

All System Access request are processed and tracked in ServiceNow. To access the ServiceNow fulfiller portal go to <https://uncch.service-now.com>

Reviewing Requests

All requests will come into ServiceNow as unassigned. To review unassigned and assigned requests follow the steps below.

- Open ServiceNow Fulfiller portal
- Login with ONYEN and password
- Using Duo Two Step Authentication to complete login (first time daily)
- Review unassigned requests in the **“Unassigned BFS”** section
- Your assigned requests will be displayed in the **“My Work”** section in any of the following ways:
 - Assigned requests to you by you
 - Assigned requests to you by our team members
 - Assigned requests to you by anyone outside of our team
- All assigned requests to the travel team will be in the **“BFS Group Work”** section

Assigning Requests

- Review unassigned requests in the **“Unassigned BFS”** section
- Assign any requests from customers for whom you are responsible:
 - Double click in the **“Assigned To”** field for the associated Task
 - In the Search box that appears, type the name to assign (i.e. John Doe)
 - Click on the correct name that appear in the list under the box
 - Click on the green Check Mark to save the change
- Review the **“Additional Information”** column for customer directed importance
- If priority change is needed:
 - Double click in the **“Priority”** field for the associated Task
 - Using the drop-down box that appears, choose the appropriate Priority to match Customer Request
 - Click on the green Check Mark to save the change
- Once done, click on the **Refresh button in your browser** to refresh the whole page
- The Task will now move from Unassigned to the Correct Assigned list(s)



The screenshot shows two task lists in the ServiceNow interface. On the left, there are three summary cards: 'SCE Fin Payment Unassign' with a count of 8, 'SCE Fin Pay Invoice Unassigned' with a count of 4, and 'Unassign Pending' with a count of 1. The main area displays two tables of tasks.

Number	Parent	Priority	Requested for	Requested for department	ID	Opened by	Assigned to	Assignment group	Opened	Additional Information
SC1A58002502	BITM0018255	4 - Low	Valerie Faunington	EPD Admin	23801	Marcus Woodson	(empty)	FD-SCE-Fin Payment	10/03/2019 01:19 PM	Needed this done now!!!!!!!!!!!!!!
SC1A58002501	BITM0018254	4 - Low	Michael McGowan	Parking	225401	Marcus Woodson	(empty)	FD-SCE-Fin Payment	10/03/2019 01:19 PM	Pay it forward.
SC1A58002508	BITM0018262	4 - Low	Kylie Galois	FS Admin - MF Research Dept.	248201	Marcus Woodson	Assigned	FD-SCE-Fin Payment	10/03/2019 01:15 PM	Please see attached...

Number	Parent	Priority	Requested for	Requested for department	ID	Opened by	Assigned to	Assignment group	State	Opened	Additional Information
SC1A58002508	BITM0018262	4 - Low	Derek Lockbaum	Trademark Licensing Ops	228010	Marcus Woodson	JL Pedersen	FD-SCE-Fin Payment	Work in Progress	10/03/2019 01:21 PM	Take your time on this, there is no har

To view a list of unassigned tasks click the number [8]. To view a list of your assigned tasks click the number [4].



Processing BFS Requests

- Navigate to Team Dashboard (if not loaded on dashboard)
- Review all requests (previous section)
- Go to the **“My Work”** section to process request(s) in order of importance
- Click on the link in the **“Parent”** column to open the Request Item (RITM#####)
- Change the Request Item State to **“Work in Progress”**
 - At the top on the right hand side of the header click **“State”**
 - From the drop-down box, choose **“Work in Progress”**
- Click on the Hamburger menu in the upper left to select save.
- Review the customer submitted information to see who the ticket was requested for. If necessary change requested for by clicking and searching for a name in ServiceNow.
- At the top, in the **“Manage Attachments”** heading, click on the name of the attachment and open the document
 - Save the document in the **f: drive**
- If Request has additional supporting documentation, open all documents as well
- Below the gray section in the customer comments write to the customer that you have begun processing this request and will be in touch if additional information is required.
- Write any notes relevant to processing the ticket in the work notes comment box. Be sure to uncheck customer visible!
- Review the **“Additional Information”** from Customer that could affect processing
- If a priority change is needed:
 - Double click in the **“Priority”** field for the associated Task
 - Using the drop-down box that appears, choose the appropriate Priority to match Customer Request
 - Click on the green Check Mark to save the change
- Approvals

Business System Access Form

- Review the attached documentation for the access request.
 - This document was saved to the **f: drive** in an earlier step. Customers must have all the information filled in correctly.
 - If additional information or documents are required, message the customer by entering a comment into the customer visible comment box.

Access Request

- Submit the access request in the usual channels (ConnectCarolina, Infoporte, Email Edward Mann, ServiceNow, CBM)
- Login to ConnectCarolina/submitting system in a new window
 - This will allow ServiceNow and the submitting system to both be visible
- Enter the customer’s information into from the ServiceNow request into the submitting system (ConnectCarolina).
- Submit the request to central office.
- In the request item header in ServiceNow change the status to **“Pending”**
- When confirmation is received communicate the status and request number to the customer.

Closing Requests

- At the bottom of the Request Item, find the SCTASK for the request in the Catalog Tasks box
- Double click in the **“State”** field
- From the drop-down box, choose **“Closed-Complete”**
- Click on the green Check Mark to save the change
- Click on the Old Well logo in the top left to navigate back to the Dashboard

On your Desktop

- Delete submitted invoice and any documentation from your Desktop. The attachments in ServiceNow should never be removed/deleted from the request.

