

**Procurement Division Engineering Service Request (ESR)
user guide**

PD Engineering

October 18, 2022

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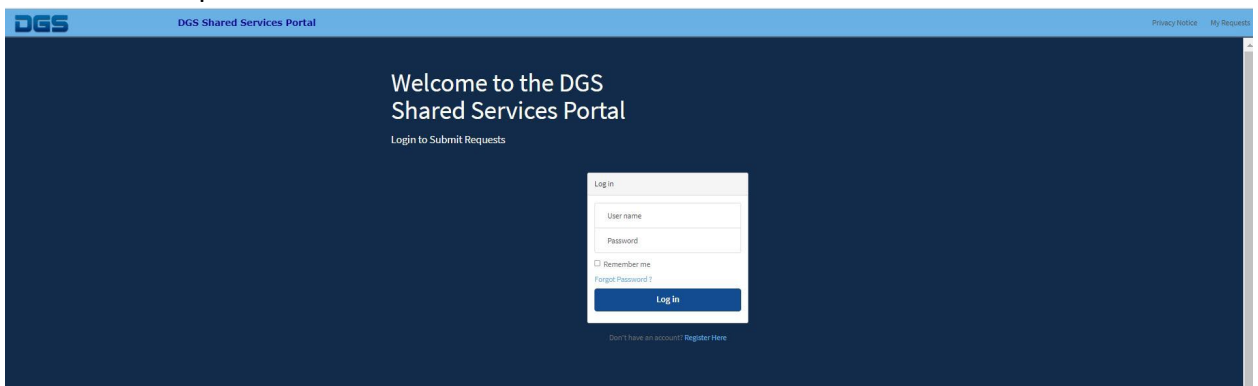
Introduction

State agencies now have a new method to submit Engineering Service Request (ESR) via the Department of General Services (DGS) Shared Services Portal.

Once an ESR has been submitted, the task will be reviewed and assigned to a resource by the Procurement Division (PD) engineering branch. Requestors can get information about their requests through the service portal. System messages will also be generated to inform requestors of any activities occurring on their request.

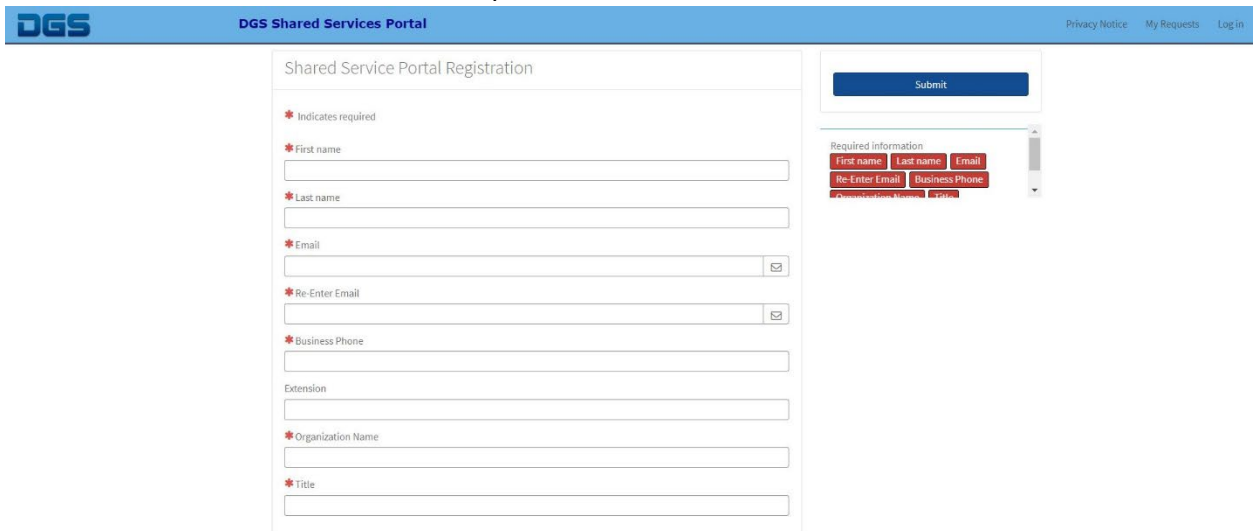
DGS Shared Services Portal

1. Log in to DGS Shared Services Portal https://dgs.service-now.com/dgs_ssp with your username and password.



The screenshot shows the login page of the DGS Shared Services Portal. The page has a dark blue header with the DGS logo on the left and "DGS Shared Services Portal" in the center. On the right side of the header, there are links for "Privacy Notice" and "My Requests". The main content area is dark blue and contains the text "Welcome to the DGS Shared Services Portal" and "Login to Submit Requests". Below this text is a white login form with fields for "User name" and "Password", a "Remember me" checkbox, and a "Forgot Password?" link. A blue "Log In" button is at the bottom of the form. Below the button, there is a link that says "Don't have an account? Register Here".

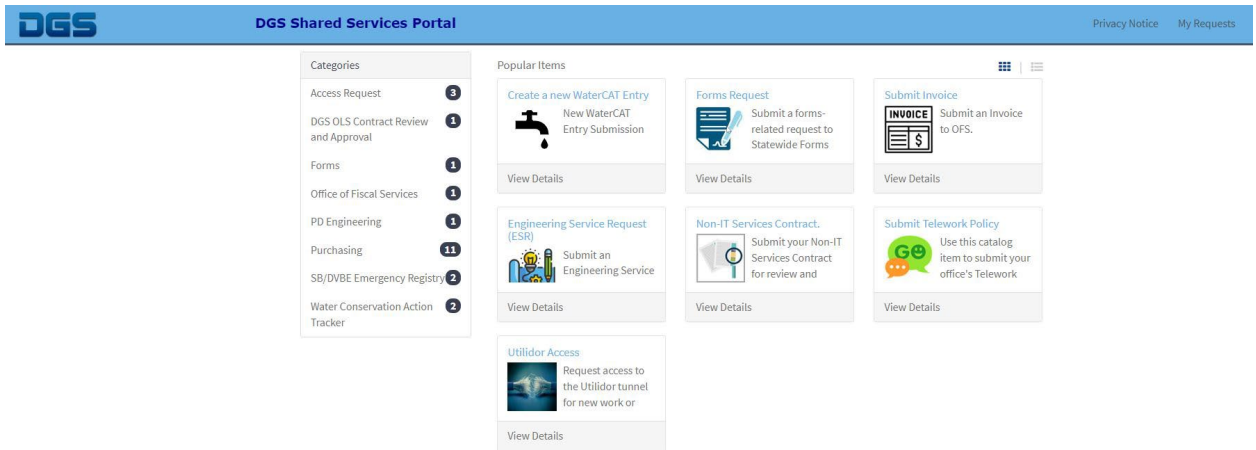
2. If you need to register before logging in, click on the registration link below the Log In button. Fill out all the information requested.



The screenshot shows the registration page of the DGS Shared Services Portal. The page has a dark blue header with the DGS logo on the left and "DGS Shared Services Portal" in the center. On the right side of the header, there are links for "Privacy Notice", "My Requests", and "Log In". The main content area is white and contains the text "Shared Service Portal Registration". Below this text is a registration form with several fields, each with a red asterisk indicating it is required. The fields are: "First name", "Last name", "Email", "Re-Enter Email", "Business Phone", "Extension", "Organization Name", and "Title". To the right of the form is a blue "Submit" button. Below the "Submit" button is a "Required information" section with a list of fields: "First name", "Last name", "Email", "Re-Enter Email", "Business Phone", and "Organization Name". Each field in this section has a red error message next to it, indicating that the information is required.

3. Once you submit the request, a message will be sent to you to verify email account and set password.

4. After you log in, the Shared Service Portal main page displays as shown. Select the PD Engineering category on the left side of the screen



5. Select the Engineering Service Request.




6. **The ESR was designed to be used by state agencies only.** If you are not a state agency, you will not be able to submit a request. Answer yes to proceed.

DGS **DGS Shared Services Portal** [Privacy Notice](#) [My Requests](#)

[Home](#) > [DGS SSP Catalog](#) > [PD Engineering](#) > [Engineering Service Request \(ESR\)](#)

Engineering Service Request (ESR)

Submit an Engineering Service Request (ESR)




The Engineering Service Request enables all state agencies to request DGS PD engineering services.

Please DO NOT upload/enter any information which contain personal information (e.g., Personal phone number/ address/ email, social security numbers, etc.), confidential, or sensitive information.

* Are you a State agency?

-- None --

 Add attachments

Submit

[Required information](#)
Are you a State agency?


7. Once you select YES, the ESR form will expand as shown below.

DGS **DGS Shared Services Portal** [Privacy Notice](#) [My Requests](#)

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Required information




- Name of the Requestor
- Department
- Work Phone Number

* Are you a State agency?
Yes

* Name of the Requestor
[Text Field]

* Department
-- None --

* Work Phone Number 
Please provide an Office/Work phone number to reach out to you. 
[Text Field]

* Work Email Address 
Please provide an Office/Work Email Address to reach out to you. 
[Text Field] 

Title
[Text Field]

* Are you the SME/technical contact?
-- None --

* Select a service category
-- None --



Describe the product you are purchasing below


* Commodity Name Or Service
[Text Field]

* Background/Reason for Request
[Text Field]

* Provide Research You Have Completed To Date
[Text Field]

Additional Comments
[Text Field]

NOTE: 
Please DO NOT upload any documents which contain personal information (e.g., social security numbers, birth date, driver's license number, etc.), confidential, or sensitive information. 

 Add attachments

It is mandatory to fill out all data entry fields with a red asterisk.

a. Enter the name of the requestor.

- b. Choose the department from the pull down.
- c. Enter in the requestor's work phone number.
- d. Enter in the requestor's work email address.
- e. Enter your title (optional).
- f. Identify the Subject Matter Expert (SME) or technical contact.
- g. Select a service category from the pull down.
- h. Describe the commodity name or service.
- i. Enter in the reason for request.
- j. Identify any research completed to date.
- k. If desired, add additional comments.
- l. If desired, the requestor may attach one or more documents prior to submitting the request.

Request status

1. Once an order is submitted and accepted, a request item number (RITM) will be assigned.
 - a. RITM number is system generated unique number.
 - b. Every new submission will have a different RITM.
 - c. The number will always begin with RITM.
2. You can find a list of your requests on the DGS Shared Services Portal. Click on "My Requests" at the top of the page. To find out about a particular request, click on any open RITM.