



IT Liaison (ITL) and Designated Security Officer (DSO) Frequently Asked Questions

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What is an ITL?

- An IT Liaison (ITL) is an employee within your agency or secretariat who must approve certain product and service requests before they are submitted to EOTSS for fulfillment. Since many requests involve financial and/or access-related implications, this role ensures that product and service requests receive internal agency or secretariat approval. For more information, visit [IT Liaisons \(ITLs\) | Mass.gov](#)

What is a DSO?

- A Designated Security Officer (DSO) is an employee within your agency or secretariat who is responsible for ensuring compliance with all applicable security policies. These include, but are not limited to, the Commonwealth's andr agency/secretariat Acceptable Use and Teleworking policies and Enterprise Security Policy and Standards. For more information, visit [Designated Security Officers \(DSOs\) | Mass.gov](#)

How do find out who my agency ITL(s) and/or DSO(s) are?

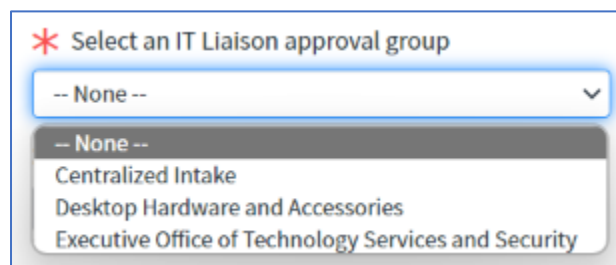
- There are two ways to find your ITL(s) and/or DSO(s):
 - Submit a request to the Centralized Intake Group through ServiceNow: [Customer Success Support | Mass.gov](#)
 - Email the Centralized Intake Group at eotss-centralizedintake@mass.gov

How come I am no longer asked to select my agency ITL when submitting a ServiceNow request?

- To assist our customers, EOTSS has automated the ITL workflow and will automatically route your request to your ITL.

What if my agency has multiple ITL groups?

- Some agencies have multiple ITL groups that are specific to their role and the types of requests they handle within ServiceNow. Customers who work for agencies with more than one ITL group will be required to select from a drop-down list. Agencies should communicate to their employees which ITL group is the appropriate one to select when making service requests.



I am an ITL. What if I receive a service request from an employee in another agency?

- If you get a request from an employee in another agency, please reject the request and let the Centralized Intake Group know at eotss-centralizedintake@mass.gov. Please include the rejected ticket number.

Can any ITL within an agency ITL group work on an incoming ticket?

- Yes. When a customer submits a service request, all ITLs in the employee's agency ITL group receive the notification and have access to approve or reject the request..

Can someone be a Designated Security Officer (DSO) in ServiceNow and a Comptroller Department Security Officer (DSO)?

- Yes, this same acronym refers to two separate and unrelated roles. A Designated Security Officer (DSO) in ServiceNow is separate and different from being a Department Security Officer with the Comptroller's Office.

Does the Designated Security Officer (DSO) in ServiceNow have to be the same person as the Department Security Officer with the Comptroller's Office?

- No. There is no requirement for the Designated Security Officer in ServiceNow to also be the Department Security Officer with the Comptroller's Office.

Does our agency need to have a ServiceNow DSO?

- If your agency utilizes or expects to utilize a product or service from EOTSS that requires a DSO to submit the request, then your agency needs to appoint a ServiceNow DSO. There are certain catalog items that only DSOs can access. A full listing of catalog items available only to DSOs can be found here [Designated Security Officers \(DSOs\) | Mass.gov](#)

If we're a small agency, is there a reason why someone could not be both the ITL and the DSO?

- No. Some agencies have users that are both an ITL and a DSO. EOTSS recommends that each agency appoint at least two (2) ITLs and two (2) DSOs to allow for backup in case the primary ITL/DSO is unavailable.

As an ITL, how do I make changes to the members of my agency's ITL group?

- There is a catalog item for ITLs to add/modify an ITL group: [ITL-Request or Modify ITL Users and Groups](#)

Please note, only current ITLs and DSOs have access to these catalog items and can submit requests to add/remove users from these groups in ServiceNow. If your agency does not have an ITL, you will not be able to submit to request to add an ITL. Reach out to eotss-centralizedintake@mass.gov

As a DSO, how do I add or remove DSOs from my agency?

- There is a catalog item for DSOs to add/remove DSOs: [Add/Remove a Designated Security Officer \(DSO\)](#)

Please note, only current DSOs have access to this catalog item and can submit requests to add/remove agency DSOs. If your agency does not have a DSO, you will not be able to submit to request to add a DSO. Reach out to eotss-centralizedintake@mass.gov

Does an ITL or DSO have to submit a request on my behalf?

- In many cases, no.. You are encouraged to submit your own requests through the [EOTSS Product and Service Catalog](#) After you submit your request, it might go to your agency ITL for approval if it's required for that product or service. A full listing of requests requiring ITL approval are listed here [IT Liaisons \(ITLs\) | Mass.gov](#).
- There are, however, certain catalog services that only your DSO can submit. You will not have access to those services in ServiceNow, although you can read the descriptions of those services in the EOTSS Product and Service Catalog. A full listing of items available only to DSOs are listed here [Designated Security Officers \(DSOs\) | Mass.gov](#).

Does an ITL need to submit an incident ticket on my behalf?

No. Any customer can submit an [Incident](#) without needing ITL or DSO action.

What is the difference between an incident ticket and a request?

Incident Ticket (INC) - [Submit a Ticket- EOTSS Service Portal \(service-now.com\)](#)

Something is **broken** or you just don't know which item to choose from the catalog. EOTSS will review the details and either create an Incident or a Request.

Service Catalog Request (RITM)- [Service Catalog- EOTSS Service Portal \(service-now.com\)](#)

Request something you **do not have**; hardware or software, require access to an application, request hosting services, etc.

Where can I find all the products and services offered by EOTSS?

- Visit the [EOTSS Product and Service Catalog | Mass.gov](#).