1. Is there training available for DSAs on how to use the SAR in ServiceNow?

A training video and other SAR-related resources are available on the SAR page on the IT portal at: https://www.it.ucla.edu/accounts/get-access/submit-sar.

Under Related Information on the right side, you’ll find links to:

- ServiceNow
- Quick Reference Guide for DSAs
- SAR Training for DSAs (22 minute recorded version)
- SAR FAQs for DSAs (this document)
- SAR Options Cheatsheet

2. What SAR-related email notifications does a DSA receive?

- DSAs will receive a confirmation email from ServiceNow when they submit a SAR. It will include a request number (e.g. REQ0012345) plus a link to access the request in ServiceNow.
- DSAs will receive another automatic email when the SAR has been completed.
- DSAs will also receive an email if a service provider (e.g. Access Services) adds comments to the SAR.

3. What email notifications does an OASIS applicant receive?

- Applicants will be copied on the confirmation email from ServiceNow when the SAR is submitted.
- Once Access Services creates the OASIS ID (generally within 1-2 business days of the SAR submission), applicants will receive an email from ServiceNow notifying them about the online security training course.
- Applicants will receive an email from the UC Learning Center (LMS) when they have completed the course. It will contain instructions for visiting the Bruin OnLine help desk for ID verification and password change.
- Applicants will be copied on the email from ServiceNow when the SAR is completed.

4. I am trying to submit a SAR for a new employee whose name isn’t in ServiceNow yet. What should I do?

To submit a SAR for a UCLA employee, that employee must have a profile in ServiceNow. The ServiceNow profile will automatically be created via an overnight data feed after the employee’s start date once their employment data is entered into the Employee Database (EDB) and the employee has activated their UCLA Logon ID.

This process can be expedited if departments enter employee data into EDB and the Campus Directory as soon as possible, and instruct new employees to activate their UCLA Logon ID at http://logon.ucla.edu the following day.
ServiceNow SAR - FAQs for DSAs (cont’d)

5. I am trying to submit a SAR for a separated employee whose name isn’t in ServiceNow. What should I do?

If you are trying to submit a SAR for a separated employee who no longer appears in ServiceNow, please contact Client Support at 310-825-8000 (select option 2) or clientsupport@it.ucla.edu.

6. Can I submit a SAR for an employee who doesn’t have a UCLA Logon ID?

An employee must have a UCLA Logon ID before their profile is automatically created in ServiceNow.

7. If an applicant (new employee) doesn’t have an email address yet in ServiceNow, can the SAR still be processed? What if the e-mail address displays incorrectly?

DSAs should wait until the employee’s new or updated email address displays in ServiceNow.

If the address is incorrect or blank in ServiceNow, DSAs should contact their departmental directory updater to enter or update the employee’s email address in the Campus Directory. Once in the directory, the email address will be updated in ServiceNow via a nightly data feed within a few days.

Directory Updaters List

8. How do I check the status of my request?

You can check the status by contacting Client Support at 310-825-8000 (select option 2) or clientsupport@it.ucla.edu. It is helpful if you can provide the request number (e.g., REQ0012345) from the confirmation email.

Please note: If a SAR contains a request for a new OASIS ID, the OASIS ID item must be completed before other requested items are processed. The OASIS ID item will be completed after Access Services assigns the ID and the user completes online training and visits BOL for ID verification and password set-up.

DSAs can also look up the request status in ServiceNow.

- In the left navigation, under My Open Tickets, select My Open Service Requests. Any request displaying in this list has not yet been completed.
- To view the status of items in a particular SAR, click the request number to view the request details page and then scroll to the bottom to see the Requested Items in the SAR.
- The right column shows the stage. Look for the rightmost box for each item to determine its current stage.
  - A blue forward arrow means an item is in progress.
  - A green check box means the item has been completed.
  - A red x means the item has been cancelled.

In the example below, both the OASIS ID item and Student Financial Aid Function have been completed, but the Registrar’s Function is still in progress. The SAR will be closed when all items are completed.
Once a SAR request has been completed, it will display under **My Closed Tickets > My Closed Service Requests**.

9. **If my backup DSA submits a SAR, how can I check on the status?**

You can check the status by contacting Client Support at 310-825-8000 (select option 2) or clientsupport@it.ucla.edu.

Or, in the left navigation, select **Department’s Open Tickets > Open Service Requests** to find the ticket. See #7 for info on viewing the status.

10. **If somebody is transferring departments, what are the responsibilities for each department?**

   The old (‘transfer from’) department should:
   - Remove any locally managed functions
   - Submit a SAR to delete any functions managed by IT Services

   The new (‘transfer to’) department should:
   - Submit a SAR to:
     - transfer the OASIS ID to the new department, updating the supervisor info and FAU
     - add any IT Services-managed functions that are needed for the employee’s new job
   - Add any locally managed functions that are needed for the employee’s new job

The user’s new home department will be updated in ServiceNow within a few days after it is updated in EDB, and the contact information will be updated within a few days after it is updated in the Campus Directory.

11. **How do you handle access to multiple departments? I manage a group that includes 5 departments and need to request access for more than one department.**

In situations like this, please enter the other department names and FAUs along with an explanation in the comments field. Access Services will contact you if clarification is needed.

12. **How far in advance of a separation should I submit a SAR? Can I request an effective date?**

You may submit a SAR up to two weeks in advance of a separation. Please include the effective date in the comments.

13. **How long does it take to suspend or delete access? Is it immediate once the SAR is submitted?**

ServiceNow does not actually suspend or delete any access; instead, it documents the request and sends a task notification to the service providers (e.g. Access Services). The service providers still need to go into various account management systems or databases to implement the changes. Depending on the workload, it can take up to 2 business days, although in many cases it will be quicker.
For emergency deletions (e.g. due to termination), please email Access Services as@it.ucla.edu to request an immediate suspension.

14. When I request to delete an OASIS ID, do I have to request to delete all the other functions too?

Yes. After deleting any locally managed functions, please submit a SAR to request deletion of the OASIS ID and all other functions an employee might have.

15. What is the FAU used for?

The FAU is a required field in the system Access Services uses to create the OASIS ID.

16. Can the FAU be saved in ServiceNow so that a DSA doesn’t need to re-enter for each SAR?

At this time, no. IT Services will look into this as a possible future enhancement.

17. Does the FAU have to be established officially before it is used in a SAR for a new or changed user?

Yes. IT Services checks the Financial System (FS) to verify if the FAU exists and will not create the OASIS Logon ID without a valid FAU.

18. For the QDB App ID, who is the “backup?”

In order to get a QDB App ID, IT Services requires both a primary and backup user in case the primary leaves the University. The primary and backup should both be part of the application’s technical team.

19. What are the browser requirements for ServiceNow?

- Internet Explorer (6 and up) for Windows
- Firefox (1.5 and up) for Windows, Mac, and Linux
- Safari (3.0 and up) for Windows, Mac
- Production versions of Google Chrome for Windows, Mac

20. Sometimes the old department doesn’t delete access. Who do I contact to find out who the old DSA is?

Contact Client Support at 310-825-8000 (select option 2) or clientsupport@it.ucla.edu. They can look this information up for you.

21. How can I figure out what access an employee has?

DSAs can use DACCS Web to look up an employee by UID or OASIS Logon ID and view their access.

22. Can the Requested For field on the shopping cart screen default to the applicant’s name?

No. This shopping cart screen is used for completing catalog orders of all types (not just SARs), including orders in which items are requested for multiple people, so the ‘requested for’ will always default to the person submitting the order.

23. I submitted a SAR for a new employee but I received an email telling me to take the course. What should I do?
If the ‘requested for’ name is not correctly selected on the shopping cart screen, it will default to the DSA’s name. If this happens, the DSA rather than the applicant will receive the email to take the course.

If this happens, please forward the course email to the applicant – they can complete the course with the same link. No further action is required - all items in the request will still show the applicant’s name as entered on the first SAR screen.

24. Can vendors or independent contractors be given access to UCLA systems?

Vendors or independent contractors may be given access to UCLA systems as determined by the scope of their work. An additional level of approval through Corporate Financial Services (CFS) is required.

The ServiceNow SAR form is only used for UCLA employees who are in the Personnel/Payroll System (PPS). For vendors or independent contractors, DSAs should contact Audit Manager Lynne Yorita (310-983-3736 or yorita@iad.ucla.edu) at UCLA Audit & Advisory Services to begin the hardcopy SAR process.

25. Do primary and backup DSAs have the same access to the new SAR form?

Yes.