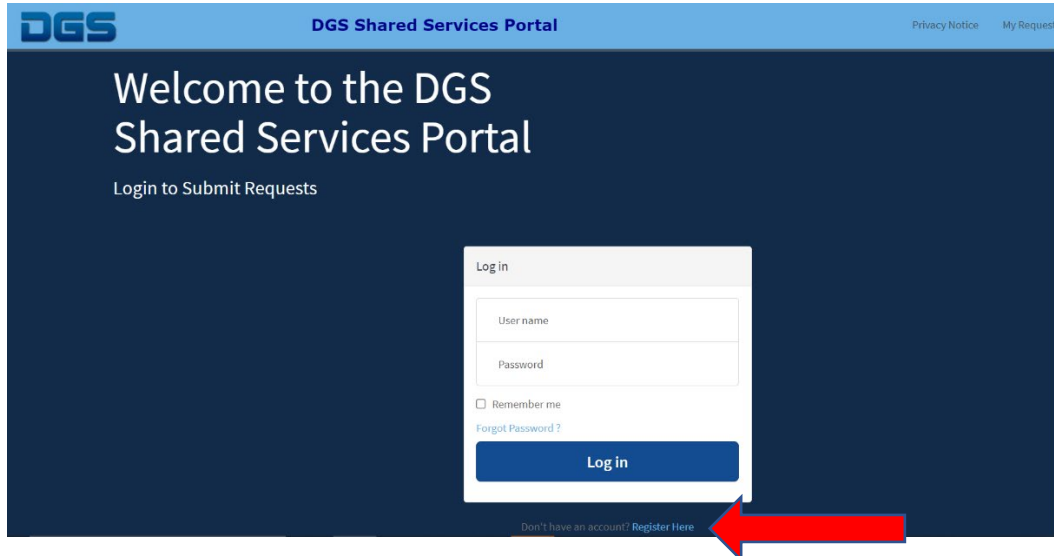
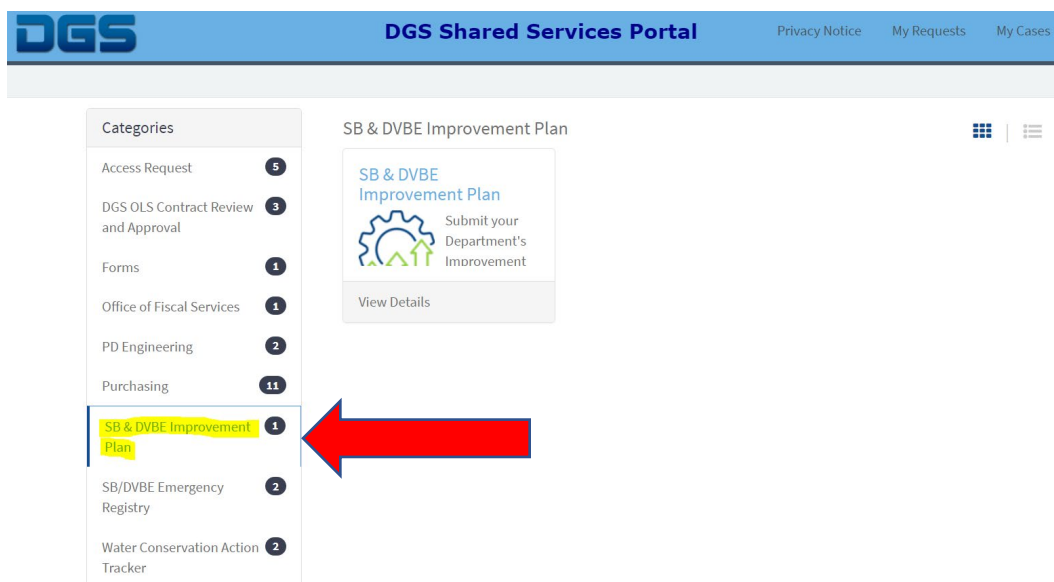


Guide to Access Improvement Plan

1. Click here to access the Improvement Plan: [SSP Catalog Categories - DGS Shared Services Portal \(service-now.com\)](https://www.service-now.com).
2. Enter your username and password. (Note: if you do not have an account on DGS Shared Services Portal, click "Register Here" at the bottom of the log in portal to create a username and password).



3. Once you have logged in, you will see the SB & DVBE Improvement Plan listed in the Categories list.



4. Click on the gear icon and you will be redirected to the page where you can fill out the plan.

The screenshot shows the DGS Shared Services Portal. The top navigation bar includes the DGS logo, the title 'DGS Shared Services Portal', and links for 'Privacy Notice', 'My Requests', and 'My Cases'. Below the navigation bar is a breadcrumb trail: 'Home > DGS SSP Catalog > SB & DVBE Improvement Plan'. On the left is a 'Categories' sidebar with a list of services and their counts: Access Request (5), DGS OLS Contract Review and Approval (3), Forms (1), Office of Fiscal Services (1), PD Engineering (2), Purchasing (11), SB & DVBE Improvement Plan (1), SB/DVBE Emergency Registry (2), and Water Conservation Action Tracker (2). The 'SB & DVBE Improvement Plan' category is highlighted with a blue border. In the main content area, there is a card for 'SB & DVBE Improvement Plan' with a gear icon and the text 'Submit your Department's Improvement Plan'. A red arrow points to this card. Below the card is a 'View Details' link.

5. You now have access to the Improvement Plan. (Note: You will need to keep your browser opened until you have successfully completed the entire Improvement Plan. Please review the Improvement Plan before submission as you will not be able to make edits once it's been submitted).

The screenshot shows the 'SB & DVBE Improvement Plan' submission page. The top navigation bar is the same as in the previous screenshot. The breadcrumb trail is 'Home > DGS SSP Catalog > SB & DVBE Improvement Plan > SB & DVBE Improvement Plan'. The main content area has a heading 'SB & DVBE Improvement Plan' and a sub-heading 'Submit your Department's Improvement Plan'. Below this is a large graphic of a gear and three upward-pointing arrows. To the right of the graphic is text explaining the requirement: 'State agencies, departments, boards, and commissions that have not achieved the SB 25 percent contract participation goal and/or the DVBE 3 percent contract participation goal, or the IJA 25 percent contract participation goal must submit an Improvement Plan to DGS OSDS. The plan must be submitted to DGS by the CAR due date October 1st. The Statewide Advocacy Support Program will review and assess these improvement plans and reach out to your department's advocate to support them in their'. To the right of the text is a 'Submit' button. Below the button is a 'Required information' section with a list of fields: 'Phone Number', 'Department', 'Fiscal Year', 'Small Business Participation Percent', and 'Disabled Veteran Business Enterprise'. Each field has a red input box.

For additional information and/or questions, please contact: Statewide Advocacy Support Program at Advocate@dgs.ca.gov