

Opening a ServiceNow Ticket for Real Estate & Leasing Services User Guide

Overview

This document details how to open a ServiceNow ticket for the CAM Real Estate & Leasing Services (REALS) team.

Procedure

Step 1: Go to the REALS team's service catalog page.

Home > Service Catalog > Capital	Asset Management (CAM) > Real Estate & Le	Search Catalog	Q
Categories	Real Estate & Leasing		₩ =
Administration Adobe Sign - Send NDA Demo	Item	Description	Price
Adobe Sign - Statement of Work Demo	Advertising Request	Request to place an advertisement on your behalf.	
Capital Asset Management (CAM)	Lease Approval	Request approval of rate and terms of a lease.	
Asset Management Central Printing	Lease Request	Request assistance with the drafting of a lease or approval of a currently drafted lease.	
Construction & Properties Real Estate & Leasing	Real Estate & Leasing General Request	Ask a question or request a service from Real Estate and Leasing Services	
⊕ Central Purchasing (CP)			
🕀 Cartificata Management			

You can also go to the <u>Service Desk website</u> and select **Catalog** from the top menu. Next, select **Capital Assets Management** from the left menu, and then select **Real Estate & Leasing** in the drop-down menu.

Step 2: You should see the REALS team's service catalog. Select the option that best fits your need:

- Lease Request Select this to submit a request for assistance in drafting of a lease or approval of a currently drafted lease.
- Advertising Request Select this to submit a request for advertising on your behalf.
- **REALS General Request** Select this to ask a question or request a service from REALS.
- Lease Approval Select this to submit a request for approval of rate and terms of a lease.

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.

Home > Service Catalog > Outreach > Technical Documentation		Search Catalog	
Technical Documentation			
Request creation, review or support related to technical documents.		Submit	
*Requested By			
John Doe	x v		
* Short Description			
Update SOP - Onboarding			
* Description			
Please update the existing SOP for Onboarding with the attached changes.			
🖉 Add atta	achments		