

Products, Services, and Platforms (PSP) Registry Reference Guide

Version 1.0
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Preface

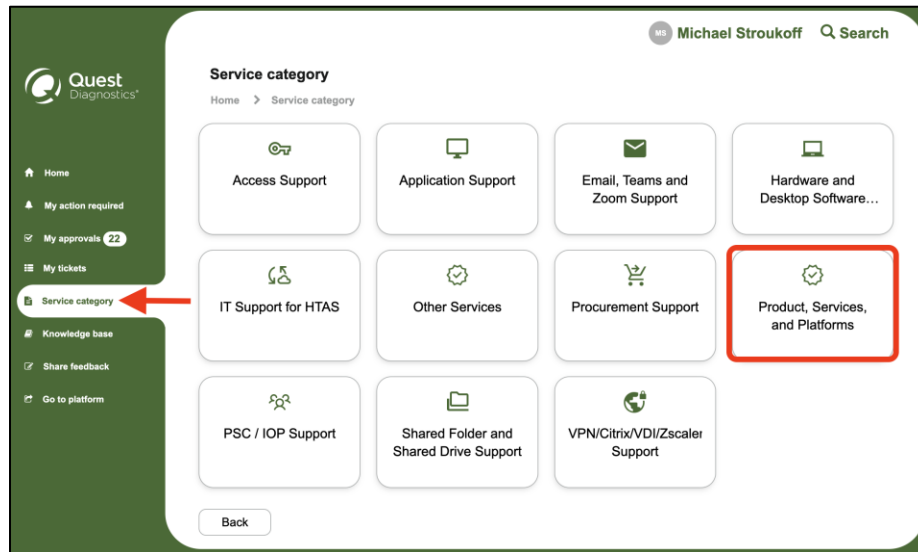
The Products, Services, and Platforms Registry (PSP) provides a self-service capability to understand the ownership of products, services, and platforms. It is a key tool to create better awareness and transparency across HTAS and our business partners. With PSP, we can track our integrated teams, ownership, and metrics and support our new, customer-focused operating model.

The following illustration describes our products, services, and platforms. Our focus is on a complete set of technologies that enable end-to-end capabilities. PSP both reflects and helps support that effort.

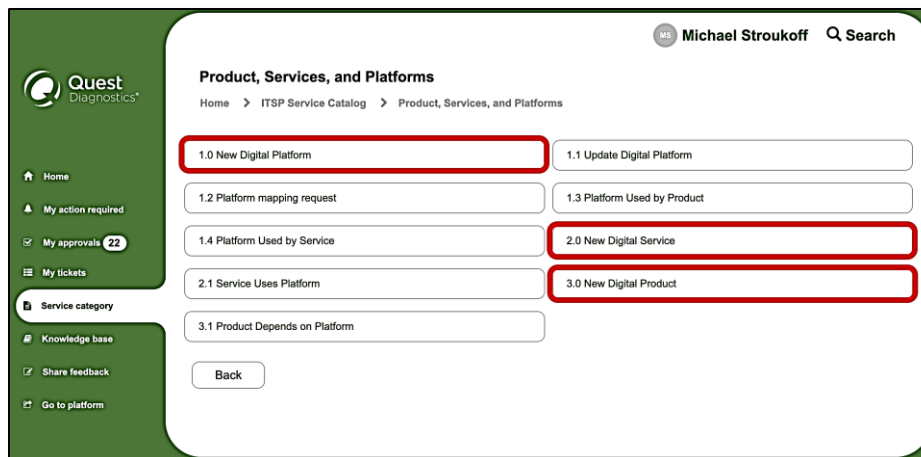


Chapter 1: Creating a PSP Registry Request

1. Log in to the ServiceNow IT Service Center portal at <https://questprod.servicenow.com/sp>
2. Click the “**Service Category**” navigation tab on the left side of the screen and then click **Products, Services, and Platforms** on the right side.



3. Select the type of Registry asset you want to create (Product, Service or Platform).



- A different form will display based on whether you are entering a platform or a product/service.
4. If you are entering a new platform, complete the fields of the following form by using the field explanations provided in the table below and then click **Submit**.

1.0 New Digital Platform

Home > 1.0 New Digital Platform

Please refer to knowledgebase article KB0016462 for instructions on how to fill application registry details.

Application Details

*Application Name

*IT Application Owner

Business Criticality

Service Delivery Model

*Description

Add attachments

Maximum allowed size: 10MB, allowed formats: PDF, JPEG, PNG, XLS, DOC

Submit Cancel

Field	Description
Application Name	The name of the new application
Business Criticality	<p>Select the proper tier for this Platform. The values are as follows:</p> <ul style="list-style-type: none"> Tier 0 - Mission Critical Required for ongoing company operations. Immediate impact to multiple business units or core functions if unavailable. If interrupted, will result in significant financial loss to the company, permanent customer loss, or impact to company reputation. Tier - 1 Business Critical Key to ongoing business operations within a line of business. Significant operational or financial impact if unavailable for greater than 4 hours. If interrupted, could result in external customer dissatisfaction, loss in productivity, contractual or regulatory risk. Tier 2 - Business Essential Important to business operations. Able to sustain limited downtime up to 24 hours. Impactful if unavailable for a longer period. Can "catch up" or process next day.

	<ul style="list-style-type: none"> • Tier 3 - Operational Supporting functions, weekly or monthly processes, reports, metrics, and productivity tools. Can sustain downtime in excess of 24-72 hours without major adverse business impact. • Tier 4 - Non-Production 'Development/QA/Test/PoC
Description	Text field
IT Application Owner	Owner of the application.
Service Delivery Model	Indicate whether the cloud service provides Infrastructure as a Service (<i>IaaS</i>), Platform as a Service (<i>PaaS</i>), Software as a Service (<i>SaaS</i>), Containers as a Service (<i>CaaS</i>) or Functions as a service (<i>FaaS</i>). Otherwise, select “Not Applicable”

5. To enter a new product/service, complete the fields of the following form by using the table below and then click **Request**.

The screenshot shows a web form titled "2.0 New Digital Service" with a sidebar on the left containing navigation options like Home, My action required, My approvals (22), My tickets, Service category, Knowledge base, Share feedback, and Go to platform. The main form area has a header with "Michael Stroukoff" and a search icon. Below the header are two columns of dropdown menus for selecting contacts and roles. At the bottom, there is a "Description" text area and two buttons: "Request" and "Cancel". A red arrow points to the "Request" button.

Field	Description
Name	Product or service name
HTAS ITSLT Owner	HTAS ITSLT member accountable for the Product or Service
SMT Sponsor	SMT member identified as sponsor for the Product or Service (typically leads the business area using the Product or Service)
Agile Coach	HTAS member assigned to coach Agile delivery team
Infra & Ops Contact	HTAS Infrastructure member assigned to champion the Product or Service in matters related to Infrastructure
DevSecOps Contact	HTAS DevSecOps member assigned to champion the Product or Service with DevSecOps delivery
Quality Engineer	TBD
Finance Contact	Finance member identified as the SME with regards to Product or Service financial matters
Business Contact	Businessperson identified as accountable for Product or Service matters within their business area
Life Cycle Stage Status	Product or Service lifecycle status (New/Production/Retired – field not yet in use)
HTAS Product Contact	HTAS member identified as the operational “owner” of the Product or Service
Scrum Master	HTAS SCRUM Master assigned to drive Agile delivery for the Product or Service
UI/UX Contact	HTAS Design Team member assigned to lead user interface/user experience matters for the Product or Service
Cybersecurity Contact	HTAS Office of CISO member assigned to champion security matters for the Product or Service

Release Train Engineer	TBD
Quality Assurance Contact	HTAS Quality Assurance member assigned to champion the Product or Service with quality matters
Data Contact	HTAS member from Data & Analytics or Data Architecture assigned to champion data design and implementation matters for the Product or Service

6. If you do not know whom to select for any of the contact fields in the Products or Service “Baseball Card,” contact the appropriate person for further instructions.

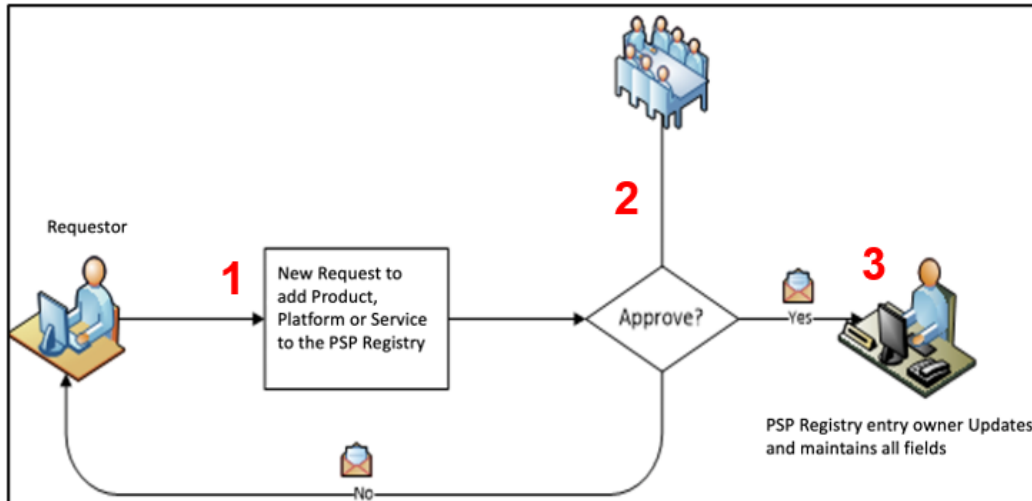
Note: We’re currently working to identify primary contacts for different HTAS areas to identify who should be named for each product and service.

7. For any issues with the PSP Registry, please contact one of the following Enterprise Architecture (EA) Representatives:

Ricardo Garcia	Ricardo.X.Garcia@questdiagnostics.com
Gary Leek	Gary.A.Leek@questdiagnostics.com
Krishna Singaraju	Krishna.M.Singaraju@questdiagnostics.com
Michael Stroukoff	Michael.m.Stroukoff@questdiagnostics.com
Srikanth Goud V	Srikanth.G.Varkala@questdiagnostics.com

Chapter 2: Getting Approval for a New PSP Registry Request

1. Upon submission of a new PSP Registry request, it must go through a review by the Enterprise Architecture team as shown below:



2. To determine the status of your new request, click **My Tickets** and view the screen that displays.

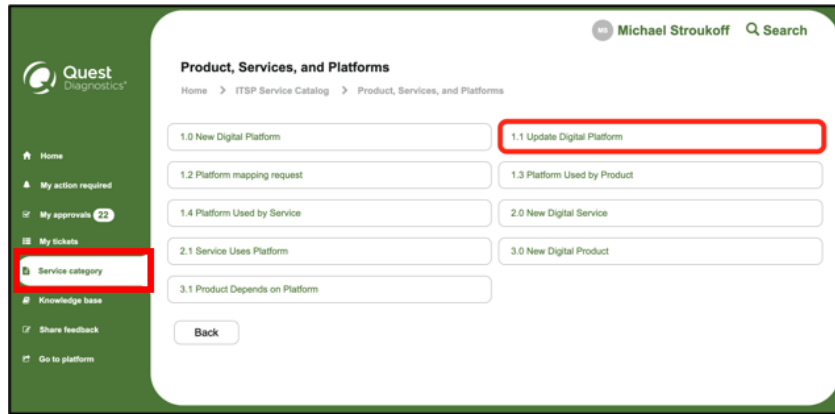


- Tickets will be in Open, Submitted or Approved status depending on where they are in the process.
 - Tickets are typically reviewed and approved/denied in one work week or less.
 - The submitter will receive an email when the entry is approved/denied.
3. Once the Enterprise Architecture (EA) team approves the request, the PSP Registry entry is created.
 4. The PSP HTAS Owner must update all the required information on the PSP record.

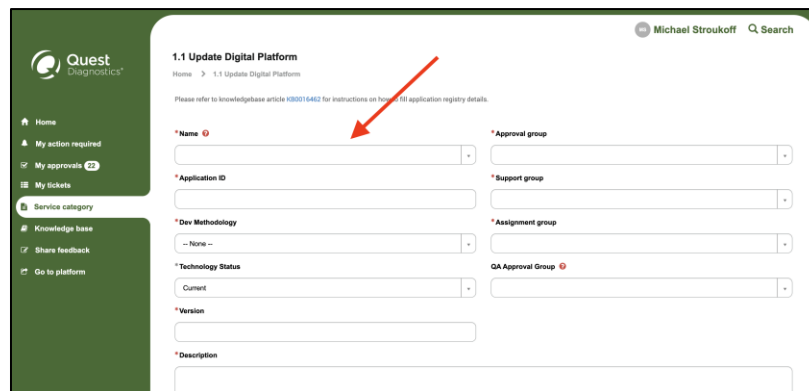
Chapter 3: Updating Platform Registry Record Attributes from the Service Portal

Users without the ITIL role must follow these steps to update business-owned Platform Registry records.

1. Log in to the ServiceNow IT Service Center portal at <https://questprod.servicenow.com/sp>.
2. Click the **Service Category** navigation tab.
3. Click **Products, Services and Platforms** and then click **Update Digital Platform**.



4. Choose the name of the **Platform Registry** entry that you want to update. All the existing values will be populated automatically. Users can choose the PSP Registry entries for which they are the PSP HTAS Owner, or if they are part of a special group that has permissions to update the record.



5. Update the attribute values as needed by using the field descriptions provided below.
6. Click **Submit** to update the PSP Registry record.

Description of Digital Platform Fields

General

A. **Name:** The Platform name should follow this pattern:

- Official Name of the Platform
- Vendor official name if acquired from a vendor.
- Official name of the Platform if developed or enhanced internally.
- Followed by (Acronym or Alias) within parenthesis if applicable.
- Followed by “ – “ and business unit site code to identify a unique instance of this Platform for a particular site.

- B. **Dev Methodology:** Valid values are: *Agile*, *Waterfall*, and *Vendor*. Use *Vendor* if the Platform is purchased from an external vendor, like Oracle.
- C. **Technology Status:** Pick one of the values below that best describes the technical status of the Platform. This will answer the question, "Which Platforms are running on legacy technology that should be evaluated for migration?"
- *Current* (the Platform is eligible for enhancement)
 - *Hybrid* (a portion of the Platform is current and a portion of the Platform is classic – invest to grow the current portions)
 - *Classic* (use this if the Platform requires additional review before enhancements can be made)
 - *Sunset* (Platforms can only be changed for legal or compliance reasons)
- D. **Description:** Description of Platform functionality.
- E. **Platform Status:** Choose the appropriate status value. Depending on the value chosen, the corresponding date field will become mandatory.
- F. **Business owner:** The individual who is the first point of contact on the business side for issues and questions concerning the Platform. This person typically has financial ownership of the Platform, signs off on the business requirements, and attests to the proper functionality of the Platform.
- G. **Platform Architect:** The IT resource responsible for the Platform architecture.
- H. **Vendor:** Vendor details of the Platform.
- I. **Support Vendor:** Support Vendor details of the Platform.
- J. **Version:** Version of the Platform.
- K. **Approval Group:** Select a ServiceNow group that is responsible for approving change requests on the business Platform.
- L. **Support Group:** Select a ServiceNow group that is responsible for working on incidents on the Platform.
- M. **QA Approval Group:** Name of the group in charge of approving QA results for changes to this Platform.
- N. **Assignment Group:** Select a ServiceNow group that is responsible for working on change requests on the Platform.
- O. **HTAS Platform owner:** This is the name of the Platform owner who is responsible for maintaining the information in the registry.
- P. **Security Administrator:** The IT resource who is responsible for the security information and will interface with the security team. This is the person who typically adds new users, changes user authority, and removes users.
- Q. **Testing Owner:** This is the name of the Person who is responsible for coordinating testing on changes to this Platform.
- R. **HTAS Platform Owner Group Delegate:** This is the name of the delegate group who can make updates to the Platform information in the registry.
- S. **Contract End date:** Contract end of the Platform.
- T. **Most recent discovery:** This is the date when the Platform information in this registry was reviewed by the Platform owner. It is not necessarily the date that the Platform was changed, just when it was last reviewed. This is used to determine if a Platform has missed a scheduled review.

Platform Profile Tab

- A. **Data Center Platform:** Indicate if the Platform runs in Azure, AWS, etc. or in another location not listed. In this case, click **other** and type the name in the text box immediately below.
- B. **Data Center Platform (if other):** If the Platform runs in a location not listed above, enter the name here (or) if the Platform is supported by a vendor that is not listed in data center platform field, please update the vendor name in this field.
- C. **Mobile App Store offering Platform:** Identify the mobile App store where this Platform is being offered
- NA – This Platform is not being offered in any App Store
 - Apple App Store – This Platform is being offered at the apple store exclusively.
 - Google play Store – This Platform is being offered at the Google Play store exclusively.
 - Both – This Platform is being offered at both the Apple App Store and Google Play Store
- D. **Cloud Service Delivery Model:** If the Platform runs in a cloud environment, indicate whether the cloud service provides Infrastructure as a Service (*IaaS*), Platform as a Service (*PaaS*), Software as a Service (*SaaS*), Containers as a Service (*CaaS*) or Functions as a service (*FaaS*). Otherwise, select “Not Applicable”.

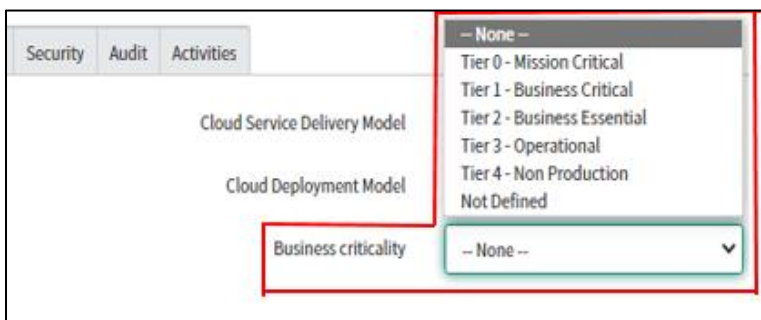
Please select the appropriate Cloud Service Delivery Model:

- IaaS - Infrastructure as a Service
- SaaS - Software as a Service
- PaaS - Platform as a Service

- CaaS - Containers as a Service – Use cloud hosted Containers running as Provider’s Infrastructure, i.e., Docker Swarm, Kubernetes, AWS EKS, ECS, Azure AKS, AKS engine.
- FaaS - Functions as a service – Readily deploy Platform Functions using Cloud provider hosted platform environment that include programming languages, Platform middleware, libraries and tolls supported by the provider.

E. **Cloud Deployment Model:** Select the proper model for this Platform. The values are as follows:

- **Private** – Owned or leased by a single organization and solely dedicated and operated for that organization.
- **Hybrid** - Composition of two or more Cloud deployments that remain as unique entities, but bound by standardized interfaces for interoperability & portability.
- **Community** - Shared by several organizations but for the purpose of specific community.
- **Public**- Owned, managed, and operated by a business, academic, or government organization for addressing general public needs, i.e., Amazon Web Services, Azure, Google Cloud.
- **Not Applicable** - If none of the above or deployed on Premises.
- **Business criticality:** Select the proper tier for this Platform. The values are as follows:



- **Tier 0 - Mission Critical**
Required for ongoing company operations. Immediate impact to multiple business units or core functions if unavailable. If interrupted, will result in significant financial loss to the company, permanent customer loss, or impact to company reputation.
- **Tier - 1 Business Critical**
Key to ongoing business operations within a line of business. Significant operational or financial impact if unavailable for greater than 4 hours. If interrupted, could result in external customer dissatisfaction, loss in productivity, contractual or regulatory risk.

- **Tier 2 - Business Essential**
Important to business operations. Able to sustain limited downtime up to 24 hours. Impactful if unavailable for a longer period. Can "catch up" or process next day.
- **Tier 3 - Operational**
Supporting functions, weekly or monthly processes, reports, metrics, and productivity tools. Can sustain downtime in excess of 24-72 hours without major adverse business impact.
- **Tier 4 - Non-Production**
'Development/QA/Test/PoC

Risk & Security Tab

Category	Rating	Integration/Setting	Value
Financial	Very Low	SAM Integrated	Yes
Reputational	Very Low	CyberArk Integrated	No
Legal & Regulatory	Very Low	Access Management Group	
Operational	Very Low	Authentication	Single Sign-On
Overall Risk Rating	Very Low Impact	PING SSO Integrated URL	https://qdiagnostics.alfabetcloud.com

A. **Financial:** Select the appropriate option as explained below:

- Very Low – Projected/identified impact on operating impact and/or operating income of less than or equal to \$100 K.
- Low – Projected/identified impact on operating impact and/or operating income of greater than \$100 K and less than or equal to \$250 K.
- Moderate - Projected/identified impact on operating impact and/or operating income of greater than \$250 K and less than or equal to \$500 K.
- High - Projected/identified impact on operating impact and/or operating income of greater than \$500 K and less than or equal to \$1 million.
- Very High - High - Projected/identified impact on operating impact and/or operating income of greater than \$1 million.

B. **Reputational** - Select appropriate option, definitions for options given below.

1. Very Low

- No notification to customer base or business partner relationships is required.
- No negative press.
- Loss or exposure of existing records is less than 100.

2. Low

- Notification to up to 15% customer base or business partner relationships is required.
- Local negative press.
- Loss or exposure of existing records is greater than 100 but less than 200.

3. Moderate

- Notification to up to 25% of customer base or business partner relationships is required.
- Regional negative press.
- Loss or exposure of existing records is greater than 200 but less than 400.

4. High

- Notification to greater than 25% and less than or equal to 50% of customer base or business partner relationships is required.
- National negative press
- Loss or exposure of existing records is greater than 400 but less than 500.

5. Very High

- Notification to greater than 50% of customer base or business partner relationships is required.
- International negative press.
- Loss or exposure of existing records is greater than 500.

C Legal & Regulatory - Select the appropriate option as explained below.

6. Very Low –

- No penalties and/or litigation from state/federal oversight agencies, regulators and/or 3rd-parties.
- No disclosure to customer base or business partner relationships is required.
- Loss or exposure of existing records is less than 100.

7. Low

- No penalties and/or litigation from state/federal oversight agencies, regulators and/or 3rd-parties.
- Disclosure to up to 10% customer base or business partner relationships is required.
- Loss or exposure of existing records is greater than 100 but less than 200.

8. Moderate

- Local financial impact for penalties and/or litigation from state/federal oversight agencies, regulators and/or 3rd-parties.
- Disclosure to greater than 10% and less than 25% of customer base or business partner relationships is required.
- Increased scrutiny by regulators.
- Loss or exposure of existing records is greater than 200 but less than 400.

9. High

- Regional financial impact for penalties and/or litigation from state/federal oversight agencies, regulators and/or 3rd-parties.
- Disclosure to greater than 25% and less than or equal to 50% of customer base or business partner relationships is required.
- Supervision by regulatory compliance required.
- Loss or exposure of existing records is greater than 400 but less than 500.

10. Very High

- National financial impact for penalties and/or litigation from state/federal oversight agencies, regulators and/or 3rd-parties.
- Disclosure to greater than 50% of customer base or business partner relationships is required.
- Suspension of business - i.e., labs.
- Loss or exposure of existing records is greater than 500.

D Operational –

11. Very Low

- No disruptions of services across the company.
- No disruption to conducting business.
- No transactions lost.
- Recovery time objective of greater than 72 hours.

12. Low

- Negligible disruptions of services across the company.
- Negligible disruption to conducting business.
- Negligible transactions lost.
- Recovery time objective of greater than 48 hours and less than or equal to 72 hours.

13. Moderate

- Local disruption of services.
- Unable to conduct business for up to 1 day.
- Up to 25% of transactions lost.
- Recovery time objective of greater than 12 hours and less than or equal to 48 hours.

14. High

- Regional disruption of services.
- Unable to conduct business for less than 1 day and less than or equal to 3 days.
- Greater than 25% and less than 50% of transactions lost.
- Recovery time objective of greater than 4 hours and less than or equal to 12 hours.

15. Very High

- National disruption of services.
- Unable to conduct business for greater than 3 days.
- Greater than 50% of transactions lost.
- Recovery time objective of less than 4 hours.

SAM Integrated: Select **Yes** if integrated with Secure Access Manager (SAM). Quest Identity and Access Management System. Otherwise select **No**.

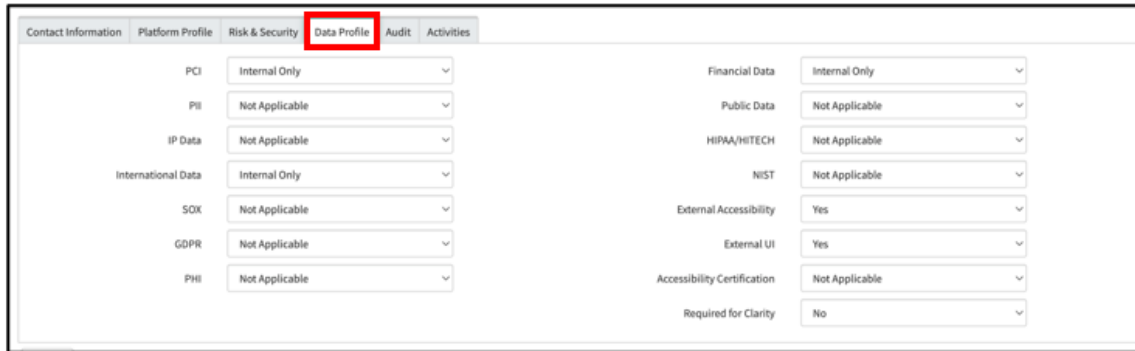
CyberArk Integrated: Select **Yes** if integrated with CyberArk for Privileged Access Management. Otherwise select **No**.

Authentication: Select the appropriate values from the dropdown menu. The values are as follows?

PING SSO Integrated URL: Provide the URL used to integrate with PING for SSO

A. Capabilities, leave blank if unknown.

Data Profile Tab



Contact Information	Platform Profile	Risk & Security	Data Profile	Audit	Activities
PCI	Internal Only				
PII	Not Applicable				
IP Data	Not Applicable				
International Data	Internal Only				
SOX	Not Applicable				
GDPR	Not Applicable				
PHI	Not Applicable				
Financial Data	Internal Only				
Public Data	Not Applicable				
HIPAA/HITECH	Not Applicable				
NIST	Not Applicable				
External Accessibility	Yes				
External UI	Yes				
Accessibility Certification	Not Applicable				
Required for Clarity	No				

External Accessibility: Platform provides external access to data (Y/N).

External UI: Platform is externally accessible to end users.

Required For Clarity: Select **Yes** if one of the following occurs.

- A. IT resources provide the development and/or support for the Platform.
- B. External vendor enhances/supports the Platform and is integrated into Quest solutions.
- C. Platform needs to have time tracked for purposes of support.
- D. Otherwise select **No**.

Accessibility Certification:

Indicates whether a Platform conforms to the WCAG accessibility guidelines:

- E. **Not Applicable:** If the Platform does not have an external customer facing UI.
- F. **Optional:** If the Platform does have an external customer facing UI but WCAG accessibility conformance is not required.
- G. **Required/WIP:** If the Platform does have an external customer facing UI and the WCAG accessibility validation is scheduled or in progress.
- H. **Certified as WCAG Conforming:** If the Platform has a completed WCAG accessibility validation testing and has a VPAT document on file.

Audit Tab:



The screenshot shows a navigation bar with tabs: Contact Information, Platform Profile, Risk & Security, Data Profile, Audit (highlighted with a red box), and Activities. Below the tabs, there are two input fields: 'Reviewed/Verified Date' with a calendar icon and 'Reviewed/Verified By' with a search icon. To the right, there is a 'Reviewed/Verified' checkbox.

- A. **Reviewed/Verified Date:** This is the date when the Platform information in this registry was reviewed by the Platform owner. It is not necessarily the date that the Platform was changed, just when it was last reviewed. This is used to determine if a Platform has missed a scheduled review.
- B. **Reviewed/Verified By:** The person who reviewed the Platform information.
- C. **Reviewed/Verified:** Used to check whether the Platform information has been reviewed or not.

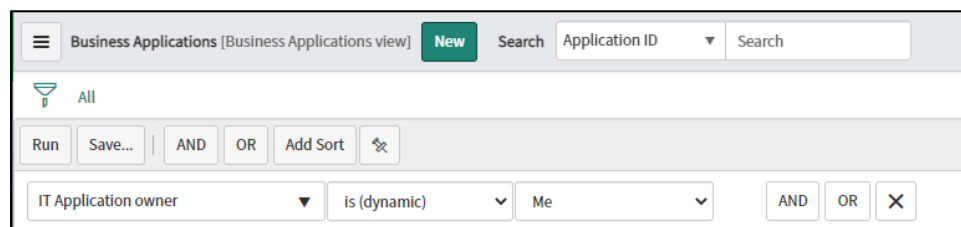
Chapter 4: Searching for and Updating Products, Services, and Platform Attributes from the ServiceNow Platform

Users with the ITIL role must follow these steps to update their records.

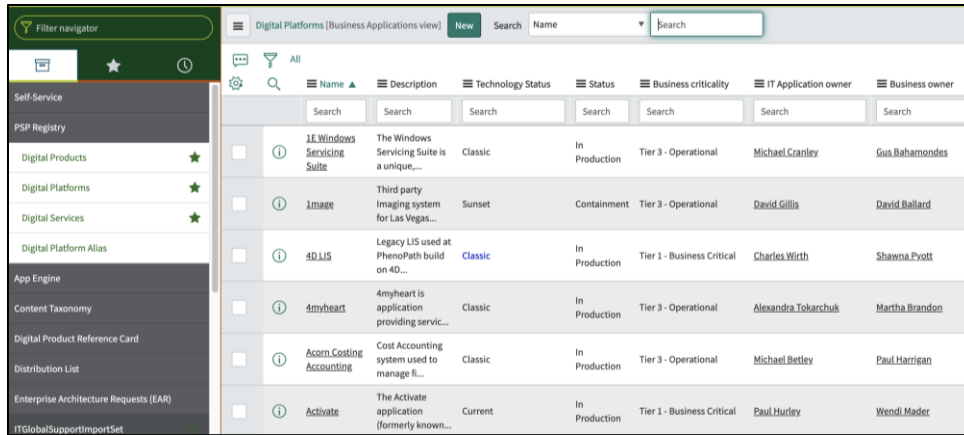
1. Log in to the ServiceNow IT Service Center portal at <https://questprod.service-now.com>.
 - This is the recommended way to look up Products, Services & Platforms if you are trying to find multiple records that are associated to you.
2. Expand the **PSP Registry** in the left-hand navigation pane.
3. Click **Digital Product, Digital Platforms, or Digital Services** to view a list of available registries to update:

Name	Application ID	Business criticality	Manufacturer	Business process	Application type	Created	Created by
Clifton End To End Automation	APP000511	Tier 1 - Business Critical	(empty)	(empty)		2020-12-17 02:18:03 21h ago	Ramananda.J
Check-In	APP000509	Tier 3 - Operational	(empty)	(empty)		2020-12-17 02:18:03 21h ago	Ramananda.J
Test Automation Framework	APP000506		(empty)	(empty)		2020-12-17 02:18:11 21h ago	Ramananda.J
Dolbey Fusion	APP000503	Tier 1 - Business Critical	(empty)	(empty)		2020-12-04 01:56:05 30days 4 months ago	Ramananda.J
Synaptic Health Alliance	APP000500	Tier 3 - Operational	(empty)	(empty)		2020-12-04 01:56:13 30days 4 months ago	Ramananda.J
Medfusion Analytics	APP000497	Tier 3 - Operational	(empty)	(empty)		2020-11-24 09:13:26 30days 4 months ago	Ramananda.J

- You can use the filter to narrow your search results. To do so, select the filter icon, select the field you want to filter by from the search list, and then click **Run**. For example, in order to view Platform records for which you are the IT Platform owner, you can apply the following filter:



4. Alternately, select the magnifying glass to open a search box for each field. If you are searching in a name field, they are default loaded from Oracle and searchable by first name. If you want to search by last name, use an asterisk (*) in front of the search string.
5. Select the record that requires updating by clicking on the name cell of the record. The record displays.

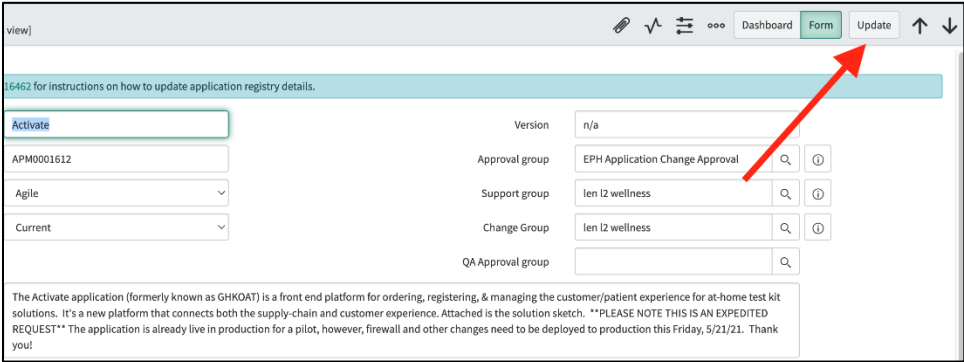


- If you are updating a Business Platform, be aware there are multiple tabs to update (see [Chapter 3](#) for detailed field descriptions).
- To update a Product or Service, use the following table:

Field	Description
Name	Product or service name.
HTAS ITSLT Owner	HTAS ITSLT member accountable for the Product or Service
SMT Sponsor	SMT member identified as sponsor for the Product or Service (typically leads the business area using the Product or Service)
Agile Coach	HTAS member assigned to coach Agile delivery team
Infra & Ops Contact	HTAS Infrastructure member assigned to champion the Product or Service in matters related to Infrastructure
DevSecOps Contact	HTAS DevSecOps member assigned to champion the Product or Service with DevSecOps delivery
Quality Engineer	TBD
Finance Contact	Finance member identified as the SME with regards to Product or Service financial matters
Business Contact	Businessperson identified as accountable for Product or Service matters within their business area

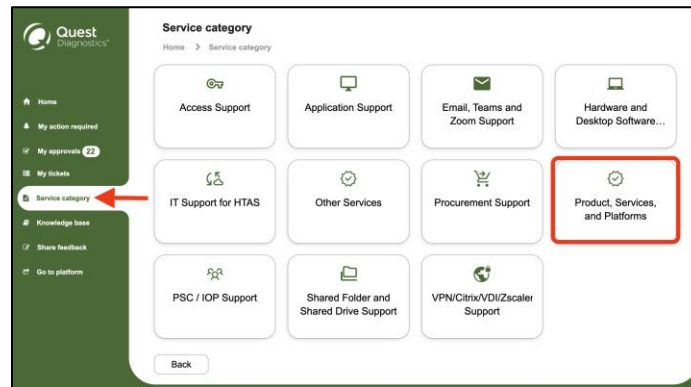
Life Cycle Stage Status	Product or Service lifecycle status (New/Production/Retired – field not yet in use)
HTAS Product Contact	HTAS member identified as the operational “owner” of the Product or Service
Scrum Master	HTAS SCRUM Master assigned to drive Agile delivery for the Product or Service
UI/UX Contact	HTAS Design Team member assigned to lead user interface/user experience matters for the Product or Service
Cybersecurity Contact	HTAS Office of CISO member assigned to champion security matters for the Product or Service
Release Train Engineer	TBD
Quality Assurance Contact	HTAS Quality Assurance member assigned to champion the Product or Service with quality matters
Data Contact	HTAS member from Data & Analytics or Data Architecture assigned to champion data design and implementation matters for the Product or Service

6. Click **Update** to submit your updates.

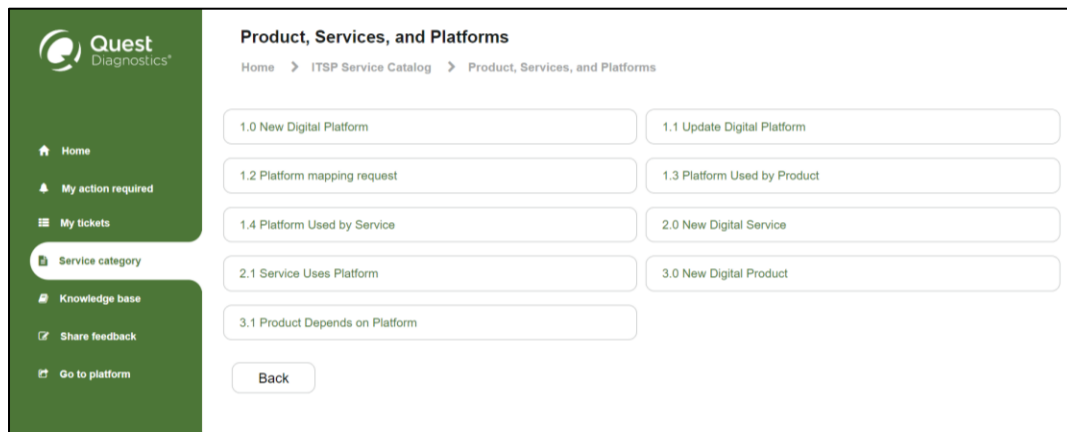


Chapter 5: Creating Relationships and Viewing Relationship Maps

1. Go to the ServiceNow Portal at <https://questprod.service-now.com/sp>.
2. Click the **Products, Services & Platforms** button:

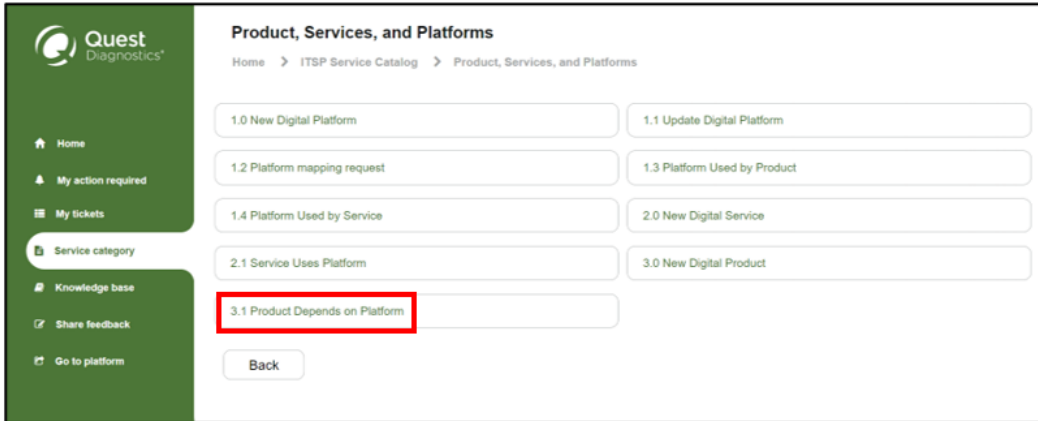


3. Select the appropriate relationship based on which you are the owner for:
 - Platform Used by Product
 - Platform Used by Service
 - Service Uses Platform
 - Product Depends on Platform

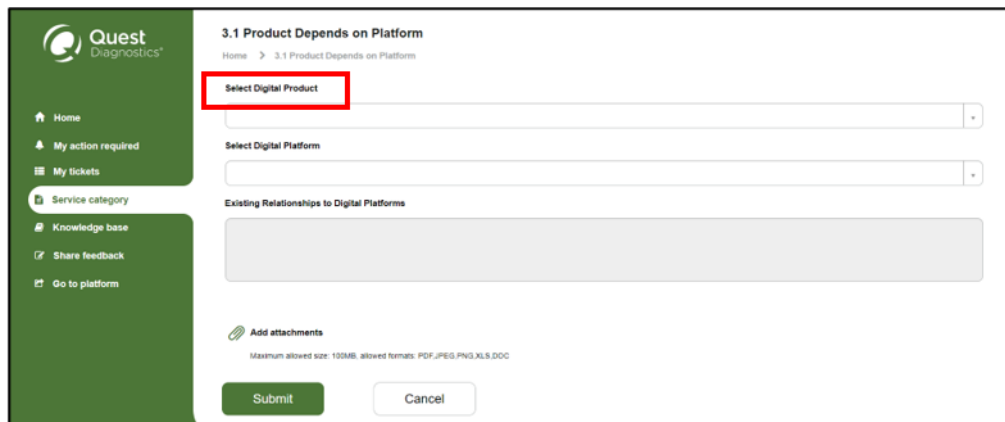


Note: You might notice that **1.4 Platform Used by Service** and **2.1 Service Uses Platform** seem similar. This is because only the owner of the Product, Service or Platform can create the relationship. So, for example, you might be the service owner but not the platform owner. No matter which you select, you will only find in the first drop-down list those that you own.

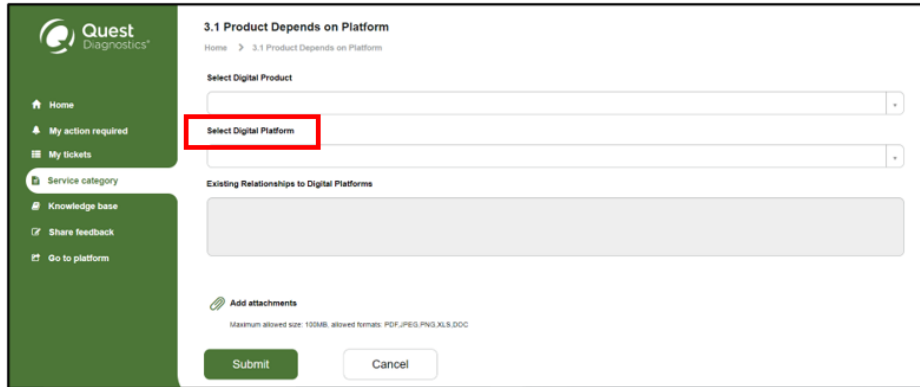
4. Select the relationship you want to create, e.g., **3.1 Product Depends on Platform**.



5. Click the first drop-down menu on the top left side of the screen that displays. In this example, you would select a Digital Product by clicking the **Select Digital Product** drop-down menu and then choosing from the list that displays of all the digital products associated with your name.



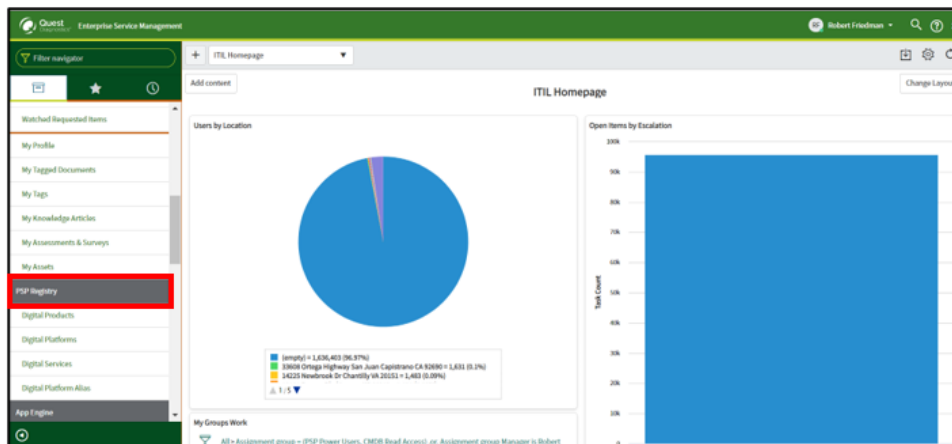
- Once you select the first field, any relationships already established will show in the “Existing Relationships to Digital Platforms” box no matter who created the relationship. If the relationship was entered in one direction, it doesn’t need to be entered in the other direction.
6. Select the next category. In this example, you would select the appropriate platform from all those in the registry by clicking the **Select Digital Platform** drop-down menu.



7. Click **Submit**.

Viewing the Relationship Map

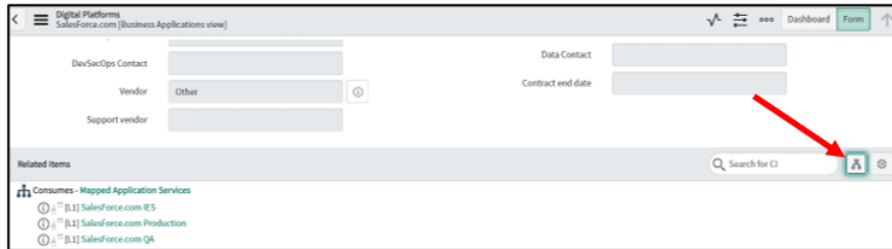
1. Log into the ServiceNow Platform at [ITIL Homepage | Quest IT \(service-now.com\)](https://www.quest.com/itil-homepage) and select **PSP Registry** from the menu on the left side:



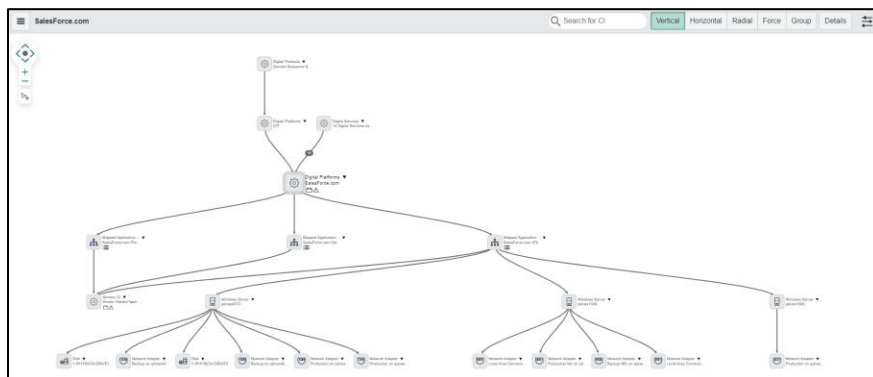
2. Choose a Product, Service or Platform from the list that displays. In this example, we're selecting **Digital Platforms**.



3. Search on the desired Platform as explained in [Chapter 4](#).
4. Once you locate the Platform, click the tree icon on the lower right side of the screen.



5. The relationship map displays:

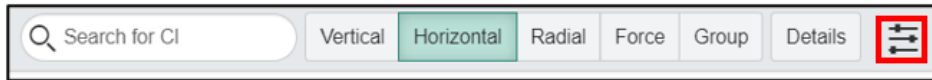


6. You can modify the view of the map by selecting one of the options on the upper right side of the screen. In this example, we've selected Horizontal.



You can also move the relationship map around on your screen by clicking on and dragging it, or zoom in and out by using the plus and minus arrows on the upper left side of the screen or the scroll wheel on your mouse.

- To choose map settings, click the icon on the upper right. (To hide the settings, click anywhere in the main area of the screen.)



- To view details, just click the **Details** button. The details will display on the bottom of the screen. You can drill down to view incidents by clicking the **Incidents** button.

Configuration Item Id	Class	Operational status	Managed By Group	Support group	Updated	Service Id
Archer.eSRG.Development	Managed Application Service	Operational		Basic data protection governance	2022-04-19 12:30:30	Archer.eSRG.Development
Vendor Hosted Application CI DONT USE in INC. CHG	Generic CI	Operational		ServiceNow Support	2022-05-04 08:44:56	Active Orders (AO) Production
Active Orders (AO) Production	Managed Application Service	Operational		tsi.comcast.ed	2021-08-16 14:24:17	Active Orders (AO) Production
Manual Endpoint	Manual Endpoint	Operational			2021-08-16 14:24:17	Active Orders (AO) Production
Data Governance - Data Quality - Informatica Production	Managed Application Service	Operational		data.governance.technology.delivery.team	2022-05-07 13:44:57	Data Governance - Data Quality - Informatica Production
Manual Endpoint	Manual Endpoint	Operational			2022-03-18 14:57:14	Data Governance - Data Quality - Informatica Production

Chapter 6: FAQs

Q: What should I do if I'm assigned to a PSP entry that I don't think I should be assigned to as owner?

A: Contact the HTAS ITSLT Owner for an explanation and recommendation of who should be assigned. If it is incorrect, as the owner you will be able to update that field to the appropriate owner.

Q: What if there's a PSP record that I would expect to be the owner of but am not?

A: Search for the name of the product, service or platform to see if it's been assigned to the wrong person, or search by the ITSLT member you think owns it. If you find it, see who it is assigned to it. If you still feel that it should be assigned to you instead, contact the associated ITSLT member for confirmation. If they agree that it should be you, contact the current HTAS owner to reassign the record, or contact someone from the team listed in [Chapter 1](#). If you search and cannot find the entry you expect should be associated to you, enter a new request for it.

Q: What if there's a PSP entry that I would expect but I can't find?

A: Enter a new PSP request as described in [Chapter 1](#).

Q: What should I do if I notice a spelling error in any of the fields where I am the owner? Will it cause any issues if I update an application name or any other field?

A: As an owner, you have full access and can change anything. If it's a name that's misspelled, the names are populated from Oracle so the employee with the misspelled name must request an update to Oracle. Once that update occurs, the name will appear spelled correctly.

Q: What if I notice an error and I'm not the owner?

A: Contact the owner so they can correct the error.

Q: What if I want to assign this data entry to one of my staff? Am I able to do that?

A: No delegation is permitted.

Q: When you populate the audit information and then go back in 3 months to audit again, will it be blank or have the old info filled out?

A: After the last audit and report are completed, the system resets everything to Null, which in turn triggers the emails when the next audit is due. The email will be sent from ServiceNow and come to Focused. You will receive an email with a list.

Q: When can the owners start the updates?

A: Immediately.