



Tech Alert

from the Customer Delivery Division
"Your Gateway to OTech Services"

TA 14-10: Remedy Upgrade

ATTENTION: Remedy Users

ACTION REQUESTED: Validate Access to the New Remedy System After the Upgrade

DUE DATE: By June 9, 2014

Background:

The Office of Technology Services (OTech) utilizes Remedy as its automated Information Technology Service Management (ITSM) system. When customers report problems with services or request non-billable work from OTech, they can either submit a ticket via Remedy (which will create a Work Order, Change Request, or Incident) or call the Service Desk.

Upcoming Activity:

OTech's current Remedy system 7.6 will be upgraded to version 8.1 on June 6, 2014, from 5:00 p.m. to 11:59 p.m.

Impact:

All existing Work Orders, Change Requests, and Incidents will be migrated to the new system. During the seven-hour upgrade, customers WILL NOT have access to Remedy. Once the upgrade is completed, all customers will be notified via an OTech Service Desk Bulletin. Since minimal changes will be made to the customer interface in Remedy 8.1, training is not necessary to navigate the new system.

Requested Action:

1. During the upgrade, to report an incident, request non-billable services, or update an existing request, please contact the Service Desk at (916) 464-4311 or via email at servicedesk@state.ca.gov.
2. After the upgrade is complete, customers should log on to the new system via the new URL: <https://service-technology.us.onbmc.com/> to verify access, using your current ID and password.
3. Bookmark the new URL and delete the current URL as the previous system will no longer be available.
4. If you have questions or need to report problems with the new system, please contact the OTech Service Desk at (916) 464-4311 or via email at servicedesk@state.ca.gov.

Due Date:

OTech customers who utilize Remedy should access the new URL <https://service-technology.us.onbmc.com/> by the morning of June 9, 2014.

Contact:

If you have questions or need further clarification, please contact your OTech Account Lead. If you are unsure who your Account Lead is, please use the [Account Lead Lookup](#), or call the Customer Delivery Division at (916) 431-5476.

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