Application Change Request Submission Guide

Ministry of Central Services
Information Technology Division

The guide below outlines how to submit an application change request through the ServiceNow tool.

Requirements

When submitting an Application Change Request, do not submit other request items along with it, only the one item is to be in the cart. **Application Change Requests are only required for custom applications supported by ITD.**

Steps

Step One: Navigate to the ServiceNow Tool

Using the Chrome browser, copy and paste the following link to access ServiceNow : https://govskprod.service-now.com. Sign into the tool. If you are using ServiceNow for the first time, consult the Quick Start Guide for assistance.

Step Two: Select the Application Change Request Option

Once you are logged into the tool, select the "Service Catalogue Option" from the grey sidebar on the left side of the screen.
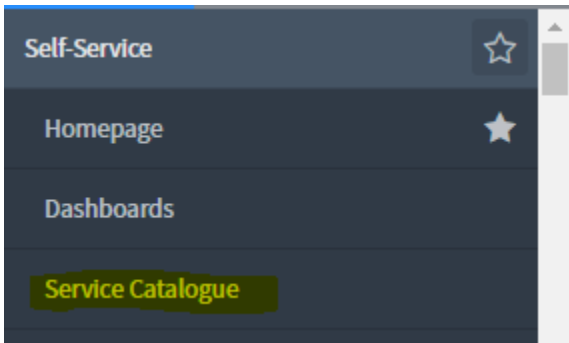
Select the "Business Applications" option.

Business Applications
Add, change or remove access to a business application, such as MIDAS or DocShare, or submit an Application Change Request

From the "Business Applications" menu options, select the "Application Change Request" button.

Business Applications

Add, change or remove access to a business application, such as MIDAS or DocShare, or submit an Application Change Request

Items

Business Application - Add Access
Business Application - Add Access
▶ preview

Business Application - Change Access
Business Application - Change Access
▶ preview

Business Application - Remove Access
Business Application - Remove Access
▶ preview

Application Change Request
Application Change Request
▶ preview

Step Three: Fill out the Form

Input the information into the fields.

✱ Requested by

[🔍]

✱ Which application would you like to request a change for?

[🔍]

✱ Approved by

[🔍]

✱ Change Classification

[-- None --   ▾]

✱ A brief description of what would you like to change

[   ]

✱ Detailed description of the change

[   ]

✱ Please provide reason for change

[   ]

✱ When would you like the change to be implemented by?

[📅]

✱ Urgency

[Low   ▾]

Note: Each application has a designed application co-ordinator approver. If the "approved by" field does not have an application co-ordinator listed, or a change is required to the approvers list, the SLC must submit a service request to make any adjustments.

The application change will not be processed, until the designated approver submits their response. The approver will receive an email requesting their approval/rejection.

Step Four: Check Out

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After filling in all the required information, select the "Order Now" button located in the top right corner.

Order this Item

Order Now

Shopping Cart

Empty

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