In this guide, we will learn the two different ways of requesting a service within ServiceNow depending on your ServiceNow role.

A. **ESS Users** (Employee Self Service. Includes anyone with a NetID): can request a service directly from **ITS Service pages**, which appropriately routes them in ServiceNow. From the ITS website [http://its.yale.edu/](http://its.yale.edu/) you can choose the following.

1. Click the **Services** Header
   - Select business service group, or you can choose from the list from A to Z

2. From the **Service** page
   - Choose the service you would like to request by clicking on the specific icon
3. 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

4. To Request a Service click **Request This Service**
   - Complete the Ticket information with detailed information
   - Click Submit

**Note:** You and the appropriate group will receive a notification of the new ticket request.
B. **ITIL Users** (Service fulfillers, ITS and IT Partner support providers outside of ITS): create a ticket directly in ServiceNow through **Incident**.

**Note:** ServiceNow knows if the ticket you are entering is an Incident or a Request based on the selected Business Service and Category.
- If you receive a **pop-up warning** after entering the business service and category, it is because the combination indicates that it should be handled as a catalog request.

1. Select **Incident > Create New**

2. Enter **Client** and **Contact** fields with appropriate information.
   Note: Client and Contact can have the same/or different information.

3. Select the **Business Service** of affected item.

4. Select the appropriate **Category** for the ticket.
   a. If you select one of the following categories, the ticket will remain an Incident and SLA’s will trigger (not all service offerings have all these categories):
      - Outage
      - Performance Issue
      - Something Broken
   b. If you select the category Inquiry, the ticket will be flagged as a generic request. It will remain in the Incident module for simplicity of processing, but will be counted as a request with no SLA’s triggered.
   c. If you select one of the following categories you will receive a catalog item pop up that this ticket will be converted to a Request (not all service offerings have all these categories):
      - Access
      - Enhancement
      - Scheduling and Support
   d. Once you click **OK** to the catalog item you are brought to another form that is associate to that business service.
4. **Complete** required fields marked with *asterisks.*
   - Enter information completely and accurately to ensure fastest processing
   - You must enter all required fields to process the ticket.
   - Click **Order Now**
   - After you complete this form, you can add additional tickets to the cart if needed before sending the order.

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 by clicking **My Requests** in the Self-Service application.