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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. **Naming convention:** You must request an instance with the suffix: **loomsalesdemo**. 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.

New Instance Request Details

* Instance Edition:
ServiceNow IT Service Automation Suite

* What is the purpose of this instance?
This is a test instance for provisioning and demoing HLA

* How would you classify your data?
ServiceNow Restricted

* Does the instance have direct data integrations with systems and services that process customer restricted or ServiceNow restricted data?
No

* Instance User Sub-Category
Marketing

* Is this instance External Customer facing?
No

* Department:
DEV-ITOM-LOOM

Customer Provisioning Contacts

Full Disk Encryption (requires Dedicated Environment)
☐

Database Encryption (Tablespace Encryption)
☐

Cloud Encryption (DARE)
☐

Install Demo Data
☐

* Preferred instance suffix/name for classified instance:
More Information
loomsalesdemoforacmecorp

* Owner
More Information
Rob Simmes (NOW)

* Preferred datacenter region:
More Information
United States

Application version
San Diego Patch 1

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. **How would I know the provisioning is done?** 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 ~12/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