SFBRN
San Francisco Bay Region **Network**

SFBRN NSC Employee Go-Live Resources

Welcome to the SFBRN - we couldn't do this without you.

To help you find the resources you need, here is a list of links to some common tools and websites you'll reference, as well as org chats, drop-in agent help sessions, and knowledge base resources for the first few weeks of SFBRN launch.

Knowledge

Department Organization Charts

SFBRN Information Technology Org Chart, effective 1/30/26
SFBRN Procurement/Accounts Payable Chart, effective 1/30/26
SFBRN Regional Transformation Office Chart, effective 1/30/26

ServiceNow Basics

SFBRN ServiceNow Basics Guide
East Bay put together this knowledge base article to answer common questions about using the ticketing system, ServiceNow.

IT Agent Drop-In Sessions

February 2nd - February 13th, there will be **live help** for IT agents over **Zoom**.

M-F, 10:30 - 11:30 AM Join the morning Zoom session
Meeting ID: 872 7216 7034 • Passcode: 578070

M- F, 3:30 - 4:30 PM Join the afternoon Zoom session
Meeting ID: 878 3417 5649 • Passcode: 196192

San Francisco Bay Region Network

SFBRN Homepage

Action

SFBRN Network Support Center Login

SFBRN NSC Login
Here's where you'll go to monitor IT tickets. Eventually, Procurement and Accounts Payable will have tickets here -- with more departments to come!

Microsoft Resources

Outlook Online • Microsoft Teams (for web/download)
The NSC will communicate primarily through the Microsoft platform. You can use Outlook and Teams online, or download the apps if you prefer.

Employee Lookup

How to Look Up Campus Employees
This page has links to our three campus directories and instructions on how to use them to find your colleagues.

Contact the NSC

NSC Phone Line: 510-885-HELP (4357)

Email: support@sfbrn.calstate.edu

NSC Customer Portal