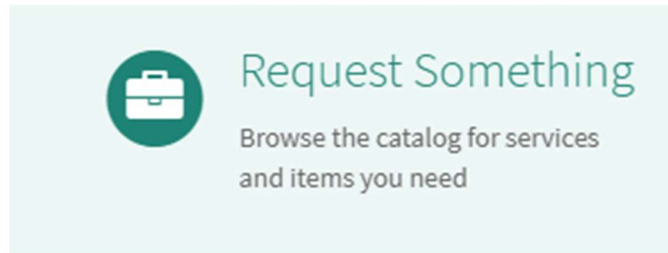


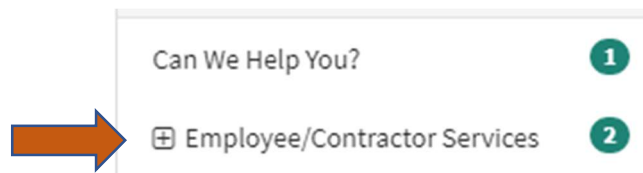


## DeIDOT Procedures for entering a New Hire within ServiceNow for IT Products and Services within the DTI Customer Request Portal.

1. Log into ServiceNow
2. On the DTI Customer Request Portal, please select “Request Something”.

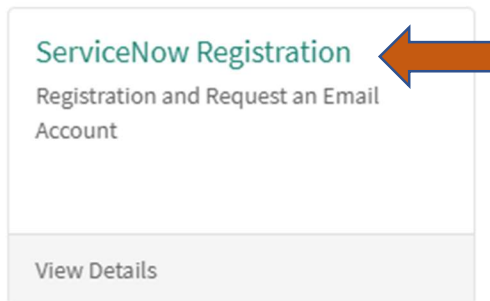


3. On the left-hand side, Choose “Employee/Contractor Services”

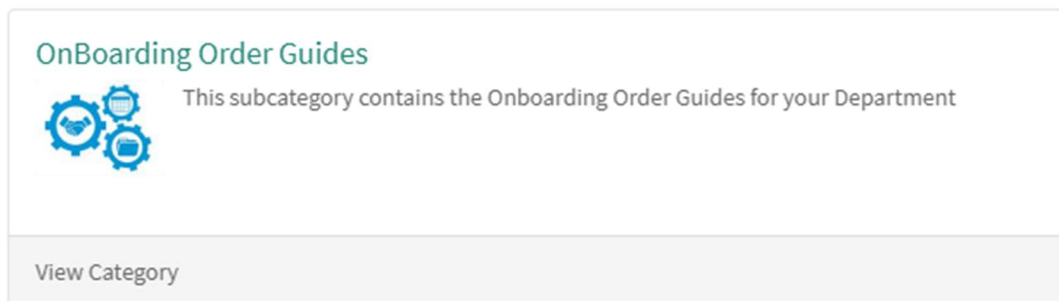


4. Your screen should now look like this and please select “ServiceNow Registration”.

### Employee/Contractor Services



### Subcategories





5. Complete the following fields with asterisk, the middle name, and alternate name, if known:

## ServiceNow Registration


Registration and Request an Email Account

<b>* Type</b>	Employee Number
<input type="text" value="FTE/CS"/>	<input type="text"/>
<b>* Start Date</b>	
<input type="text" value="08/21/2020"/>	
<b>* Manager</b>	
<input type="text"/>	
<b>User &amp; Organization Information</b>	
<b>* First Name</b>	<b>* Job Title</b>
<input type="text"/>	<input type="text"/>
Middle Name	<b>* Department</b>
<input type="text"/>	<input type="text"/>
<b>* Last Name</b>	
<input type="text"/>	
Suffix	
<input type="text"/>	
Alternate Name	
<input type="text"/>	
<b>Contact Information</b>	
Business Phone	After Hours #
<input type="text"/>	<input type="text"/>



6. Once the data fields have been completed, please hit the “Submit” button at the top right of the screen.

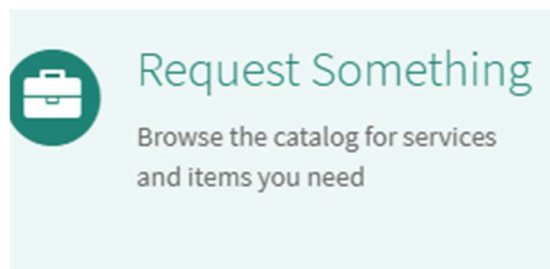
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A dark teal rectangular button with the word "Submit" in white text centered on it.

7. Once the Submit button has been clicked, two emails are sent. The **first** one is sent to the **EDL** team to establish the employee’s email address within active directory. The **second** one is sent to the **Manager** that was selected with the input form.

When you have received your email from the ServiceNow application that a new user has been registered, it is now time for you to Onboard your employee for IT products and services. (There is a delay to ensure that new user has been sent to the EDL team to set up their email within active directory).

8. Log into ServiceNow, if you are not already.
9. Go to the “ServiceNow Customer Request Portal” (ServiceNow Portal) – this should happen automatically and select “Request Something”





10. Please select “Employee/Contractor Services” and then select “OnBoarding Order Guides”

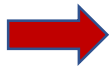
The screenshot shows the ServiceNow navigation interface. On the left is a menu with the following items and counts: 'Can We Help You?' (1), 'Employee/Contractor Services' (2), 'OnBoarding Order Guides' (1), 'Hardware & Software' (1), 'IT Access' (3), and 'IT Services' (9). A red arrow points to 'Employee/Contractor Services'. The main content area is titled 'Employee/Contractor Services' and contains a 'ServiceNow Registration' section with the text 'Registration and Request an Email Account' and a 'View Details' button. Below this is a 'Subcategories' section with 'OnBoarding Order Guides' highlighted by a red arrow. The 'OnBoarding Order Guides' subcategory includes a gear icon and the text 'This subcategory contains the Onboarding Order Guides for your Department' and a 'View Category' button.

11. Choose the IT Onboarding for Department of Transportation:

The screenshot shows the 'OnBoarding Order Guides' subcategory page. It features the title 'OnBoarding Order Guides' and the text 'This subcategory contains the Onboarding Order Guides for your Department'. Below this is a list of items, with 'IT Onboarding for Department...' highlighted by a red arrow. The item text is 'IT Onboarding for Department of Transportation' and it has a 'View Details' button at the bottom.



12. Once you have selected your Order Guide, you can complete the input form according to the needs of the new employee:



IT Onboarding for Department of Transportation  
IT Onboarding for Department of Transportation

Describe Needs Choose Options Summary

This form will initiate the on-boarding process for a new/transfer employee. As the requestor, you will need to provide additional information in order to provision the access, software, or other services the new hire will require. To ensure timely completion, please submit this form at least 7 business days prior to the expected start date of the new hire.

Please provide answers for the required fields below. Once completed, click the 'Submit' button at the right of the form.

General Information  
Model Access After  
LaTonya Gilliam

Employee Work Location  
Location  
DelDOT Administration Bldg

Application Access

Options

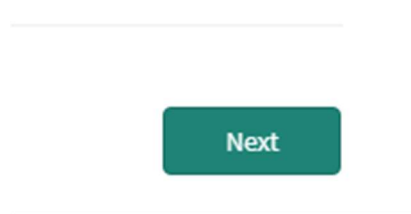
- CADWILL TransferMaster for DTC
- Computer Aided Design Drafting (CADD)
- DocStar for DTC
- DMV
- FACTS
- Final Inspection Report (FIR)
- GFI Farebox
- Geographic Information System (GIS)
- Leave Balances
- Leave Balances w/Timekeeper
- Onbase for DMV
- Onbase for DOT

Options

- Primavera P6
- MS for DOT Employee
- MS for DOT Employee with Charge Labor
- MS for DTT Employee
- MS for DTT Employee with Charge Labor
- Maximo for DOT Employee
- Maximo for DTC Employee
- Project Payment Tracking (PPT)
- Paving and Suburban Streets (PSS)
- Real Estate Management (REM)
- Trapeze
- Transport

Next

13. Once you have completed the input form, please select “Next” on the lower-right side of the screen:





14. When you click “Next”, the application will present a summary page for you to review your selections. You can individually change any item that needs to be modeled after a different employee for the new employee by clicking on “Options”. (Please note: if you selected an item that was not necessary, use the “toggle switch” next to the down-arrow on the item you no longer require. It will shade out and will no longer be part of the order.)

IT Onboarding for Department of Transportation  
IT Onboarding for Department of Transportation

Describe Needs Choose Options Summary

Included Items: Mandatory Fields

Item	Description	Options	Toggle
Trapeze	Access to Trapeze application	Options	<input checked="" type="checkbox"/>
FACTS	Access to FACTS application	Options	<input checked="" type="checkbox"/>
DocStar for DTC	Access to DocStar application	Options	<input checked="" type="checkbox"/>
Leave Balances	Access to Leave Balances application	Options	<input checked="" type="checkbox"/>
Primavera P6	Access to Primavera P6	Options	<input checked="" type="checkbox"/>

Previous Next

15. The application will present the current “model access after”. Click the “down-arrow” and select a new user to model after, if necessary.

Included Items:

Trapeze Access to Trapeze application

Application Access

Access Type

New User  Modify Existing Access  Remove Access

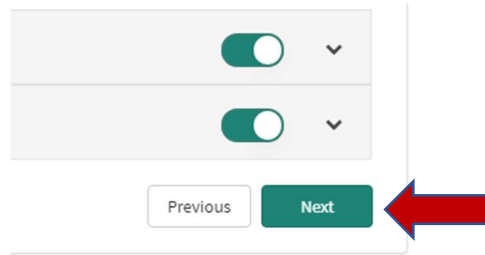
Describe Access Requirements

Model Access After

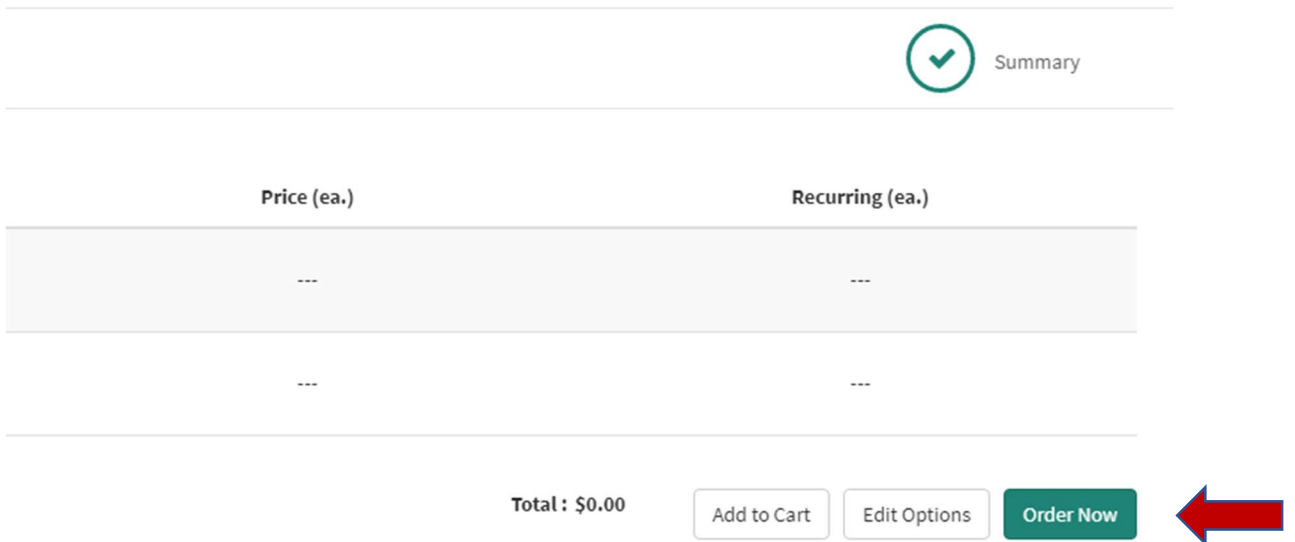
LaTonya Gilliam



16. Once done, click on “Next” to go to the next screen.



17. Once “Next” is selected, a final summary page is presented to ensure you have what you need. Please review the page one final time. If all is good, please click “Order Now”.





18. Once “Order Now” has been selected, a window will appear with “Order Confirmation” as the label heading. (This is like an “Amazon” experience when you purchase products where they ask where you wish for it to be delivered at the **end** of the order process.)

Order Confirmation ×

Request for ⓘ

Teresa Crowe

⊕ Delivery Information (Optional)

⊕ Special instructions (Optional)

Add attachments

Cancel **Checkout**

Please change the “Request For” to the new employee and add any “delivery information” or “special instructions” that are deemed appropriate. Click “Checkout” when fully completed.





19. When the “Checkout” button has been selected, the application presents the following screen. This screen shows you what status all the tasks are currently in. As the tasks are processed, the sections will be updated.

The screenshot displays a ServiceNow Request page for request ID REQ0503826. The page is titled "Request" and includes a search bar. The main content area shows a workflow diagram with three steps: "Start", "LG", and "LG". The first "LG" step is associated with a comment from LaTonya Gilliam stating "Request automatically approved for total price <= \$1000". The second "LG" step is associated with a comment stating "REQ0503826 Created".

The right-hand side of the page displays a list of "Requested Items":

- Access to Trapeze application** (RITM0515263)
  - Waiting for Approval (Approved)
  - DOT User Task - Setup User Account for Trapeze (In progress)
  - Completed (Pending - has not started)
- Access to FACTS application** (RITM0515264)
  - Waiting for Approval (Approved)
  - DOT User Task - Create User ID for FACTS (In progress)
  - DOT User Task - Add user access for FACTS (Pending - has not started)
  - Completed (Pending - has not started)
- Access to Primavera P6** (RITM0515266)
  - Waiting for Approval (Approved)
  - DOT User Task - Monitor for completion by Functional Admin (Primavera) (In progress)
  - Completed (Pending - has not started)
- Access to DocStar application** (RITM0515265)
  - Waiting for Approval (Approved)

20. You have now completed the Onboarding for a new employee.