USVI Bureau of Information Technology

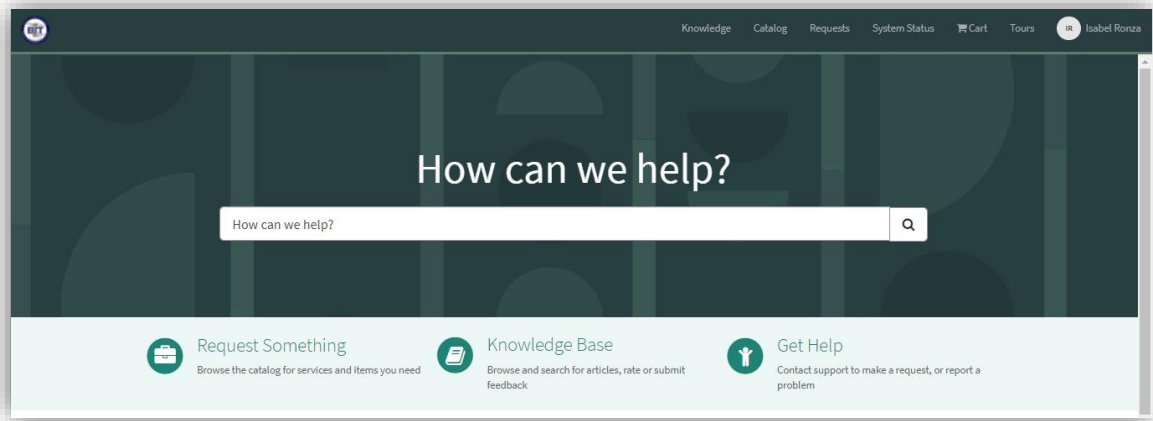Service Catalog Guide

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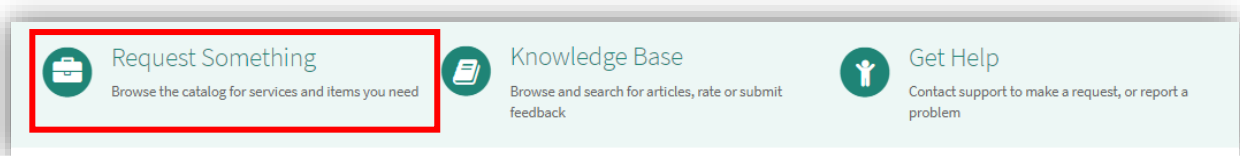# Submitting a Request Via the Service Portal

1. Navigate to https://gviservices.servicenowservices.com.
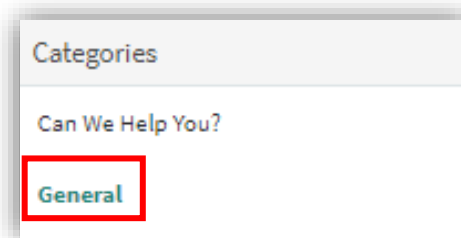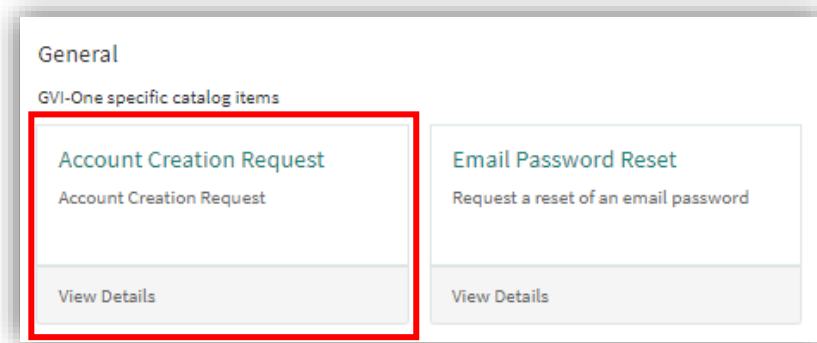

2. Select **Request Something**

3. Select the **General** category.
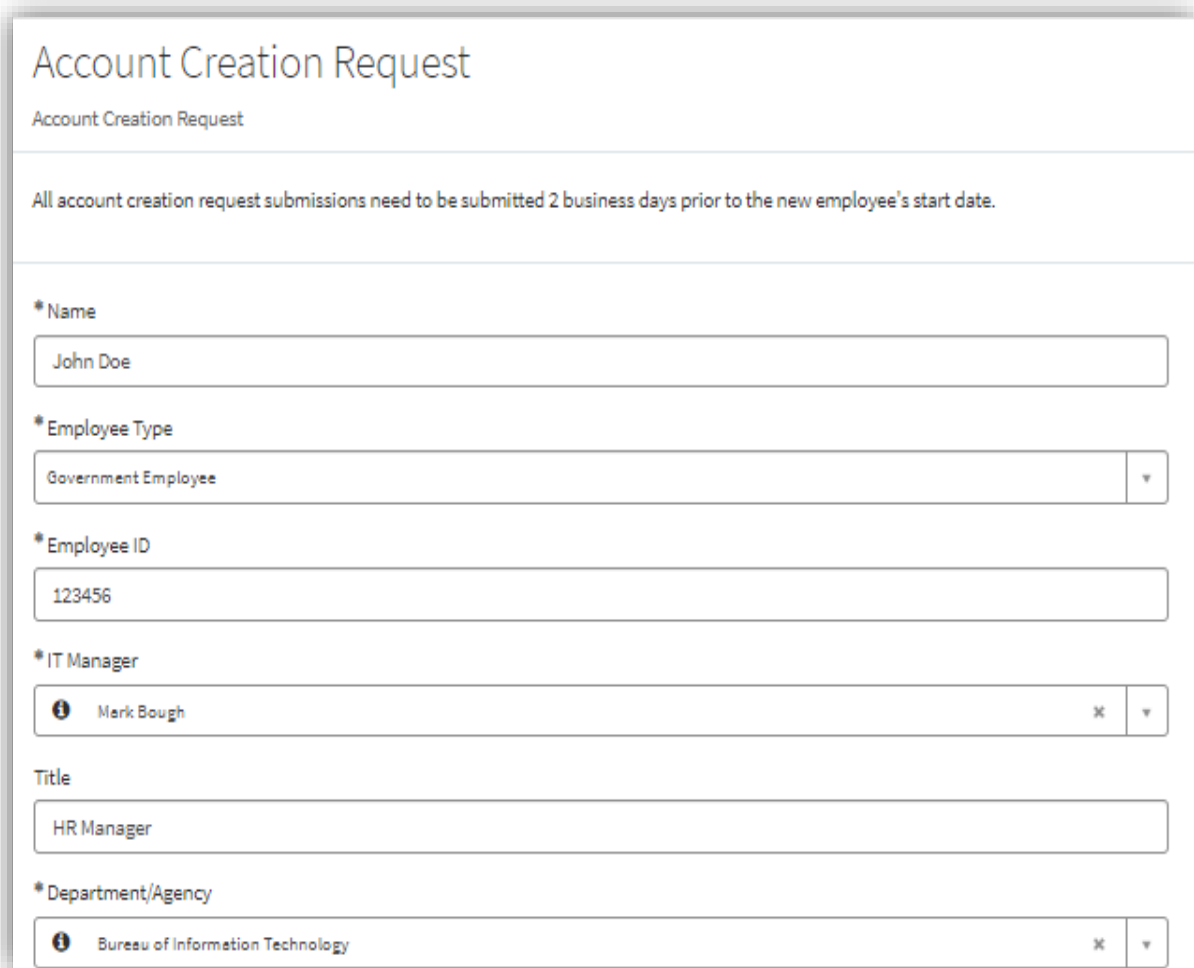
4. Select the request you need to submit.

General

GVI-One specific catalog items

Account Creation Request	Email Password Reset
Account Creation Request	Request a reset of an email password
View Details	View Details

5. Fill out the Request form:

Account Creation Request

Account Creation Request

All account creation request submissions need to be submitted 2 business days prior to the new employee's start date.

*Name

John Doe

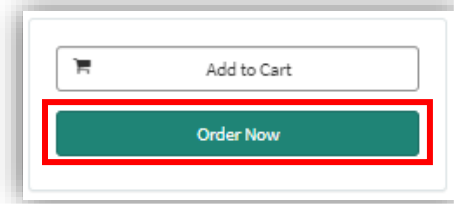***Employee Type**

Government Employee

*Employee ID

123456

*IT Manager

ⓘ   Mark Bough

Title

HR Manager

*Department/Agency

ⓘ   Bureau of Information Technology
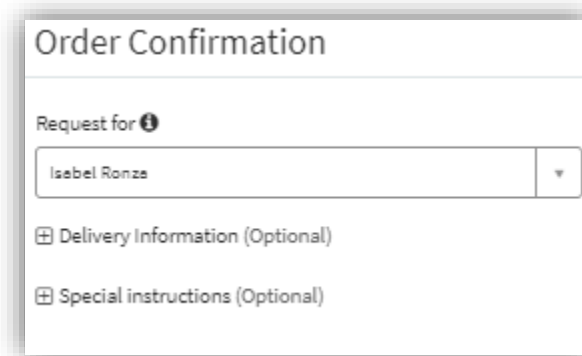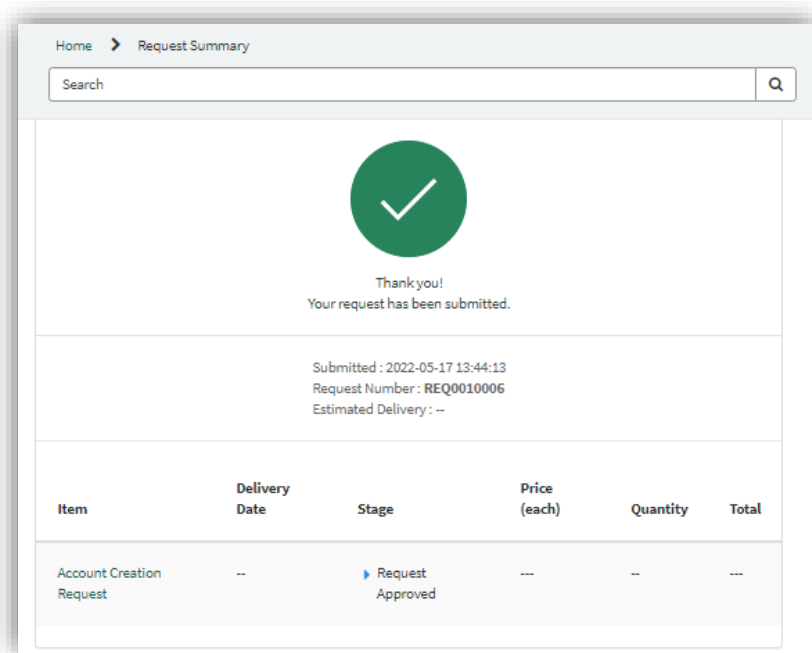
6. Select **Order Now**

7. Review the Order Confirmation popup, adding any **delivery information** or **special instructions** information if applicable.
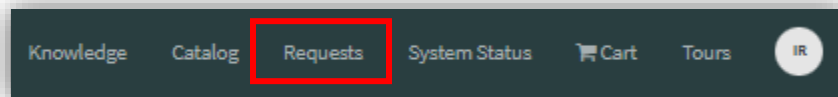

8. You will then be directed to the **Request Summary** Page, confirming your request has been submitted.
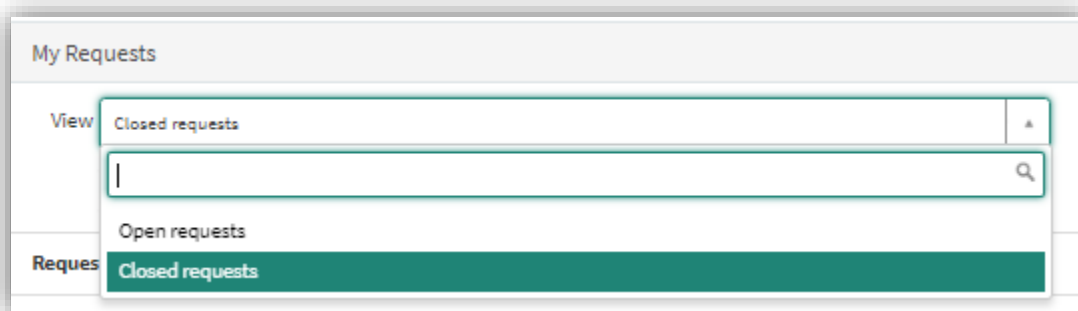
Note: This request is auto approved because no approval is required for this request.
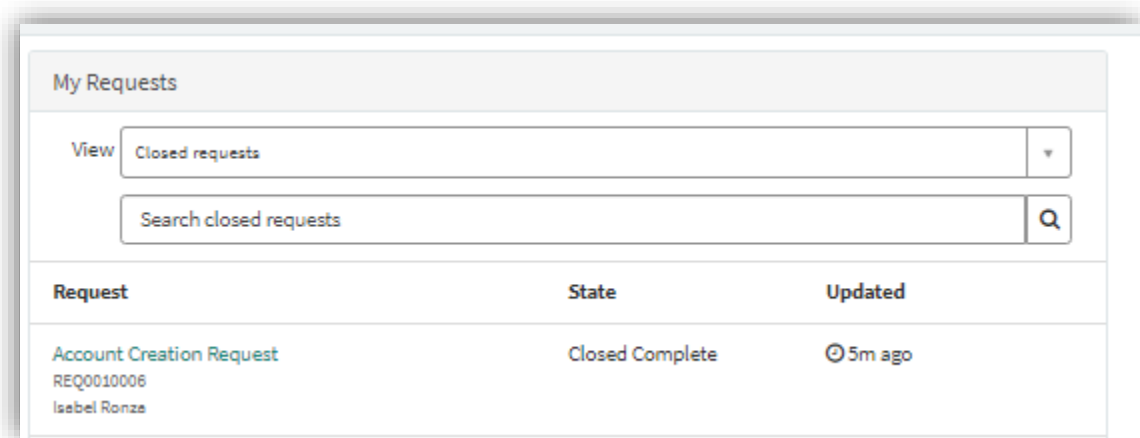
9. To navigate back to your request, go to **Requests**

10. From this point, you may switch between the view of open and closed request, as well as search for a request by name.
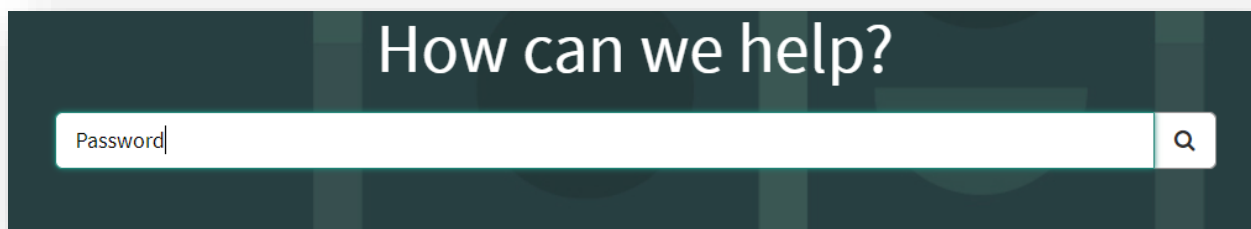

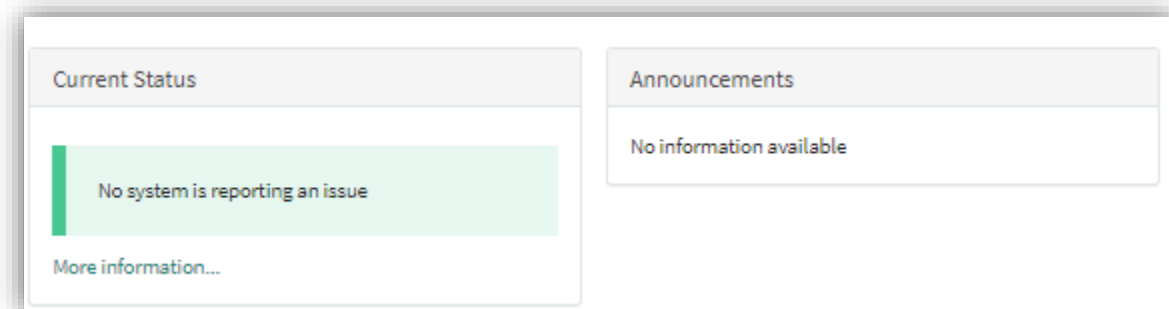11. Once your request is fulfilled, it will be listed in the closed requests with a state of **Closed Complete**.

Other Service Portal Components

Search Feature - Allows users to search for specific Service Portal components and knowledge articles.

Widgets on the homepage

Current Status - The Current Status widget displays any issues reported in the system including planned or unplanned outages

Announcements – Any System announcements will be viewable within this widget.

Current Catalog Items

Below is a list of current catalog requests:

Create Incident	This catalog item will capture data of an incident, then create an incident. • Assigns to the Service Desk • Accessible for all end-users and IT Staff
Account Creation	This request is used to create an account for an employee, contractor, or board member. • Assigns to the Service Desk • Accessible and used by IT Managers
Email Password Reset	Used to reset the email password for a user. • Assigns to the Service Desk • Accessible for all end-users and IT Staff
Software Installation	Used to request software to be installed on user's computer. • Assigns to the Service Desk • Accessible for all end-users and IT Staff
Software Upgrade	Used to request software to be upgraded on user's computer. • Assigns to the Service Desk • Accessible for all end-users and IT Staff
Software Removal	Used to request software to be removed from user's computer. • Assigns to the Service Desk • Accessible for all end-users and IT Staff

Notifications

Notifications are sent to the users who submitted the request:

- Upon submission
- At the completion of request
- To those with approving authorities
- Additionally, notifications can be sent when notes are posted on the request