Ohio | **Department of Administrative Services**

IT Service Management Tool (ServiceNow)

Service Description

OIT offers **ServiceNow**, a cloud-based IT Service Management Tool that provides internal and external support through an automated service desk work-flow based application which provides flexibility and ease-of-use. The IT Service Management Tool provides workflows aligning with Information Technology Infrastructure Library (ITIL) processes such as incident management, request fulfillment, problem management, change management and service catalog. These processes allow customers to manage related fields, approvals, escalations, notifications, and reporting needs. Customers have the option of provisioning the entire suite of service features or selecting those features best suited for their needs.

The following modules are currently in use on the enterprise platform:
- IT Service Management
- IT Operations Management
- IT Business Management
- Governance, Risk & Compliance
- Security Operations
- Intelligent Applications

ServiceNow Product Catalog

The Product Catalog contains:
- The applications currently in use of the State of Ohio ServiceNow Application across agencies
- The product wheel of the platform footprint
- Applications in use by agencies
- Product descriptions by Platform family, then Application within Family for current functionality
- Product descriptions by Platform family, then Application within the Family for services not deployed

Located on the Enterprise IT Service Portal under Enterprise Quick Links under the ServiceNow column.
https://stateofohio.service-now.com/ess?id=kb_article&sys_id=044e9aebdbc05050243351094b961998

Customer Benefits

- **Availability** - The customer will be able to use this service 24 hours a day, 7 days a week.
- **Continuity** - This service allows for seamless recovery from service disruptions.
- **Efficiency** - Delivered in a manner that requires fewer resources to meet the operational demands of the customer.

OIT Provides

- Global Administration
- Tools and Templates which enables data input for agencies such as categories, sub-categories, closure codes, and defined assignment groups.

Maintenance Schedule

Maintenance, upgrades and releases are scheduled monthly. Customer involvement is essential in providing User Acceptance Testing specific to their data. Communication is provided in advance of dates for the maintenance.

Incident Response & Resolution

IT Service Management Tool support staff are available 7:00 a.m. to 5:00 p.m. daily Monday through Friday. Customers may report incidents to OIT on a 24 x 7 basis. Incidents regarding this service are responded to during normal business hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Service uptime	99%
Incident Responsiveness	Support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Support staff resolves incidents based on Priority Level criteria below:	
	Priority Level 1 - Severe Business Impact and Urgency Priority Level 2 - Major Business Impact and Urgency Priority Level 3 - Minor Business Impact and Urgency Priority Level 4 - Minimal or No Business Impact and Urgency	4 Hours 24 Hours 3 Days 7 Days

Customer Requirements

- Agency administration
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the OIT Enterprise Service Catalog.
- Provide DAS OIT with a valid billing number.
- Provide staff training unless provisioned through OIT
- Required to complete Loader Spreadsheet template
- Responsible for application licenses

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov.   Rate information for this service can be found on the DAS OIT IT Business Office site.