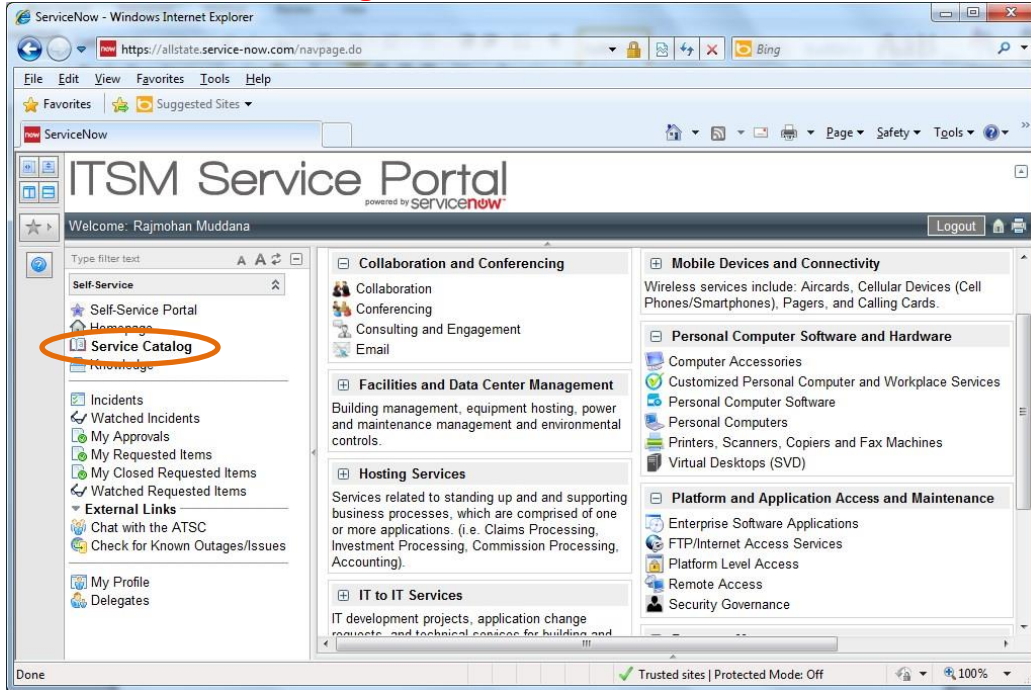


Hadoop COE

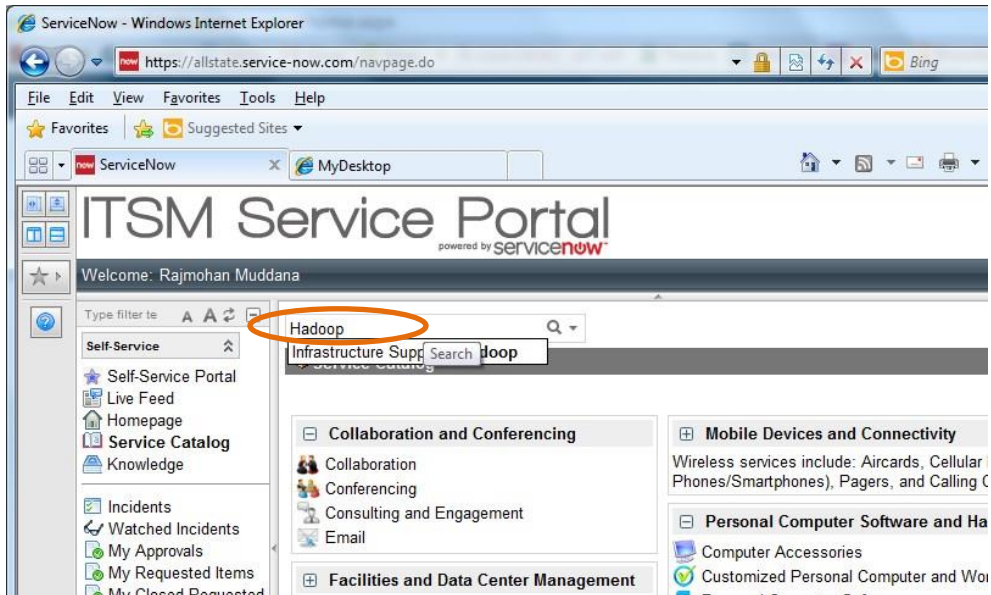
User HDFS directory.

Navigate to ServiceNow

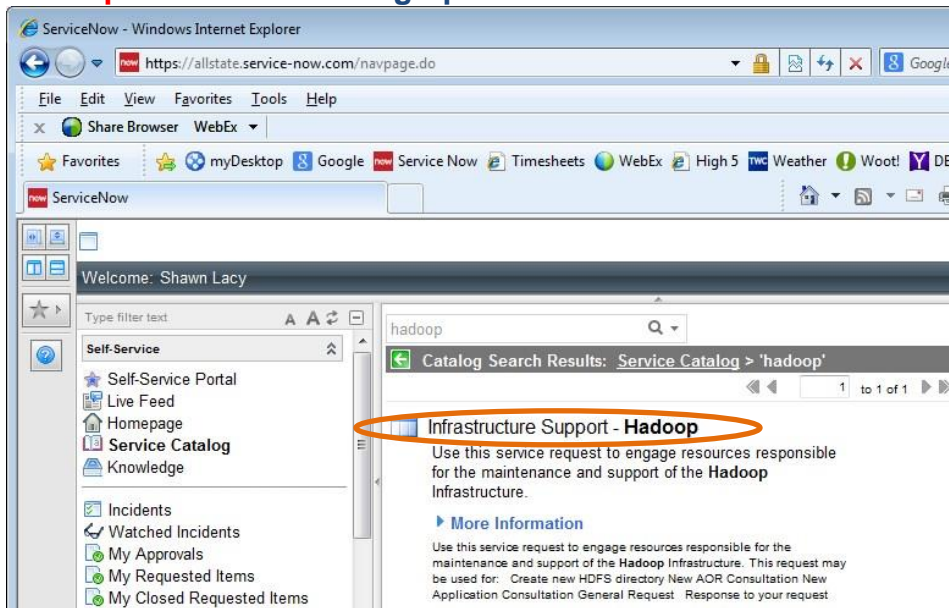
Click on **Service Catalog** on the left hand side of the ServiceNow interface.



In the upper left hand side you will see a search box, type in **Hadoop** and hit the enter key.



This will bring up another screen. You will see **Infrastructure Support – Hadoop**. Click that to bring up the Service Now form.



On the form correctly select your **DCIO**, **Area of business**, and select the **Incremental** radio button. Provide your areas **Internal Order (I/O) Number**.



ServiceNow - Windows Internet Explorer

https://allstate.service-now.com/navpage.do

File Edit View Favorites Tools Help

ServiceNow MyDesktop

ITSM Service Portal

powered by servicenow

Welcome: Rajmohan Muddana Logout

Business Area

DCIO

More information

ISG - Information Services Group

Area of Business

More information

ISG - Business Intelligence & Analytics

Is this Incremental or Base work

More information

☒ Incremental

☐ Base

Internal Order (I/O) Number

More information

Supervisor

Trusted sites | Protected Mode: Off | 100%



Move further down the form. Input your **Managers Name** for approval and Select **Create new HDFS Directory** from the **Request Type** drop down. This will bring up a new set of inputs. Type in your **Unix ID** into the box.

The screenshot shows the ITSM Service Portal interface. The browser address bar displays <https://allstate.service-now.com/navpage.do>. The page title is "ITSM Service Portal" with the ServiceNow logo. A welcome message "Welcome: Rajmohan Muddana" is visible. The form contains several sections:

- Supervisor:** Includes a "Manager Name" field with a search icon, highlighted by an orange circle.
- Request Details:** Includes a "Request Type" dropdown menu with "Create new HDFS Directory" selected, highlighted by an orange circle.
- Unix ID:** Includes a "Unix ID" field with a "More information" link, highlighted by an orange circle.
- Application ID Description:** Includes a "More information" link.

The bottom of the browser window shows a status bar with "Trusted sites | Protected Mode: Off" and a zoom level of "100%".



Select the **environment(s)** where you would like the directories deployed. In the dropdown for **Have you made a selection above** select **Yes**. Select the **HDP Group** that you requested access to in Step 1.

After these fields have been entered submit the order.