Applies to: Departmental Business Managers and key positions in Central Administration

GUIDELINES:
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PURPOSE:
The purpose of these guidelines is to define the process of requesting OSIS access through ServiceNow.

STRATEGIC VISION:
Strategic Goal: Streamline the request process to make it more efficient and effective.

DEFINITIONS:
• SERVICE NOW: Facilities work order system
• OSIS: Online Spatial Information System - Business Intelligence piece of the space management system.
• ARCHIBUS: Space Management application.
• AUTHORIZED REQUESTOR: Person(s) selected by the departmental business managers with authority to have access. This is usually the business manager and division administrators.

SCOPE:
This procedure covers the proper way to use ServiceNow to request Washington University OSIS access.

REQUESTING OSIS ACCESS:
An authorized requestor will visit the Facilities Management website at http://facilities.med.wustl.edu/ Click on “Request Access to OSIS” on the homepage. Log into ServiceNow by entering both your domain\user name and password you use to login to your computer or your WUSTL Key.

Once the form has been completed, you submit it by clicking “Submit” on the lower right corner.

The requestor will be notified when access is granted.