

SDDC PP Advisory # 16-0099

Date: 06 May 2016

From: HQ Scott AFB, IL

To: Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), and Personal Property Transportation Service Providers (TSP)

Subject: SDDC Systems Response Center (SRC) Technology Transition to the Cloud Based "ServiceNow" Application

1. On 1 May 2016, the SDDC SRC replaced its customer service ticketing system to a modern, cloud-based application named ServiceNow. SRC customers will see three significant changes: new terminology, an improved issue-tracking process, and a different self-help user experience.
2. The former (service request, or SR) ticket is now called an *incident*. An incident number begins with "INC", and will be issued as INC1234567 versus the old SR# 1-12345678 format. Incidents of the same nature will be linked to a *parent problem*. Parent problem numbers begin with "PRB" and are issued as PRB1234567. Associating multiple similar incidents to a parent problem will help the SRC manage, escalate, and close incident(s) at the same time when the problem is resolved. An added benefit is improved customer communication and service. Customers with associated incidents will also receive parent problem status updates and workarounds while the parent problem remains open.
3. The new self-help web site uniform resource locator (URL) changed to <https://src.service-now.com/src/main.do>. The site looks different, but provides the same service and information as the previous site. Customers accessing the old URL will be automatically re-directed to the new site. The new SRC self-help site still provides frequently asked questions, self-help links, and SRC contact information.
4. All customers will receive a confirmation email containing the incident number and a userID/password to track their incident through the ServiceNow website. Customers choosing to use the self-help web site will be required to reset this password—even if they do not have a password—before accessing the system for the first time. Once the password is established, customers can login to ServiceNow and track their activities.
5. Former SR tickets that were opened and closed under the previous system will not be available to external users. Customers needing a closed ticket must call the SRC, provide the ticket number and name, and request an emailed copy from the SRC. The SRC will move active tickets into ServiceNow on 14 May 2016, and reference the SR# in the ServiceNow incident number.

6. The process for reporting technical issues to the SDDC SRC has not changed (see below), but please make note of the new self-help URL:

- a. Email: usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil
- b. Telephone: Toll free (800) 462-2176; Commercial (618) 589-9445, Option 5
- c. Internet: <https://src.service-now.com/src/main.do> (NEW link)

7. This message was approved for release by Ms. Jill Smith, Chief, Personal Property Systems Integration Division, HQ SDDC.