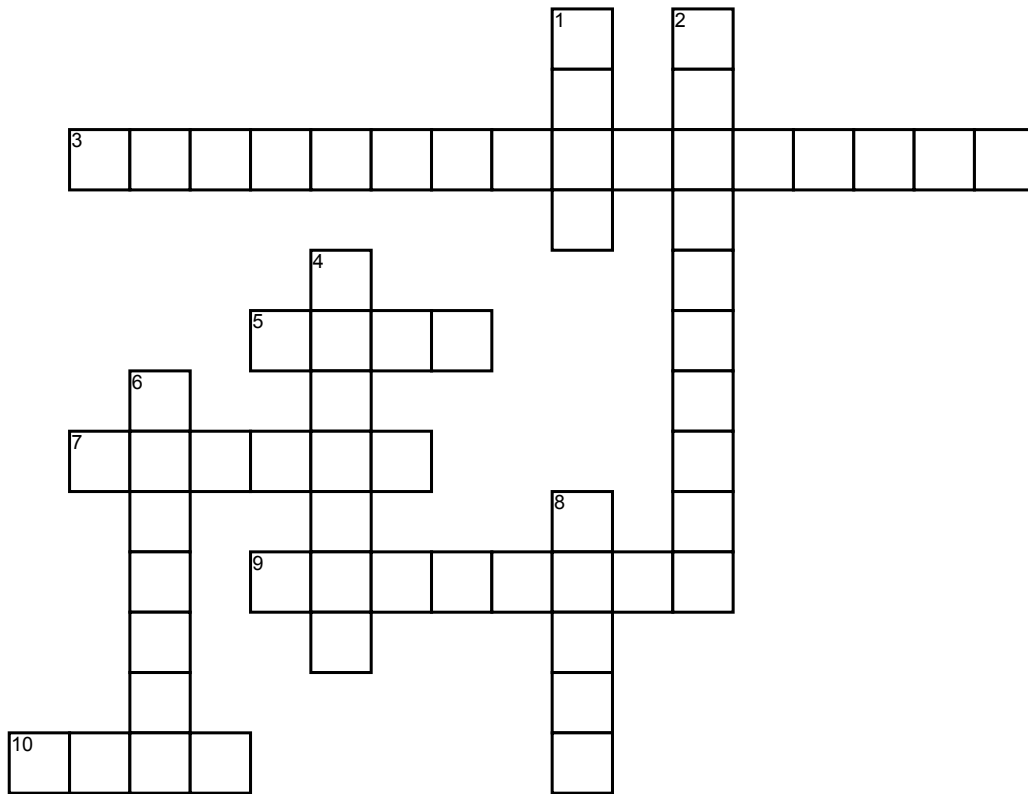


Service Request Refresher



Across

3. Assignment Group who handles ServiceNow issues
5. Prefix of ticket where you do your work
7. Preferred method for submitting requests
9. Automated series of steps to process the request
10. Prefix of ticket that appears in customer notifications

Down

1. Acronym for Information Technology Service Management
2. Name of the tool ITS uses to manage our services
4. Categorized listing of services offered to customers
6. Type of record created by the "ask a question" form
8. ServiceNow is a ___-based application

Word Bank

ITSM
RITM
Portal

internalservices
contact
ServiceNow

cloud
TASK

catalog
workflow