

Submitting a SNOW ticket for penetration testing

Overview

This document provides steps for state agencies in the State of Oklahoma's security infrastructure to submit a ServiceNow (SNOW) request for penetration testing against OMES managed IT infrastructure.

Procedure

Step 1: Log into [OMES ServiceNow portal](https://oklahoma.service-now.com/sp) (<https://oklahoma.service-now.com/sp>).

Step 2: Select **Catalog** at the top of the page (Figure 1).



Figure 1. Service Desk Welcome Page.

Step 3: Select **Risk, Assessment & Compliance** from the catalog filters on the left navigation pane (Figure 2).

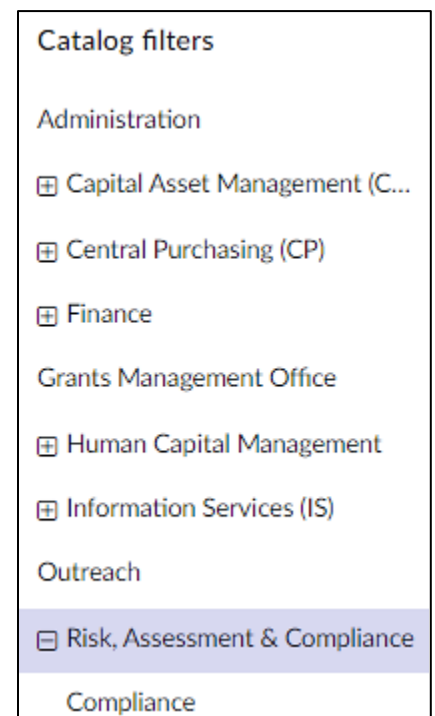


Figure 2. Catalog Filters.

Step 4: The catalog displays the choices for Risk, Assessment & Compliance (Figure 3).

Step 5: Select **Penetration Test Engagement**.

Risk, Assessment & Compliance

<p><u>Annual Risk Assessment Su...</u></p> <p>Request information related to the OMES annual risk assessment survey required by Senate Bill (SB) 584.</p> <p>View Details</p>	<p><u>Audit/Assessment Request</u></p> <p>Request for pre or post audit planning, interviews, control testing/sampling, evidence, remediation of findings, or exceptions.</p> <p>View Details</p>	<p><u>Fixed Rates & Internal Purc...</u></p> <p>Request for information regarding fixed rates or internal purchasing procedures.</p> <p>View Details</p>
<p><u>Penetration Test Engagem...</u></p> <p>Request to coordinate the facilitation of a pen test of our network(s) or application(s) using an approved third-party vendor.</p> <p>View Details</p>	<p><u>Physical Assessment Request</u></p> <p>Request an audit of the OMES Lincoln Data Center or disaster recovery site TX-1 data center.</p> <p>View Details</p>	<p><u>State Records Request</u></p> <p>Request for Open Records, Media Inquiries, Electronically Stored Information, Procurement Records, and Litigation / Subpoena Information.</p> <p>View Details</p>

Figure 3. Select from RAC Catalog.

a. Complete the required fields to submit the ticket (Figure 4).

Penetration Test Engagement

Request to coordinate the facilitation of a pen test of our network(s) or application(s) using an approved third-party vendor.

* Indicates required

* Requested By

* Short Description

* Description

[Add attachments](#)

Submit

Required information

Requested By Short Description

Description

Figure 4. Complete the Request.

- (1) Requested by drop down box – Select the name of the person submitting the request.
- (2) Short Description text field – Enter **Agency name/pen test request**.

(3) Under the Description field include:

- i. The compliance requirement to be satisfied or the reason for the test.
 - ii. The name of the organization conducting the pen test(s).
 - NOTE: OMES does not perform pen testing.
 - iii. A comprehensive scope of the test(s) to be performed.
 - iv. Other relevant information or documentation.
- b. Once all required fields are complete, select **Submit** and a ticket will be automatically generated to the Risk, Assessment & Compliance (RAC) team to facilitate the request.