UT ServiceNow   Request Management in ServiceNow

Request Submission

1. Go to UT ServiceNow at https://ut.service-now.com/utss
2. Navigate to the service page using search or via categories
3. Use **Request** buttons to access request form
4. Complete all required fields (marked with *)
5. Select **Order Now** or **Add to Cart > Continue Shopping** to add more request items to cart

Once the order has been placed, a confirmation email will be sent. Status of your Request can be viewed on the UT ServiceNow website under **My Open Tickets**.

Request Fulfillment

1. Members of an **Assignment Group** will get an email notification of the **Task** visible in **My Groups Work**
2. Assign the **Task** to an individual; it will then be visible in **Service Catalog > My Work** module
3. Open the **Task** record and review the work to be completed
4. Assign the **Task** and set **state** to **Work in Progress** or **Pending**
5. Keep track of progress in W**ork Notes** as the **Task** is fulfilled
6. Once the **Task** is complete, select **Close Task**

When all **Tasks** have been completed & closed, the Request status will be updated to **Closed Complete** and the customer will receive notification.