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Date: Thursday, 31 March 2022 at 16:26

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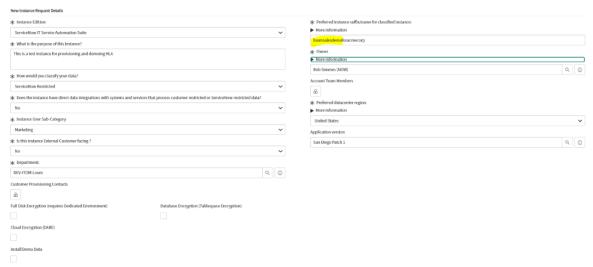
Subject: Request to provision internal instances - New Process

Hi,

Please use the following steps in order to provision HLA for internal instances:

1. <u>Naming convention:</u> You must request an instance with the suffix: <u>loomsalesdemo</u>. For example, your instance name should be loomsalesdemoforacmecorp, which will resolve in loomsalesdemoforacmecorp.service-now.com.

If you don't use the following naming convention HLA will **not** be provisioned on your instance.



- 2. That's it. You don't need to open any other CHG requests, cases etc.
- 3. The provisioning still has a manual step, which the GCS team will be handling the requests twice a week (Tuesdays and Thursdays).
- 4. <u>How would I know the provisioning is done?</u> Once your provision will be done the notification in the Data Input screen will disappear.

- 5. We're not going to have KB as we need to limit the number of requests to $\sim 12/\text{week}$ in order for the relevant team to be able to cope with this process.
- 6. I'll send instructions once this process will no longer be needed (ETA 4/12).

Thanks, Eli Nazarov