In this guide, we will learn the steps for making two different types of requests in ServiceNow.

- **Simple Structured Request**: A simple form that links to most catalog items.
- **Structured Request**: A custom form with detailed workflow specific to the catalog item.

1. Using the left side navigation bar, open the Service Catalog.
   - **ESS Users** (Employee Self-Service)
     - Access the Service Catalog via “Self-Service” ➔ Request.
     - Or
   - **ITIL Users** ➔ Request ➔ Catalog.

A. **An ESS User** can take a number of actions directly from ITS Service pages, which appropriately routes them in ServiceNow. From the ITS website you can choose the following.
   1. From the Service Group Page
      - Ask for help ➔ Search/Walk-in/Call/Email Support/Chat (Coming soon)
   2. From the Service Offering Page
      - Request this Service ➔ Service Catalog
      - Report an issue ➔ Incident
      - Ask a question ➔ Inquiry (Generic Request)
      - Check Status of my Ticket ➔ My Tickets Page with Search Option
B. **ITIL Users:** should create a ticket directly in ServiceNow.
   1. Request Module > **Catalog**
   2. The **Service Catalog** displays, providing a list of available services.
   3. Choose from the list of available services.
      For an example of a **Structured Request:** Select a **Firewall Request.**

4. **Complete** required fields as per the “**RED**” bar.
   - Enter information completely and accurately to ensure fastest processing
   - You must enter all required fields to process the ticket.
   - In this form, you can add additional tickets to the cart (see upper right) before sending the order.
Quick Guide ServiceNow

Request-Making a New Request (continued)

➢ If there isn’t a **Structured Request** form available for a catalog item, select a **Simple Structured Request** (Note: **Simple Structured Request** is similar to the **Internal ITS Request**).

Select from the available Service Group.

![Service Group Selection](image)

1. Complete all necessary fields indicated by the “RED” bar.
   - Enter information completely and accurately to ensure fastest processing
   - Ensure you complete the ticket by choosing **Order Now**

![Request Form](image)

5. Once complete, you will receive a **notification** that the ticket is complete along with the REQ Number.
   - You can follow the stage status, and review the orders progress, through the Request module.

![Request Module](image)
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<th>Stage</th>
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<td></td>
<td></td>
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<td>Total</td>
</tr>
</tbody>
</table>

Thank you, your request has been submitted.

Request Number: 690D933222  Bookmark request
Estimated Delivery Date of Completion: 2015-04-27

Back to Catalog  Continue Shopping  Home