



MONTANA

Department of Transportation

September
2022

ServiceNow CADD Requests

SUPPORT AND ENHANCEMENTS

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OVERVIEW

MDT Engineering Systems CADD Support manages, maintains, and supports 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 Engineering Systems CADD Support uses the ServiceNow request management system to manage requests.

REFERENCES

[MDT Civil 3D State Content Kit Development](#)

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

[MDT Engineering Apps and Resources](#)

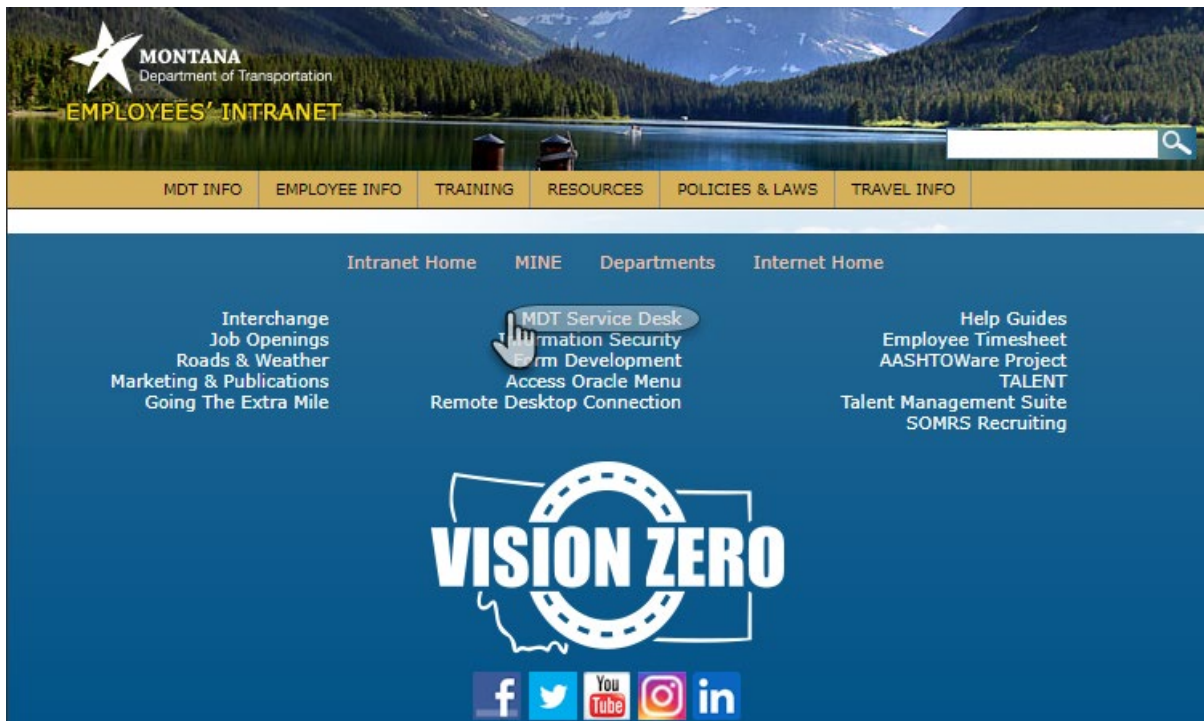
<https://www.mdt.mt.gov/business/engops/resources.aspx>

MDT INTERNAL USER CADD REQUESTS

CADD requests are managed with ServiceNow. ServiceNow requests are submitted with the MDT Service Desk link.

ACCESS POINTS

MDT Intranet Web Page



MONTANA
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EMPLOYEES' INTRANET

MDT INFO | EMPLOYEE INFO | TRAINING | RESOURCES | POLICIES & LAWS | TRAVEL INFO

Engineering Operations Bureau - Engineering Division

[Org Chart](#) | [Our Staff](#)

Engineering Systems

The Engineering Systems Section performs functions relative to the analysis, development, management, maintenance, and support of several large and small computer systems used by MDT for the design, letting and administration of construction contracts. The section is responsible for new technology and process analysis, web application and report development, web/application server maintenance, software application upgrades, development, configuration and maintenance of CADD workspaces and help desk support.

CADD

[Engineering Apps & Resources](#)

[MDT Service Desk](#)

[Connection Client Guide](#)

[Highways & Engineering Web Applications](#)

OpenRoads Training
[Request OpenRoads Training Manuals](#)
[OpenRoads Fundamental Training Files](#)
[OpenRoads Survey Data Reduction Training Files](#)

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SUPPORT REQUESTS

OPENING A CASE

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

! **Open a Case**
General question, inquiry, or something isn't working. Submit a case to MDT

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. Including what software that support is required for in the Short Description section will help ensure that the request is routed correctly.

MONTANA

Knowledge Catalog Cases **1** Agency Open Tickets GRC Cart **J**

Home > All Catalogs > MDT Service Catalog > Open a Case > Open a Case

Search



Open a Case

Report a case to the MDT Service Desk

Thank you for contacting the MDT Service Desk. Please describe the nature of your case in the fields below. Upon receipt, the Service Desk will categorize and prioritize your submission, at which time you will receive an automated email with the details of that update.

*** Affected User**

*** Preferred Callback Number:**

Watch List (CCed):

Additional Email Watch List (comma separated)

*** What is the potential user impact?**

*** Short Description**

*** Please describe your issue below**




Add attachments

Submit

ACCESSING OPEN CASES

Open case details can be viewed from the top of the State of Montana Self Service Portal.

MONTANA

Knowledge Catalog Cases  Agency Open Tickets GRC  

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 USCAD to provide support services. MDT Engineering Services CADD Support will submit a request for USCAD support personnel to contact the affected user.

ENHANCEMENT REQUESTS

The MDT Agency Services “**Make a Service Request**” is used to submit a request to Engineering Systems CADD Support for Bentley workspace and Autodesk state kit work. This work may include updates for errors and omissions or new development.



Make a Service Request

Browse the catalog for services and items you need from MDT

The “CADD Application Enhancement” is found under the **Software | Business Apps** category.

MONTANA

Knowledge Catalog Cases **4** Agency Open Tickets GRC Cart **J**

Home > All Catalogs > MDT Service Catalog > Software | Business Apps >

CADD Application Enhancement

CADD Application Enhancement

enhancement requests for Autodesk and Bentley


Submitted by:

Enhancement requested for:

- Autodesk
- Bentley

Describe the enhancement:

Date needed by:

 Add attachments

ACCESSING OPEN ENHANCEMENT REQUESTS

Open enhancement requests can be viewed and tracked from the State of Montana Self Service Portal near the bottom under Requested Items. These requests are listed with a RITM##### number.

The screenshot shows the MONTANA Self Service Portal interface. At the top, there is a navigation bar with the following items: Knowledge, Catalog, Cases (with a '1' notification badge), Agency Open Tickets, GRC, Cart, and a user profile icon labeled 'J'. Below the navigation bar is a banner for 'MDT Agency Services' with two main action buttons: 'Make a Service Request' (with a briefcase icon) and 'Open a Case' (with an exclamation mark icon). Below the banner are three columns of content: 'SITSD Outages/News' (empty), 'Top Rated Articles' (listing 'Energy Conservation Investments Deduction' and 'Creating A New Policy Record (For Policy Administrators)'), and 'My Approvals' (stating 'You have no pending approvals'). At the bottom right, there is a 'Requested Items' section containing a single entry: 'Request submitted by Joe at MDT' with ID 'RITM0179588' and a timestamp of '3m ago'. A mouse cursor is pointing at the request entry.

REVIEWING ALL ENHANCEMENT REQUESTS

ServiceNow provides information on enhancement requests limited to those opened by the user 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](#)

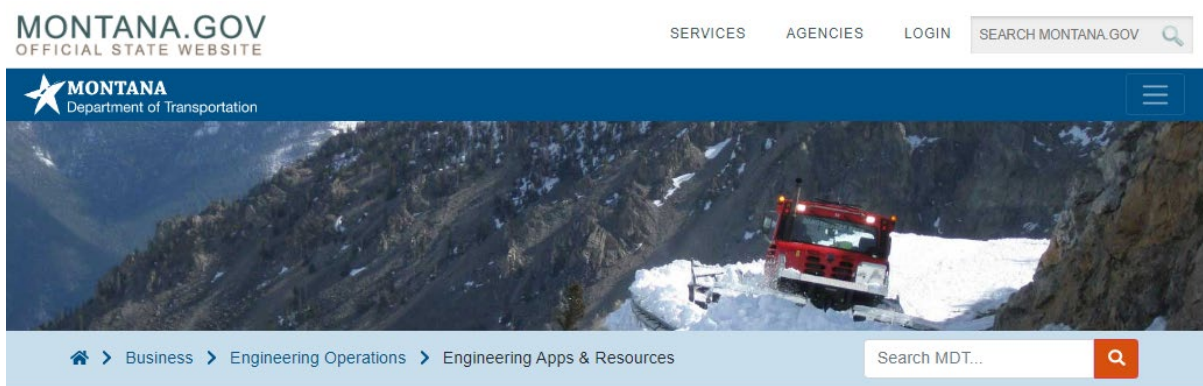
MDT EXTERNAL CADD REQUESTS

ACCESS POINT

[MDT Engineering Apps and Resources](#)

SUBMITTING A REQUEST FOR SUPPORT OR ENHANCEMENT

MDT partners working external to MDT won't have access to ServiceNow at this time. Requests for both support and enhancements from external users can be made from the Engineering Apps and Resources web page using the **“Submit a Request”** link. Engineering Systems CADD Support will submit the ServiceNow request on behalf of the external user.



Engineering Apps & Resources

Support

<p>How can we help?</p> <p>We're here to help with MDT engineering application function, process, and workspace requests.</p> <p>Submit a Request</p>	<p>Question or Suggestion?</p> <p>Reach out to us or review Frequently Asked Questions.</p> <p>Email Us FAQs</p>	<p>Help Yourself!</p> <p>Explore all installation, process & procedure, reference, start up, support, and tip publications from the Engineering Apps & Resources Library.</p> <p>Explore this...</p>
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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.