In this guide, you will learn the various items which ServiceNow creates when a Request is made.

**Scenario:** John logs onto Amazon.com to do some shopping. He places the following items in his shopping cart:

1. A pair of earrings for his wife, that he wants gift wrapped for their anniversary.
2. A new tablet for his son. The tablet comes with a gift card rebate offer.

- His cart will have three different items; earrings, a tablet, and a book. They are unrelated and will be fulfilled by different departments
  - The earrings will go to the jewelry department.
  - The tablet to the electronics department.
  - The book will go to the book department.

- Each department will need a method of tracking the items and tasks they need to complete in the order to fulfill the Amazon order.

- The same concept applies to ServiceNow Requests. There are three types of tickets which ServiceNow creates when a user makes a request. The graph below will help us understand.

  ![Request Types Diagram]

  - The **REQ** is similar to the shopping cart. It is a container that holds the request items.
  - The **RITM** is the item. The tablet, book, and the earrings. Each RITM is independent of the other RITM’s and is closed independently.
  - The **TASK’s** are the specific things (tasks) which need to be completed to fulfill the RITM. These may or may not be completed by the same assignment group or department. Once all tasks are marked completed, the RITM is automatically closed. Once all RITM’s are closed, the REQ is marked closed automatically.

  ![Note]

  - **Note:** This doesn’t apply to the **Generic Request** in the Incident module.