

# Information Technology Service Management (ITSM) Project FAQs

Updated 08/22/2019

## What is the ITSM Project?

CCHCS is implementing ServiceNow's Information Technology Service Management software, to replace the current software (FootPrints) used by the Solution Center and Business Operations Section (BOS). Customers will be presented with a new portal interface when submitting a help ticket or request for service.

## Why are we moving to a new ticket system?

The current software FootPrints is end of life. Additionally, ServiceNow has new features FootPrints does not provide.

## Why ServiceNow?

ServiceNow will:

- Provide CCHCS users with an enhanced self-service portal
- Streamline service request and delivery workflows within the organization
- Provide electronic access requests and approvals
- Reduce ticket response time
- Implement innovative dashboards and reporting

## When will the new portal be available?

The following functionality will be available after each release\*

Release 1 (August 26, 2019)	Release 2 & 3 (Fall 2019)	
Configuration Management Database	Change Management	Software & Hardware Asset Management
Incident Management	Problem Management	Knowledge Management
Request Management	Release Management	Dashboards & Reporting
Facilities Management		

*\*Dates subject to change*

## What will change for me?

A new customer service ticketing portal will present users with a catalog of available services and products. The portal will also allow users to submit issues for IT assistance, requests for space management, vehicle reservations, staff off-boarding, reprographics and more.

Supervisors or their delegates must submit **Application Access Requests** from the Service Portal on behalf of their employee.

## How will I access the new portal?

Links to the Service Portal can be found on Lifeline and in the Healthcare Enterprise Shortcuts. If you have saved your own desktop or browser shortcuts, you will need to update these with the new ServiceNow URL. When clicking on an old Footprints shortcut, you will be redirected to a page with the new URL with instructions.

**Will FootPrints be available after ServiceNow is rolled out?**

The current HC Solution Center and BOS Customer Service web links will be updated to direct users to the new ServiceNow portal. FootPrints will be used to resolve/close-out existing issues/tickets initiated prior to the cut over date.

**What will happen to my existing requests in FootPrints?**

If a Solution Center ticket was opened just prior to cut-over, these requests may be duplicated in the new system and you will receive a new email notification.

Tickets in-progress will be tracked in the FootPrints system until resolved.

**Will I still be able to call a Solution Center Agent?**

Yes, the Solution Center agents will be available during the business hours to assist and answer any customer questions.

**What if I am a Footprints Agent?**

If you currently work tickets in Footprints, you will still have access to work and close existing tickets. All new tickets will be made in ServiceNow, so you will need to continue monitoring both systems until all Footprints tickets are resolved. If you have not received instructions on accessing Footprints after cutover, please email the project at [ITSMProject@cdcr.ca.gov](mailto:ITSMProject@cdcr.ca.gov)

**What is the difference between an Issue and a Service Request?**

	Issue	Service Request
Definition	<b>Issues</b> are unplanned interruptions to an IT Service or a reduction in the quality of an IT Service which might affect the user, a group of users or the business itself.	<b>Service Requests</b> are requests raised by the user for information or advice, access or changes to an IT service.
Examples	<ul style="list-style-type: none"><li>• Slow system response</li><li>• Unable to login to EHRS</li><li>• A server is down</li></ul>	<ul style="list-style-type: none"><li>• Need a computer for a new employee</li><li>• Request for a user manual</li><li>• Need access to an application</li><li>• Reset a password</li></ul>

**Will I be able to report an issue using email?**

Yes, you will be able to report an issue by sending an email to solution center email address. A new issue will be opened in ServiceNow and you will receive an email with the issue number.

**Is training available for the new system?**

IT staff at headquarters, IT staff at institutions, and program users who will be a designated fulfiller or approver have received training. User guides are available, which provide instructions on how to submit an issue, service requests, and other basic functionality. Training videos will also be made available in CCHCS's Learning Management System.

**Are there user guides for ServiceNow?**

User guides are available on Lifeline, which provide instructions on how to submit an issue, service requests, and other basic functionality.

**Will I still need to use the CSAR form for Clinical application access requests and approvals?**

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The existing Clinical System Access Request (CSAR) form has been incorporated into ServiceNow as the Application Access Request. The new Service Catalog provides a drop-down list of applications that will allow you to select the particular application(s) which you require access to. Built-in workflows will route the request for electronic approval(s), allowing CCHCS to reduce or eliminate wet signatures for many forms.

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**Who can submit an Application Access Request?**

Supervisors will now complete and submit the Application Access Request on behalf of the employee. Only supervisors and delegates will have access to the form, located in the IT Service Catalog. If you are a supervisor or delegate and do not see the Application Access catalog item, please contact your local IT support team to ensure you have the correct permission.

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**Will access approval for all clinical and non-clinical applications be automated?**

Eventually. Access requests for clinical and non-clinical applications shall be initiated through the Service Catalog. The Service Catalog will continue to expand to include other applications (e.g., SOMS), new Catalog items, and request for services.

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**Will all of my requests be automatically routed for approval?**

Service requests selected from the Service Catalog will automatically route for approval. Requests that are not part of the Service Catalog will follow the current process of manual routing and approval. These will be included in the Service Catalog at a later time.

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**Will I receive status updates for each request?**

In addition to email notification, your personal dashboard will automatically update to reflect the status of your requests and issues. You will be able to track the detailed information including assignment, approximate resolution time and up-to-date status.

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**Will requests for application changes still route to the CAB for approval?**

Once ServiceNow's Change Management module is configured, Change Requests will be routed electronically to the CAB members for review/approval.

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**How do I open an issue or service ticket if I am not at work?**

You can access ServiceNow online from any device.

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**Who should I contact with project questions?**

This is a living document and will be updated as needed.

Send project questions to [ITSMproject@cdcr.ca.gov](mailto:ITSMproject@cdcr.ca.gov)

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