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.

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.

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Technical Documentation

Request creation, review or support related to technical documents.

Submit

* Requested By

ⓘ   John Doe   ✕ ▾

* Short Description

Update SOP - Onboarding

* Description

Please update the existing SOP for Onboarding with the attached changes.

🖇 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.