

Appendix: Understanding IT Requests (UNMC)

Request Type	Purpose	Examples	How To Submit Request	Track Progress After Request Submission
IT Intake Requests	Propose new IT initiatives.	Request for a new application, large-scale IT project, or business technology initiative.	Type IT Intake in the ServiceNow employee portal search bar. Fill out the appropriate intake form.	Your request will be visible on the home page of the ServiceNow employee portal , under Requested Items
IT Assessment Requests	Evaluate technical feasibility.	Evaluate third party vendors' services, systems, applications, software, hardware, instruments, and equipment.	This is the next step after IT Intake is completed. You will not need to submit a separate request for the assessment. The corresponding IT team will request assessment once the technical design is completed.	IT Assessment progress will be documented within your original IT Intake request, which is visible on the home page of the ServiceNow employee portal , under Requested Items
Service Requests	Request standard IT service offerings.	Access to applications and websites, resetting a password, software installations, and account set ups.	Use the ServiceNow employee portal search bar to begin a request or click Request Something.	Your request will be visible on the home page of the ServiceNow employee portal , under Requested Items
Incident Requests	Report issues or disruptions that require resolution to restore to normal operations	Resolving application outage, a network issue, or a broken laptop.	Type the issue you're experiencing in ServiceNow employee portal search bar. If you don't find a self-service article that fits your needs, then fill out an incident ticket. Alternatively, you can jump straight to incident tickets by clicking, Something Broken?	Your request will be visible on the home page of the ServiceNow employee portal , under Incidents