

Estimate Submittal Process

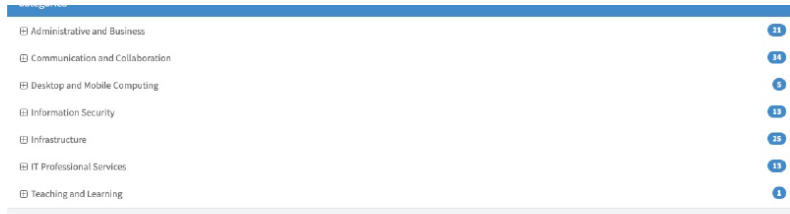
Please follow the steps below to submit an estimate request through the University of Kentucky ITS ServiceNow portal.

Step 1: Log in to ServiceNow

Open a web browser and navigate to uky.service-now.com. Sign in with your UK credentials.

Step 2: Navigate to the Self Service Home page

After logging in, you will be taken to the Self Service Home page. This page lists all available service categories.



3. Click the plus sign by IT Professional Services

Figure 1 – ServiceNow categories list on the Self Service Home page.

Step 3: Expand "IT Professional Services"

Locate "IT Professional Services" in the categories list and click the **plus (+) sign** next to it to expand the sub-categories.

The following sub-categories will appear:

- IT Communications and Documentation
- IT Service Delivery and Support
- IT Strategy, Governance and Enterprise Architecture
- Portfolio and Project Management

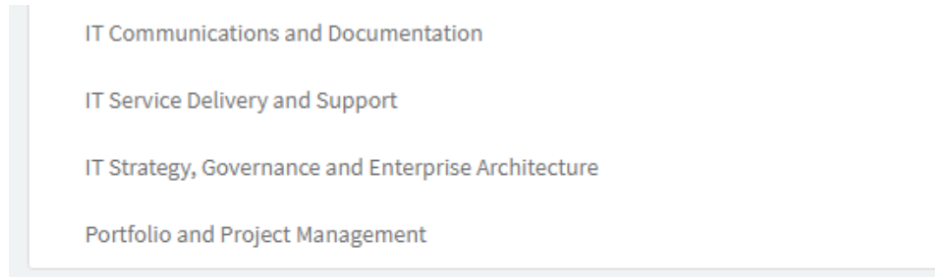
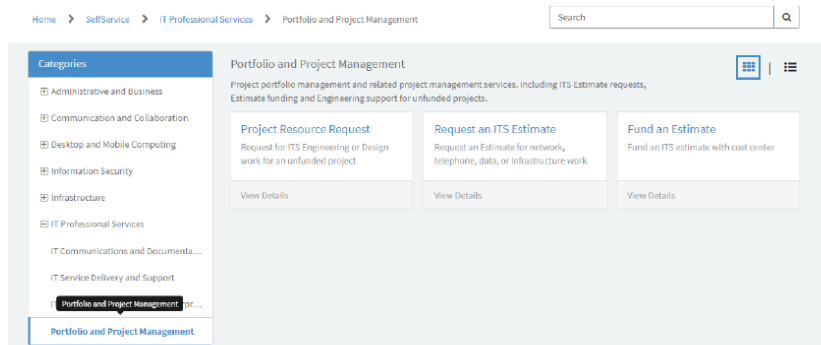


Figure 2 – IT Professional Services sub-categories after clicking the plus sign.

Step 4: Select "Portfolio and Project Management"

Click **Portfolio and Project Management**. You will be taken to a page that shows available request types, including Project Resource Request, Request an ITS Estimate, and Fund an Estimate.



5. Select Request an ITS Estimate

Figure 3 – Portfolio and Project Management page showing available request types.

Step 5: Select "Request an ITS Estimate"

Click **Request an ITS Estimate** or its associated "View Details" link. This opens the estimate request form.

Step 6: Complete and submit the form

Fields marked with a red asterisk (*) are required. All other fields are optional.

Fill in the following required fields:

- **Short Description of estimate request** – A brief summary of the work being estimated.

- **Requester** – Your name or the name of the person making the request.
- **Department to receive service** – First enter the Dept, then select the Department from the dropdown.
- **Departmental contact name** – Name of the departmental point of contact.
- **Departmental contact telephone number** – Phone number for the contact.
- **Work location** – Defaults to Campus; update if needed.
- **Building name** – The building where the work will take place.
- **Floor number(s) included in work plan** – List all relevant floors.
- **Room number(s) included in work plan** – List all relevant rooms.
- **Description** – A detailed description of the work to be estimated.

Refer to [Request an ITS Estimate](#) for instructions to fill out this form

Request an estimate for network, telephone, data, or infrastructure work from ITS Enterprise Networking & Infrastructure.

For all other equipment requests, please submit using the [Computer Equipment Quote Request form](#), contact your to your department / college IT or submit to Customer Services Assistance Request.

* Short Description of estimate request

* Requester

Approver(s)

Watch List- additional personnel to receive status information

* Department to receive service (enter Dept # then select Department)

* Departmental contact name

* Departmental contact telephone number

* Work location

* Building name

* Floor number(s) included in work plan

* Room number(s) included in work plan

* Description


 Add attachments

Figure 4 – The ITS Estimate request form. Fields marked with * are required.

You may also add attachments using the **Add attachments** link at the bottom of the form. When all required fields are complete, click **Submit** to send the estimate request.

For questions about this process, contact your ITS project coordinator.