

# Customer Service Notification

## International Travel Service Request

Client Experience Center (CEC) has developed a new Service Request Management (SRM) for International Travel in ITSM Remedy. Please use this SRM to notify CEC with the dates and country when you are planning International Travel and have IT equipment needs as part of the travel.

Your agency approval to travel with Government equipment as well as the risk determination response from the Information Security Center (ISC) will be required to be submitted with your SRM. The risk determination can be obtained by submitting an e-mail request for risk determination to [CyberThreat@asoc.usda.gov](mailto:CyberThreat@asoc.usda.gov).

When you have your agency approval and the risk determination response, ITSM Self Service will be used to submit your SRM request. This can be found by clicking on the up arrow in your system tray (located in the lower right-hand corner of your tool bar near the time) and then double-clicking the OCIO-CTS Contact Information icon. In the OCIO-CTS icon, click on ITSM Self Service button in the upper right. In ITSM, type Travel in the search field and click the search button. The SRM template for International Travel will be listed.

### **Point of Contact:**

If you have any questions on this material, please contact your local TSD staff. You can find the contact information for your support staff by clicking on the up arrow in your system tray (on the tool bar by the time) and then double-clicking the OCIO-CTS Contact Information icon.