ServiceNow

**Request Management**

**Quick Reference Card**



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| **Request Management** | |
| Related Links  Header | **Objectives of Request** |
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| **Request Management has multiple objectives:**  • To provide a portal or channel for requesting pre-approved services  • To deliver service components (e.g., licenses and software media)  • To assist with tracking of general information requests, complaints or comments  • To ensure that requests for service are delivered in accordance with agreed to service delivery targets  • To ensure that all requests are validated and applicable approval mechanisms exist and are utilized  • To facilitate the assignment of appropriate resources to fulfill the request in the appropriate manner  • To monitor and report on the status submitted service requests  • To verify that fulfillment of the request satisfied the recipient’s needs and met applicable service targets |
| **Request Header Fields & Definitions** |
| For assistance using, creating, or processing Requests, contact the ITS Service Desk at:  [Chat Now](https://uncchdev.service-now.com/$chat_support.do?queueID=073c493cdb4a3b00fcd1dc95ca96197a) [Walk-in](https://its.unc.edu/sd-walkin/) Call 919-962-HELP  Number  Request For  Is Public  Location  Due Date  Price  Opened  Opened by  Parent  Approval  Request State  Description  Short Description  Special Instructions  Unique identifier for the Request Record  User submitting the Request  Checkbox indicating the ‘Requested For’ is public  Physical location within the organization of the Request  Date the Request should be fulfilled  Cost of the Request (calculated field)  Date the Request is created  User creating the Request  Parent Request Number for associated Requests  Approval stage  Process state of the Request  Detailed narrative description of the Request  Brief statement describing the Request  Fulfillment instructions unique to this Request  **For More Information** |
| **Related Links** |
| * Show Workflow * Workflow Context * Requested Items * Approvers * Group Approvals   The Related Links on the Request Record Form are the access points external activities and information associated with the Request. This one-stop-show allows users to execute activities needed to fulfill the Request Record. This section includes: |
| **Components of a Request** |
| There are 3 basic components of the Request: Requests, Request Items, and SCTASK. The Request is the container for the items requested. These items are fulfilled through tasks. |

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| Requests are created and submitted through the Service Catalog. Requests are the record that coordinate the overall delivery of Requested Items. A Request that contains one Requested Item is a Record Producer. A Request that contains multiple Requested Items is an Order Guide.    **Creating Requests** |
| 1. Approved – The request is approved  2. Rejected – The request is not qualified and is moved to a canceled state.    3. More Information Required – The request does not contain enough information.  4. Duplicate – The request is no longer required because another request has already performed the work.    **Approvals**  Like other forms in ServiceNow, Requested Items also have a Related Links section. This section of the record allows you to view the workflow, manage and complete Catalog Tasks (SCTasks), and execute Item specific approvals.     1. Complete All required Field displayed on the Request Form indicated with a red asterisks (\*) 2. Complete as many of the other fields as possible 3. Use the Shopping Cart to save and bundle Requested Items 4. Review and submit the order. Once submitted a link will generate under ‘My Requests’ to help you keep track of the request.   All components of the request contain approvals. Approvers are notified when a new approval is generated and have 4 options to choose from when evaluating the approval:    **Catalog Tasks**  The lowest level of the Request is the Catalog Task level (SCTasks). Once Requested Items are approved, Tasks are generated with the activities required to deliver the Requested Item to fulfill the Request.  Catalog tasks contain the ‘Work Notes’ field of the Request for internal documentation (highlighted to the right in the red box). These notes are not customer visible. Customer visible notes should be entered at the Requested Item level.    Requests are comprised of Requested Items. If you think of the Request as a Shopping Cart, the Requested Items are of the things you put in the cart. Items can be physical goods, such as a new laptop. Or they can also be services, such as an employee account creation.  The Requested Item is where you can communicate the status of fulfillment and other information with the customer using the ‘Additional comments’ field (highlighted to the left in the red box).    **Request Tasks**  **Request Items** |