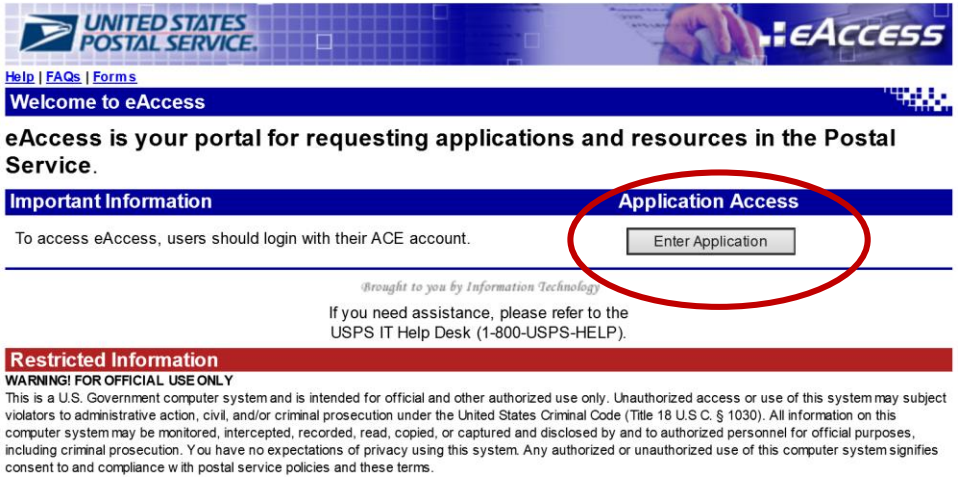
eAccess Instructions for the DR&D ServiceNow Workflow Tool

1. Enter the eAccess portal by clicking on the following link:

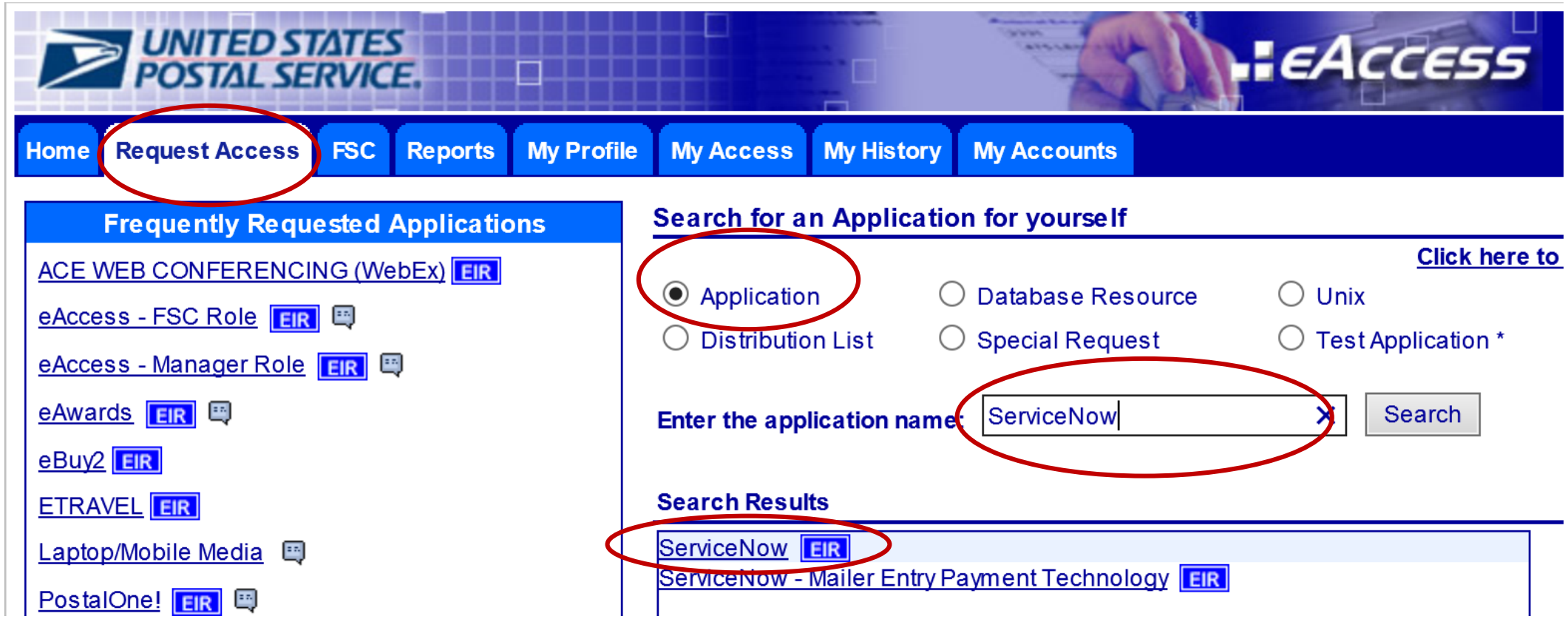
   https://eaccess.usps.gov/ords/eaccessnp/sso_std.sso_welcome

2. Select “Enter Application” and on the next screen enter your login credentials

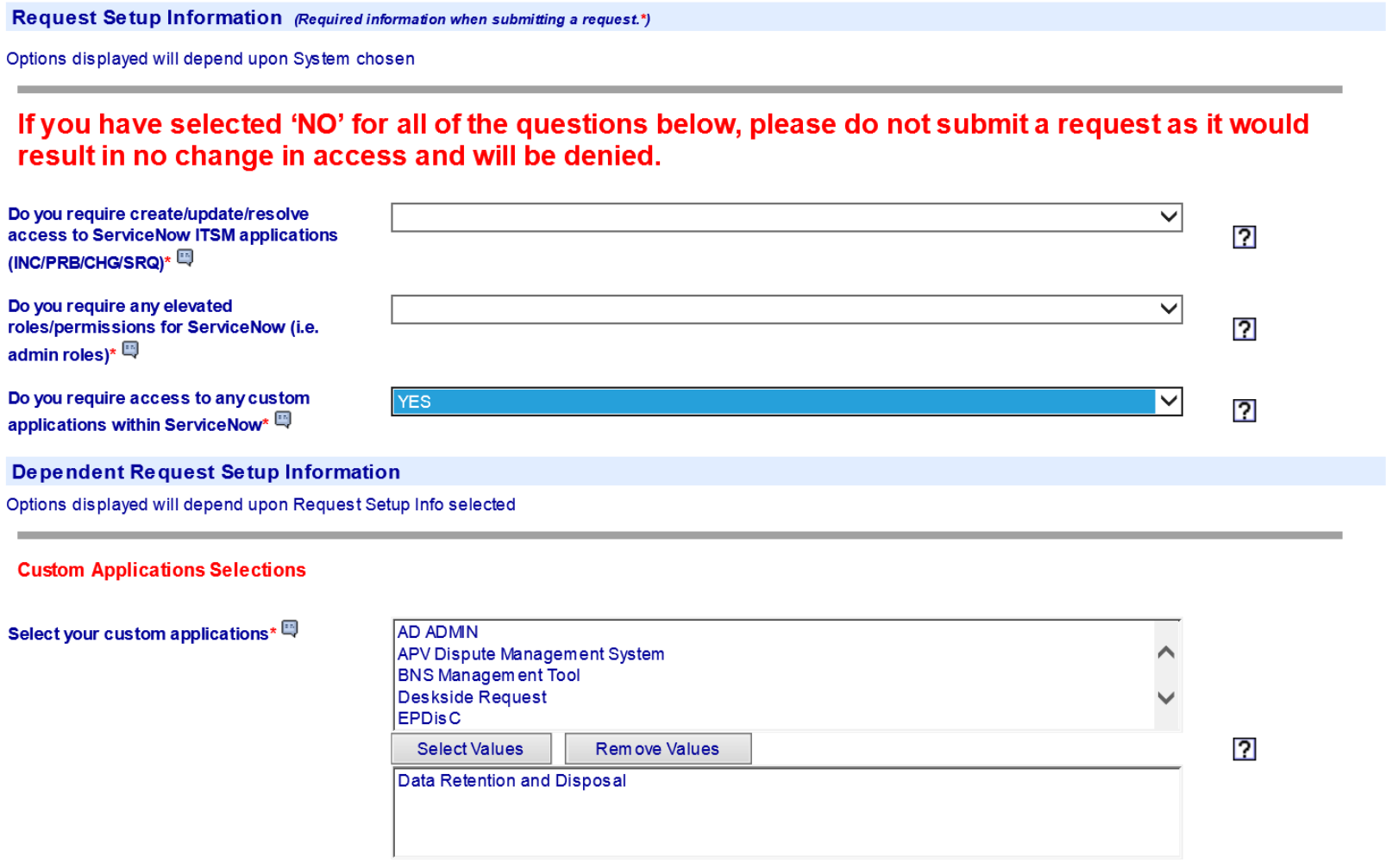


3. Select the “Request Access” tab and confirm that “Application” is checked

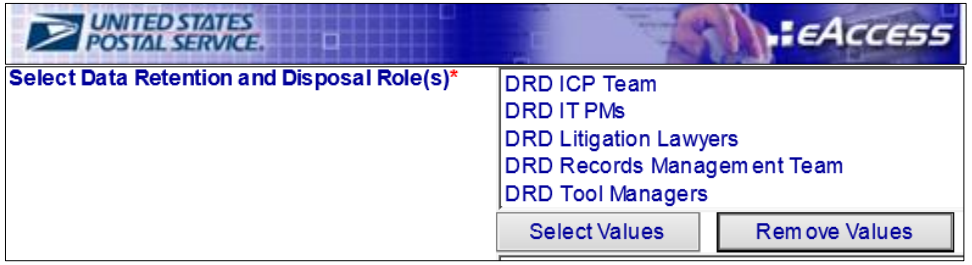
4. Search for “ServiceNow” and select “ServiceNow” in the Search Results



5. For DR&D ServiceNow Workflow Tool access:
   Ignore, or leave As Is, the first two questions in the Request Setup Information section.
   Select “Yes” for the third question.
   “Data Retention and Disposal” will auto-select as the Custom Application Selection



6. Choose the DR&D Role based on your current function.



Function Descriptions

ICP Team

Responsibilities: Keeps track of data extractions from a system and provide query information to litigation attorneys for hold research

Tool Functions: Updates SDDR with data extraction information for the system.

IT PMs

Responsibilities: Initiate SDDRs for systems currently purging or planning to purge data

Tool Functions: Create new SDDRs.

Litigation Attorneys

Responsibilities: Determines if a litigation hold is currently in place for a system a SDDR has been created for.

Tool Functions: Updates Litigation Hold status for a SDDR. Provides Final Resolution details for a SDDR.

Records Management

Responsibilities: Create and maintain Records Control Schedules (RCS) documents.

Tool Functions: Align SDDRs with existing RCS documents or initiate a new RCS if one does not exist.

DRD Tool Manager

Responsibilities: Facilitate process flow of DRD lifecycle.

Tool Functions: Review SDDRs for completeness, write access to all fields at any time, and change Assigned To in Tasks.