# Submitting a SNOW ticket for a physical assessment

## Overview

This document provides steps for state agencies in the State of Oklahoma's security infrastructure to submit a Physical Assessment ServiceNow (SNOW) request to visit a data center for audit/assessment purposes.

## Procedure

**Step 1:** Log into OMES ServiceNow portal (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.

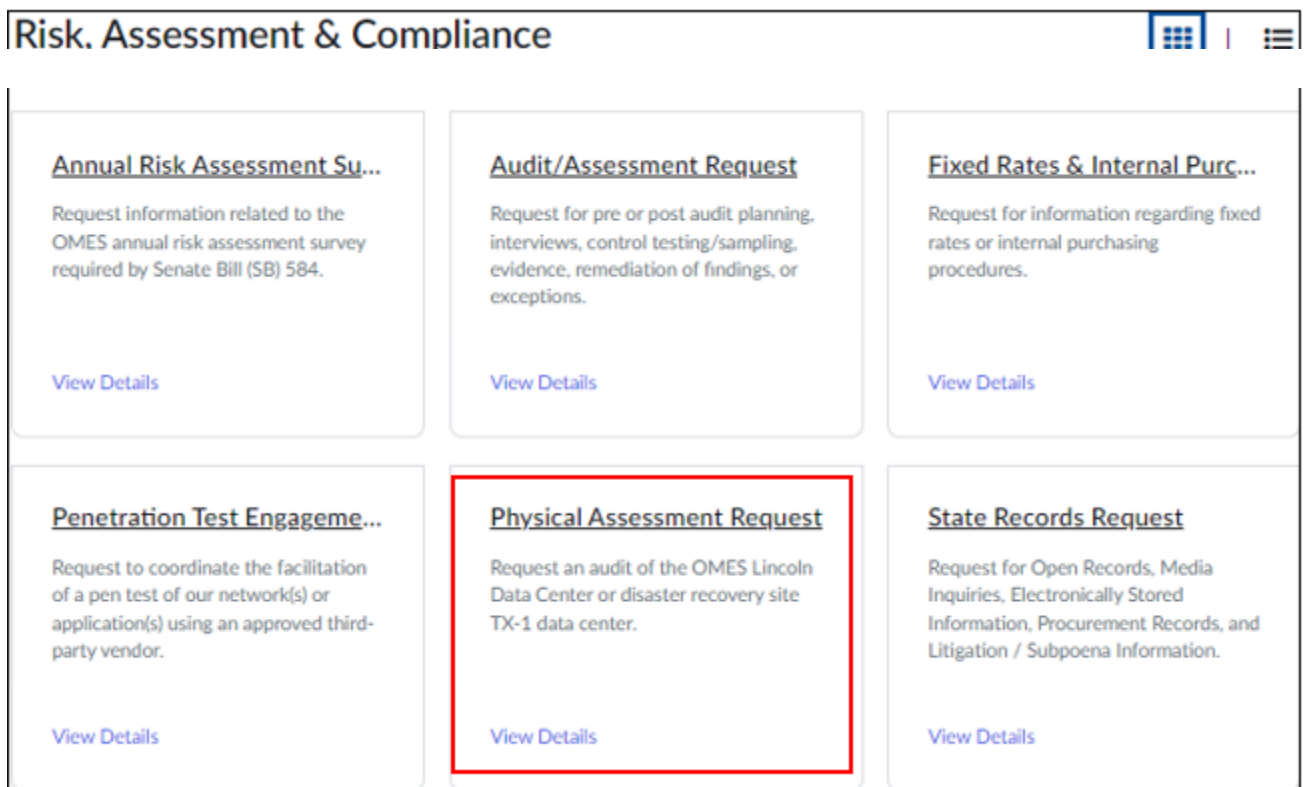**Step 5**: Select **Physical Assessment Request** from the catalog (Figure 3).



*Figure 3. Select from RAC Catalog.*

A.  Complete the Physical Assessment Request required fields to submit the ticket (Figure 4).

*Figure 4. Complete the Request.*

    i.   Requested by drop down box – Select the name of the person submitting the request.

    ii.  Short Description text field – Enter Agency name/Request to Visit a Data Center.

    iii.  Under the Description field include:

        a.   The compliance requirement to be satisfied or the reason for the visit.

        b.   Paperclip icon Add Attachments – Attach a copy of the questionnaire, if applicable.

        c.   Include any 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.