

# IT Self-Service Quick Start Guide

The Ministry of Central Services' IT division brings you IT self-service.

IT self-service is a new offering available to Government users. As a user, you can look forward to streamlined IT services, access to information about your IT environment and more!

This quick start guide is here to help you get started.

**Google Chrome:** IT self-service can be accessed at this URL: <https://govskprod.service-now.com/>

For best results, you will need to use Google Chrome to access IT self-service. If Google Chrome is not your default browser, you can copy and paste the URL into Google Chrome.

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.



## Navigation

The header bar has shortcuts to a menu of IT self-services, account settings and help. This header is accessible from any page within the tool. Learn the basics of the navigation to make using the tool's features a breeze.

**Logo:** Return to the main screen of IT self-service.

**User:** Log out of the tool.

**Help:** Access ServiceNow user guides or search ServiceNow documentation.



**Settings:** Customize system settings like the colour theme and calendar type.

# Navigation

The left-hand navigation includes the applications and items you have permission to, and is accessible within the tool from any page. Learn the basics of the left-hand navigation to use the tool to its fullest.

### Applications:

A list of all applications you have permission to use.

### Favourites:

Bookmark pages and data for quick, direct access.

### History:

Lists all pages and data recently accessed and provides quick, direct access.

**Filter navigator:** Search your applications in self-service.

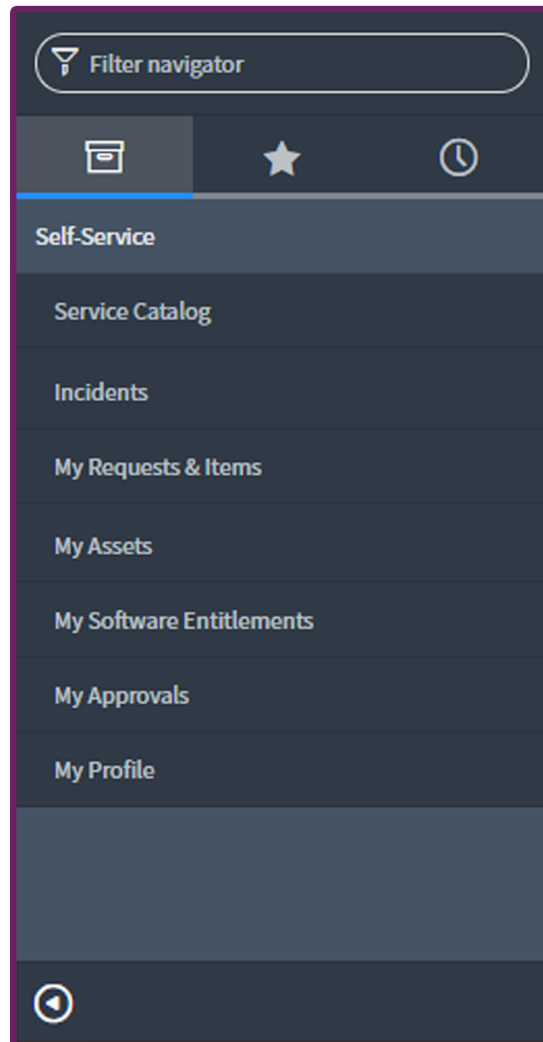
**Self-Service:** Collapse/expand the below menu.

**Incidents:** View your IT incidents.

**My Assets:** Track your IT assets.

**My Approvals:** Manage requests made by users, for valid approvers only.

**Minimize navigator:** Collapse/expand the navigation panel.



**Service Catalogue:** Request any IT service.

**My Requests & Items:** View your IT requests.

**My Software Entitlements:** See your assigned software.

**My Profile:** Assign a delegate to manage your approvals, for valid approvers only.

# Service Catalogue

Request any IT service using the Service Catalogue. Within each category of the catalogue, there are many items to choose from.




**Onboarding Order Guide:** Request all IT items you need when a new employee starts with your Ministry or Agency. Using this guide avoids the need to search through individual catalogue items to find all the items required for an onboard.

**Offboarding Order Guide:** Request all IT items you need addressed when an existing employee leaves your Ministry or Agency. Using this guide avoids the need to search through individual catalogue items to find all the items required for an offboard.

**User Access:** Request changes to user permissions for accounts, distribution lists, folders, and more on Government's network. Requests can be made to set up, modify or remove permissions for yourself, or the person you are requesting on behalf of.

**Hardware:** Request hardware. Order, reassign, remove or change a desktop or laptop computer here. Request additional hardware items including monitors, docking stations and more.

**Software:** Request, transfer or remove software.

 <p><b>Onboarding Order Guide</b> Request the setup of a new user account, with the option to add access to mailboxes, network folders, hardware, software, etc.</p>	 <p><b>Offboarding Order Guide</b> Request the deletion of an existing user account, including all of their network access with the option of hardware pickup</p>
 <p><b>User Access</b> Set up, modify or remove an employee's access to Government user accounts, systems and resources so they have the right level of IT access to do their job. Examples include mailboxes, calendars and network folders.</p>	 <p><b>Mobility</b> Request new, transfer, upgrade or remove a smartphone or tablet device</p>
 <p><b>Hardware</b> Order, reassign, remove or change a desktop or laptop computers and additional hardware items, such as monitors and docking stations</p>	 <p><b>Business Applications</b> Add, change or remove access to a business application, such as MIDAS or DocShare, or submit an Application Change Request</p>
 <p><b>Software</b> Request, transfer or remove software, such as Adobe Dreamweaver or Google Earth Pro.</p>	 <p><b>How can we help you?</b> Request assistance with anything not found in the Service Catalogue.</p>

**Mobility:** Request a new mobile device, transfer one to another user, upgrade to a new model or remove a mobile device.

**Business Applications:** Submit a request to change an application. In addition, you can add, remove or change access to an application.

**How can we help you?:** Use How can we help you? to create a generic request, if you cannot find what you are looking for within any other category. You can also request to have an account unlock or password reset.

# Shopping Cart

While in the Service Catalogue, you can make requests for IT services by filling out the forms and adding items to a shopping cart.

ITD Service Catalogue > How can we help you? > Generic Service Request

Generic Service Request

\* Requested By

Requested For Date

\* Approver

Configuration Item

CI not found?

GoS Tag

\* Describe your request

Additional Information

Order this Item

Order Now

Shopping Cart

Empty

**Order Now:**  
Continue to request services once a form has been filled out.

The "Requested For" field will always appear at the point of checkout on every item. This field should list your name or whoever will receive the service.

Shopping Cart

Continue Shopping

Checkout

Are the contents of your cart correct? Please double check the items and remove and edit where appropriate

Item	Quantity
Delete Edit <a href="#">Generic Service Request - Generic Service Request</a>	1

If this request is for someone other than yourself please provide detailed information in the fields provided below

\* Requested for

Continue Shopping

Checkout

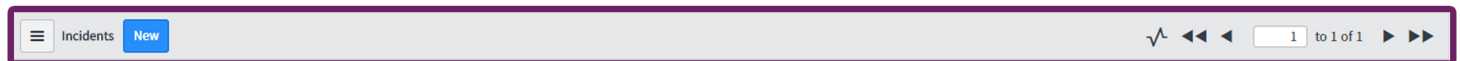
**Continue Shopping:** Add more than one item to one order.

**Checkout:** Proceed with the request of services.

# Incidents

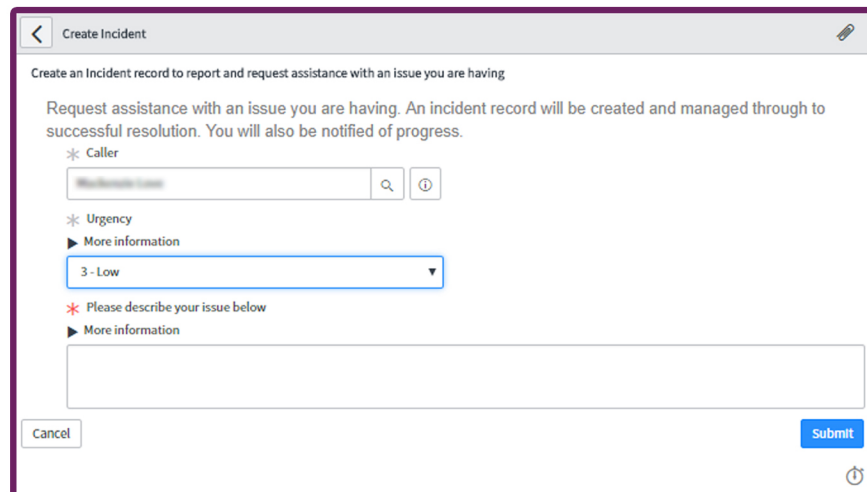
Any time there is an unplanned interruption to an IT service or reduction in the quality of an IT service, an incident is created. An incident is an IT-related issue, question or problem.

**New:** Submit an incident for yourself or on behalf of someone else, using IT self-service.



**Caller:** Your name or the name of the person you are submitting the request on behalf of.

**Urgency:** This is your requested timeframe to look at the incident.  
High: 0 – 8 hours  
Medium: 8 – 24 hours  
Low: over 24 hours



**Create Incident**

Create an Incident record to report and request assistance with an issue you are having

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

\* Caller

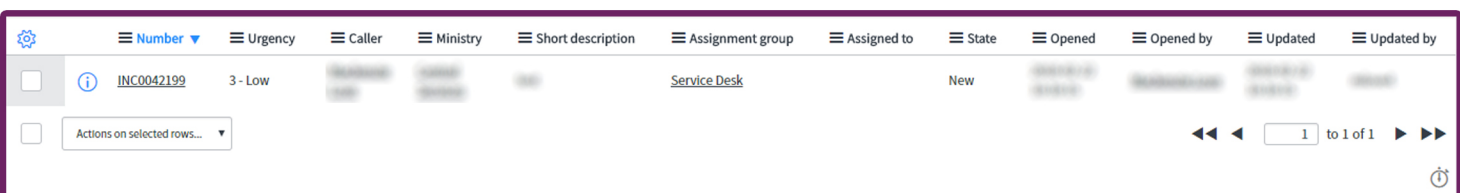
\* Urgency  
More information  
3 - Low

\* Please describe your issue below  
More information

Cancel Submit

**Submit:** Send current incident to the IT Service Desk.

Find information about the incidents you have submitted including the reference number, urgency, caller, description and state. For more information about an incident, you can click the incident or INC number.



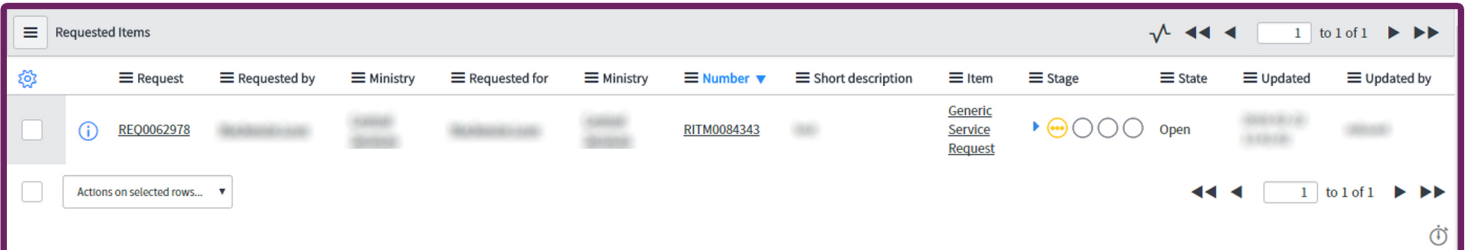
	Number	Urgency	Caller	Ministry	Short description	Assignment group	Assigned to	State	Opened	Opened by	Updated	Updated by
<input type="checkbox"/>	<a href="#">INC0042199</a>	3 - Low				Service Desk		New				

Actions on selected rows... 1 to 1 of 1

## My Requests and Items

Any pending requests in which you are the user listed in the “requested by” or “requested for” fields are recorded in My Requests and Items.

Find information about these requests including the reference number, item, description and fulfillment stage. For more information about a request, you can click the request or REQ number.



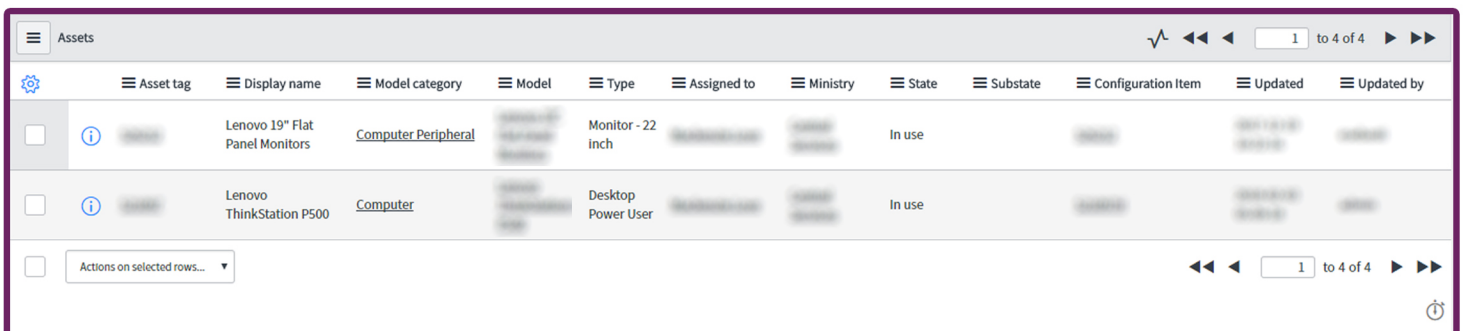
The screenshot shows a table titled "Requested Items" with the following columns: Request, Requested by, Ministry, Requested for, Ministry, Number, Short description, Item, Stage, State, Updated, and Updated by. A single row is visible with the request number REQ0062978 and item RITM0084343. The stage is "Open" and the state is "In use". A link labeled "Generic Service Request" is present in the Item column. The table includes a search bar at the top right showing "1 to 1 of 1" and a dropdown menu at the bottom left for "Actions on selected rows...".

Request	Requested by	Ministry	Requested for	Ministry	Number	Short description	Item	Stage	State	Updated	Updated by
REQ0062978					RITM0084343		Generic Service Request	Open	In use		

## My Assets

Government tracks all its IT assets including computers, mobile devices and computer peripherals. Find out what assets are assigned to you, and ensure the list is accurate.

Access information about the IT assets assigned to you including the asset’s tag number, model and state. For more information about an asset, you can click the tag number.



The screenshot shows a table titled "Assets" with the following columns: Asset tag, Display name, Model category, Model, Type, Assigned to, Ministry, State, Substate, Configuration Item, Updated, and Updated by. Two rows are visible. The first row is for a "Lenovo 19" Flat Panel Monitors" (Computer Peripheral) assigned to "Monitor - 22 inch". The second row is for a "Lenovo ThinkStation P500" (Computer) assigned to "Desktop Power User". Both assets are in the "In use" state. The table includes a search bar at the top right showing "1 to 4 of 4" and a dropdown menu at the bottom left for "Actions on selected rows...".

Asset tag	Display name	Model category	Model	Type	Assigned to	Ministry	State	Substate	Configuration Item	Updated	Updated by
	Lenovo 19" Flat Panel Monitors	Computer Peripheral		Monitor - 22 inch			In use				
	Lenovo ThinkStation P500	Computer		Desktop Power User			In use				

Every ministry is responsible for ensuring the Hardware Asset Management team has an accurate record of their hardware.

Having an accurate IT asset assignment list also assists with software deployments, continued support and refreshing IT assets.

To update your asset assignment, please submit an IT service request with the changes.

## My Software Entitlements

Software licenses can be assigned to a computer or to an individual — it all depends on the type of software.

When software is assigned to your computer, it is found under My Software Entitlements.

Find information about the software assigned to your computer including the computer tag number and the license display name. For more information about the software, you can click the display name.

The screenshot shows a table titled 'Device Entitlements' with a search bar and navigation controls. The table has columns for 'Allocated to', 'Display name', 'Licensed by', 'Assigned to', 'Ministry', 'Updated', and 'Updated by'. There are three rows of data, each with a checkbox and an information icon on the left. At the bottom, there is a dropdown menu for 'Actions on selected rows...' and a refresh icon.

	Allocated to	Display name	Licensed by	Assigned to	Ministry	Updated	Updated by
<input type="checkbox"/>	<a href="#">i</a>						
<input type="checkbox"/>	<a href="#">i</a>						
<input type="checkbox"/>	<a href="#">i</a>						

## My Approvals *(available to approvers only)*

There are assigned approvers for each ministry. These approvers have the authority to approve or reject requests made by ministry users.

When a request is submitted that requires an approval, the approver will receive a notification in their Government email with an option to either approve or reject the request. The request will also appear under “My Approvals” in a “Requested” state. The approver has the option to approve or reject the request from the email or by accessing “My Approvals” using IT self-service.

**State:** See the details of the request.

The screenshot shows a table titled 'Approvals' with a search bar and navigation controls. The table has columns for 'State', 'Approver', 'Member Groups', 'Comments', 'Approval for', 'Updated', and 'Updated by'. There are four rows of data, each with a checkbox and an information icon on the left. The states are 'Rejected', 'Approved', 'Approved', and 'Requested'. At the bottom, there is a dropdown menu for 'Actions on selected rows...' and a refresh icon.

	State	Approver	Member Groups	Comments	Approval for	Updated	Updated by
<input type="checkbox"/>	<a href="#">i</a> <span>Rejected</span>	Approver					
<input type="checkbox"/>	<a href="#">i</a> <span>Approved</span>	Approver					
<input type="checkbox"/>	<a href="#">i</a> <span>Approved</span>	Approver					
<input type="checkbox"/>	<a href="#">i</a> <span>Requested</span>	Approver					

## My Approvals *continued*

Approval - REQ0062978

Approver: [text field] Approval for: [text field]

State: Requested

Summary of Request being approved:

Opened by: [text field]

Requested for: [text field]

Number	Description
[text field]	Generic Service Request

Comments: [text area] Post

Activity

Approver	State	Requested
[text field]	[text field]	[text field]

Update Approve Reject

**Approve:** The state of the request will now be "Approved", and fulfillment will begin.

**Reject:** A brief explanation will be required. The state of the request will now be "Rejected", and the requester will be notified with the rationale.

It is important to note that once a decision is made on a request, it cannot be changed. If you need to change the state of the approval on a request, please contact the IT Service Desk by phone at 306-787-5000 or by email at [itoservicedesk@gov.sk.ca](mailto:itoservicedesk@gov.sk.ca).


## My Profile *(available to approvers only)*


Approvers have the ability to assign delegates. Delegates will get notified and have the ability to approve on behalf of someone else.

Delegates New Go to Starts Search

One or many delegates can be added. Each with a start and end date.

If you need help with any of the information in this document, or if you have any type of IT related questions, please contact the IT Service Desk.

 306-787-5000

 [itoservicedesk@gov.sk.ca](mailto:itoservicedesk@gov.sk.ca)

 Government  
of  
Saskatchewan