

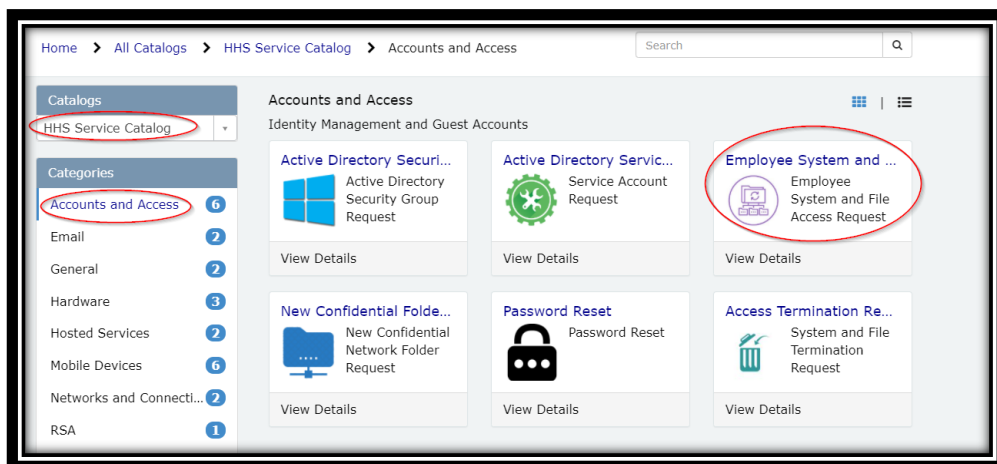
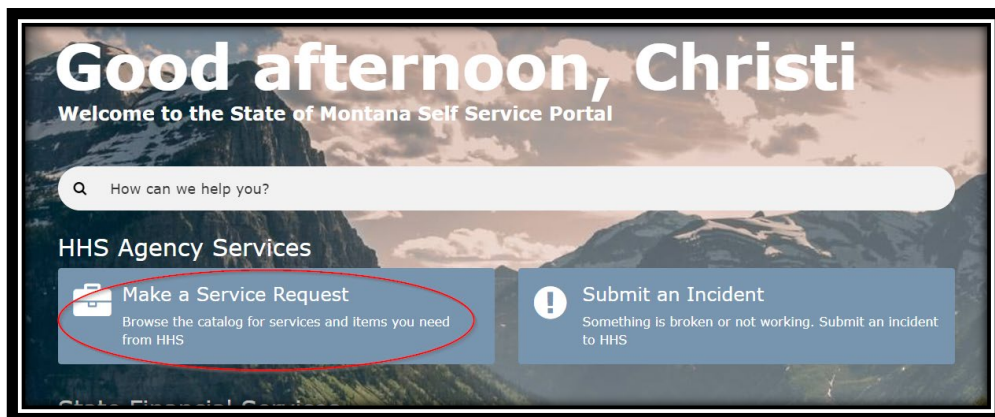
Employee System and File Access Request and Deletion ServiceNow Forms

The OM-300A System/File Access Request and OM-300C Access Delete Request Forms for **DPHHS Employees** are being retired.

All Non-DPHHS Employees (Contractors, Temps, Experience Works, Etc.) will continue to use the OM-300B System/File Access Request form for all Network and System access needed. This is to capture the acknowledgement of the Confidentiality/Consent statements. The OM-300C Access Delete Request form is still available for Non-DPHHS employees to use.

During the onboarding process, **new** DPHHS Employees will be automatically set up with access to their Division Shared Drive and SharePoint site; ISERV for Time Sheets (if applicable); New Employee Orientation; and an email account will be enabled. The positions that have not required computer access in the past, will be set up with access to MINE only. HHS Network Security will send the supervisor an email notification when access has been established for their new employee.

After a DPHHS Employee has been set up with the initial access noted above, any additional application or network access required during their employment can be requested via the DPHHS IT Self-Service Portal. Just use the IT Help Desk Button on your desktop or go directly to <https://montana.servicenowservices.com/sp> and select the Employee System and File Access Request form under the Accounts and Access Category in the Service Request offering. All requests should be submitted by the employee's supervisor (or representative) and will be sent directly to HHS Network Security to be processed.



Employee System and File Access Request and Deletion ServiceNow Forms

- **Important!** If an access request is submitted by someone other than the supervisor, an email notification will be sent to the employee's supervisor requesting approval. All System and Network requests require Supervisor approval.
- Once your request is submitted you will be able to monitor its progress by going to your open requests view on the DPHHS IT Self-Service Portal home page. Just use the IT Help Desk Button on your desktop or go directly to <https://montana.servicenowservices.com/sp>.

Good afternoon, Christi
Welcome to the State of Montana Self Service Portal

Q How can we help you?

HHS Agency Services

- Make a Service Request**
Browse the catalog for services and items you need from HHS
- Submit an Incident**
Something is broken or not working. Submit an incident to HHS

State Financial Services

- Accounting Requests**
Accounting forms and questions related to SABHRS Financials, GASB, and MOM Policies
- Accounting Issues**
Submit an incident to Statewide Accounting for something not working with SABHRS Financials
- Procurement and eMACS Requests**
Procurement and eMACS Support, forms, requests, questions, and MOM Policies
- Procurement and eMACS Issues**
Submit an incident to State Procurement for eMACS and other procurement issues

SITS Outages/News

The next SITS Maintenance Weekend will be October 23-24, 2021
2mo ago

Security Alerts

- A Vulnerability in Confluence Server and Data Center Could Allow for Arbitrary Code Execution
3mo ago
- Multiple Vulnerabilities in Google Chrome Could Allow for Arbitrary Code Execution
4mo ago
- Multiple Vulnerabilities in Google Android OS Could Allow for Remote Code Execution
4mo ago
- Critical Patches Issued for Microsoft Products, July 13, 2021
5mo ago
- A Vulnerability in Schneider Electric Modicon PLCs Could Allow for Remote Code Execution
5mo ago

Top Rated Articles

- Natural Disaster Property Tax Reduction
★★★★★
- Purpose of the Independent Contractor Central Unit
★★★★★
- Property Assessment Division Field Office Locations
★★★★★
- Where should a Non-entitlement Unit (NEU) of Local Government deposit ARPA funds?
★★★★★
- Water & Sewer Grant - Authorized Signatures
★★★★★

Requested Items

- Access Termination Request for CS3003 Jarrod Lindseth RITM0097062 • about a month ago
- Access Termination Request for CS3003 Jarrod Lindseth RITM0097063 • about a month ago
- Access Termination Request for CS3003 Jarrod Lindseth RITM0097075 • about a month ago
- Additional Access Request for CS1018 Sheldon Kaldor RITM0097091 • about a month ago
- Delete All for CS7415 James Haun RITM0097595 • 14d ago

First 5 of 8 View all

My Open Incidents

- Update AD doatSDO365Licensing attribute for Shawn Whyte INC0320261 • 10d ago
- NEW CONTINGENT WORKER MIDIS CS0999 Jan Dunlap INC0318657 • 2mo ago
- NEW CONTINGENT WORKER MIDIS CS0998 Lauren Anderson INC0318643 • 2mo ago
- Please remove GSD staff from HHS

- After HHS Network Security grants the access, the Data Owner will be notified (and/or the Supervisor) and User depending on the request.
- If you have any questions, please do not hesitate to contact the Technology Services Center Help Desk at (406) 444-9500 or send us an e-mail at dphhstech@mt.gov.

Employee System and File Access Request and Deletion ServiceNow Forms

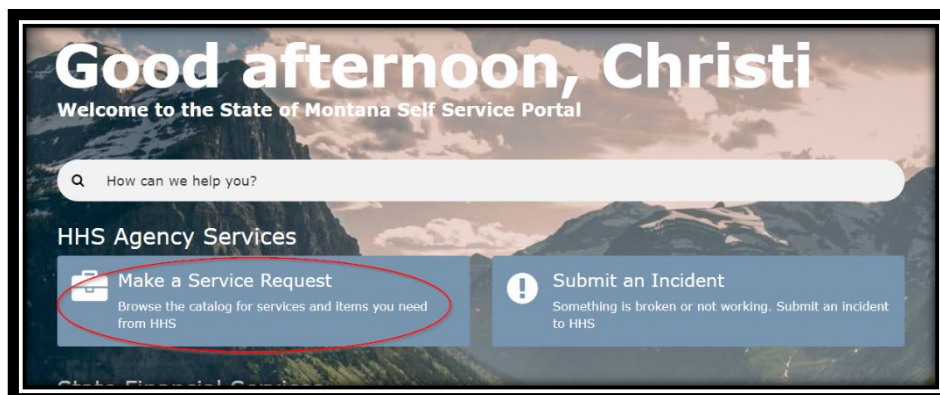
New process for New Employee Network and Application access at a glance:

1. DPHHS HR initiates the onboarding process in SOMRS and SABHRS.
2. Once they complete this process, a Login ID is automatically assigned, and a Network Account is created for the New Employee.
3. State SABHRS HR is notified and enters the New Employee into SABHRS assigning them the basic self-service roles.
4. HHS Network Security is notified as well. Employee positions that require computer access will be automatically set up with access to their Division Shared Drive and SharePoint site; ISERV for Time Sheets (if applicable); New Employee Orientation; and an email account will be enabled.
5. HHS Network Security will send the supervisor an email notification with their new employee's Login ID when access has been established.
6. The employee can now contact Tech Services at 444-9500 to set up the RSA Multi Factor Authentication and get their initial password.
7. If needed, Supervisors can request additional network and / or application access through the DPHHS IT Self-Service Portal on ServiceNow. The paper OM-300A form is no longer needed for access requests for DPHHS Employees.

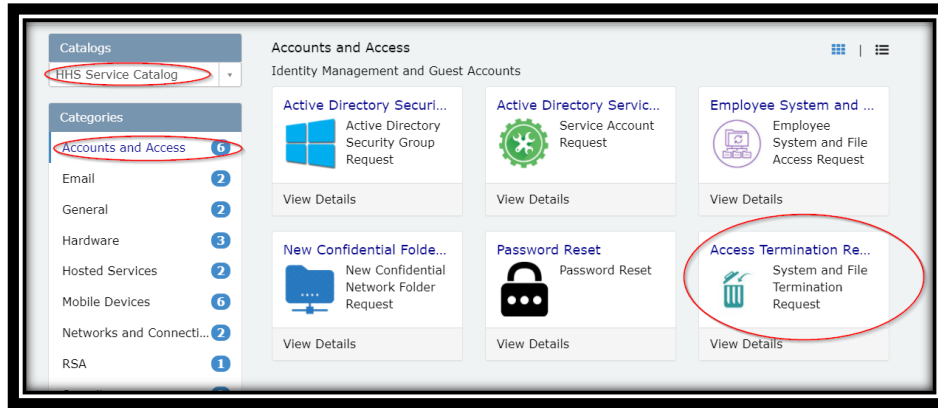
To Delete Access

For employee terminations, please work with your Human Resources Generalist. During the offboarding process, HHS Network Security will be notified and terminate network and application access. Access to the employee's email and files will be made available to the supervisor at that time. Please watch your email for messages from HHSNetworkSecurity@mt.gov and SITSD-Automation@mt.gov with instructions on how to access the email and files. The OM-300C Access Delete form or any other type of Delete request is no longer needed for terminating employees.

For any specific System or Network access to be deleted, a request can now be submitted via the DPHHS IT Self-Service Portal. Just use the Help Button on your desktop or go directly to <https://montana.servicenowservices.com/sp> and select the Access Termination Request form under the Accounts and Access Category in the Service Request offering. All access termination requests should be submitted by the employee's supervisor (or representative) or application data owner and will be sent directly to HHS Network Security to be processed.



Employee System and File Access Request and Deletion ServiceNow Forms



If at any point in this process you have any questions, please do not hesitate to contact the Technology Services Center Help Desk at (406) 444-9500 or send us an e-mail at dphstech@mt.gov.