



RACF Remedy Template Instructions

January 2017

The Department of Technology (CDT) requires that only authorized RACF coordinators may submit requests for RACF access assistance. To assist you with keeping your list of authorized coordinators up-to-date, we have implemented a new Remedy template. Anytime a staffing change is made, please update the OTECH 258 form and submit it via the Remedy template.

If you do not currently have a Remedy account, please contact the Service Desk at 916-464-4311 or email ServiceDesk@State.ca.gov. You will need to provide them with the following information:

- Full name
- Phone number
- Email address
- Agency name.

Below are the instructions for using the new template.

1. Use the following link to logon to Remedy: <https://service-technology.us.onbmc.com/>
2. At the logon page, enter the username and password provided to you by the OTECH Service Desk.

Service Management



Please log in.

User Name:

Password:

State of California Computer Resource Usage Notice and Disclaimer
ANY UNAUTHORIZED: access, attempted access, or use of any State computer system is a criminal violation of California Penal Code section 502 and/or applicable federal law, and is subject to prosecution.
The State of California provides computer resources to its employees for the sole purpose of assisting them in the performance of their job-related duties. Employee use of these resources is neither personal nor private. State of California management has the right to monitor and/or log all employee use of computer systems provided by the State with or without notice, including e-mail and web site communications. Employees have no reasonable expectation of privacy in their use of these resources. These resources are, and remain, the sole property of the State and are offered on a privilege basis only. Failure to abide by these conditions may result in the forfeiture of the privilege to use these computer resources and/or disciplinary action.
The State makes no warranty for the computer resources that are subject to this policy. In addition, the State will not be responsible for any damages, whatsoever, employees may suffer as a result of their intentional misuse of the States computer resources.

3. At the Request Service screen, in the Search field, type OTECH 258. Click the spy glass to start search.

BMC Service Request Management

Request Service

OTECH 258

Click spy glass to start search.

OTech Services

Network Support Services

IT Support Services

OTech Employee Services

Available Requests

OTech Customer Support System (CSS)

OTech Service Catalog

OTech Web Site

OTech Customer Support System (CSS)

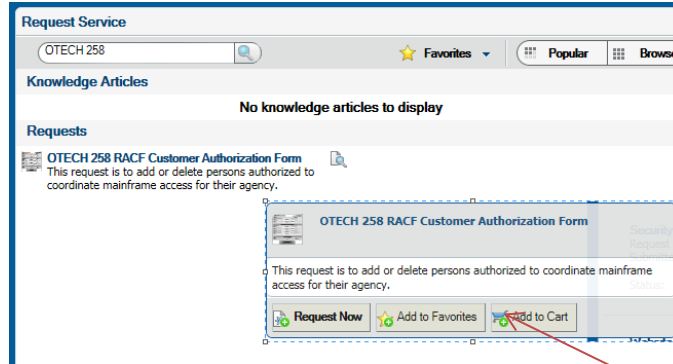
Description: launches the OTech CSS web site



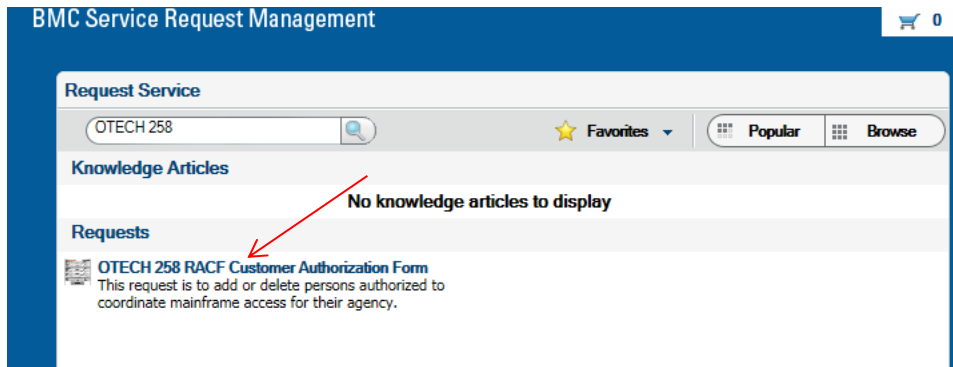
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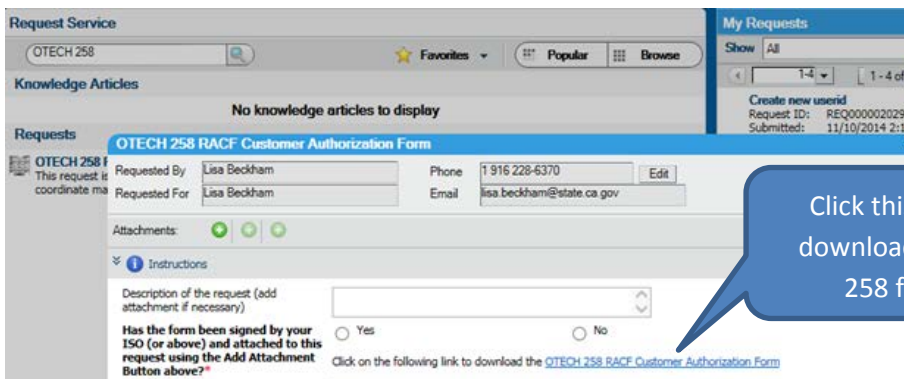
4. If you “hover” over the link, an information box will appear. Click the “Add to Favorites” button. This will allow you to click the “Favorites” link to quickly access this template in the future.



5. Click on the OTECH 258 RACF Customer Authorization Form.



6. Complete the fields as follows:
 - a. Description – Nature of your request
 - b. Click the appropriate response (YES or NO) regarding the status of your OTECH 258 form.
If you need a copy of the OTECH 258, please click the link to download it.
 - c. Type in your first name
 - d. Type in your last name
 - e. Type in your phone number
 - f. Type in your email address



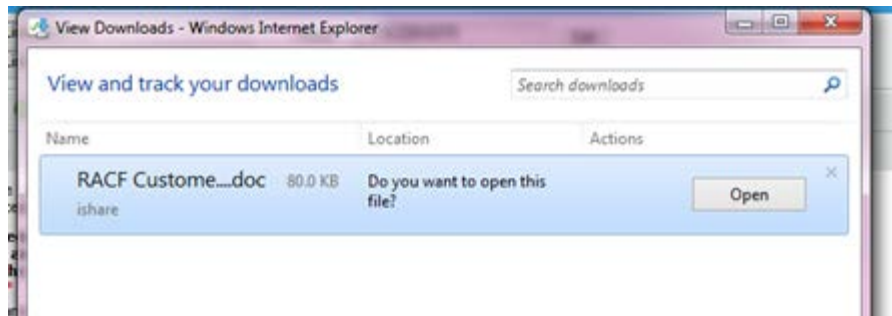
Click this link to download OTECH 258 form.



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When you click the link, a pop-up will appear. Click “Open” to download the file.



Please complete the OTECH 258 form and have it signed by your ISO’s supervisor. If you don’t have a copy of this form, you can download it by clicking on the link. When completing this form, please include the names of all people who will be authorized as RACF Coordinators. This updated form will supersede the previously submitted form.

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
OFFICE OF TECHNOLOGY SERVICES
RACF CUSTOMER AUTHORIZATION
OTECH 258 (REV. 11/2014)

Department: <input type="text"/>	Department Prefix: <input type="text"/>
Information Security Officer (ISO) Name: <input type="text"/>	
Address: <input type="text"/>	Phone Number: <input type="text"/>
Email Address: <input type="text"/>	
Alternate ISO Name (if any): <input type="text"/>	
Address: <input type="text"/>	Phone Number <input type="text"/>
Email Address: <input type="text"/>	

Authorized RACF Coordinators/Administrators

RACF Coordinator Name: <input type="text"/>	
Address: <input type="text"/>	Phone Number <input type="text"/>
Email Address: <input type="text"/>	
Alternate 1 RACF Coordinator Name: <input type="text"/>	
Address: <input type="text"/>	Phone Number: <input type="text"/>
Email Address <input type="text"/>	
Alternate 2 RACF Coordinator Name: <input type="text"/>	

After it is signed by your ISO’s supervisor scan the document and save it to your computer. You will need to upload this document to your Remedy ticket.



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7. Click on the Green button to upload your signed OTECH 258 form.

When you click the green button, the Add Attachment pop up window will appear. To upload your OTECH 258 form, click the Browse button, select your document, and then click OK.



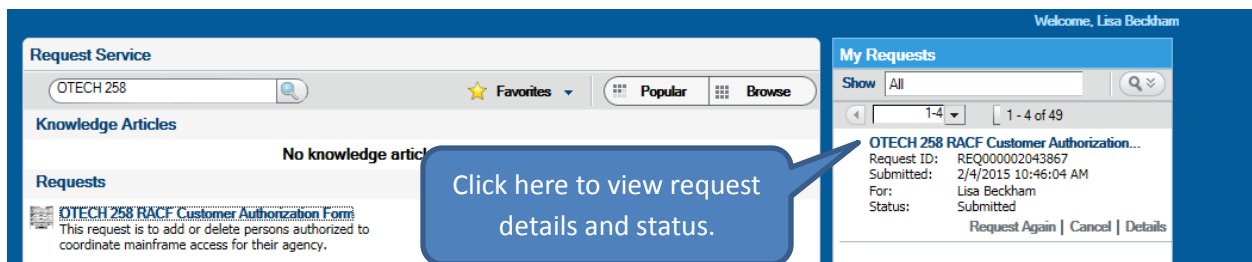
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8. Once all of your information is provided in the template and the signed OTECH 258 form is uploaded, click the Submit button.



You will see your submitted ticket in your My Requests. You can check the status of your request at any time by clicking on the ticket.



This window will appear when you click on the ticket. You can select the desired tab to obtain more information.

