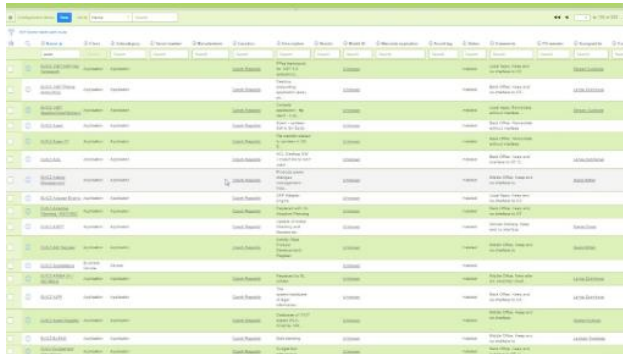


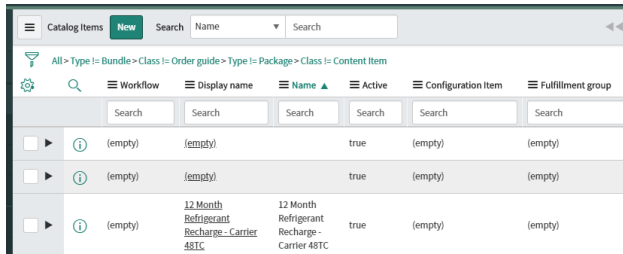
To verify if a Catalog Item has the right Assignment Group and Approver:

Step One: Review the list of desired Assignment Groups and Approvers provided by the client. Usually it's an Excel file:



The screenshot shows a large data table with multiple columns and rows. The columns include various identifiers and names, and the rows list different assignment groups and approvers. The table is organized into a grid with alternating light green and white rows.

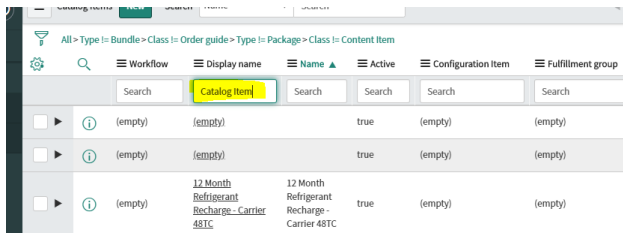
Step Two: Search for the Catalog Item under Maintain Items:



The screenshot shows the 'Catalog Items' search interface. It includes a search bar at the top and a table of results. The table has columns for Name, Active, Configuration Item, and Fulfillment group. The first three rows are empty, and the fourth row shows a '12 Month Refrigerant Recharge - Carrier 48TC' item.

Name	Active	Configuration Item	Fulfillment group
(empty)	true	(empty)	(empty)
(empty)	true	(empty)	(empty)
12 Month Refrigerant Recharge - Carrier 48TC	true	(empty)	(empty)

Step Three: Search for the Catalog Item:



The screenshot shows the 'Catalog Items' search interface with the 'Catalog Item' tab selected. The table of results is the same as in Step Two, showing the '12 Month Refrigerant Recharge - Carrier 48TC' item.

Step Four: Submit a request from the Service Catalog:



The screenshot shows the 'Service Catalog' page for a Dell XPS 13 laptop. It includes a product image, a description, specifications, and a form to submit a request. The 'Order Now' button is highlighted in blue.

Dell XPS 13
The corporate standard laptop for developers. High performance processing and storage.

Specifications:

- 3.1 GHz Intel Core i7 processor
- 250 GB or 500GB Solid State Drive
- 8 GB RAM
- Microsoft Windows 8 or Ubuntu
- Tomcat, Eclipse, Firefox, Chrome

Order this item

Price	Quantity	Subtotal	Delivery time
\$1,000.00	1	\$1,000.00	2 Days

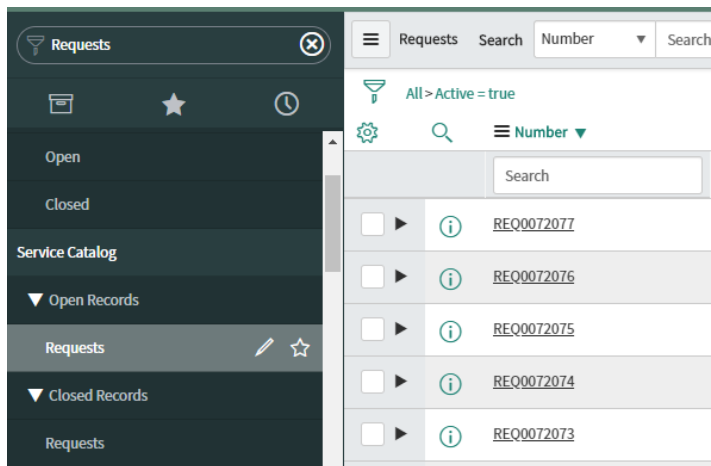
Order Now

Add to Cart

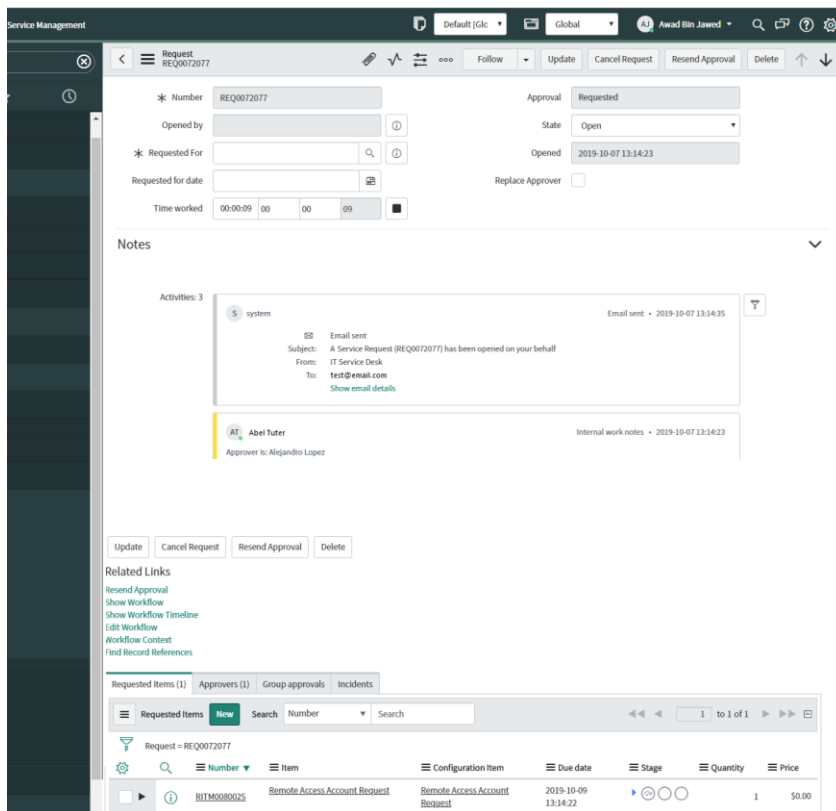
Shopping Cart

Empty

Step Five: Go to the **Requests** module under **Service Catalog**: and go to submitted request:



Step Six: Scroll down and open the RITM:



Step Seven: Now we see that the Assignment Group is indeed the same as desired.

The screenshot displays a web interface for a 'Requested Item' with ID RITM0080025. The form includes several fields: 'Number' (RITM0080025), 'Requested For' (empty), 'Department' (Finance), 'Configuration Item' (Remote Access Account Request), 'Due date' (2019-10-09 13:14:22), 'Time worked' (00:00:12), and 'Short Description' (Remote Access). On the right side, there are fields for 'Approval' (Not Yet Requested), 'State' (Open), 'Priority' (3 - Moderate), and 'Assignment group' (Network). The 'Assignment group' field is highlighted with a yellow background. Below the form, there is a tabbed interface with 'Submitted Information' selected, and other tabs for 'Related Tasks', 'Closure Information', and 'Requested Item Overview'.

Field	Value
Number	RITM0080025
Requested For	
Department	Finance
Configuration Item	Remote Access Account Request
Due date	2019-10-09 13:14:22
Time worked	00:00:12
Short Description	Remote Access
Approval	Not Yet Requested
State	Open
Priority	3 - Moderate
Assignment group	Network

*Note: if the Assignment Group is incorrect, we can look into the Workflow's Run Script and Catalog Task.