

# Completing an ICT Request in ServiceNow

## Getting to the form:

1. Navigate to the Service-Now portal by visiting [ICT Request Form in ServiceNow](#).
2. Sign in with your SacLink credentials.
3. The ICT request form should appear.

## Requester Information:

This information is auto-populated.

Requester Information	
* Name	* Department
<input type="text" value="Katie Beekman"/> <input type="button" value="Q"/> <input type="button" value="i"/>	<input type="text" value="Information Resources &amp; Technology"/> <input type="button" value="Q"/> <input type="button" value="i"/>
Username	
<input type="text" value="kbeekman"/>	

## Product Information:

Select "Yes" or "No" in response to whether this product has been previously reviewed. If "Yes" is selected, an additional field will appear, "Previous Reference ID". Search through previous requests by clicking the magnifying glass under "Previous Reference ID".

Search by request item (RITM) Number, your name (Request Requested for) or by keyword (for text).

Note: If searching using "for text", put an asterisk \* before the keyword (i.e. \*mac). Click the appropriate previous reference number, and your current request will be auto-populated with information from the previous request. You will then only need to update any changes since the previous request.

Product Information	
Has this product been previously reviewed?	Previous Reference ID (if known)
▼ More information and recommended items	<input type="text"/> <input type="button" value="Q"/>
<div style="background-color: #e0f0e0; padding: 5px;">Many products have been reviewed for compliance of Section 508 standards, and are recommended for campus purchase.</div>	
Recommended Product List	
<input type="text" value="Yes"/> ▼	



Enter the product information, and how and where it will be used with as much detail as possible.

**Product Information**

Has this product been previously reviewed?  
▼ More information and recommended items

Many products have been reviewed for compliance of Section 508 standards, and are recommended for campus purchase.

Recommended Product List

Yes

Previous Reference ID (if known)

\* Product Name & Model/Version

\* Product Vendor

\* General Product Type (e.g. Laptop)

\* Dollar Amount (not including tax)

\$0.00

Will this product be required by students?

No

\* How and where will this product be used?

### Accessible Technology Initiative Impact Criteria:

Select whether this product will potentially be used by large audiences (50 or more people) and who the users may be.

**Accessible Technology Initiative Impact Criteria**

\* Will this product be used by large audiences (50 or more users)?

No

Who are the users of this product/service? (Select all that apply)

Faculty/Staff

General Public

IT Staff - for Maintenance or Monitoring Spaces Only

Students



## Accessibility Documentation:

The fields that will appear under the “Accessibility Documentation” section are determined based on the selection(s) you made under the “Product Categories” section. All three possibilities are listed below:

Accessibility Documentation: Respond to the section(s) below depending on the product category
<p>* For computers; copiers; network printers; other self-contained products; software applications; telecommunications products; web content/software/mobile applications</p> <p><input type="radio"/> YES, Voluntary Product Accessibility Template (VPAT 2.0) is attached</p> <p><input type="radio"/> YES, working with vendor to obtain the VPAT 2.0</p> <p><input type="radio"/> NO, this product will not be used by students, the public, or large audiences</p> <p><input type="radio"/> NOT SURE, check this box to have ATI Procurement contact you</p>
<p>* For IT Consulting or IT Services</p> <p><input type="radio"/> YES, Section 508 Acknowledgement is attached</p> <p><input type="radio"/> YES, working with consultant to obtain Section 508 Acknowledgement</p> <p><input type="radio"/> NOT SURE, check this box to have ATI Procurement contact you</p>
<p>* For video and multimedia materials</p> <p><input type="radio"/> Digital multimedia contains captions</p> <p><input type="radio"/> Digital multimedia does NOT contain captions</p> <p><input type="radio"/> I don't know if digital multimedia contains captions</p>

## If adding an attachment:

If you are including an attachment, such as an Accessibility Conformance Report (VPAT 2.0) or Section 508 Acknowledgement, click on the ‘Upload Attachment’ icon at the bottom of the “Accessibility Documentation” field. Click “Browse” to find the document. When you’ve found and selected the document, click “Open” and then click “Attach”. Click “Close” to go back to the request form; you should now see the attachment listed at the top of the form.

To add an attachment AFTER the request has been submitted, go back to the request by clicking on the link in your confirmation email (e.g. “Request REQ00112345 has been opened on your behalf”), OR by going to the ServiceNow portal at <https://csus.service-now.com/service> and selecting “My Requests” from the bottom menu.



## Information Security:

Respond to the security-related questions.

### Information Security

Will this product process/transmit/store Level 1 confidential or Level 2 business use data?

▶ More information

No

If authentication is required to use this product, will it be using an account other than SacLink?

▶ More information

No

Will this purchase offer the following services: an authentication service, domain services, emails hosting, DNS, DHCP, file sharing services, systems that support health and safety, regulated services such as credit card handling, medical data, etc.

No

## Signature Acknowledgement field and form submission:

Read the acknowledgement statement, and check the acknowledgement box. Select "Request Now".

### Signature

\* Acknowledgement

By checking this box, I acknowledge that I have made every effort to understand the ATI responsibilities and Information Security requirements associated with university purchases.

For more information, visit: [ATI Responsibilities](#).

**Request Now**

Delivery time 3 Days

## Confirmation/Approval Process:

You should be directed to a screen that reads “Thank you, your request has been submitted”. If you click “View this Request”, the **Approvers** section at the bottom of the screen will indicate which reviewer(s) the request has been sent to, and whose review/approval is pending. At this point, you should also receive an email confirming that your request has been opened.

State	Approving	Approver	Stage	Workflow activity	Created by	Created
Requested	Requested	Katie Beekman	Awaiting Approval from ATI Specialist	kbeekman	kbeekman	2018-02-07 08:35:26

Once all applicable reviewers have approved, you will receive an email that your request has been completed in addition to an approval email stating “**Your ICT Procurement Request RITM0012345 has been approved.**” This email will include a link to open your **Approval PDF**; this PDF will need to be attached to your requisition/or credit card statement. A sample of this approval PDF is below:



**Report Title:** Requested Item Details  
**Run Date and Time:** 2018-02-07 08:30:56 Pacific Standard Time  
**Run By:** Katie Beekman  
**Table name:** sc\_req\_item

Requested Item			
Number:	RITM0035599	Active:	true
Request:	REQ0031746	Approval:	Approved
Item:	ICT (EIT) Procurement Form	Assignment group:	IRT Licensing
Request Requested for:	Katie Beekman	Assigned to:	
Request Title:	IRT Admin Analyst/Spclst 12 Mo	Stage:	Completed
Request Business phone:	+1 916/278-2588	State:	Closed Complete
Due date:	2018-02-10 08:29:10	ITIL watch list (receives work notes):	
		Watch list:	

**Additional comments (customer visible):**  
 2018-02-07 08:29:12 - Katie Beekman (Additional comments (customer visible))  
 This request was made for a(n) test with the estimated price of 100

**Work notes:**

**Related List Title:** Catalog Task List  
**Table name:** sc\_task  
**Query Condition:** Request item = RITM0035599  
**Sort Order:** Number in descending order

None

**Related List Title:** Approval List  
**Table name:** sysapproval\_approver  
**Query Condition:** Approval for = RITM0035599  
**Sort Order:** Created by in ascending order

None

**Related List Title:** Task SLA List  
**Table name:** task\_sla  
**Query Condition:** Task = RITM0035599  
**Sort Order:** None

Run By: Katie Beekman

2018-02-07 08:30:56 Pacific Standard Time

