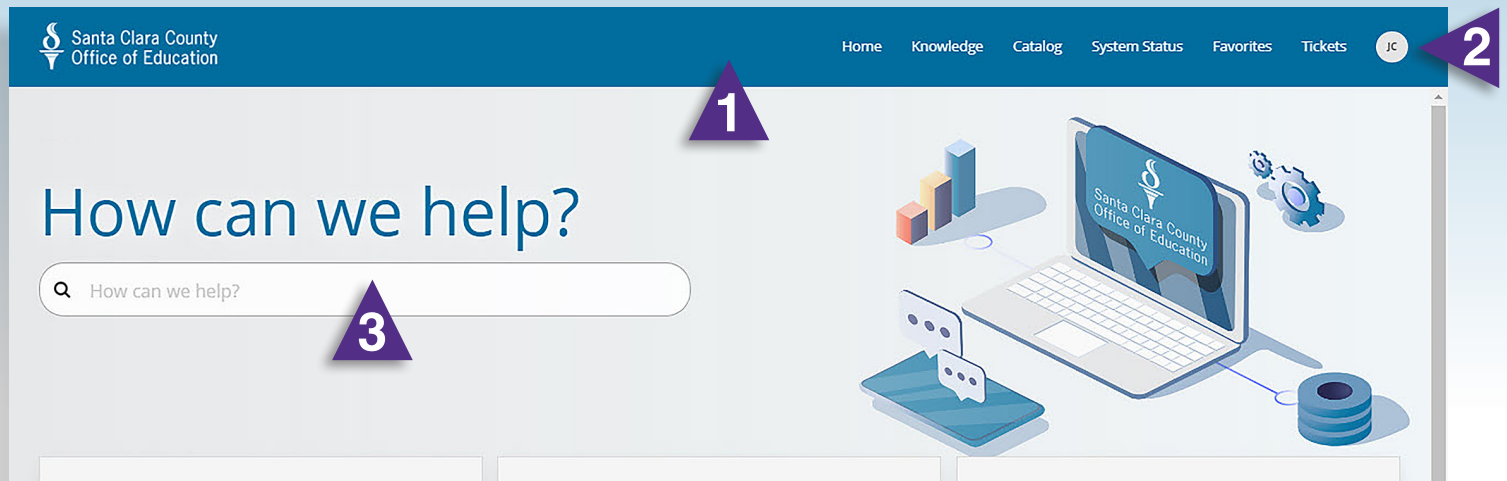


Technology & Data Services SCCOE Premier Service Portal



As a premier information technology service organization, we introduce this SCCOE Service Portal, powered by ServiceNow. It will be the Technology & Data Services Division's single online platform for automating technology-related business and support processes.

Access the portal at <https://sccoe.service-now.com/sp>



This new platform allows you to communicate your needs directly through the Service Portal for better and faster support. It enhances user experience in the following ways:

1 BLUE BAR AT TOP OF SERVICE PORTAL FEATURES

Home takes you to the Service Portal homepage (as does clicking the SCCOE logo).

Knowledge is where you can view the most recent and featured articles or search for the ones you need to access right now.

Catalog currently includes:

- Submit a Generic Request for something that covers other requests not listed in the catalog
- Employee Equipment Request for standard equipment
- Firewall Service for URL filtering changes, security policy updates, VPN setups, etc.
- Email Services to request an email item you do not already have

- Assign a distance learning device to a student such as a Chromebook, iPad, or wireless hotspot
- Return (check-in) student devices into inventory to allow use by other students

As the catalog evolves, it will become the central area where SCCOE employees or district external customers can request IT services. Updates and additions to the catalog will occur as they are rolled out.

System Status allows you to view current and past major system outages. You can also see a list of current and planned maintenance.

Favorites is where you can bookmark your favorite knowledge articles or IT catalog items for future quick reference.

Tickets shows your open requests as well as a history of closed requests.

2 The **User Profile** icon lets you view your ServiceNow User Profile and sign out – be sure to close the browser when you do!

3 Use the **How can we help?** feature to search for information, locate and share knowledge, and submit service requests.

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4

REQUEST SOMETHING

Browse the catalog for any services you may need

5

GET HELP

Contact support to get help or report a problem

6

KNOWLEDGE BASE

Browse and search for articles, rate or submit feedback

7

CURRENT STATUS

Lasercfiche - Outage
started 2020-10-26 11:03:04

I'm affected too

8

PLANNED MAINTENANCE

AERIES
Maintenance Planned from 2020-10-26
11:37:46 to 2020-10-31 11:06:55

ANNOUNCEMENTS

9

AccessPoint End-of-Life Notification

On Thursday, November 12, 2020, the Technology & Data Services Division will activate ServiceNow, a new online technology support system that will replace AccessPoint. Both AccessPoint and ServiceNow will run in tandem through Monday, November 30, 2020. The changeover will take place on Tuesday, December 1, 2020, when the ability to submit tickets through AccessPoint will be deactivated and all support tickets and service requests must be submitted through the ServiceNow Service Portal. After December, the deactivated AccessPoint will be available for reference only.

10

MY TICKETS

Employee Equipment Request RITM0010392	2d ago
Virtual machine is frozen. INCC0010421 2 - Medium	2d ago
Request Something RITM0010391	2d ago



Santa Clara County
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Technology and Data Services Division
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4 REQUEST SOMETHING here to initiate a service action for something new that enables you to do your job better. For example, a new device, new software, additional hardware peripherals, or a technology quote. You can also request access to training or make general inquiries through the Service Portal. This improved service means that emailing the Help Desk directly is eliminated.

5 GET HELP When something isn't working for you, let us know ASAP through the Service Portal so that we may diagnose the problem and restore service as quickly as possible. Click Get Help to report an incident requiring IT support to fix a malfunction of software or hardware such as an unplanned interruption or reduction in quality of any IT service. Again, this improved method means emailing the Help Desk directly is no longer necessary.

6 KNOWLEDGE BASE is where you can search for articles that explain how to perform tasks like changing your passwords or setting up your email on your phone without waiting for a reply from the Help Desk.

7 CURRENT STATUS lets you Check for any current system outages or IT service disruptions

8 PLANNED MAINTENANCE lets you know scheduled outages in advance so you can plan your work accordingly.

9 ANNOUNCEMENTS include general IT project updates, reminders for work-related IT information, or security changes that might affect your work.

10 MY TICKETS provides full transparency. You can view the step-by-step progress to resolution of your support/ service requests.

We hope that our new SCCOE Premier Service Portal will enhance your user experience with timely support and full progress transparency for your requests. Using the Service Portal also allows us to gather data to better plan and allocate our IT resources to benefit you! We are committed to continuous improvement. When tickets are closed, feedback features will appear for your response. We welcome your feedback.