How to track an Enhancement Request in ServiceNow.

The following steps will direct a user on how to track their Enhancement Request submitted in the Service Catalog of ServiceNow.

Navigate to and log into ServiceNow.Navigate to My Open Tickets in ServiceNow.Located the desired Request and open it.Navigate to the RITM.Once in the RITM, scroll down to view the Activities and go through the notes/comments to isolate where your request is in the development cycle.

ENHANCEMENT PROCESS DETAILS

Once the development team has a clear picture of the work to be developed, they will create an Enhancement. The Enhancement form has several phases that are described below:

Draft: In this state, the story requirements, such as the description and acceptance criteria, are still being drafted.Ready: In this state, the story is marked as ready to be picked up by the development team.Work in Progress: In this state, the development team works on the story and records their changes in the work notes field.Ready: In this state, the story is marked as ready to be picked up by the development team.Work in Progress: In this state, the development team works on the story and records their changes in the work notes field.Ready for Testing: In this state, the story is marked as ready to be taken up by a tester.Testing: In this state, the tester works on testing the story based on the requirements provided in the story.Complete: In this state, the development and testing efforts on a story are complete.

As the Enhancement moves from state to state, the RITM will be updated to keep the stakeholder updated of their request.