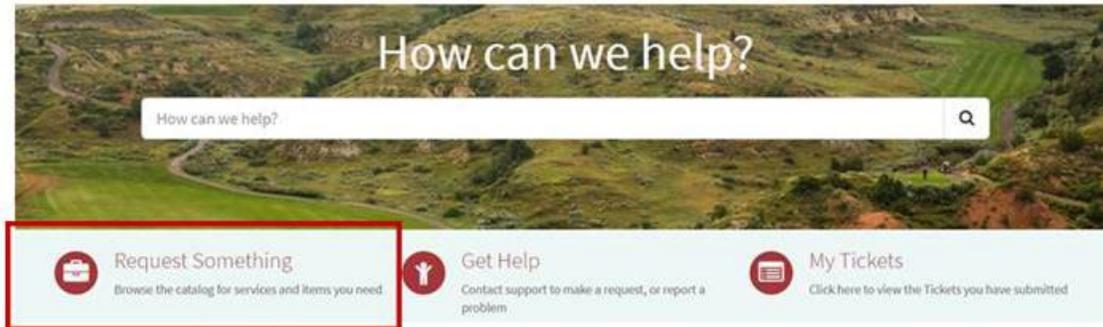


Instructions for submitting "State Forms" requests

All requests for SFN updates, Form Design, Form Reviews, etc. can now be submitted via the Service Now Portal: <https://northdakota.service-now.com/serviceportal>. Please bookmark this link for future reference.

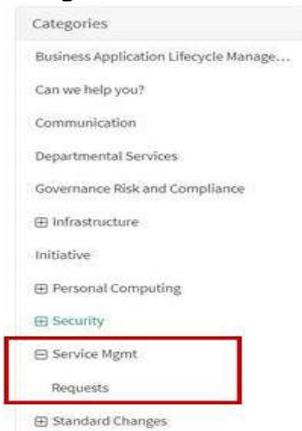
Note: Anyone with an active directory (nd.gov) or K12 login can access this system. If you cannot login, contact the NDIT Service Desk: 328-4470.



- *Request Something:* Submit requests to have NDIT fulfill a need (i.e. create new ndgov account, modify form details in the Records Management System (i.e. request state form numbers (SFNs) to include on agency forms, request that NDIT design/review forms, etc).
- *Get Help (incidents):* Contact NDIT to fix something that's broken or report a problem (i.e. reset a password, can't access a system, etc.)
- *My Tickets:* View details about requests or incidents submitted.

1. Once logged in, click **Request Something** from the main page:

2. Navigate to the Service Management tab, click Requests:



3. Click on State Forms:



4. All State Forms activities can be submitted with one request:

- Submit a request to have NDIT design/update a form
- Submit a form for review and/or assignment of SFN
- Modify State Forms Inventory

- a. Submit a form to have NDIT *design*
- b. Submit a form your agency designed for NDIT to *review* to ensure meets state forms design standards (includes assigning SFNs to new forms)
- c. Modify *details* associated with an *existing* State Form Number (SFN) (includes deleting SFN's, modifying a form title, and transfers to a new division). This is typically part of the annual "forms inventory" process but can be used at any time throughout the year.

5. Once submitted, all requests **must** be approved before proceeding to NDIT Records Management. This is a change from WMS. Hence you may need to follow-up with the "Approving Manager" to ensure your request was approved to ensure we receive it in a timely fashion.

- a. The approving manager is automatically populated based on the "Requested For" field (comes from Peoplesoft):

Requester Information

Requested For: Dawn R. Cote * Requested By: Dawn R. Cote

Requested For Email: Secondary Contact:

Requested For Phone:

RMS Approval information

*RMS Department: Information Technology Department RMS Department Code:

*RMS Division: Records Management RMS Division Code:

Charge Code: Select Approving Manager: Greg A. Hoffman

- b. On Submit, the approving manager will receive an email notification. They can either click on the link in the email or log into the portal to approve the request under "My Approvals" (as pictured below).



Request Something
Browse the catalog for services and items you need



Get Help
Contact support to make a request, or report a problem



My Tickets
Click here to view the Tickets you have submitted

My Open Incidents

Announcements

Upcoming Change Requests

My Approvals

- c. With State Forms requests, there are two approvals: The **Approving Manager**, and the **Forms Coordinator** assigned to the "RMS Department or Division" (as listed under "RMS Approval Information"). Agencies can discuss with the manager whether or not the approving manager can be removed. If yes, click the "x" to remove the manager's name. The request will then ONLY go to the coordinator for approval. Otherwise, both the manager and coordinator will need to approve prior to the request coming to NDIT.

For additional information on this request, or Step-By-Step instructions, see the following "[State Forms](#)" website, or go to ServiceNow and search the Knowledge Base article: [KB0014934](#).