Service Catalog - Service Request workflow explained

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ServiceNow Service Request Explained:

In ServiceNow, a request (REQ) is assigned to an overall request that may include multiple requested items.

A request item (RITM) is assigned to each individual item that is requested. A request item must have at least one task, and additional tasks can be defined to handle all aspects of the request. As tasks are completed, the request transitions through a series of states, and automatically transitions to closed after the last task is closed.

In the above pic, a Request (REQ) has been submitted to order a new iPhone.

Each REQ will contain one or more Requested Item (RITM). RITMs are where approvals are created and tracked. Not all RITMs will have an approval in the workflow. Requesters can review the status of their open RITMs on the Portal.Each RITM contains one or more Tasks. In the above pic, three tasks have been created; order the phone, set up the phone, and deliver the phone. As TASKS are closed, the RITM is updated, and a notification is sent to the requester.TASKs are where Fulfillers document their work. When the work defined in the TASK is complete, the fulfiller closes the TASK.When all TASKs within a RITM are closed, the RITM automatically closes.When all RITMs within a REQ are closed, the REQ automatically closes.Fulfillers should not document their work in the REQ or the RITM.REQs and RITMs should not be manually closed, they are closed by the workflow.