Introduction

In the KSU Service Portal, ServiceNow, a **Project Request** is known as a **Demand** and will be identified with a numbering scheme of "DMND#######". When a Project Request is submitted via the Service Portal, the UITS *Process and Project Management Team* will review the Demand/Project Request and will work with you to obtain further details such as the business need, time constraints, etc. In addition, your request will be sent to your department's Cabinet Member for approval and prioritization. Once all details have been obtained and the Cabinet Member's response received, the Demand/Project Request will be placed in the UITS Prioritized Queue.

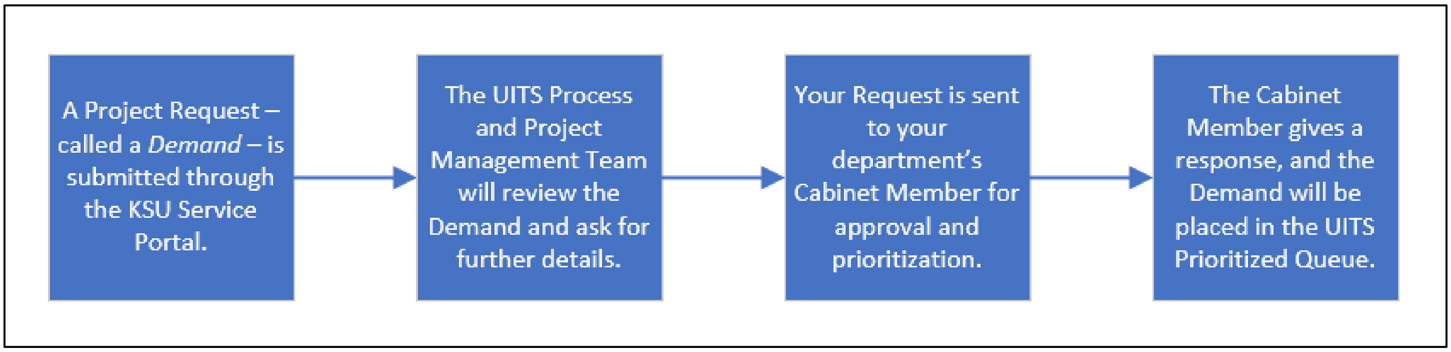

Figure 1 - Submit a project request/demand: workflow

How to Submit a Project Request in the KSU Service Portal

1. Navigate to service.kennesaw.edu.
2. If you are not logged in already, click **Log in** to sign in with Duo Authentication.
3. Click the **Project Management** tile.
4. Arrive at the **Project Management** portal. Click the **Submit a Request** tile.
5. Complete the **Create a New Project Request/Demand form**.

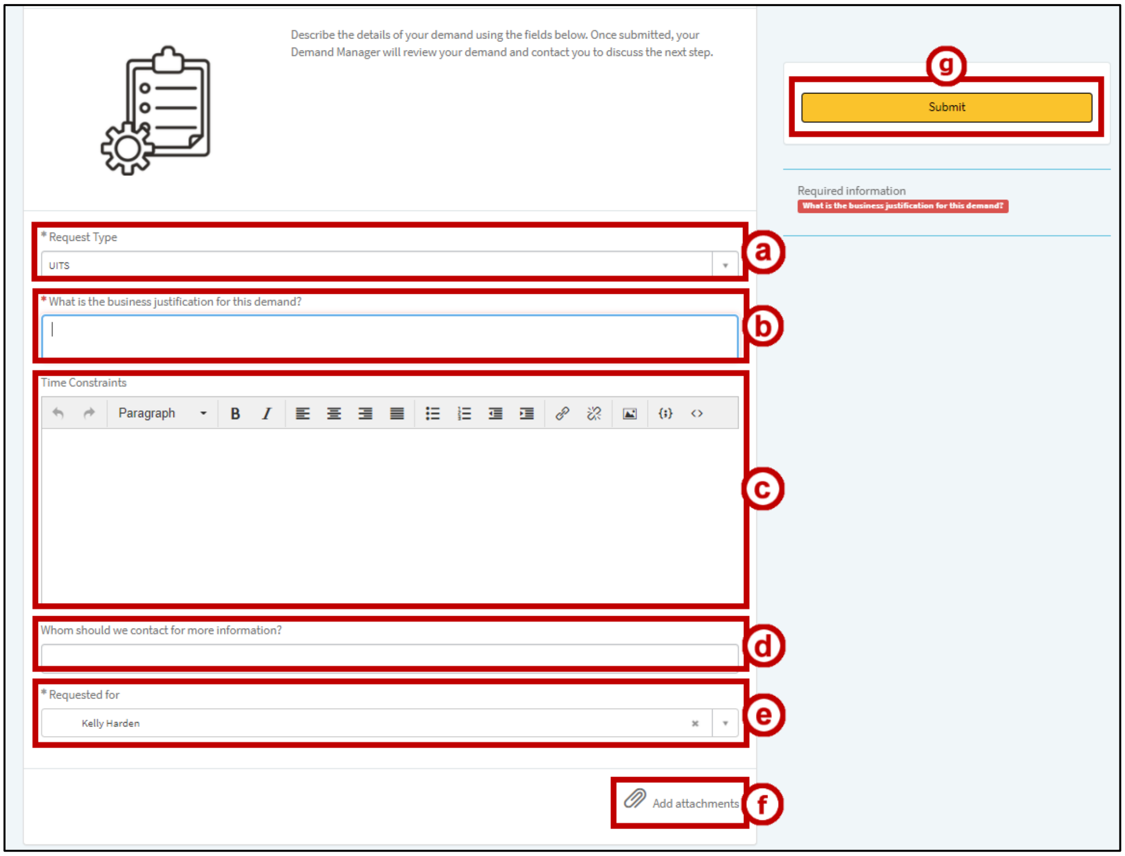

Figure 2 - Create a New Demand form

a. **Request Type**: Select IT Project or Audio/Visual.
b. **Business justification**: Type your business justification.
c. **(Optional) Time Constraints**: Type time constraints using the HTML editor.
d. **(Optional) Contact for more information**: Select a secondary name from the popup filter.
e. **Requested for**: Keep your name or select a different name from the popup filter.
f. **Add attachments**: Upload files to the New Project Request/Demand.
g. **Submit**: Submit the New Project Request/Demand.

6. After submitting the request, you will arrive at the project request details page.

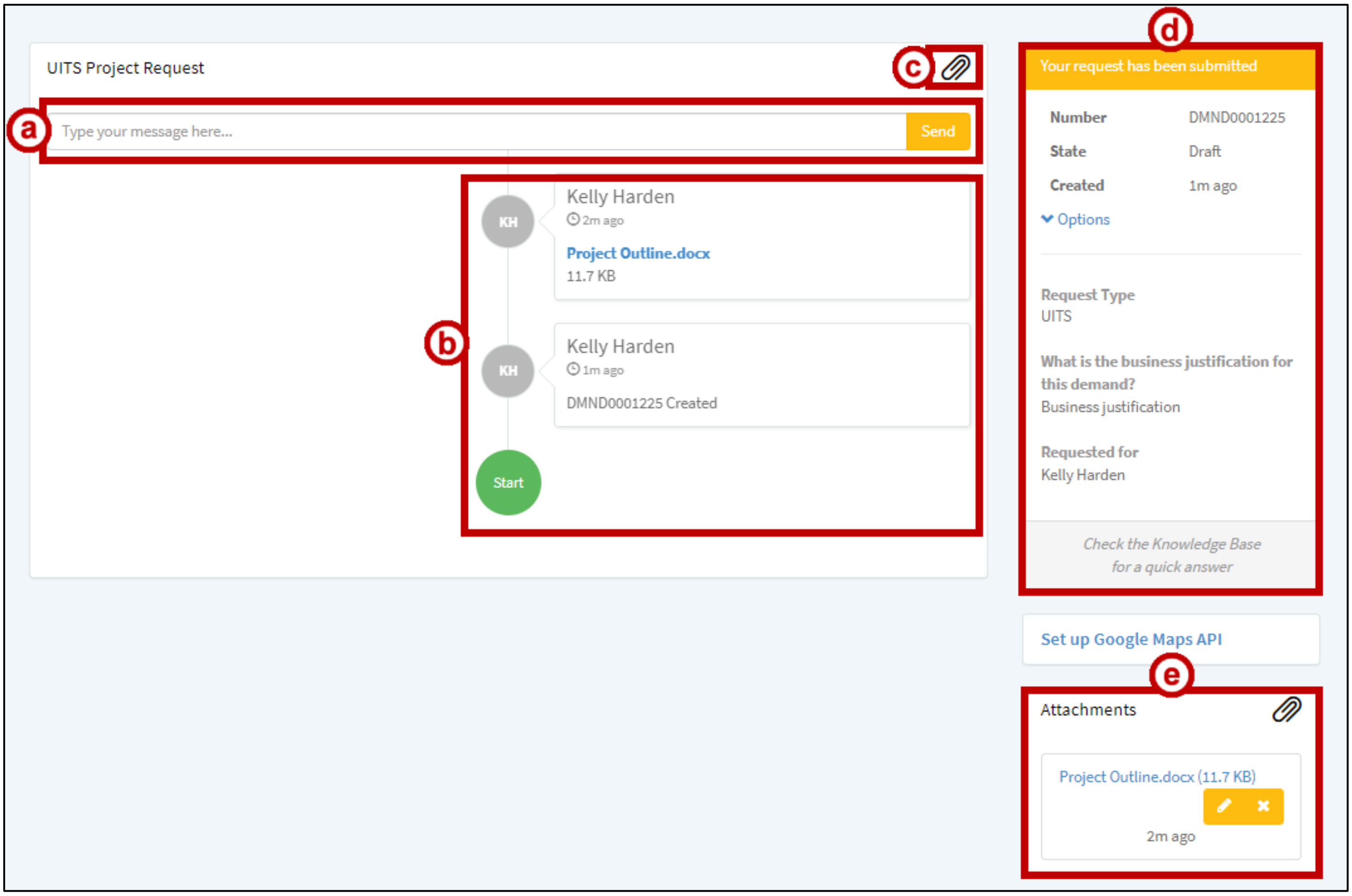

Figure 3 - Request details page

a. **Type message**: Type a message to the agent.
b. **Request activity timeline**: View activity on the request, such as attachments or comments.
c. **Add attachments**: Add additional attachments to the request.
d. **Request details**: Shows request details, such as the Created date and Request Type.
e. **Attachments**: Edit previously attached items or attach more items.

7. If you navigate away and want to view your requests later, click **My Requests** after logging in to **service.kennesaw.edu**.

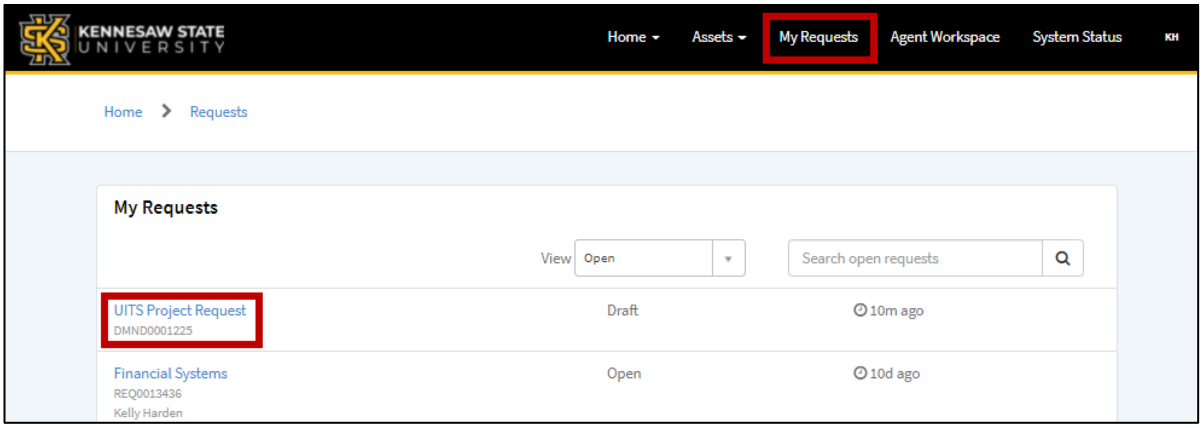

Figure 4 - My Requests