

New Support Process – Starts Monday, August 2

To provide better service to you we are piloting a new process for you to request technical support from the Digital Solutions team for your Digital Commons website.

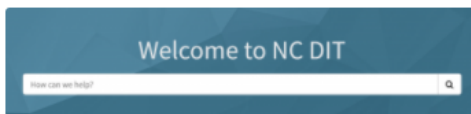
ServiceNow

The ServiceNow portal, a cloud-based IT Service Management platform replaces the Teams channel as a means for getting support directly from the Digital Solutions team. Web Managers will request support in the form of a ticket, which will be assigned to a specific team member who will provide updates within a business day (or earlier, depending on priority).

ALL support requests will be made via ServiceNow. Only Web Manager/Business Owner should make Service Now tickets.

https://ncgov.servicenowservices.com/sp_dit?id=index_dit

Web Managers will simply follow the ServiceNow link. Upon reaching the 'Search' screen, you will type 'website' or 'digital commons'.



Select 'Digital Commons Website Support'; you will then be able to request assistance with:

- Broken item/Bug
- Add a Web Manager
- Webform/Views Help
- Website Analytics
- Seeking new website
- Seeking Optimizationu

You will then fill in ALL requested information.

Upon submission, a ticket will be created and you and our team will be notified.

A Digital Solutions team member will be notified and your request will be addressed in priority order.

(For a full overview of our support process, please see our updated blog [“Our Support/Agile Process”](#))

Digital Commons Content Ninjas Teams Channel and the Spark Channel

The Teams “General” Channel will still be available for community support!

Please continue to support the 90+ members of the Digital Commons community by helping each other out! **Digital Solutions personnel will no longer answer support/technical questions via Teams. All support requests should be made via ServiceNow.**

The SPARK channel will also remain as your way to offer ideas and suggestions for the Digital Commons Platform!

Please refrain from emailing members of the team directly.

Individual, originating support request emails will NOT be answered.