



Guidance for Submitting Network Service Requests (NSRs)

The WAN request form has been replaced with a new submission process from networkMaryland.

Please refer to the below web links to submit your future NSRs:

Private Web Form:

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

- Only for State Agency customers who are authorized by DoIT to submit NSRs
- Users must have ServiceNow and Maryland.gov accounts

Public Web Form:

<https://doitmaryland.service-now.com/networkMarylandpublic/public.do>

- Use this form if you do not have either a ServiceNow or Maryland.gov account

For Private Web Form use, if any State Agency customers wants to add team member(s) to be authorized by DoIT to submit NSRs, please email your requests with the below information for each person to David Mangrum at david.mangrum@maryland.gov for review:

- Name
- Email account
- Contact number

For additional assistance, or, training with the Service NSR Web form, please contact the DoIT Service Desk at [410-697-9700](tel:410-697-9700), email: Service.Desk@maryland.gov