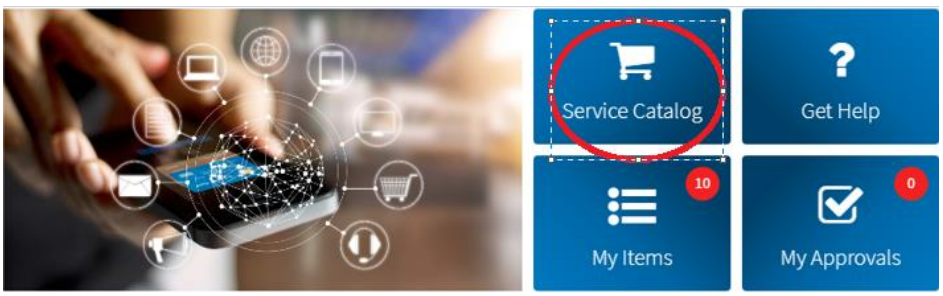
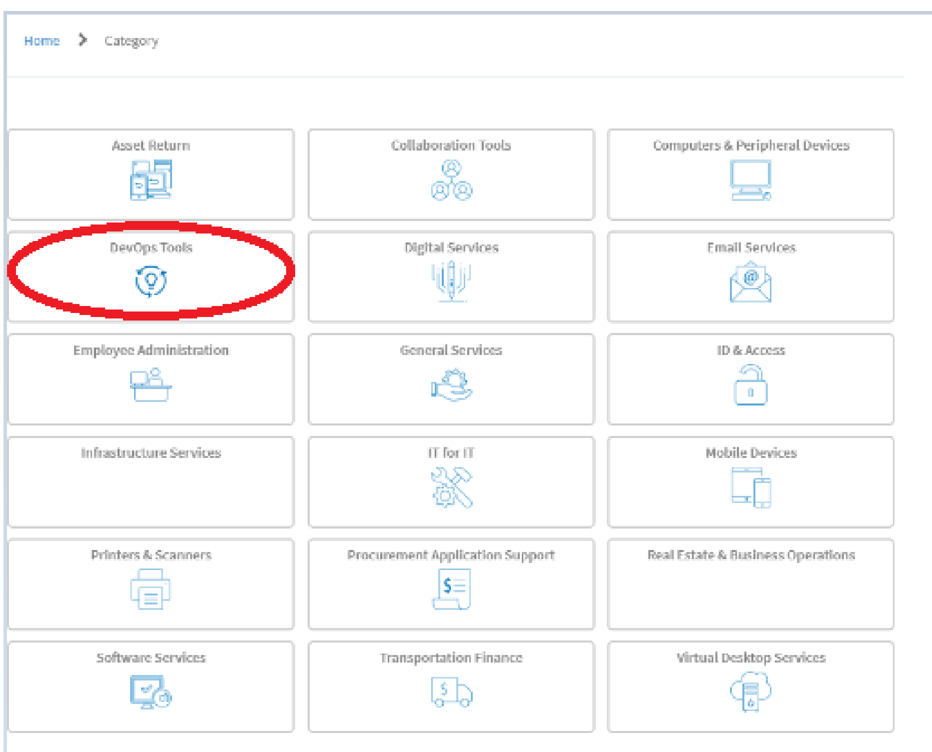
How to submit a ServiceNow request to add users to local ADO project team?

In the event where the Project Admin is unable to add team members to team's project using [How to add user to Azure DevOps project](), alternatively the Project Admin/user who wants to be added to Team's Project can submit a Service Now request following the below steps:

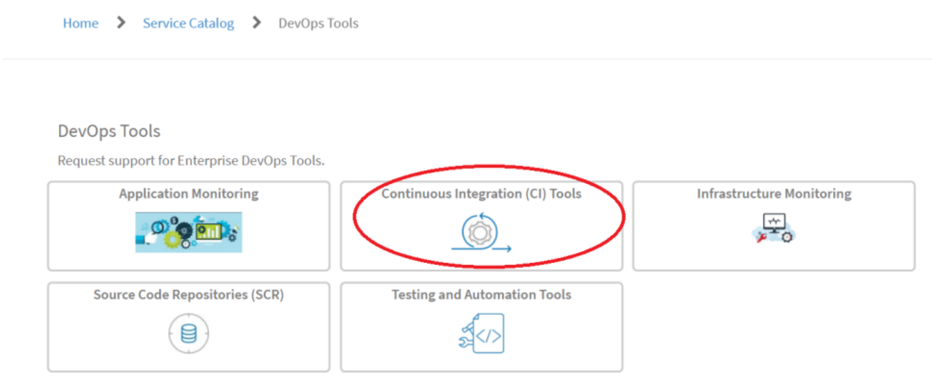
1. Launch the ServiceNow Catalog homepage, https://bmogc.service-now.com/sp?id=sc_category.
2. Click on Service Catalog.



3. Select DevOps Tools from the Icon list.



4. Select Continuous Integration (CI) Tools from the list.



5. Select "Azure DevOps Services (ADO)" from the drop-down list and fill in the requested information to submit the ticket.

Section	Field(s)	Details	Notes
Employee Information	Requested For	Mandatory – prefilled from user profile	
	Contact Number	Mandatory – enter contact number if not prefilled	
	Enterprise ID	Prefilled	
	Email	Mandatory – prefilled from user profile	
	Department/Business Group	Mandatory – prefilled from user profile	
	PR Code	Mandatory – provide a PR code associated to the request	
	Job Title	Mandatory - prefilled from user profile	
Request Information	Please select application name	Azure DevOps Services (ADO)	
	Request Type	General Request	
	Summary of the request	Mandatory -	
	Detailed description of the request	Mandatory - Email Addresses of Team Members - Team's Project Name - Team's Group - (Admin , User, Team)	

Add Attachment		If “Requester” is not Project Admin, email from Project Admin approving the request is required to be attached	

6. Upon completion - submit the request, a service request ticket will be generated.

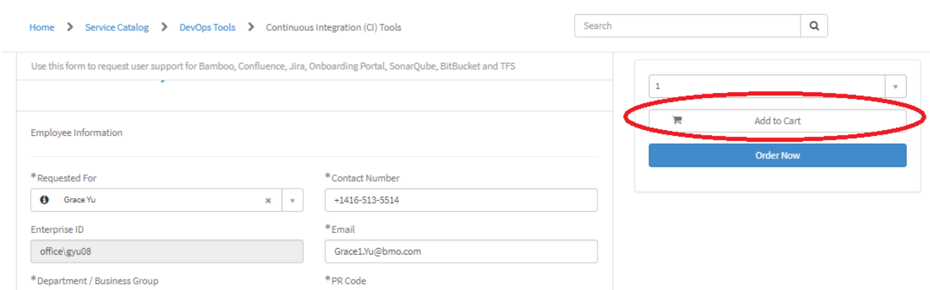
7. If you have multiple request items, please submit multiple ServiceNow RITM tickets.

Please note that our team is supporting one item per ticket. If you are seeking support for multiple items, please create multiple RITM tickets.

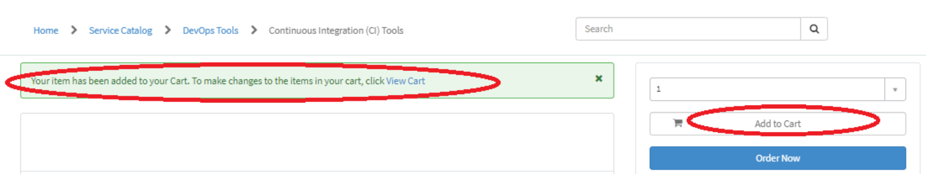
- An item is defined as a simple request for one project. i.e. add Jira custom fields and update workflow should have two RITM tickets created.

Here is how:

1. After fill in the first request item, click "Add to Cart" instead of using "Order Now".



2. You will see the green highlighted information bar together with all the filled-in information from the first requested item.



3. Modify the pre-filled information and "Add to Cart" again for your 2nd requested item.
4. Keep adding requested items into your cart until all the items are added. You can view all added items by clicking "View Cart".
5. Click "Order Now".
6. You will get one REQ number containing multiple RITM tickets which can be followed up separately.
7. Each RITM ticket will get its own work effort estimation/charge against the PR code provided.