



## Opening a ServiceNow Ticket for Construction & Properties User Guide

### Overview

This document details how to open a ServiceNow ticket for the CAM Construction & Properties (CAP) team.

### Procedure

**Step 1:** Go to the CAP team’s service catalog page.

Item	Description	Price
<a href="#">Construction &amp; Properties General Inquiry</a>	Request for general information regarding construction and properties.	
<a href="#">Construction &amp; Properties Project Inquiry</a>	Request for updates or questions regarding a current construction and properties project.	
<a href="#">Construction &amp; Properties Project Request</a>	Request to start a project with the Construction & Properties division.	

You can also go to the [Service Desk website](#) and select **Catalog** from the top menu. Next, select **Capital Assets Management** from the left menu, and then select **Construction & Properties** in the drop-down menu.

**Step 2:** You should see the CAP team’s service catalog. Select the option that best fits your need:

- **General Inquiry** – Select this to submit a general question to the CAP team. A team member will email you to follow up.
- **Project Inquiry** – Select this to submit a question in regards to an ongoing CAP project.
- **Project Request** – Select this to submit a request to initiate a project with CAP.

**Step 3:** Once you select an option, the submission page will appear.

- Enter your name in the **Requested By** field.
- Enter all **required fields** for your request including any pertinent details.
- Select **Add attachments** to attach any appropriate documents.
- Select the **Submit** button to submit your request.

The screenshot shows a web interface for submitting a request for technical documentation. At the top, there is a breadcrumb trail: Home > Service Catalog > Outreach > Technical Documentation. To the right of the breadcrumb is a search bar labeled "Search Catalog". Below the breadcrumb, the page title is "Technical Documentation" with a subtitle "Request creation, review or support related to technical documents." On the right side, there is a blue "Submit" button. The main form area contains three required fields: 1. "\* Requested By" with a dropdown menu showing "John Doe" and a clear button (x). 2. "\* Short Description" with a text input field containing "Update SOP - Onboarding". 3. "\* Description" with a larger text area containing "Please update the existing SOP for Onboarding with the attached changes". At the bottom right of the form, there is a paperclip icon and the text "Add attachments".

**Note:** The sample above is for a request for Technical Documentation from the Outreach Division, but the fields for all submissions pages request the same information.