

Submitting a SNOW ticket for a risk assessment survey

Overview

This document provides steps for state agencies in the State of Oklahoma's security infrastructure to submit a ServiceNow (SNOW) request related to the annual risk assessment.

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).

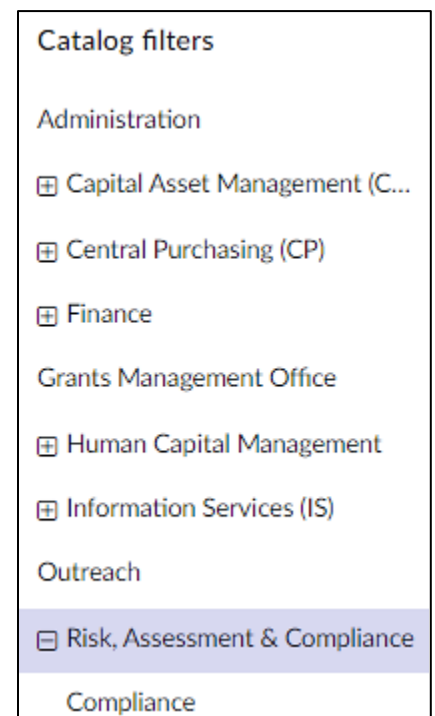


Figure 2. Catalog Filters.

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

Step 5: Select **Annual Risk Assessment Survey** from the catalog.

Risk, Assessment & Compliance

Annual Risk Assessment Su...
Request information related to the OMES annual risk assessment survey required by Senate Bill (SB) 584.
[View Details](#)

Audit/Assessment Request
Request for pre or post audit planning, interviews, control testing/sampling, evidence, remediation of findings, or exceptions.
[View Details](#)

Fixed Rates & Internal Purc...
Request for information regarding fixed rates or internal purchasing procedures.
[View Details](#)

Penetration Test Engagem...
Request to coordinate the facilitation of a pen test of our network(s) or application(s) using an approved third-party vendor.
[View Details](#)

Physical Assessment Request
Request an audit of the OMES Lincoln Data Center or disaster recovery site TX-1 data center.
[View Details](#)

State Records Request
Request for Open Records, Media Inquiries, Electronically Stored Information, Procurement Records, and Litigation / Subpoena Information.
[View Details](#)

Figure 3. Select from RAC Catalog.

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

Annual Risk Assessment Survey
Request information related to the OMES annual risk assessment survey required by Senate Bill (SB) 584.

* 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**.
- (3) Under the Description field include details related to the request, including, but not limited to:
 - i. A copy of your agency's submission from the current or prior year, including responses.
 - Specify the year for which you are requesting the submission.
 - Note: OMES will not provide survey results from other agencies.

- i. Current or prior year final risk assessment score.
 - ii. Update risk assessment point of contact or delegate. Include full name, email address and title.
- (4) Add Attachments paperclip icon.
 - i. Attach a copy of the questionnaire, if applicable.
 - ii. Include any other relevant information or documentation.
- (5) 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.