DoIT Network Operations

Network Service Request Submission
Network Service Request Submission Instructions

Any request for adding, changing or decommissioning any networkMaryland™ connection is performed by submitting a Network Service Request or NSR.

The submission is a google form that can be accessed through the following hyperlink

https://doitmaryland.service-now.com/networkMaryland/private.do

When accessing the form, the Name, Agency, Location, Business phone and email are auto-filled based on the user logged into the Connect.md.gov portal.
Network Service Request Submission Instructions

Those fields can't be changed.

The Request Information must be filled out for the Network Maryland Subscriber. Upon launching the form, the networkMaryland™ subscriber and the Request on Behalf fields default to the user submitting the form. If this form is being submitted for an agency other than the one the submitter belongs, this can be changed along with the Request on Behalf Field.

The next field is the request type. There are three options.

New, modify or decommission.

Selection for the Service Type. The Selections are Internet, Private Line (Layer-2), SwGI or VPRN.

*Note Most of the connection for Enterprise Agencies would be VPRN. If not sure, consult with networkMaryland™ or DoIT Lan Services.
Network Service Request Submission Instructions

Private Line to VPHN). Select "Modify" to upgrade or downgrade the Bandwidth for existing service. Select "Decommission" to discontinue existing service.

Service Type — For New services requests, please select the Service Type needed. For Modify and Decommission requests, select the Service Type currently being provided.

Service Type:
- Private Line
- Internet
- Private Line (Layer 2)
- SmGL
- VPN

The Bandwidth Required has many selections based on what is needed for the site. If additional assistance is needed, contact networkMaryland™ or DoIT Lan Services.

Service Location contains the address for most networkMaryland™ serviced sites. If the site you are requesting is not in the list, there is a checkbox to indicate a new location.

The Locations and input into the system in the following format:

City Name-Street Address.

Examples:

Baltimore-3007 East Biddle Street
Silver Spring-962 Wayne Avenue
Network Service Request Submission Instructions

Select the Date that the services is requested by:

- Date Service Needed — Select date if service is required earlier than the date provided. Requests for new network service typically take 90 days to deliver. Requests for service modification or decommissioning typically take 30 days to deliver.

Jotation — Enter any notes or special instructions for DoIT review related to the service.
The Notes for Service Configuration should contain any special instructions including site access times and contact information for onsite personnel that would need to be informed of any installation if needed.

When all the fields have been filled out, a splash screen giving a NSRxxxxxxx number will be displayed. A representative from networkMaryland™ will be in contact to assist in fulfilling the request.