

Service Now-Previous Categories

Business Application Lifecycle Management

Register a Business Application

Initiative

Business analysis and Strategic Planning Service
Change Management
Initiative Intake
Project Management Service

Can we help you?

Generic Service Request
Onboarding

Personal Computing

Desktop Hardware Procurement
Desktop Support
Onboarding
Desktop Support
Onboarding

Communication

Cellular Devices
Electronic Communications Service
Email/Collaboration Tools
OnBoarding
Telephone Services

Security

Access management Service
Database ID
Firewall Request
Mainframe User ID
Maintain Active Directory Groups
NDGOV User ID

Onboarding
PeopleSoft User ID

Departmental Services

Billing Questions & Changes
Division Management (for Department)
IP Addressing
Maintain Charge Codes
Maintain Department /Division Approver List

Government Risk and Compliance

Disaster Recovery Request
Policy Exception
Report Non-Compliance

Remote Access
Remote Access Service
Service Now Access
Access management Service
Database ID
Firewall Request
Mainframe User ID
NDGOV User ID

Infrastructure

Application Server
Certificates

Database Change Request
Database Management
EDMS
File and Printer Sharing
Generation Data Group Management
Job/Batch Scheduling Management
Managed File Transfer
Reverse Proxy
Server Hosting Management
State Forms Management
Managed File Transfer
Reverse Proxy
Application Server

Service Management

Onboarding
PeopleSoft User ID
Service Now Access
Remote Access
Remote Access Service
Generation Data Group Request
Geospatial Request
Job/Batch Scheduling
Network Connectivity
State Forms
Video Codec Registration
Geospatial Request
Generation Data Group Request
Job/Batch Scheduling
State Forms
Network Connectivity
Video Codec Registration

Service Now-New Categories

Can we help you?

Generic Service Request

Administrative &

Billing

Billing Questions & Changes
Division Management (for
Department)
Maintain Charge Codes

Communication Services

Cellular Devices

Email/Collaboration Tools
Telephone Services- Individual
Telephone Services - Call Center, Call
Queue, and Auto Attendant
Video Codec Registration

ID, Accounts and Access

Database ID

File Sharing
Firewall Request

LDAP Group Access
LDAP User ID
Mainframe User ID
Maintain Active Directory Groups
Maintain Department /Division
Approver List (ServiceNow)
NDGOV User ID
Onboarding (New Employee)
PeopleSoft User ID
Printer Sharing
Remote Access
Service Now Access

Cybersecurity and Governance, Risk & Compliance

Report Non-Compliance
Disaster Recovery Request
Policy Exception

Network

Network Connectivity
IP Addressing

Servers, Storage and Data

Application Server
Certificates
Database Change Request
File Sharing
Generation Data Group Request
Geospatial Request

Find or Improve a Technology Solution

Initiative Intake (Something New)
IT Architecture Review Request

Statewide Shared Platforms

State Forms
EDMS (Document Management
Systems)

Job/Batch Scheduling
Managed File Transfer

Printer Sharing
Reverse Proxy

Computer Equipment and Software

Desktop Support - Hardware

Desktop Support - Software