

# IT Self-Service Questions and Answers

Ministry of SaskBuilds and Procurement  
Information Technology Division

*This FAQ will provide information on ServiceNow, the IT self-service tool.*

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## IT Self-Service Questions and Answers

### Overview

**Question:** What is ServiceNow?

**Answer:** ServiceNow is a software platform that enables IT self-service for users and helps the IT division of Central Services manage many of its services that support Government's business.

**Question:** What can users do in ServiceNow IT self-service?

**Answer:** Users have the ability to perform the following within IT self-service:

- submit IT service requests using the ServiceNow online catalogue;
- submit IT incident tickets online;
- view the status and details of their IT service requests and IT incidents;
- view a list of their assigned IT assets;
- view a list of their software entitlements; and
- view and process their pending approvals (only available to Approvers).

**Question:** When will IT self-service be made available to my ministry?

**Answer:** IT self-service will be made available to all ministries during the 2018-2019 fiscal year. Refer to the [Rollout Timeline by Ministry](#) to view the planned rollout month for your Ministry/Agency.

**Question:** Will ServiceNow replace the IT Service Desk?

**Answer:** The IT Service Desk will continue to accept phone calls and emails. Ministries/agencies are encouraged to use IT self-service to take advantage of [its benefits](#).

**Question:** What training is available for IT self-service?

**Answer:** Online training through Learn will be made available to ministries and agencies as they approach the rollout date for IT self-service.

A [Quick Start Guide](#) is also available to print and use as a reference while using the new tool.

**Question:** Do I have to use a particular browser to access IT self-service?

**Answer:** You must use Google Chrome to access IT self-service. If Google Chrome is not your default browser, you will need to copy and paste the URL into Google Chrome.

Some functionality is unavailable while accessing IT self-service from another browser. Chrome should

already be installed on your Government computer or laptop. If it has not been installed, please submit an IT service request to the IT Service Desk.

**Question:** **Who is a Change Leader/Agent for my Ministry or Agency? What is the role of a Change Leader/Agent?**

**Answer:** To find the Change Leader/Agent for your area, please refer to the [Change Leaders, Agents and Super Users list](#).

For more information about the role of a Change Leader/Agent, please see the [Change Leader/Agent section](#) of this document.

**Question:** **Who is a Super User for my Ministry/Agency? What is the role of a Super User?**

**Answer:** To find the Super Users for your area, please refer to the [Change Leaders, Agents and Super Users list](#).

The role of a Super User is to support the Change Leaders/Agents during the rollout of IT self-service for your Ministry/Agency.

Super Users receive access to IT self-service prior to the rollout so that they can familiarize themselves with its functionality, so that they can assist with addressing any questions or concerns you may have.

**Question:** **Where can I find more information about the ServiceNow project and IT self-service?**

**Answer:** More information about the ServiceNow project and IT self-service is available on [Taskroom](#).

If you have any questions or concerns, you are encouraged to reach out to the Change Leaders/Agents or Super Users for your Ministry or Agency.

## As an approver

**Question:** **If IT self-service is available to everyone, how is the ordering of IT services controlled?**

**Answer:** While anyone can request a service, IT approvers control whether or not a request is approved, with a few exceptions.

Requests that do not require approval include: unlocking or resetting an account, updating the Global Address List, removing hardware and removing a mobile device.

**Question:** **What if I am unavailable to approve an IT request?**

**Answer:** If you are an IT approver and you know you are going to be unavailable to approve IT requests, you can have your approvals sent to another approver.

To change the approver, visit "My Profile" found in the top navigation menu of ServiceNow. Here you can select one or more delegates to approve requests on your behalf. The delegate must already be an approver in ServiceNow.

If the approver you delegate wants to approve a request that was submitted prior to them being set as an approver, they must email the IT Service Desk at [itoservicedesk@gov.sk.ca](mailto:itoservicedesk@gov.sk.ca).

You should also provide the name of your alternate approver to employees for whom you approve IT requests. That way in the event that you are unavailable unexpectedly, the person looking for approval can go to your alternate approver and ask them to contact the IT Service Desk to approve the request.

**Question:** Does the system notify the requester when I reject a request?

**Answer:** Yes. You will be required to fill out the reason for rejecting the request, and an email notification will be sent to the requester indicating their request has been rejected with the reason why.

**Question:** Will I get an email indicating I need to approve a request?

**Answer:** Only those with IT self-service will receive an email indicating their approval is requested. If any of the individuals for the IT request are not on IT self-service, the system will not send an email. In this case, it is the responsibility of the individual requesting service to inform their approver of the request.

**Question:** What if the requester chooses the wrong approver?

**Answer:** As an approver, if you receive a request for someone outside your authority, you should reject the request and indicate this as the reason for the rejection.

**Question:** Can I change my mind after completing an approval?

**Answer:** During the approval process the option to approve or reject a request is given. Once a selection is made, it cannot be changed.

In the event the selection should change but was already made, please contact the IT Service Desk by phone at 306-787-5000.

**Question:** My Ministry/Agency has IT self-service but I continue to receive the old IT service request form spreadsheets through email. Shouldn't all requests now be coming through ServiceNow?

**Answer:** Since IT self-service is being rolled out to ministries/agencies at different times, the old service request form still exists.

Ministries/Agencies with access to IT self-service are encouraged to use the new tool option when interacting with the IT Service Desk.

As an IT approver, if you receive the old service request form from someone with access to IT self-service, we ask that you please encourage them to try using IT self-service.

Your support is greatly appreciated.

## As a Service Level Coordinator

**Question:** Will we be tracking all IT assets through Service Now? Do we need to do a verification/clean up to ensure that the assets assigned to a Ministry reflect actuals?

**Answer:** We currently have desktops, laptops, monitors, docking stations, printers, servers, mobile devices,

and software licenses tracked in ServiceNow.

Users are able to view their assets in ServiceNow under “My Assets” and “My Software Entitlements.” Ministries and Agencies should contact the IT division if inaccuracies are discovered.

## As a Change Leaders/Agents

**Question:** What is a Change Leader?

**Answer:** Change Leaders are the IT division’s single point of contact for ministries or agencies during the rollout of IT self-service. They will assist in distributing communications, educating staff and collecting feedback during the rollout of ServiceNow IT self- service.

**Question:** What is a Change Agent?

**Answer:** Change Agents are individuals identified by a Change Leader who will help distribute communications, educate staff and collect feedback during the rollout of ServiceNow IT self-service.

Change Leaders may choose to identify one or more Change Agents to assist in a smooth transition during the rollout.

**Question:** What is the time commitment of a Change Leader/Agent?

**Answer:** Change Leaders/Agents are asked to review information shared by the IT division. They are also asked to assist during the month of their Ministry or Agency’s rollout to ServiceNow, for a total of two to four hours that month.