JUNE 2018 – HAVE YOU CHECKED YOUR SERVICE NOW QUEUE LATELY?

Is your ServiceNow request still pending? This may be why!

- **The approver has NOT approved the RITM yet.** Did you know that if you chose an approver the RITM does not go to BRC’s queue to process until the RITM is approved?

  **TIP:** If the approval is already attached, do not choose an approver. If you accidentally chose an approver and the approval is attached, email us at brcpurchaseandpay@ucop.edu and we'll remove the approver for you. Other things we can do for you: 1) Add an approver if you forgot to add it; 2) Send a reminder to the approver.

- **A response or additional backup is needed.** If you see emails from IT Service Hub with a subject line “RITM0123456 has been commented” these are messages for a request that you or someone from your department submitted through ServiceNow and action is needed.

  **TIP:** Simply “Reply All” and add the attachment or response to the email from IT Service Hub. The person who messaged you will get your response directly. How cool is that?! You don’t even have to login to ServiceNow to respond!

Want to see all of the pending RITMs for your department? No problem! Login to ServiceNow, click on Request Service then Business Resource Center then Generate a report for BRC requests by department.

![Business Resource Center](image)

Type in your name on the Report request by and then your 4-digit department code. Hit Submit. An Excel spreadsheet will be emailed to you. The spreadsheet will show ALL PENDING items even the ones you did not submit!

![Excel spreadsheet](image)

If you have questions or need more information email brcpurchaseandpay@ucop.edu.

---

YOU CAN REACH US AT:

- brctravelandent@ucop.edu  Mark – Team Lead
- brcpurchaseandpay@ucop.edu  Brad – Team Lead
- BRC-CAAP@ucop.edu  Amy – Team Lead
- UCOPContractor@ucop.edu  Rick – Team Lead

BLASTS from the PAST