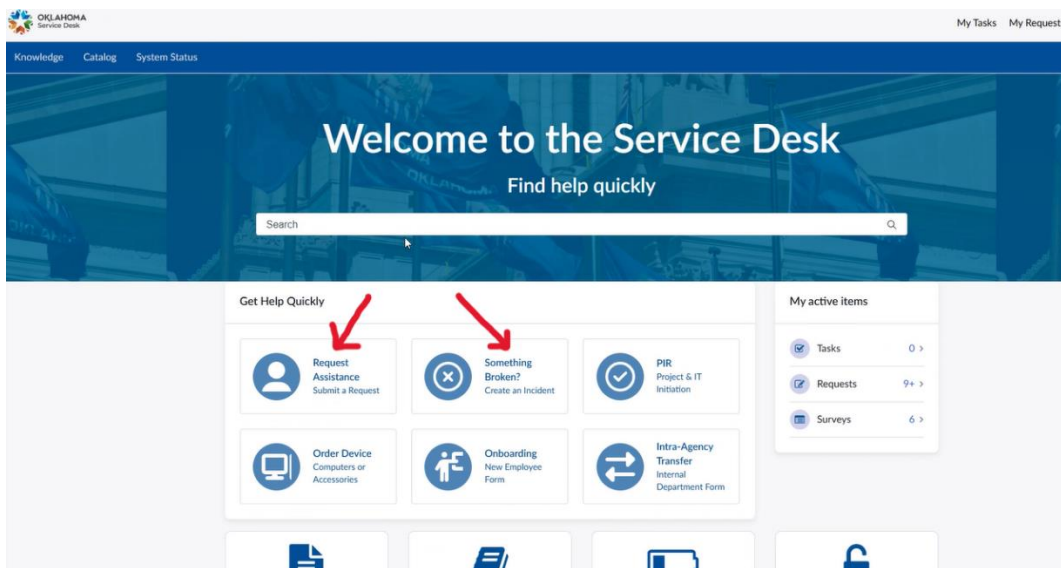
Role	Responsibilities
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Requesting employee	File the IT ticket through online portal
OMES Service Desk	Assign the IT ticket to the appropriate team noting impact and severity
SOK OMES IT team	Resolve the ticket, communicate with the employee, work with other OMES teams as necessary

## Procedures

1. All SOK employees can file their own IT ticket by visiting the [OMES Service Desk](#) website. The simplest way to file a ticket is to log into the site using a state email address and fill out the form, but chat, email, and phone support are also available.
2. The home page offers a variety of services, but IT issues fall under either 'Request Assistance' or 'Something Broken?'. If the employee is experiencing a technical issue with their computer or internet, the employee clicks 'Something Broken?'. For all other technology services and questions, the employee clicks 'Request Assistance'.
  - a. It may be helpful to explore the knowledge base or catalog in the top left corner to see if there is an FAQ or article that explains how to address the problem.
  - b. Employees can click 'System Status' at any time to get up-to-date information on widespread outages.
  - c. The fastest way to reset a password is with this link: [Update Password](#).



3. The employee enters their name and the details of the issue. In the 'Something Broken?' window, there is an option to select multiple people if the issue is affecting others. The employee can also upload attachments, such as a screenshot of an error message, to provide more context. When complete, the employee clicks 'Submit'.
  - a. The site will provide live status updates. The employee can keep the page open and check back at any time, but they will also receive automated emails every time there is a status update on their ticket.
  - b. If the issue is urgent, the employee can message the SOK OMES IT team directly after submitting the ticket.



### Need Something? Create a Request

Request a technology service or ask a technology question.

\* Indicates required

\* Requested By

\* Short Description

\* Description

Add attachments

Save as Draft

Submit

Required information

Requested By  Short Description

Description

### Something Broken? Create an Incident

Report a problem to get help when technology tools are broken.

Report a problem with broken technology tools such as your computer or network connection. Your incident record will be prioritized and managed to a successful resolution. You will also be notified of the progress.

\* Indicates required

\* Short description

\* Who does this issue affect?

\* Please describe your issue in more detail

The more information you can provide here, the more efficient the support organization will be in diagnosing and resolving your Incident.

Add attachments

Save as Draft

Submit

Required information

Short description

Who does this issue affect?

Please describe your issue in more detail

- When the ticket is submitted, it enters the OMES Service Desk's queue. An OMES Service Desk representative assigns the ticket to the appropriate team in ServiceNow by opening the incident page and selecting the relevant service. The Service Desk representative also ranks the impact (number of people affected) and severity (effect on an employee's ability to work), which determines the ticket's priority level and target response time (see details in screenshots below).

			Impact		
			Multi Agency	Agency	Individual
Severity	Outage	Issue prevents user from functioning on all levels.	Priority 1	Priority 1	Priority 2
	Degradation	Issue prevents user from performing some function(s).	Priority 1	Priority 2	Priority 3
	No Impact	Issues does not impact business in any way, but is broken or about to break.	Priority 2	Priority 3	Priority 4

Incident			
SLA	Priority	Target Response	Target Restore
SLA 1 (location is local and on state fiber)	Priority 1	15 minutes	4 hours
SLA 2 (location is remote or not on state fiber)	Priority 1	15 minutes	8 hours
SLA 3	Priority 2	2 hours	End of Next Business Day
SLA 4	Priority 3	8 hours	3 Business Days
SLA 5	Priority 4	8 hours	5 Business Days
Service Request			
SLA	Priority	Target Response	Target Response
SLA 1 (password resets)	Priority 1	10 minutes	20 minutes
SLA 2 (all other requests)	Priority 2	1 Business Day	5 Business Days

5. When a ticket is assigned to a member of the SOK OMES IT team, it shows up in their 'Open' folder in ServiceNow and they resolve it as quickly as possible.
  - a. If a ticket is assigned to the wrong team, the SOK OMES IT team member can create a task for the correct team within ServiceNow.
  - b. The SOK OMES IT team meets multiple times per week to discuss forecasts, hurdles, and other common experiences, and they track tickets for internal purposes in an Azure DevOps dashboard.
6. Once the ticket is complete, the SOK OMES IT team member follows up with the employee to ensure they have no further questions and are satisfied with the service.



## References

### Compliance

1. Oklahoma State Finance Act
2. Information Technology Consolidation and Coordination Act
3. Oklahoma Administrative Code

### SOK Documentation

1. OMESServiceDeskMethodology\_0
2. SOK Outage Checklist
3. YouTube Tutorial