MONTANA
Department of Transportation

March 2025

ServiceNow CADD Requests

SUPPORT AND ENHANCEMENT REQUESTS

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OVERVIEW

MDT Project Development and Delivery Resources manage, maintain, and support the CADD systems for users doing MDT business. This guide is intended to convey information to internal and external CADD users about creating support and enhancement requests with MDT. MDT Project Development and Delivery Resources CADD Support uses the ServiceNow request management system to manage requests.

COMPANION DOCUMENTATION

Project Development and Delivery Resources

https://www.mdt.mt.gov/business/engops/resources.aspx

Okta Account Creation and Password Reset Procedure

https://montana.servicenowservices.com/citizen?id=kb_article_view&sys_kb_id=36ea2e188774165016eabae9cebb3511

MDT Civil 3D State Content Kit Development

https://www.mdt.mt.gov/other/webdata/external/CADDResources/StateKit/Updates_C3DStateKit_Open.pdf

SERVICENOW CADD CASES AND WORK REQUESTS

CADD support and work requests are managed with ServiceNow. ServiceNow support requests, referred to as Cases, are submitted from the Project Development and Delivery Resources internet page (internal and external) or from the intranet home page using the MDT Service Desk link (internal only). ServiceNow work requests may only be submitted from the intranet home page using the MDT Service Desk link (internal only).

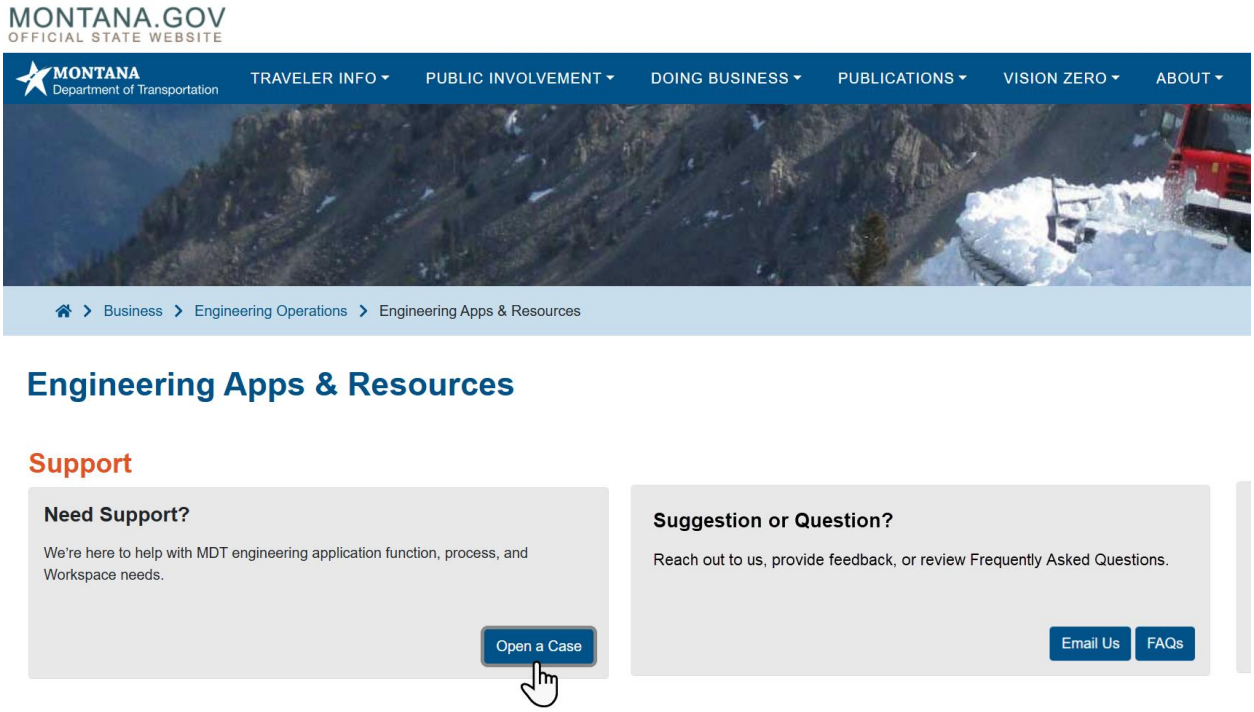
ACCESS POINTS

Project Development and Delivery Resources

Navigate to the MDT Project Development and Delivery Resources web page. MDT Project Development and Delivery Resources can be accessed from the Overview or Design Consulting pages using the Doing Business pulldown. In the “Support” section, the **“Open a Case”** button is located on the “Need Support?” tile and will open a support request form.

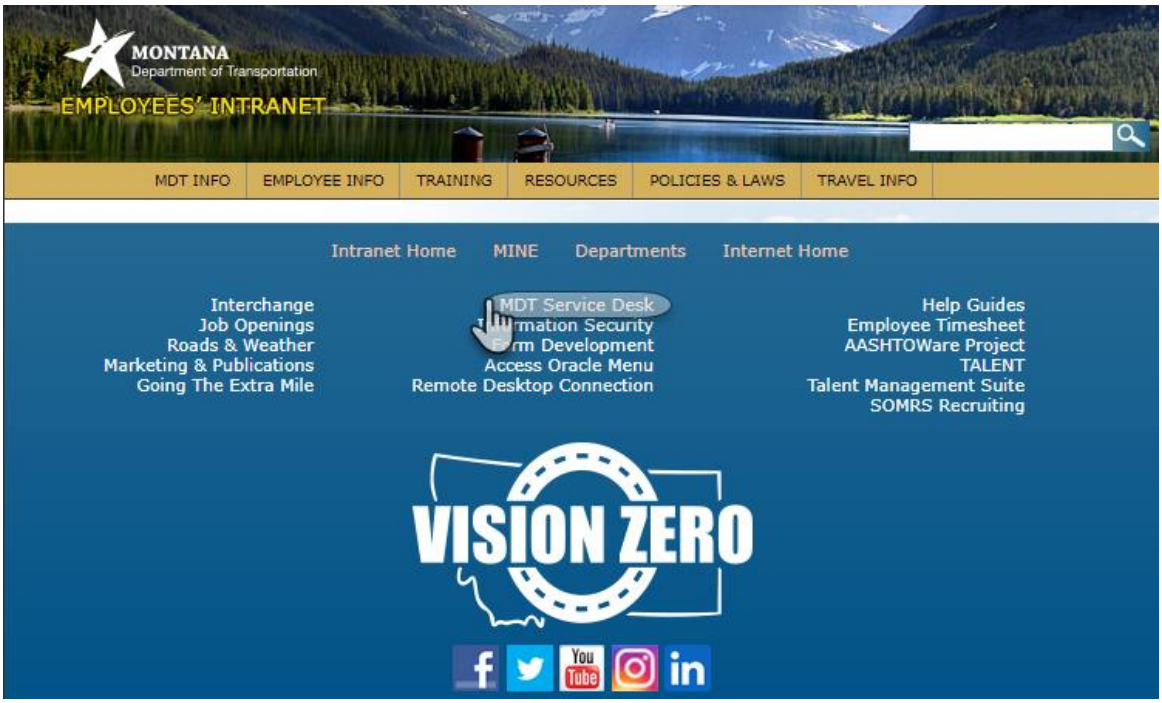
Only “Open a Case” for support is accessible from the Project Development and Delivery Resources page.

Navigate to the MDT Intranet Home page (internal only) to **Make a Service Request.**



MDT Intranet Home Page

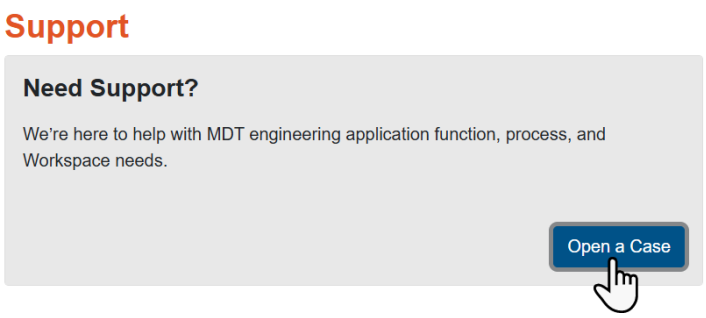
Navigate to the MDT Intranet Home page (internal only). The MDT Service Desk link is in the footer section. The MDT Service Desk link will open the State of Montana Self Service Portal allowing options to Make a Service Request or Open a Case.



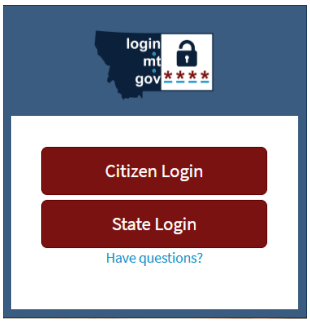
SUPPORT REQUESTS

OPENING A CASE

From the Project Development and Delivery Resources internet page, locate the “Need Support?” tile and select “Open a Case”.



Internal users will select the **“State Login”**.



MDT partners working external to MDT (external users) will select **“Citizen Login”**. An account will need to be created to login. To create an account for the first time, click the “Sign up” link to begin the process. Review the Okta Account Creation and Password Reset Procedure guide for help with Okta account creation.

The **“Open a Case”** form is used to submit a request to Engineering Systems CADD Support.

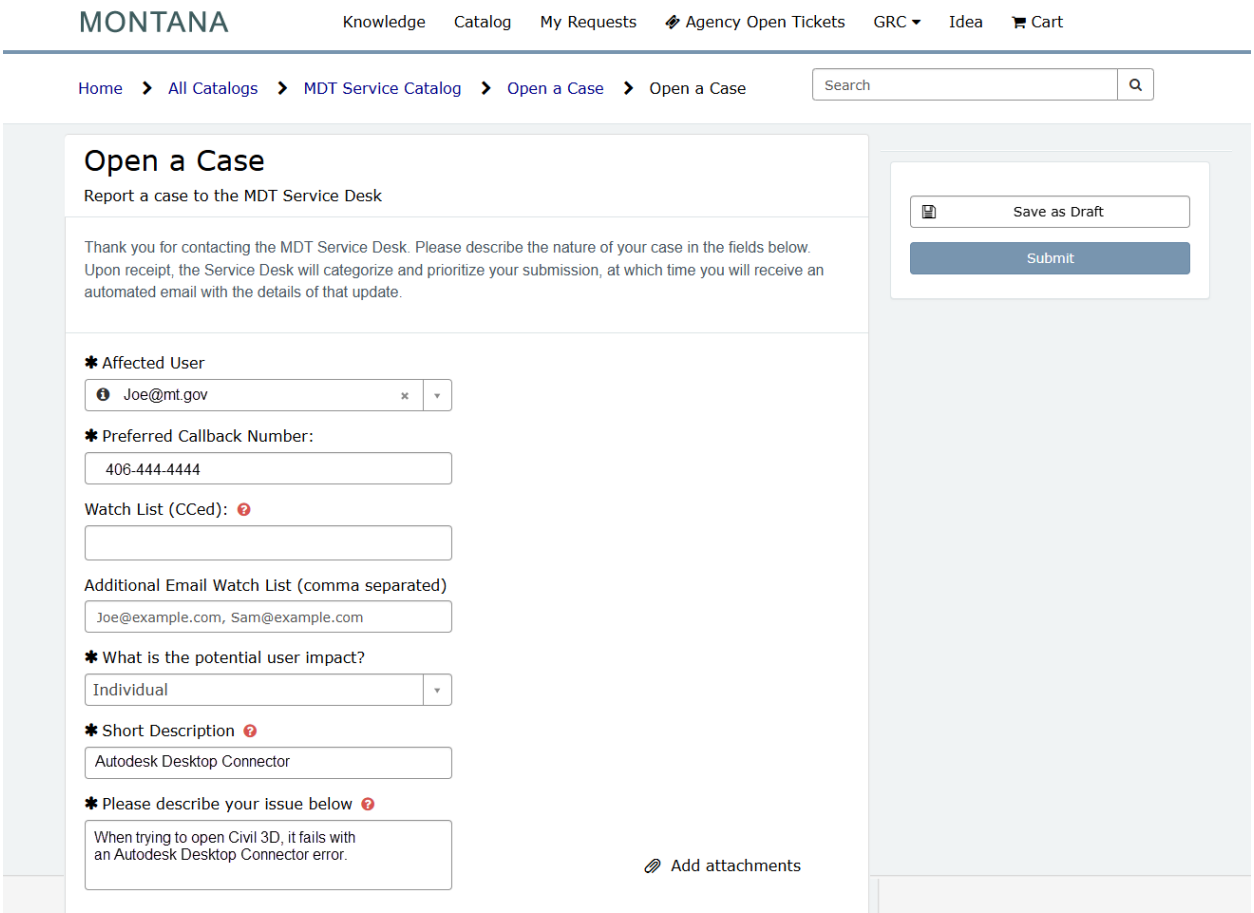
The same Open a Case form is used for other MDT support requests. The cases are routed to the CADD Support queue based on the request subject. To ensure the request is routed correctly, the “Short Description” section should specify what software requires support.

Required information:

- Short Description: Enter a short title for the issue; include Civil 3D, Autodesk Desktop Connector, MicroStation, etc. as applicable.
- Please describe your issue below: Enter details about the issue.

Optional information:

- Additional Email Watch List: Add other email addresses you wish to receive updates for this issue.
- Add attachments: Add screen captures or additional information if applicable.



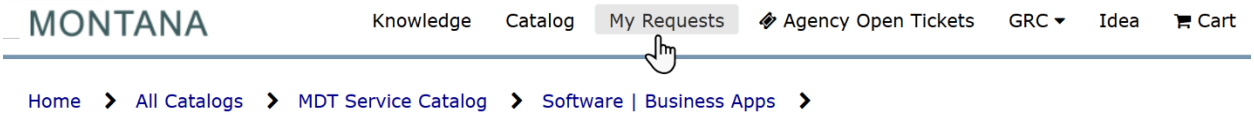
You will receive an automated confirmation email acknowledging that your case has been received. You may be contacted for further information and/or receive updates on the progress. Once your case has been completed, you will receive a notification confirming the resolution. This notification may include details about the actions taken and any further instructions.

SUBMITTING A CASE FOR SUPPORT ON BEHALF OF EXTERNAL USER

Internal MDT users may submit a support request on behalf of an external user by including the external user email in the **"Additional Email Watch List"** when opening a case.

ACCESSING OPEN CASES

Open case details can be viewed from the top of the State of Montana Self Service Portal by clicking on My Requests for MDT internal users only. Open cases are listed with a CS######## number.



SUPPORT CASE ELEVATION

A support case may be elevated to an external support partner after a ServiceNow Case is opened. MDT is under contract with ARKANCE (formerly U.S. CAD) to provide support services. MDT Engineering Services CADD Support will submit a request for ARKANCE support personnel to contact the affected user.

CADD APPLICATION ENHANCEMENT/WORK REQUESTS

The State of Montana Self Service Portal **"Make a Service Request"** option is used to submit a request to Engineering Systems CADD for requesting work to be done or fixing something known to be not working. This may be anything related to CADD applications or services.



MDT partners working externally to MDT do not have access to Make a Service Request via ServiceNow. They may coordinate with an MDT representative who can submit a request on their behalf or use the Email Us button from the Engineering Apps and Resources web page "Suggestion or Question?" tile.

OPENING A CADD APPLICATION ENHANCEMENT/WORK REQUEST

To open a CADD Application Enhancement/Work Request, select **Make a Service Request** and navigate to > **Software | Business Apps** > **CADD Application Enhancement/Work Request.**

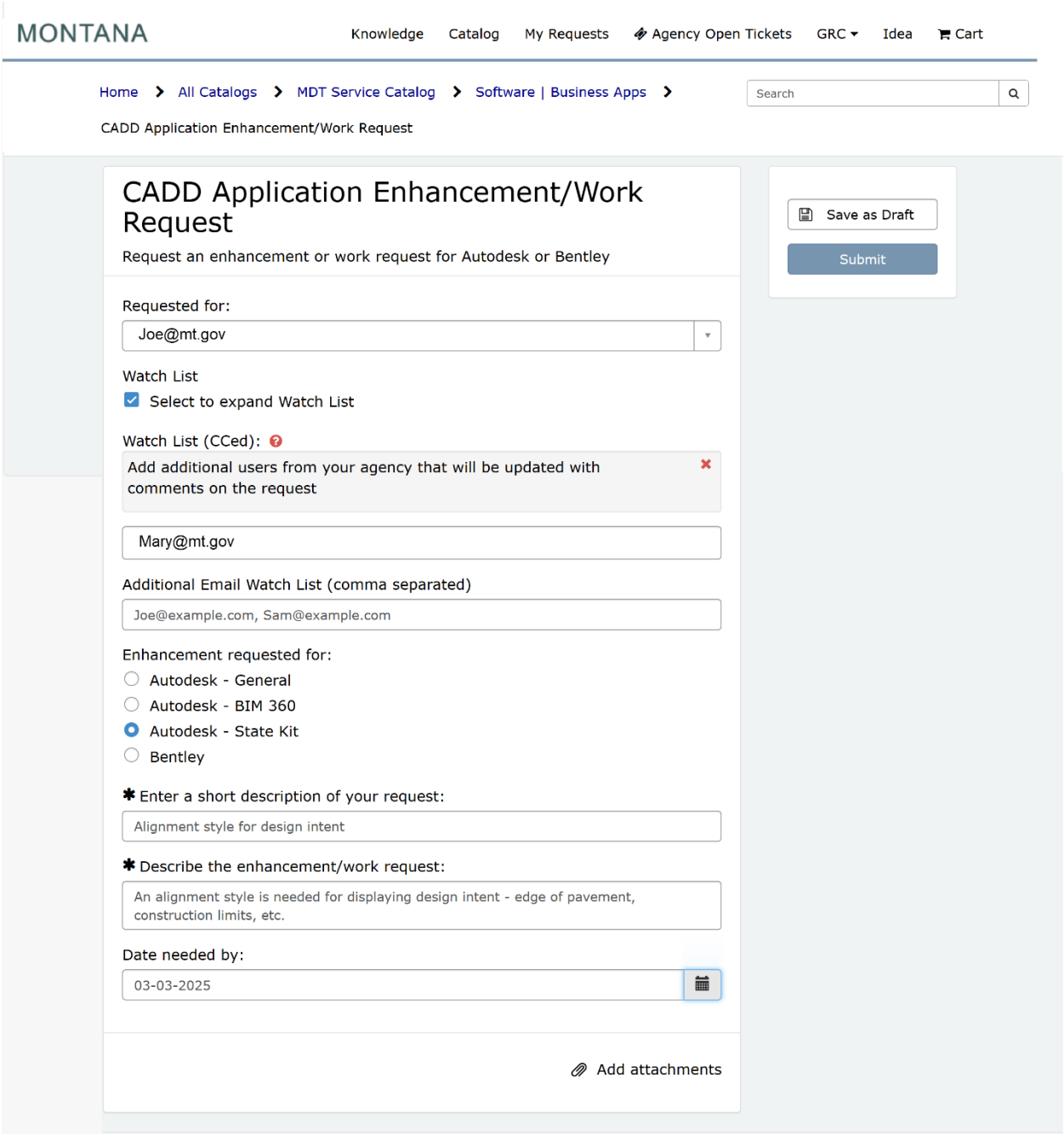
Select the appropriate category under **"Enhancement requested for**". Enter a clear and concise description of your needs. Be as specific as possible to help our team understand and address your request effectively.

Required information:

- Enter a short description of your request: enter a short title for the request. Include Civil 3D, Autodesk Destop Connector, MicroStation, etc. as applicable.
- Describe the enhancement/work request: enter details about the request.

Optional information:

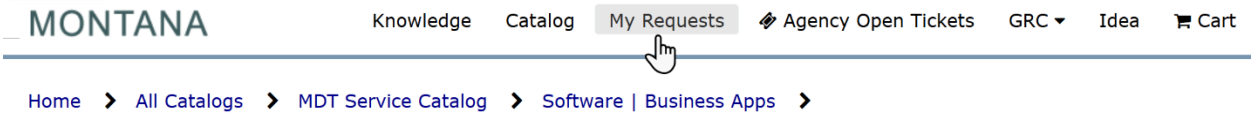
- Watch List: Add other email addresses you wish to receive updates for this issue.
- Date needed by: Enter a date to help prioritize the request. Requested dates may not be able to be accommodated in certain instances.
- Add attachments: Add screen captures or additional information if applicable.



You will receive an automated confirmation email acknowledging that your request has been received. You may be contacted for further information and/or receive updates on the progress. Once your request has been completed, you will receive a notification confirming the resolution. This notification may include details about the actions taken and any further instructions (if applicable).

ACCESSING OPEN ENHANCEMENT REQUESTS

Open enhancement requests can be viewed and tracked from the State of Montana Self Service Portal at the top by clicking on “My Requests” for internal MDT users only. Open requests are listed with a REQ######## number.



REVIEWING ALL ENHANCEMENT REQUESTS

ServiceNow provides information on enhancement requests limited to those opened by the MDT internal users logged into the State of Montana Self Service Portal. All pending Autodesk state kit updates are available for review. Users are encouraged to review all planned state kit enhancements prior to submitting a new request.

MDT Civil 3D State Content Kit Development