

How to open an NSD ticket to check a Fortify license



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Question

How do I open an NSD ticket to check whether or not the following users have been provisioned a VA-licensed copy of the Fortify software?

Answer

To open an NSD ticket to check licenses, the below email template should be used:



Example email request

To: vhaistnsdtusc@va.gov

Cc:

Email Subject: Request for Fortify license check (Request Area "FOR.SW.SVS.Inquiry", Group "OCS Software Assurance Team")

Email Body:

Dear NSD,

The purpose of this email is to open a ticket for Request Area "FOR.SW.SVS.Inquiry",

With assign to Group "OCS Software Assurance Team"

In order to check whether or not the following users have been provisioned a VA-licensed copy of the Fortify software:

\[please list email addresses to check here]

For the purpose of: \[Please briefly explain reason for check, e.g. Region 5 SCCM push, e.g. Fortify-enabled CI user registration, etc.]

Thanks

//todo: your name