



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

ANGELA TAYLOR • Director, Office of NC FAST

March 4, 2019

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: County Champions and County Points of Contact (POC)

SUBJECT: NC FAST Service Portal Rollout (Service Now)

NC FAST Help Desk is pleased to announce the rollout of the new ticketing system – NC FAST Service Portal branded by Service Now. The NC FAST Service Portal is a new gateway for POCs to submit tickets along with some significant changes to the look and feel of the portal. All open tickets will be migrated the weekend before go-live and will be displayed on the POCs dashboard. Due to the migration of all tickets, all counties will roll out with the new ticketing system on March 18, 2019.

The new NC FAST Service Portal will allow us to provide county POC's with more transparency into their tickets. We're also working on an open ticket report to be distributed monthly to a designated manager in your county. We ask that you carefully determine the best person in your agency to receive this report and provide their name and email address to hdtraining@dhhs.nc.gov by Monday, March 11, 2018. Please note: At this time, we can only designate one person for small to medium sized counties and two for large counties to receive this report. Once the system has been operational for sixty days, we will evaluate the performance to see if we are able to extend the list to additional managers.

Preparation for the Rollout

NC FAST is offering POC training and a Service Now demo twice a day from February 20, 2019 through March 8, 2019 at 10 am and 2 pm followed by a Q & A session. The training will be available on FAST Help on March 11, 2019 for those unable to make the POC training. In addition, a Service Now Portal webinar will be posted on Learning Gateway March 11, 2019.

User Acceptance Testing (UAT)

Buncombe, Franklin, Mecklenburg, Wake, and NC FAST Help Desk staff participated in UAT on February 27, 2019.

Support during the rollout

NC FAST and Department of Information Technology (DIT) will provide support March 18, 2019 through March 22, 2019 for any POC having issues submitting a ticket. Please call 704-342-9998 between the hours of 8 am – 5 pm.

If you have additional questions, please send an email to hdtraining@dhhs.nc.gov.

Sincerely,

Angela Taylor,
Director
Office of NC FAST

cc: Tracy Hicks, NCDHHS, Office of NC FAST, Client Services & Support Manager

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NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • OFFICE OF NC FAST

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