

## Overview

The NYS IT Service Management (ITSM) application is a central listing of the services that the NYS Office of Information Technology Services (ITS) provides. ITS' request fulfillment management process is designed to enable ITS to respond to customers' requests for services in a timely and effective manner.



## Logging into the ITSM System

Because the ITSM system is an Internet-based application protected by NY.gov ID (formerly called NYS Directory Services), accessing the system is as simple as starting your web browser and logging in with your NY.gov ID. If you do not currently have a NY.gov ID, contact your local administrator to obtain one. (For more on NY.gov IDs, visit:

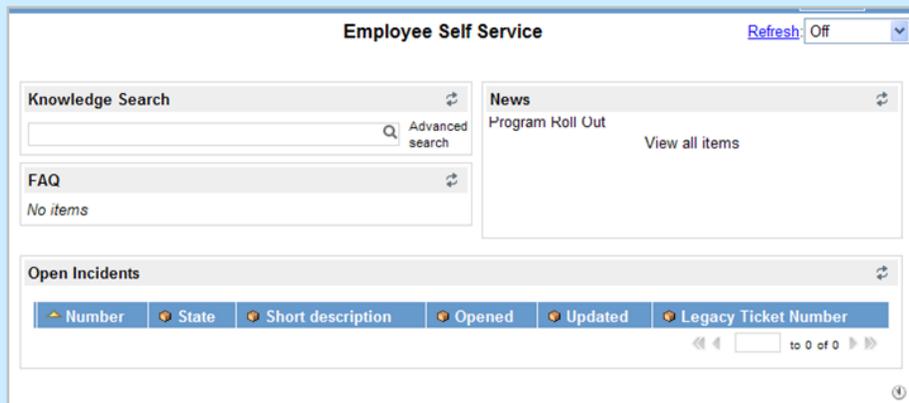
[http://www.cio.ny.gov/directory\\_services.](http://www.cio.ny.gov/directory_services.))

The Internet Address for NYS ITSM is:  
<https://nysitsm.service-now.com>

## ITSM System Homepage

Logging into the ITSM System will bring you to the ITSM Self-Service homepage. The homepage contains widget windows displaying information related to system news, FAQs, and your submitted requests or incidents.

Depending on the permissions granted to you, you may have the ability to change what is shown by default on your homepage

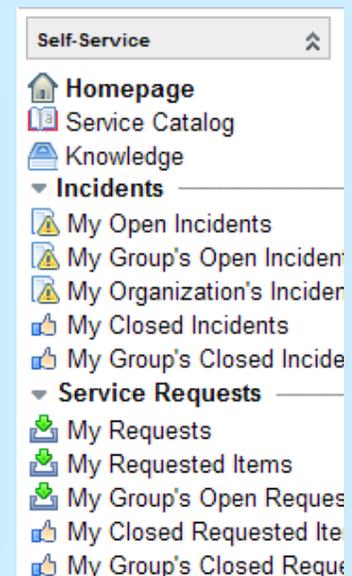


## Navigating the ITSM System

As a "Self-service" user, you access service requests through the **Self-Service** navigation module. There are three main pages that are part of the Self-Service module:

- Homepage
- Service Catalog
- Knowledge

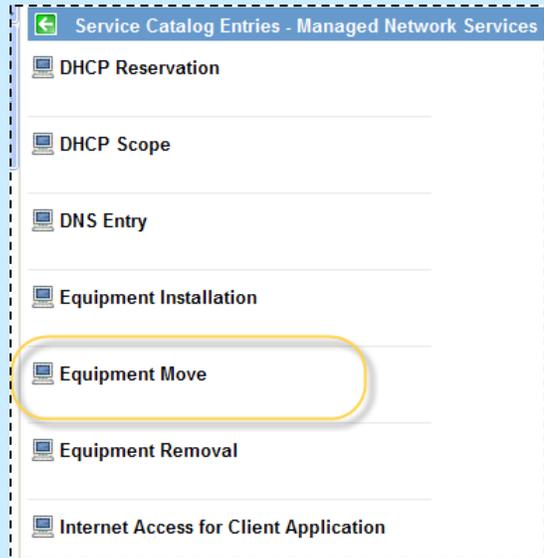
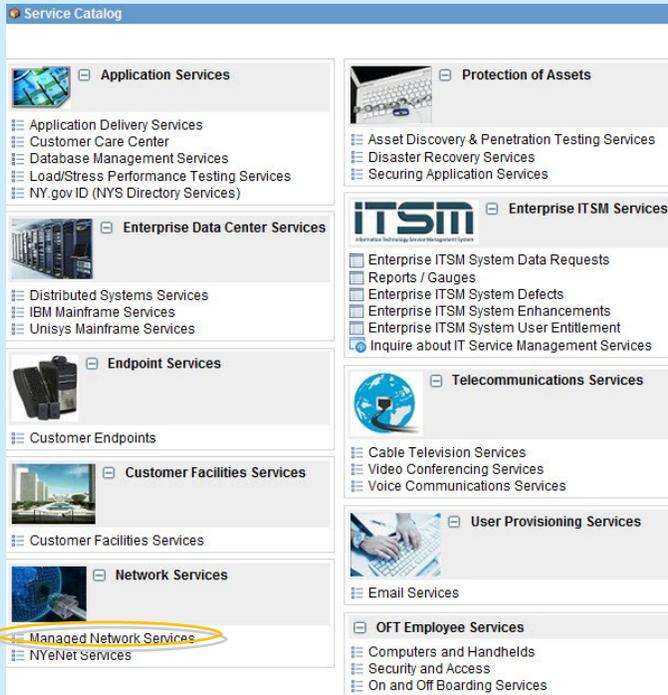
This navigation module can be customized by an administrator to provide different modules to different users. Users can use filters, perspectives, or the collapse/expand control to alter which modules are visible at any given time.



## Entering a Service Request

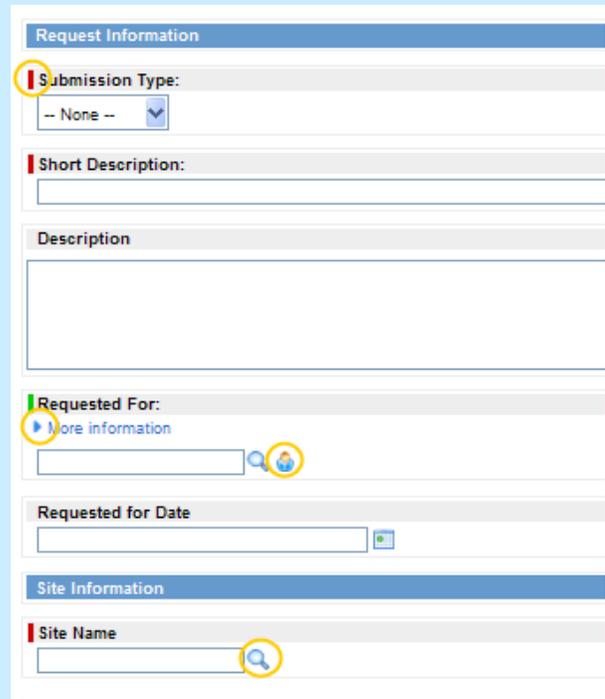
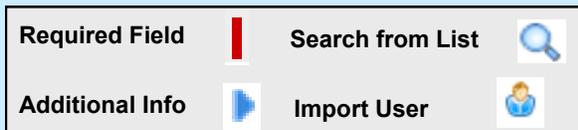
From the navigation module under **Self-Service**, click on **Service Catalog**. The Service Catalog will appear listing many categories and subcategories (also known as domains). Click on the domain where your service request type exists.

For example, the category, “Network Services” currently has two domains: “Managed Network Services” and “NYeNet Services.” If you are a Managed Network customer and would like to request an equipment move, click on “Managed Network Services” and then click the request type, “Equipment Move.”



## Required Fields and Icons

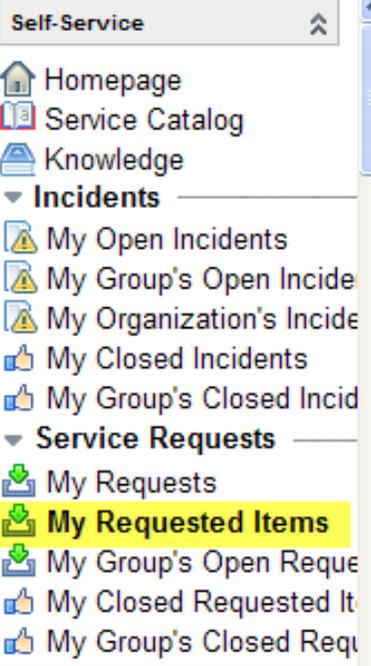
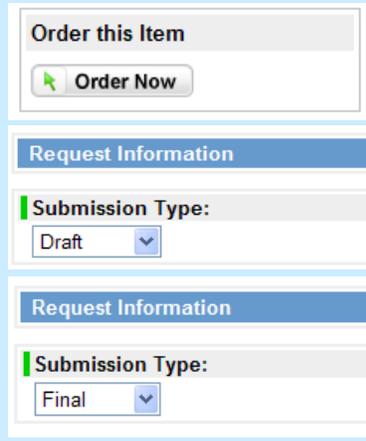
Prior to submitting a request, you must complete all required fields. Various icons provide you with assistance. Fields with a **red line** next to the field prompt indicator are required. A **blue triangle** icon under the field prompt indicator will provide additional information when clicked on. A **magnifying glass** icon next to a field allows you to search from a list to fill in the field—or a list may automatically appear in these fields when part of a valid entry is typed in. Click on the icon to display the list. Holding down the SHIFT key will keep the additional information window open. Fields that have a **user** icon next to them allow you to click on the icon to import user information directly from the NYSDS system.



### Submitting the Service Request

Once all required fields are completed, you simply need to click **Order Now** at the top of the screen.

If, however, you are not sure of all the information needed to complete the request, some request types allow you to submit your request as “draft” by selecting “Draft” in the **Submission Type** field. You will still be required to enter data in each required field, but you will have the ability to return to the request and update the fields before you submit the “Final” request.



### Tracking and Viewing Requests

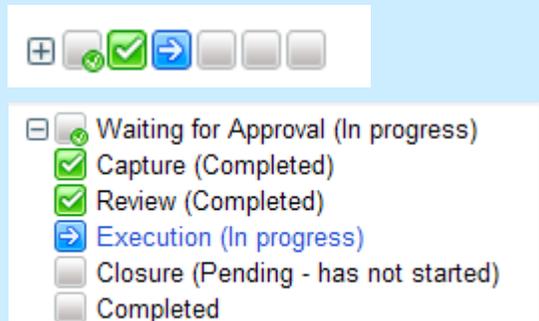
The ITSM System provides you with a summary of the services you have requested. Navigate to the “Service Requests” section of the **Self-Service** navigation module. Click on “My Requested Items” to see a list of all your open requests (Requested Items) and the current “Stage” of each request.

	Number	Item	Stage	Opened
<input type="checkbox"/>	RITM0012045	IBM Mainframe - Mainframe		2012-05-21 13:47:13
<input type="checkbox"/>	RITM0012044	IBM Mainframe - Network Architecture		2012-05-21 13:41:10
<input type="checkbox"/>	RITM0012043	IBM Mainframe - Automation		2012-05-21 13:36:58
<input type="checkbox"/>	RITM0012035	IBM Mainframe - Automation		2012-05-21 08:14:52

### Stage of Request

The current “Stage” of a Request (Requested Item) is denoted with a blue arrow icon. Process steps that have yet to be completed are grey, and process steps that have been completed are green with a check mark or red with an “x.”

When you click on the plus sign next to the Stage icons, a list of all the stages will appear so you can see what stages have happened and what stages remain until the requested item’s completion.



### More Information

For more information regarding ITS' NYS ITSM System, please contact your ITS Customer Relations Manager or refer to the Knowledge pages within the ITSM System.