**Instructions for submitting "State Forms" requests**

All requests for SFN updates, Form Design, Form Reviews, etc. can now be submitted via the Service Now Portal: https://northdakota.service-now.com/serviceportal. Please bookmark this link for future reference.

Note: Anyone with an active directory (nd.gov) or K12 login can access this system. If you cannot login, contact the NDIT Service Desk: 328-4470.
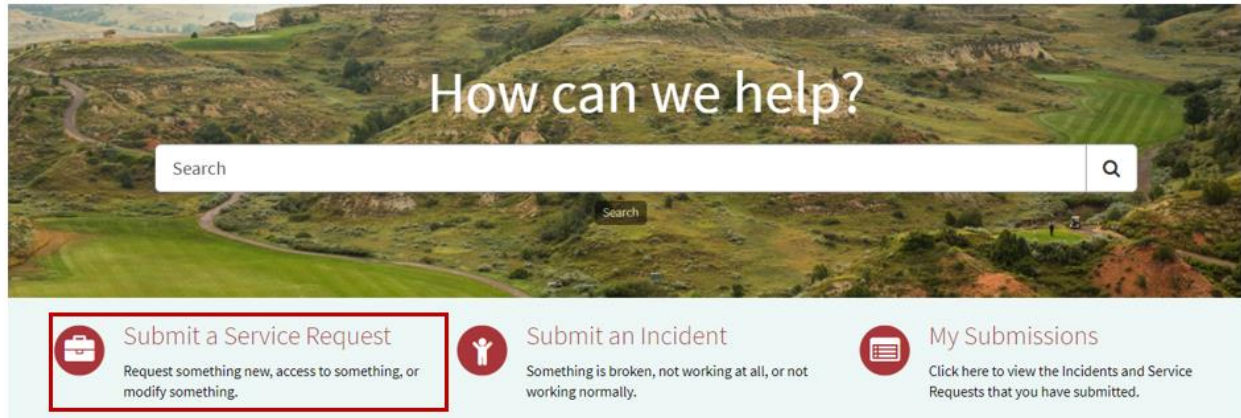
- *Submit a Service Request:* Submit requests to have NDIT fulfill a need (i.e. create new ndgov account, modify form details in the Records Management System (i.e. request state form numbers (SFNs) to include on agency forms, request that NDIT design/review forms, etc.)
- *Submit an Incident*: Contact NDIT to fix something that's broken or report a problem (i.e. reset a password, can't access a system, etc.)
- *My Submissions*: View details about requests or incidents submitted.

1. Once logged in, click **Submit a Service Request** from the main page:

2. Navigate to the Service Management tab, click **Statewide Shared Platforms**:
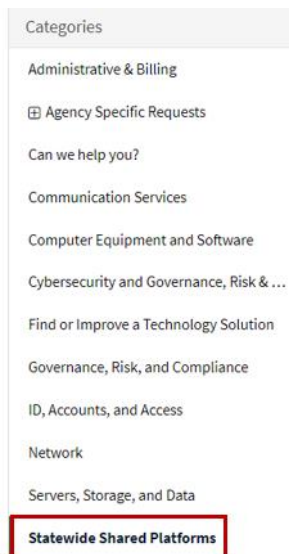
3. Click on **State Forms**:

4. All State Forms activities can be submitted with one request ("State Form Needs" drop-down):

> Submit a request to have NDIT design/update a form
>
> Submit a form for review and/or assignment of SFN
>
> Modify State Forms Inventory

   a. Submit a form to have NDIT *design* either a fillable pdf using AEM Designer or online version using JotForm
   b. Submit an agency-designed form for NDIT to *review* to ensure meets state forms design standards (includes assigning new SFNs)
   c. Modify *details in RMS (Records Management System)* associated with an *existing* State Form Number (SFN) assigned to agency forms. Request includes deleting SFN's, modifying a form title, and transfers to a new division. This is typically part of the annual "forms inventory" process but can be submitted at any time throughout the year.

5. Once submitted, all requests must be **approved** before advancing to NDIT Records Management.
   a. The "Approving Manager" field is automatically populated based on the "Requested For" field (comes from Peoplesoft):
   b. The approving manager field is not required for State Form requests. Click the X to remove the manager's name (if agency approves). The Forms Coordinator assigned to the RMS Department/RMS Division can then approve the request. If coordinator submits and that person is an approver, the request is automatically advanced. If multiple coordinators are approvers, only one person needs to approve.

    c. On Submit, the approving manager will receive an email notification. They can either click on the link in the email or log into the portal to approve the request under "My Approvals" (as pictured below).

6. To check the status of a request, add comments or an attachment after submittal, you can go to "My Submissions" on the main page of the portal.

For additional information on this request, or Step-By-Step instructions, see the following "State Forms" website, or go to ServiceNow and search the Knowledge Base article: KB0014934.

For general information on forms, see the NDIT Records Management's website, contact your agency's Forms Coordinator, or the NDIT Records Analyst assigned to your agency.