

# **milCloud® 2.0**

## **Program Portal**

### **User Guide**



**December 2019**

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# Table of Contents

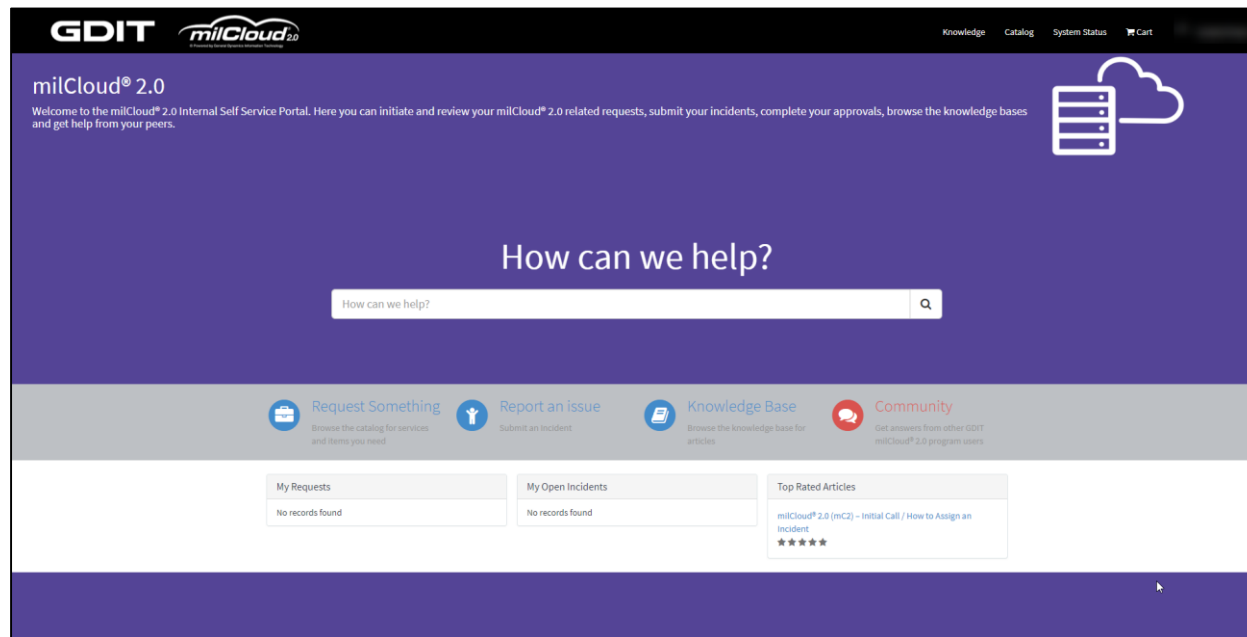


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To access the milCloud® 2.0 Program Portal, navigate to <https://milcloud.service-now.com/sp>

NOTE: The URL is the same as the SNOW fulfiller with **/sp** tacked on at the end.

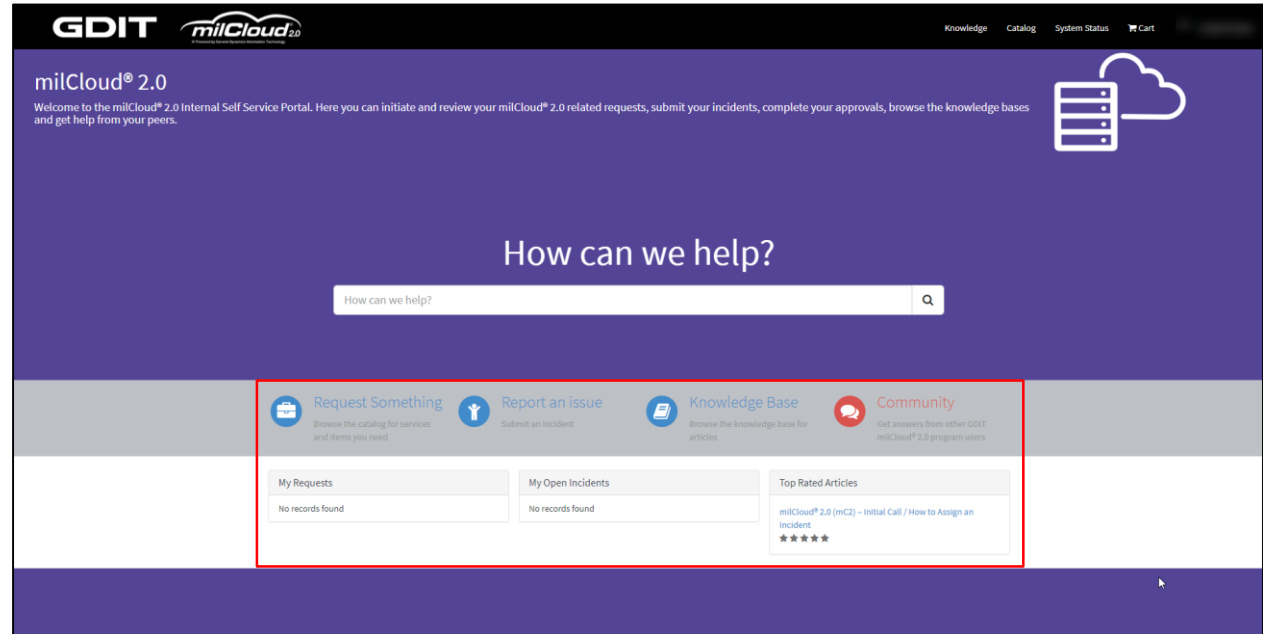
Additionally, you can find the portal by entering the word “portal” in the **Filter Navigator** search field in SNOW and selecting the **Service Portal Home** option.



# Program Portal Homepage

From the homepage, you can access the service catalog, report an issue, browse knowledge bases, and get answers from your peers to questions you may have.

You can also view your open requests, incidents, and any pending approvals you may have to complete.

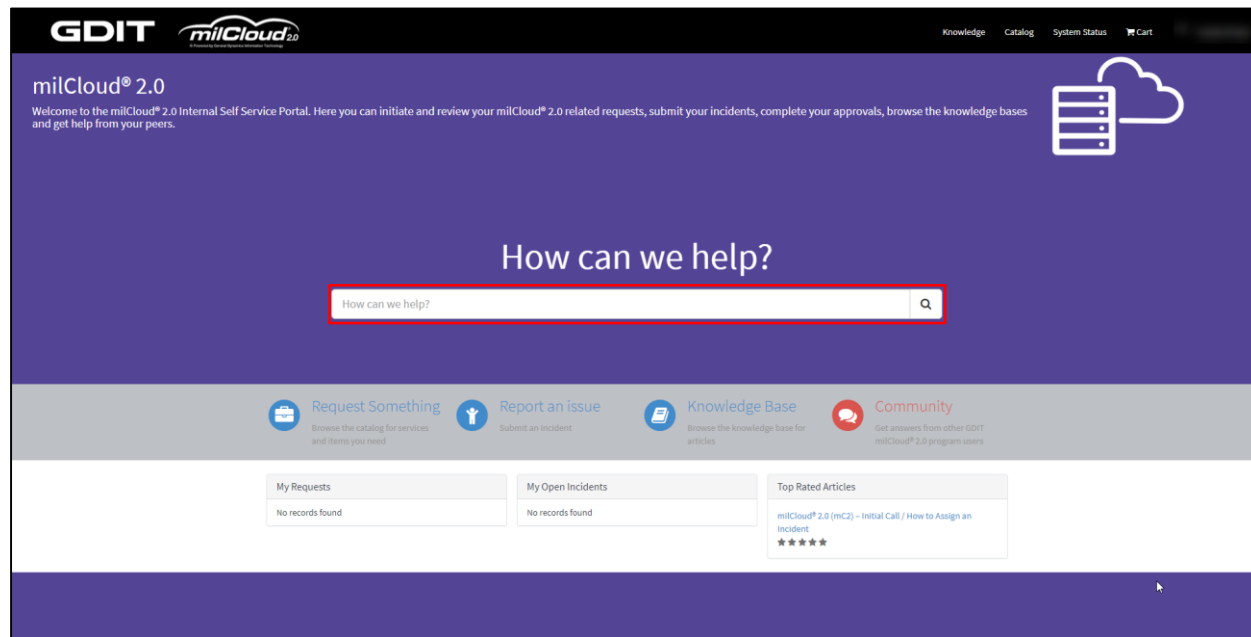


# How Can We Help?

In the homepage, you will find the **How can we help?** search field.

Type in a search keyword in the **How can we help?** field and select **Enter**.

A search is performed throughout the whole portal for the keyword. This includes knowledge articles, catalog items, and Questions and Answers.



# How Can We Help?

Once you enter a search keyword, you will see the results displayed. You can filter based on type (Knowledge Base, Questions and Answers, and Catalogs).

To filter by type, select the appropriate category on the left.

**NOTE:** The keyword will be highlighted in yellow for easy visibility.

The screenshot displays the GDIT milCloud 2.0 user interface. At the top, the navigation bar includes 'GDIT', 'milCloud 2.0', and links for 'Knowledge', 'Catalog', 'System Status', and 'Cart'. Below the navigation bar, a search bar contains the keyword 'server'. On the left side, a filter menu is visible with a red box highlighting the 'All' category. The main content area shows search results for 'server', including a list of documents and knowledge articles. The word 'server' is highlighted in yellow in the document titles and descriptions. The results include:

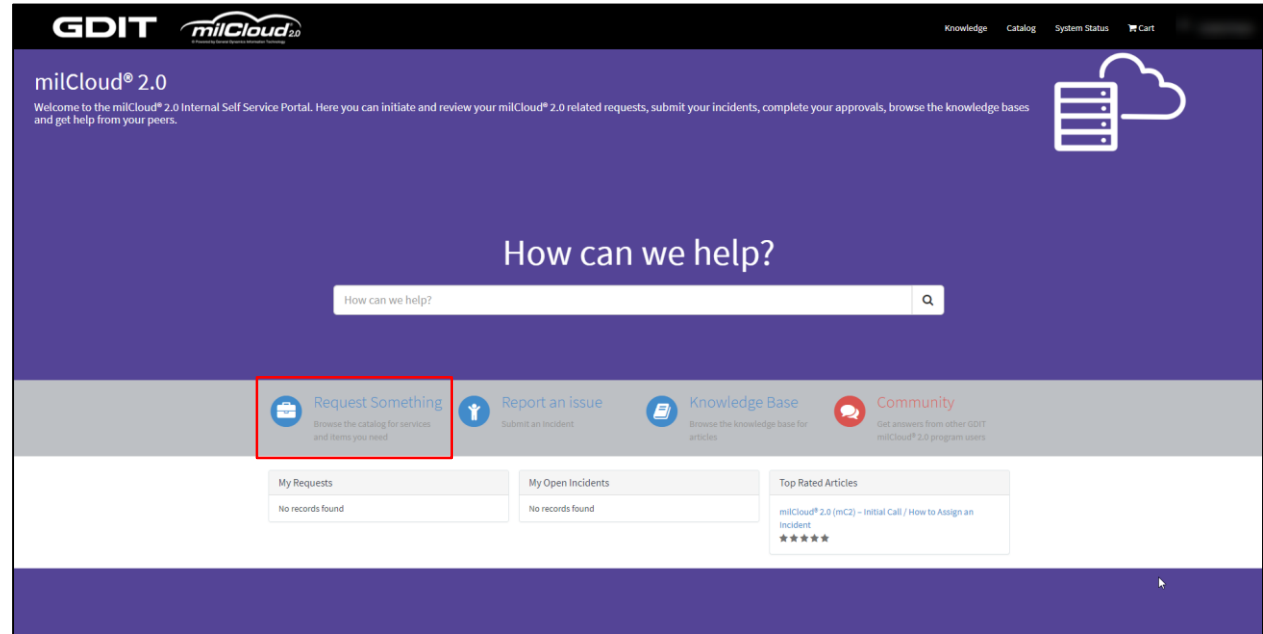
- Sprint 25 Documents**: Article KB0010261, Published: 2mo ago.
- milCloud® 2.0 - Microsoft SQL Server Clustering Support**: OVERVIEW This knowledge article explains that milCloud® 2.0 now supports Microsoft SQL Server clustering, read the script below. Yes, mC2 now supports Microsoft SQL Server clustering. Database to blo. Article KB0010223, Published: 2mo ago.
- How to Create a Jump Box**: OVERVIEW This guide describes the procedure for Mission Partners (MPs) on how to create a jump box. A jump box, or jump server host, is a network computer used to access and manage devices in a separa. Article KB0010322, Published: a day ago.
- Sprint 24 documents**: Article KB0010264, Published: 2mo ago.
- milCloud® 2.0 - milCloud® 2.0 Patching for Server**: OVERVIEW This Knowledge Article explains how milCloud® 2.0 Mission Partners use the Department of Defense (DoD) Windows Update Services (WSUS) ANSWER The DoD WSUS is located for. Article KB0010066, Published: 7mo ago.
- How to configure the milCloud® 2.0 Portal SYSLOG**: to a syslog inside the VPC. When creating a new VPC, set the log level and syslog IP address. The syslog IP address has to be within the VPC's network tiers. Article KB0010126, Published: 6mo ago.
- [ABC-P IaaS: Apply OS patches](#)

# Submit a Request

You can search for catalog items in the Service Catalog and initiate a request. The catalog items displayed are based on your role permissions.

When a request is submitted, a workflow is triggered that includes tasks and approvals for different teams and users.

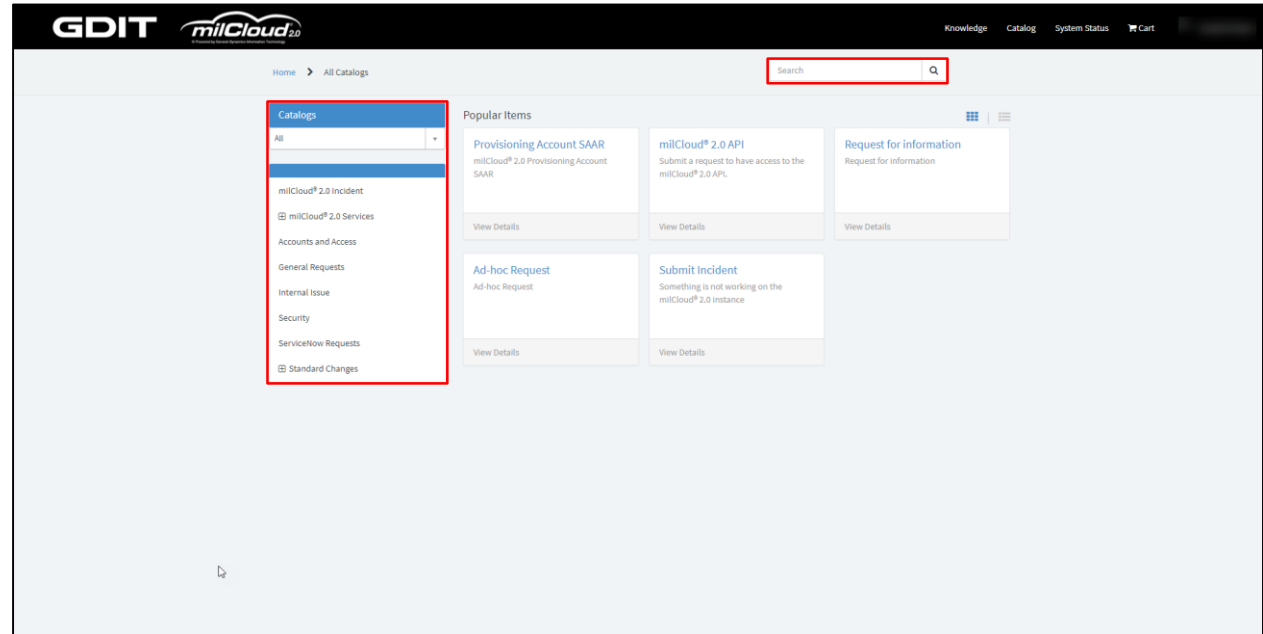
Select the **Request Something** button.





# Submit a Request

In the Service Catalog page, you can filter catalog items based on **Categories** or can search using the **Search** field.



# Submit a Request

When submitting a request, enter as much information as possible.

All required fields will be marked with a red asterisk (\*).

Form fields will vary based on the request being submitted.

Once all information is entered, select the **Submit** button.

**GDI milCloud<sup>2.0</sup>**

Knowledge Catalog System Status Cart

Home > All Catalogs > Internal Service Catalog > ServiceNow Requests > Request New Functionality

Search

### Request New Functionality

New ServiceNow functionality and automation

\* Who is the point of contact?

Select your manager's name

Module you anticipate using

\* Please provide a short description of your request.

\* What are the requirements of your request?

Required information

- Who is the point of contact?
- Please provide a short description of your request.
- What are the requirements of your request?

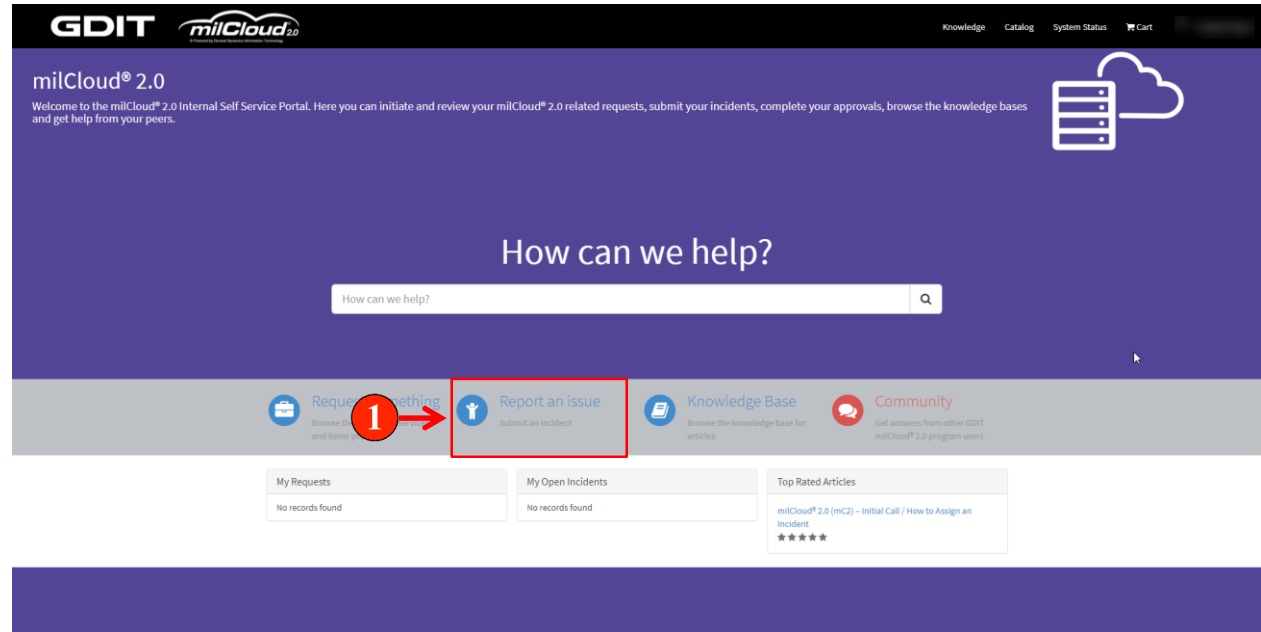
Paragraph

Add attachments

# Submit an Incident

You can report any issues you are experiencing by submitting an incident.

Step 1. On the homepage, select the **Report an Issue** button.



# Submit an Incident

Step 2. Select the **Create New Incident** button.

Step 3. Input as much specific information as possible. (All fields with a red asterisk are required).

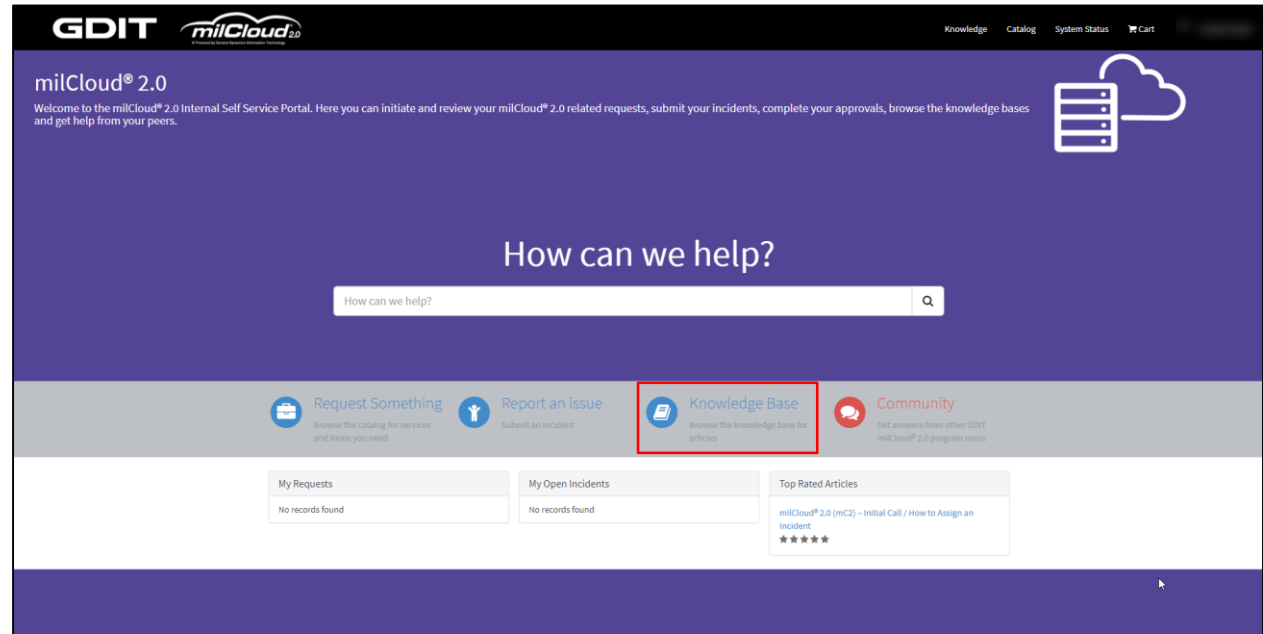
Step 4. Select the **Submit** button.

Once an incident is submitted, it will be revised and triaged by the Tier 1 Service Desk.

The screenshot displays the 'Create New Incident' form within the GDI milCloud 2.0 interface. The breadcrumb trail at the top reads: Home > All Catalogs > Internal Issue > Internal Issue > Create New Incident. The form title is 'Create New Incident' with the subtitle 'Something is not working on the milCloud® 2.0 instance'. The form contains several input fields: 'Subject of the request?' (a text box), 'Impact' (a dropdown menu with 'None' selected), 'Urgency' (a dropdown menu with 'None' selected), 'Category' (a dropdown menu with 'None' selected), and 'Subcategory' (a dropdown menu with 'None' selected). A red asterisk is placed before the 'Description of the request?' label, which is followed by a text box. At the bottom right of the form is an 'Add attachments' link. A blue 'Submit' button is located on the right side of the form. Three red circles with numbers and arrows indicate the steps: circle 2 points to the 'Create New Incident' button in the top navigation bar; circle 3 points to the 'Subject of the request?' text box; and circle 4 points to the 'Submit' button.

In addition to searching for a knowledge article using the **How can we help?** search field, you can access the Knowledge Bases directly.

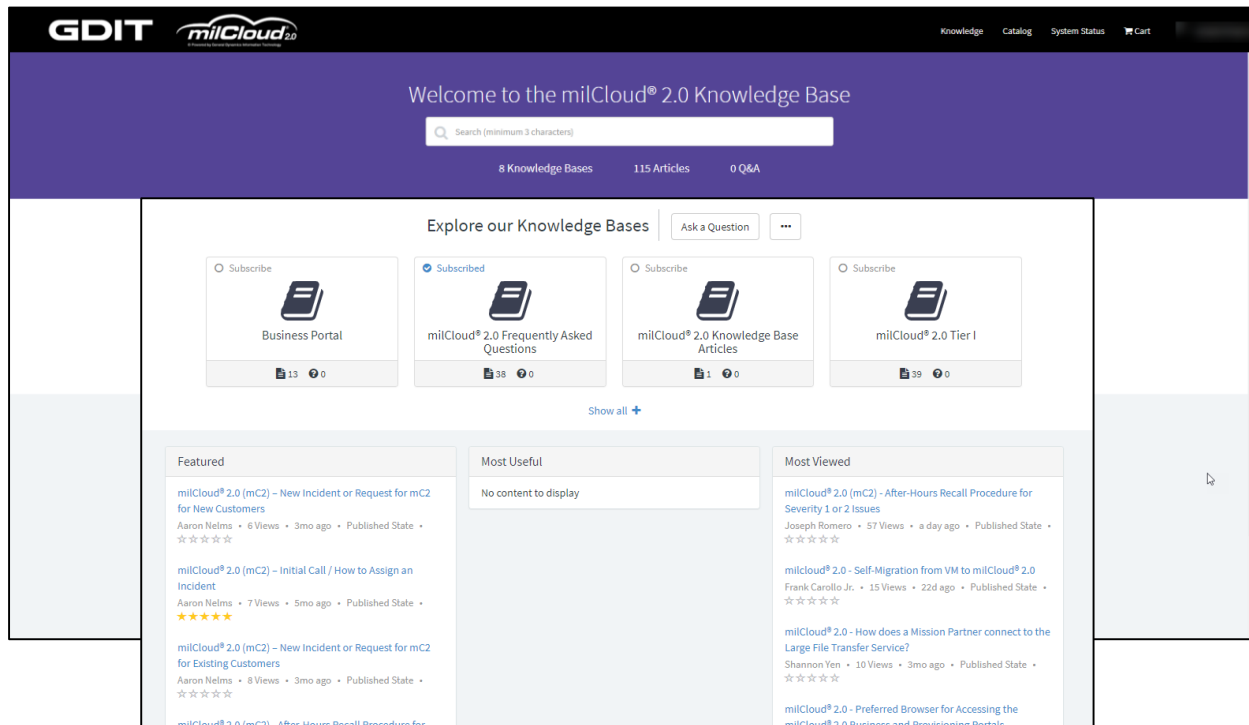
Select the **Knowledge Base** button on the homepage to view the Knowledge Base page.



In the Knowledge Base (KB) page, you can view all knowledge articles visible to your role.

Each KB is broken down into categories and are depicted by tiles in the **Explore our Knowledge Bases** section.

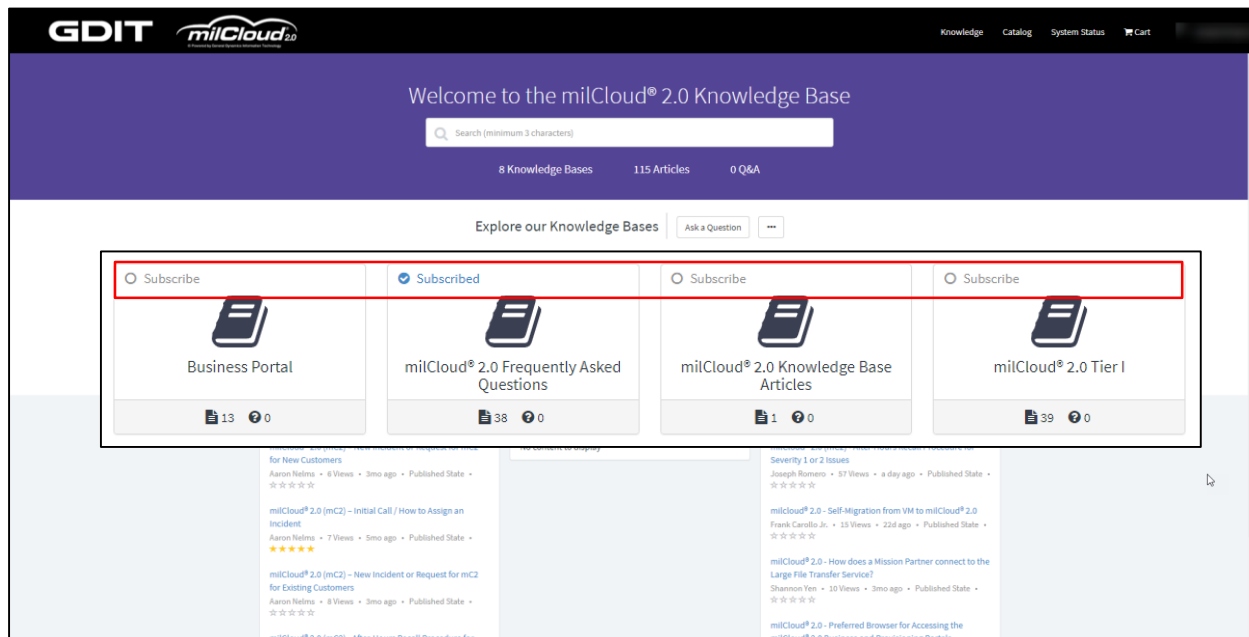
There are three sections at the bottom of the KB page that show the **Featured** KBs, **Most Useful** KBs, and **Most Viewed** KBs.



You have the option to subscribe to any desired KB section. By subscribing to a KB section, you will receive an e-mail every time a knowledge article is added or an existing article is modified within the KB.

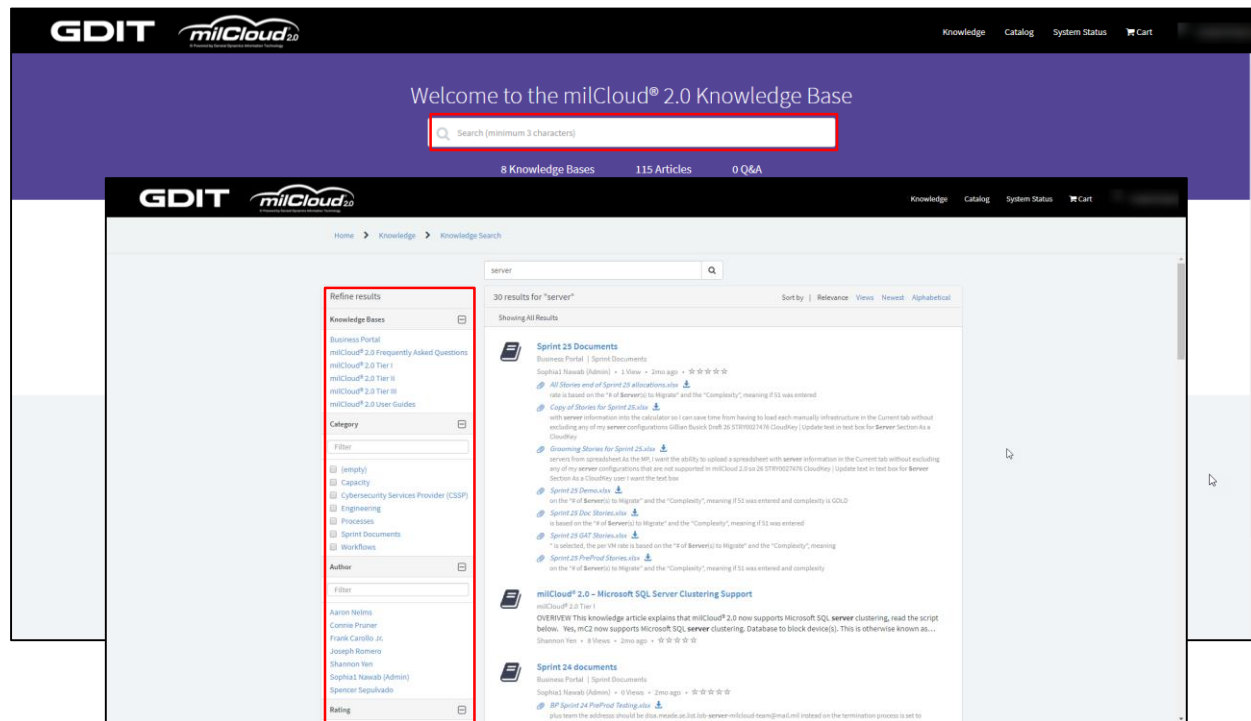
To subscribe to a KB, select the **Subscribe** button at the top of the widget.

To unsubscribe from the KB, select the **Subscribed** button at the top of the widget. (You will see **Unsubscribe** as you hover over the **Subscribed** link.)



To search for an article, enter a keyword into the **Search** field and select **Enter**.

In the results page, you can filter based on Knowledge Base, Category, Author, Rating, Last Modified, or View Count Range in the **Refine results** section on the left.



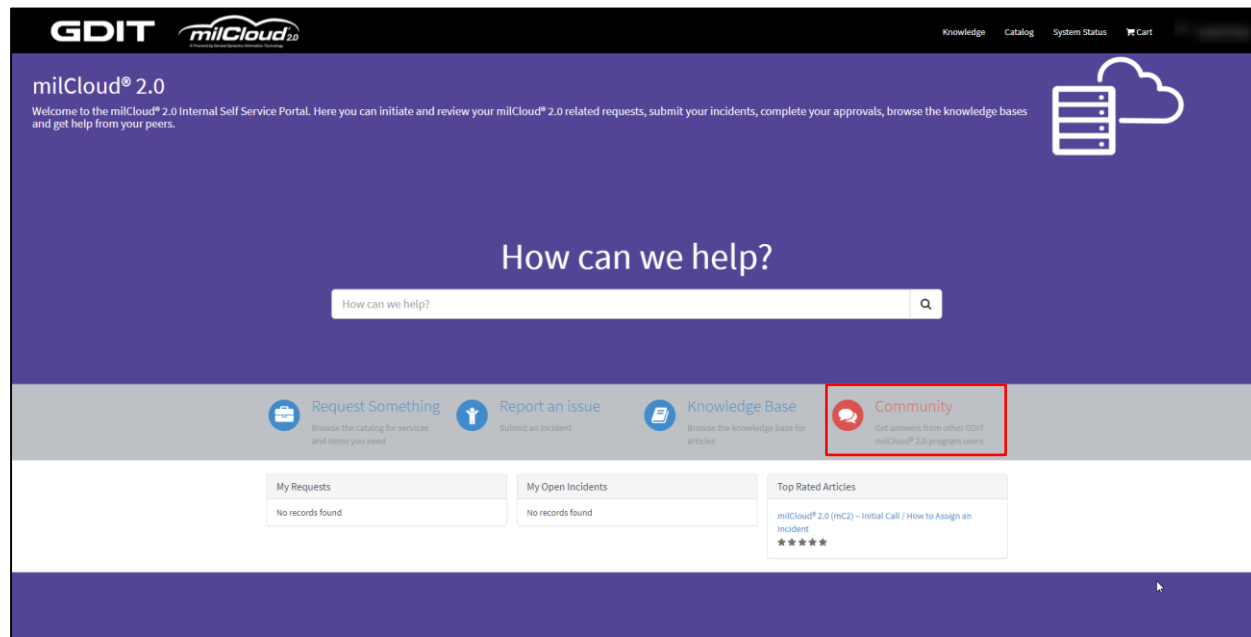
The screenshot displays the milCloud 2.0 Knowledge Base interface. At the top, there's a navigation bar with 'GDIT' and 'milCloud 2.0' logos, and links for 'Knowledge', 'Catalog', 'System Status', and 'Cart'. Below this, a welcome message reads 'Welcome to the milCloud® 2.0 Knowledge Base'. A search bar is present with the placeholder text 'Search (minimum 3 characters)'. Below the search bar, statistics show '8 Knowledge Bases', '115 Articles', and '0 Q&A'. The main content area shows search results for the keyword 'server', displaying '30 results for "server"'. On the left side of the results page, a 'Refine results' section is highlighted with a red box. This section includes filters for 'Knowledge Bases', 'Category', 'Author', and 'Rating'. The 'Category' filter is expanded, showing a list of categories: '(empty)', 'Capacity', 'Cybersecurity Services Provider (CSP)', 'Engineering', 'Processes', 'Sprint Documents', and 'Workflows'. The 'Author' filter is also expanded, showing a list of authors: 'Aaron Nelson', 'Carmen Pruner', 'Frank Cavallaro, Jr.', 'Joseph Romero', 'Shannon Yen', 'Sophia1 Nawab (Admin)', and 'Spencer Sepulveda'. The main content area displays a list of articles, including 'Sprint 25 Documents' and 'milCloud 2.0 - Microsoft SQL Server Clustering Support'.



# Questions and Answers

You can ask questions and post answers to the **Community** section portal.

Select the **Community** button on the homepage to view questions and answers.



# Questions and Answers

All questions will be distributed internally for others to answer.

Step 1. Select the **Ask a Question** button.

Step 2. In the **Question** field, input the question you want answered.

Step 3. In the **Question details** field, input any detailed information related to the question.

Step 4. Select the **Post Question** button.

The screenshot shows the 'Ask a Question' interface in the GDIT milCloud 2.0 system. The interface includes a header with 'GDIT milCloud 2.0' and navigation links for 'Knowledge', 'Catalog', 'System Status', and 'Cart'. A search bar is located in the top right. The main content area displays a message: 'No questions have been asked yet. Once questions are asked, they will show up here. You can be the first!'. A red arrow labeled '1' points to the 'Ask a Question' button in the top right corner. Below this, a modal form is shown with four numbered steps: '2' points to the 'Question' input field, '3' points to the 'Question details' text area, and '4' points to the 'Post question' button at the bottom. The 'Question details' field includes a rich text editor with various formatting options like bold, italic, and bullet points. A 'Type tag name...' input field is located below the text area.

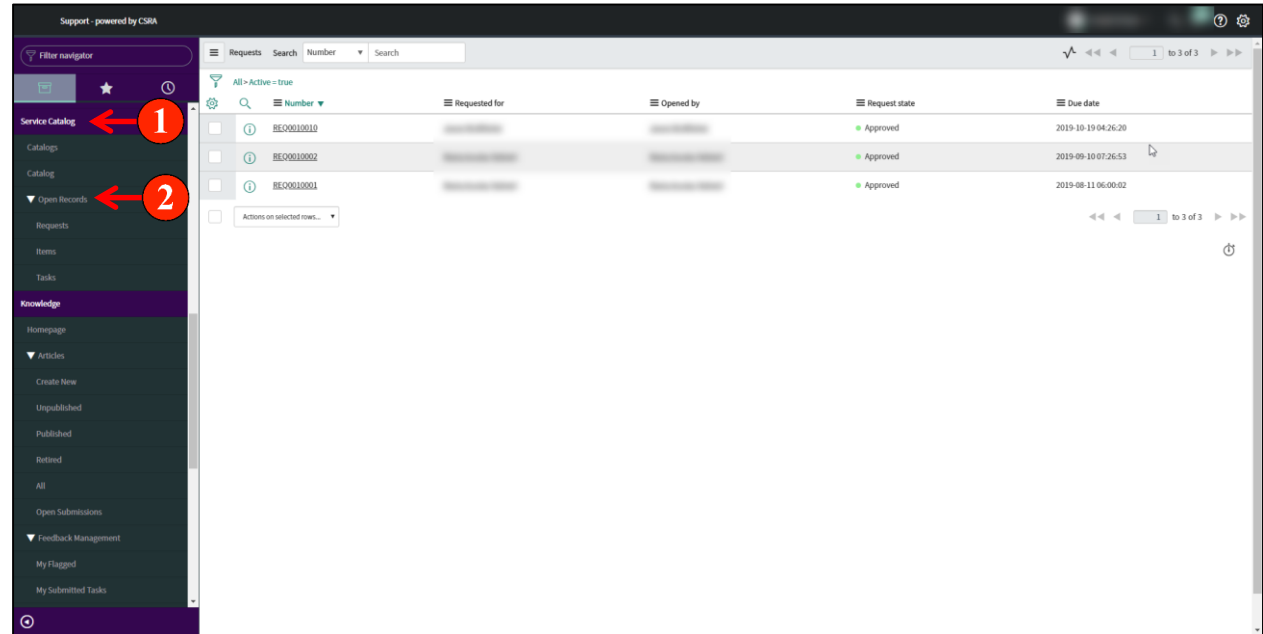
# Reviewing Requests

You can view open requests in the Fulfiller site.

To access the Fulfiller site, navigate to:  
<https://milcloud.service-now.com/>

Step 1. Select **Service Catalog**.

Step 2. Select **Open Records**.



# Reviewing Requests

From here, you can see options for requests, items, and tasks.

A request (REQ) is comprised of Request Items (RITMS) which are each of the catalog items requested at one time.

The RITMS are comprised of Tasks (SCTASKS) which are assigned to the teams for work to be performed on the request item.

Number	Requested for	Opened by	Request state	Due date
<a href="#">REQ0010010</a>			Approved	2019-10-19 04:26:20
<a href="#">REQ0010002</a>			Approved	2019-09-10 07:26:53
<a href="#">REQ0010001</a>			Approved	2019-08-11 06:00:02

# My Work/Groups Work

You can view open requests in the Fulfiller Site.

To access the Fulfiller site, navigate to:  
<https://milcloud.service-now.com/>

Step 1. Select **Service Desk**.

Step 2. Select **My Work** (items assigned to you) or **My Groups Work** (items assigned to your group(s), but not assigned to any one individual).

The screenshot shows the ServiceNow interface. On the left is a dark navigation menu with various options. A red arrow labeled '1' points to 'Service Desk'. Another red arrow labeled '2' points to 'My Work' under the 'Service Desk' section. The main area displays a table of tasks with columns for 'Number', 'Priority', 'State', 'Assigned to', and 'Short description'. The table shows several rows of task data.

# View Incident and Request Reports



You can view reports regarding incidents and requests/tasks from the fulfiller site.

To access the fulfiller site, navigate to:  
<https://milcloud.service-now.com/>

Step 1. Select **Self-Service**.

Step 2. Select **My Homepage**.

Step 3. Ensure the **milCloud<sup>®</sup> ITIL Homepage** is selected.

The screenshot shows the milCloud ITIL Homepage interface. Callout 1 points to the 'Self-Service' option in the left sidebar. Callout 2 points to the 'My Homepage' option in the left sidebar. Callout 3 points to the 'milCloud ITIL Homepage' tab at the top of the main content area.

**Open Tickets**

Assignment group	State		New			In Progress			On Hold			Count
	Priority	3 - Moderate	4 - Low	2 - High	3 - Moderate	4 - Low	2 - High	3 - Moderate	4 - Low			
milCloud - Operations		2		1	3	12			1	4	23	
milCloud - Sales			1		1						2	
milCloud - Business Portal						2					2	
milCloud - IaaS					1		3		2		6	
<b>Count</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>14</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>33</b>		

**Ticket Totals YTD**

Assignment group	Contact type	E-mail	Phone	Self-Service	Direct Input	Other	Count
milCloud - Cyber		4					4
milCloud - Migration		35	10				45
milCloud - Operations		756	167	1	2	2	928
milCloud - SOC		14					14
milCloud - Sales		56	22		1		79
milCloud - Business Portal		49	18				67
milCloud - IaaS		107	26				133
<b>Count</b>		<b>1,021</b>	<b>243</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1,270</b>

**Open Tickets Created 7+ Days**

Assignment group	State		On hold reason				Count	
	In Progress	On Hold	(empty)	Awaiting Caller	Awaiting Change	Awaiting Problem		Awaiting Vendor
milCloud - Operations	2	1	0	0	0	0	1	4
milCloud - Sales	1	0	0	0	0	0	0	1
milCloud - IaaS	1	2	1	1	1	1	1	6
<b>Count</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>11</b>

**[MC2 Catalog] Tasks Created YTD**

Assignment group	Category				Count
	Account Administration	General Requests	General Services		
milCloud - Operations	3	1	2		6

# milCloud® 2.0 Knowledge Management

**email:**

**[milCloud2-knowledge\\_management@csra.com](mailto:milCloud2-knowledge_management@csra.com)**



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milCloud® 2.0 Program Portal User Guide		Number	mC2-GU-0200-010-20191120-1.0
		Type	GU
		Effective Date	12/2/2019
Reviewed By:		Approved By	

Version	Document Date	Change Author	Affected Pages	Description of Change
1.0	11/20/2019	Connie Pruner	All	Baseline Document – Initial Draft