End User Guide:

Creating a New Demand

Office of State Technology

Contents

1. Log into ServiceNow and Access Employee Center 2
2. Start a New Demand 5
3. Fill out the Demand Form and Manage Drafts 7
4. Save Updates to Your Draft 8
5. Submit the Demand 9
6. Download Your Submitted Demand (PDF) 11
7. Return to Employee Center 11
8. Continue Working on Unsubmitted 12
9. Track the Status of Your Demands 12
10. Upload Support Documents and Post Additional Comments 13
11. Receive the Approval 16

This guide walks end users through how to log into the ServiceNow Employee Center, create a new Demand, manage drafts, submit the request, track its progress, and receive approval. It expands on each step to ensure clarity for new and experienced users alike.

1. Log into ServiceNow and Access Employee Center

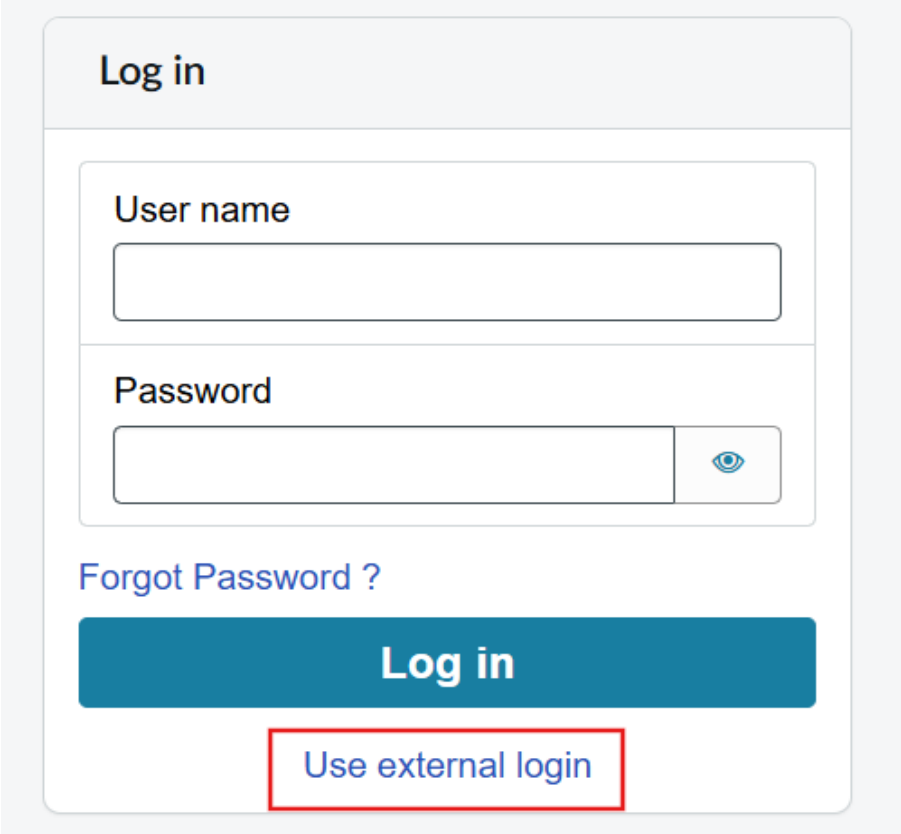
This step ensures you successfully authenticate and reach the **Employee Center** portal where Demand creation begins.

1) Log into ServiceNow:
   For **Department of Education** employees, click here: ADE TIJ
   https://arprod.servicenowservices.com/login_with_sso.do?glide_sso_id=3aa8303e3b100710609ba2d964e45a…

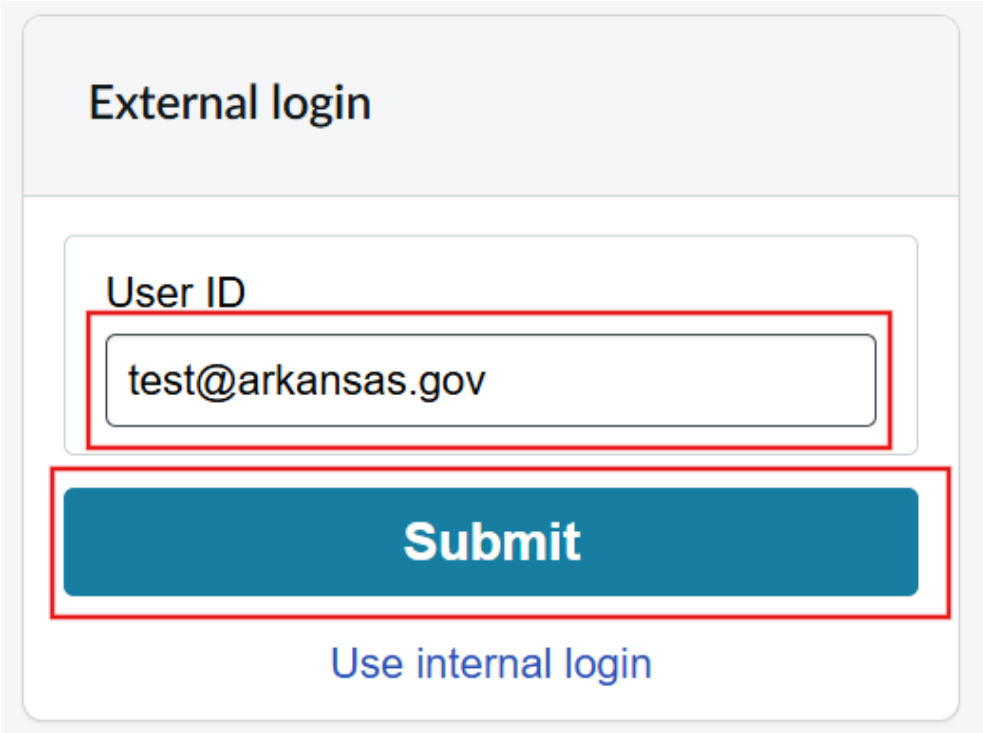
   For **Department of Finance and Administration** employees, click here: DFA TIJ
   https://arprod.servicenowservices.com/login_with_sso.do?glide_sso_id=12fcf533cff40b1068af7d642f851c…

   For **all other departments**, click here: State of Arkansas TIJ
   https://arprod.servicenowservices.com/esc.

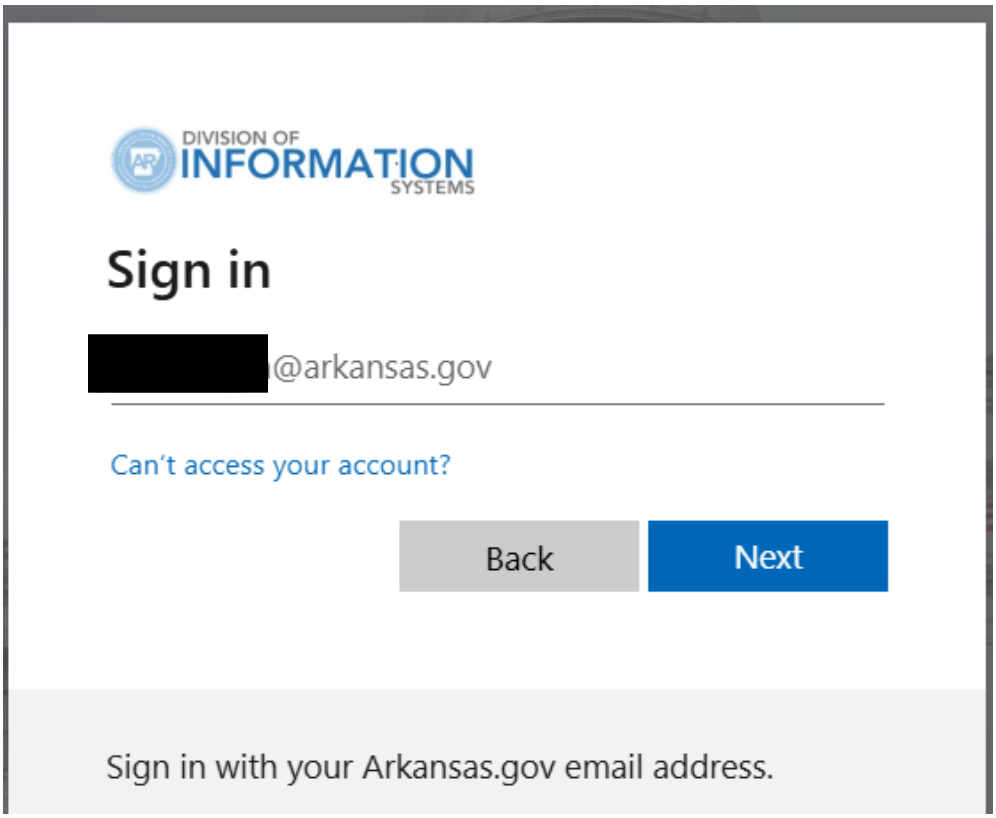
2) If a login page appears, select "**Use external login**".
   • Do not enter your username or password on this screen.

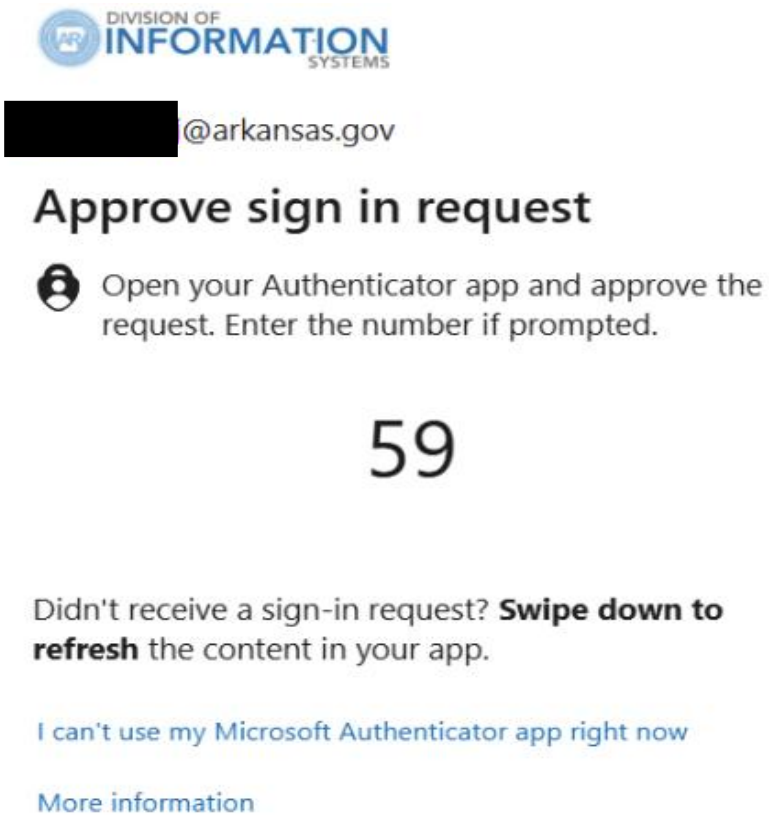


3) Enter your email address in the **External Login** window and click **Submit**.



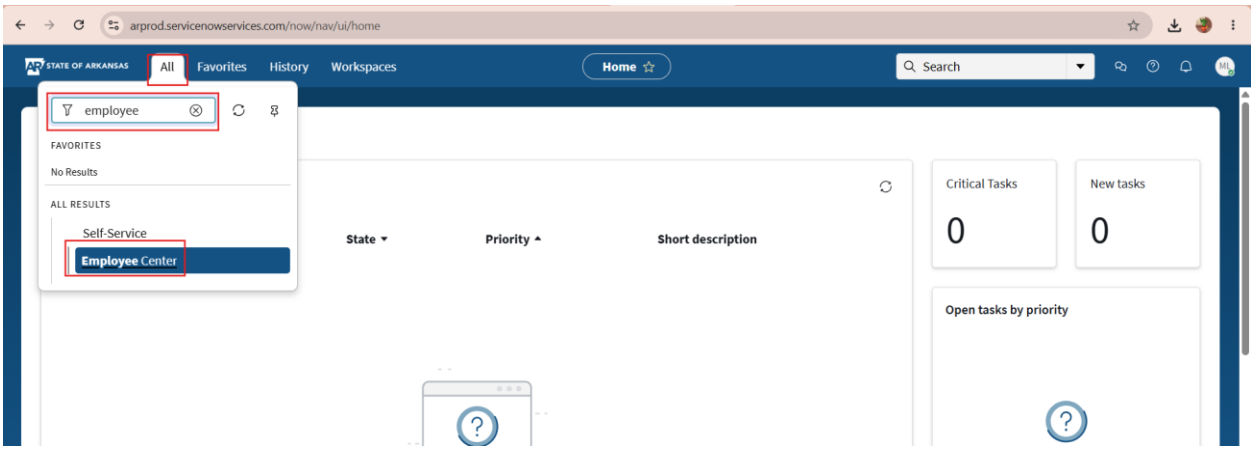
4) After submitting your email, you will be redirected to the standard SSO login page. Follow your organization's typical login procedure here.





5) After logging in, either option takes you to the **Employee Center** Homepage where Demand requests are initiated.

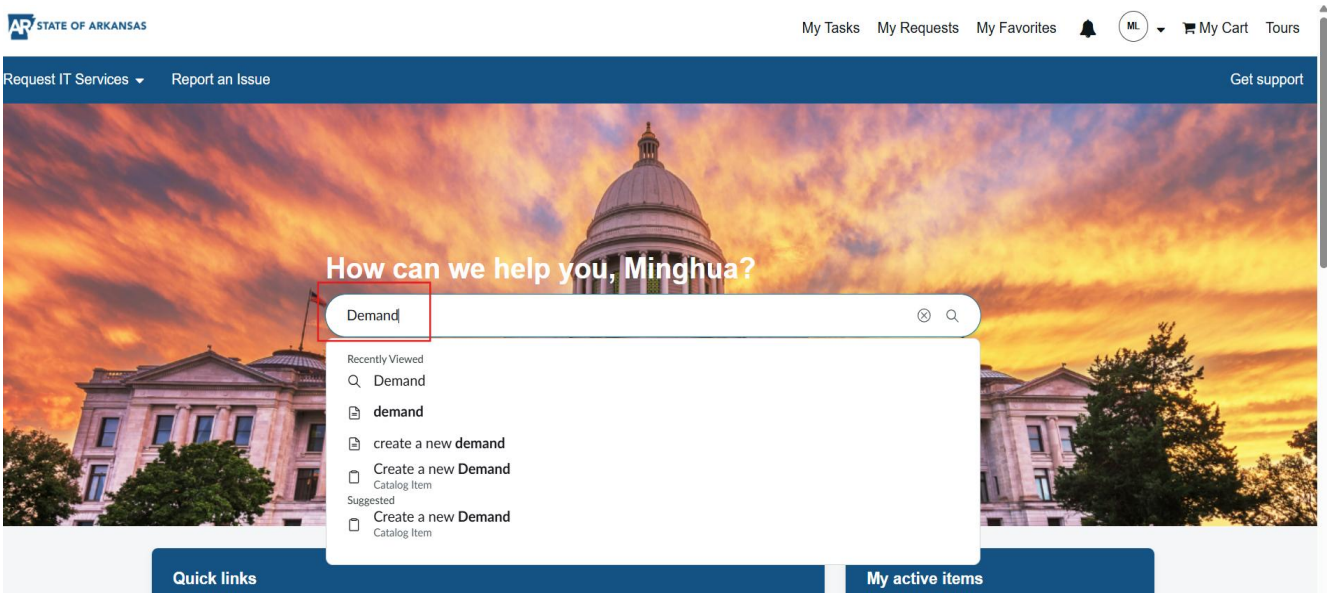
- **Option A**: If you are directed to the ServiceNow Home page (https://arprod.servicenowservices.com/now/sow/home), select the **ALL** tab, search for and click **Employee Center**, and you will be redirected to the **Employee Center** portal.



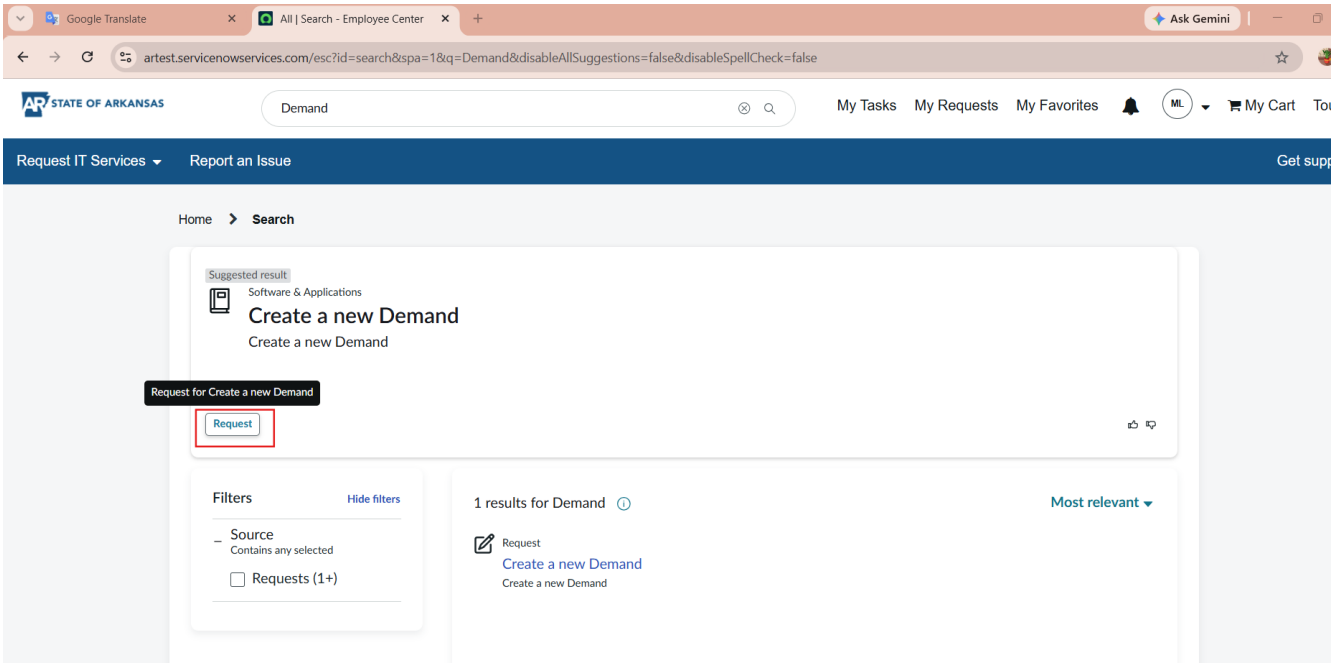
- **Option B**: Access the **Employee Center** portal directly by navigating to: https://arprod.servicenowservices.com/esc

2. Start a New Demand

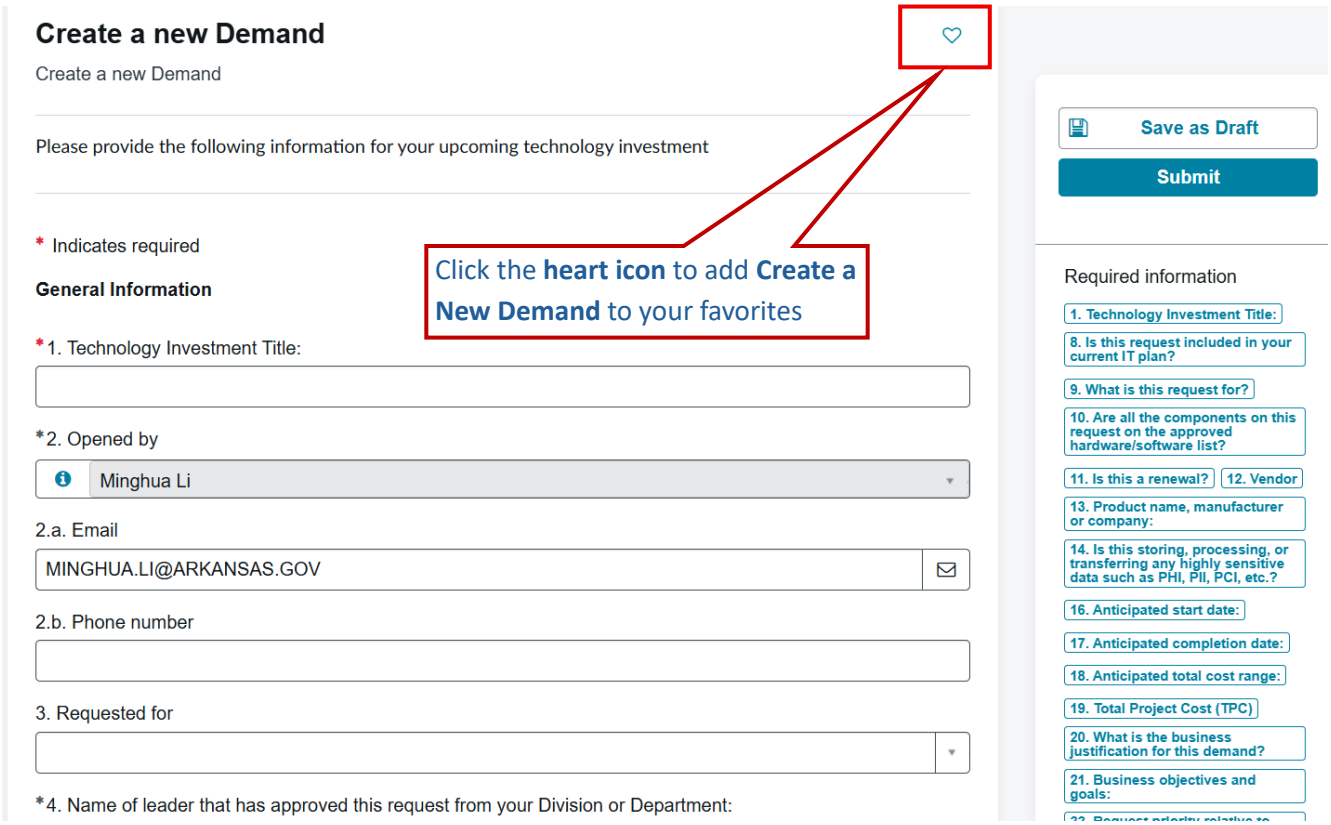
1) In the "**How can we help you**?" search bar, type "**demand**" and press **Enter**.



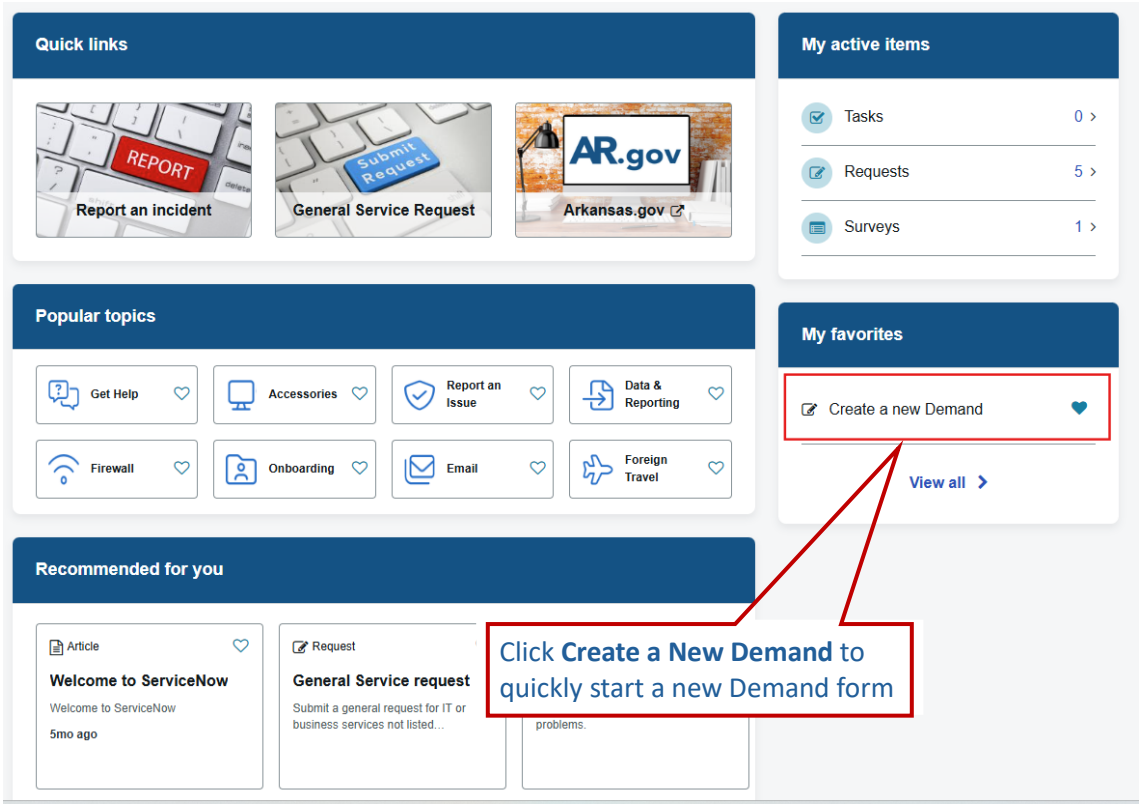
2) From the search results, select **Request** button to open the Demand form.



Note: For quicker access in the future, you can add **Create a New Demand** to your favorites by clicking the heart icon in the upper-right corner of the Demand form.



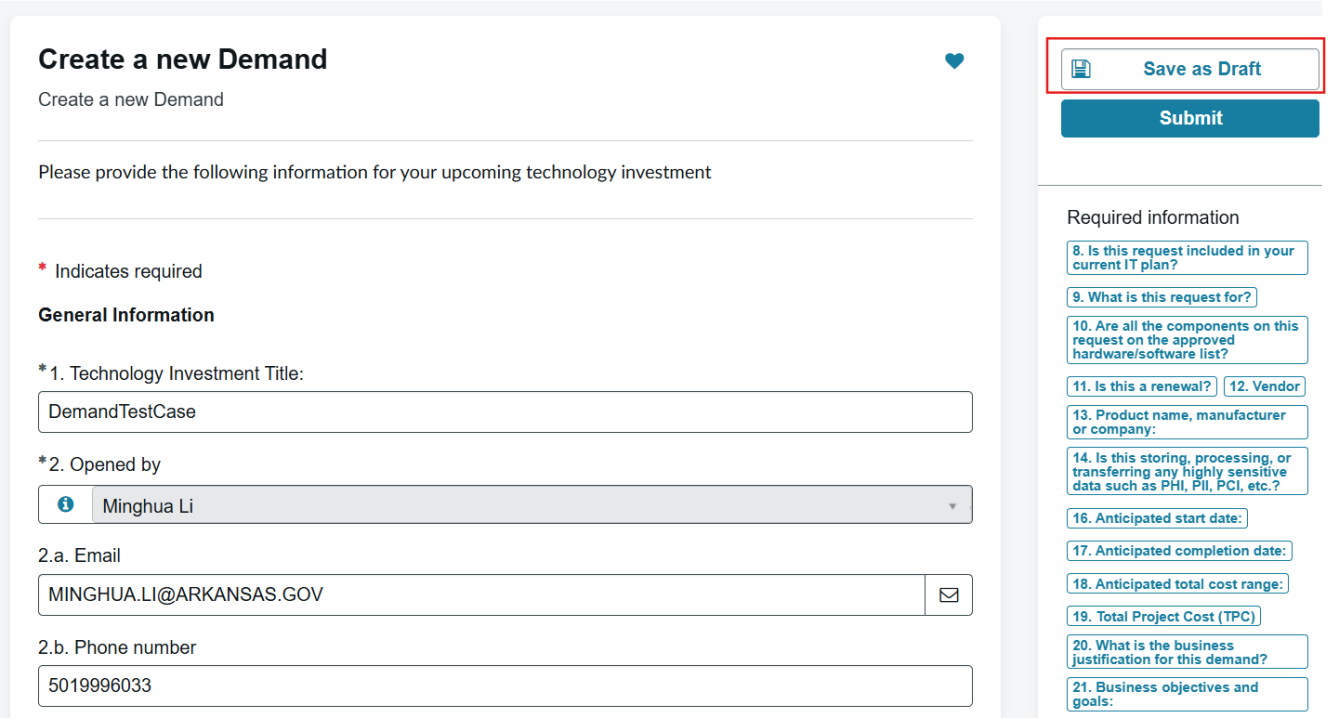
After that, you can easily initiate a new demand by selecting **Create a New Demand** under **My Favorites.**



3. Fill out the Demand Form and Manage Drafts

1) Fill out the form fields according to your project or business need.

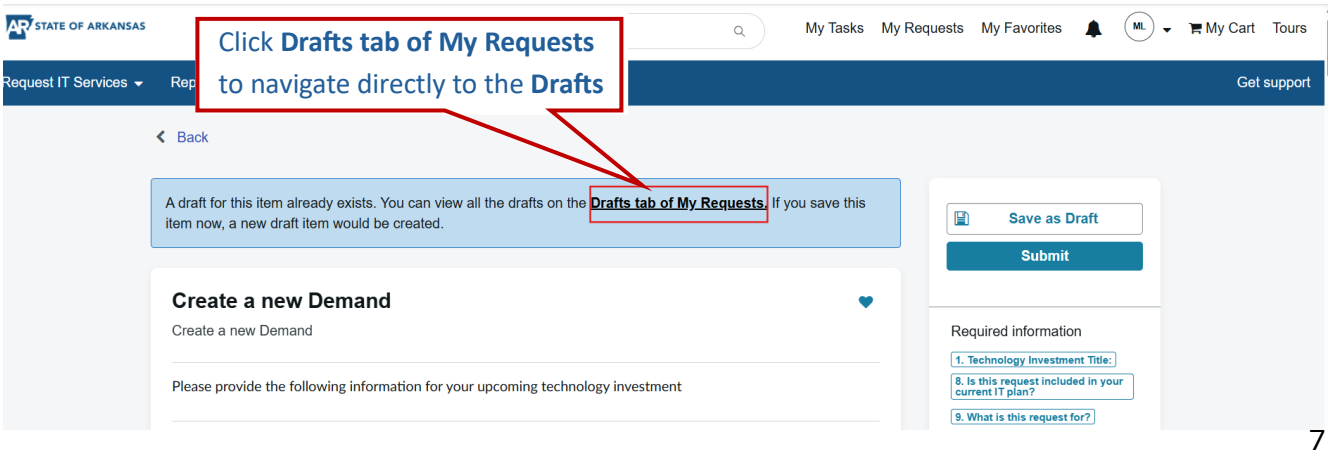
2) Click **Save as Draft** or **Update Draft** anytime to create or update a draft version of your Demand. Saving allows you to pause and resume later without losing work.



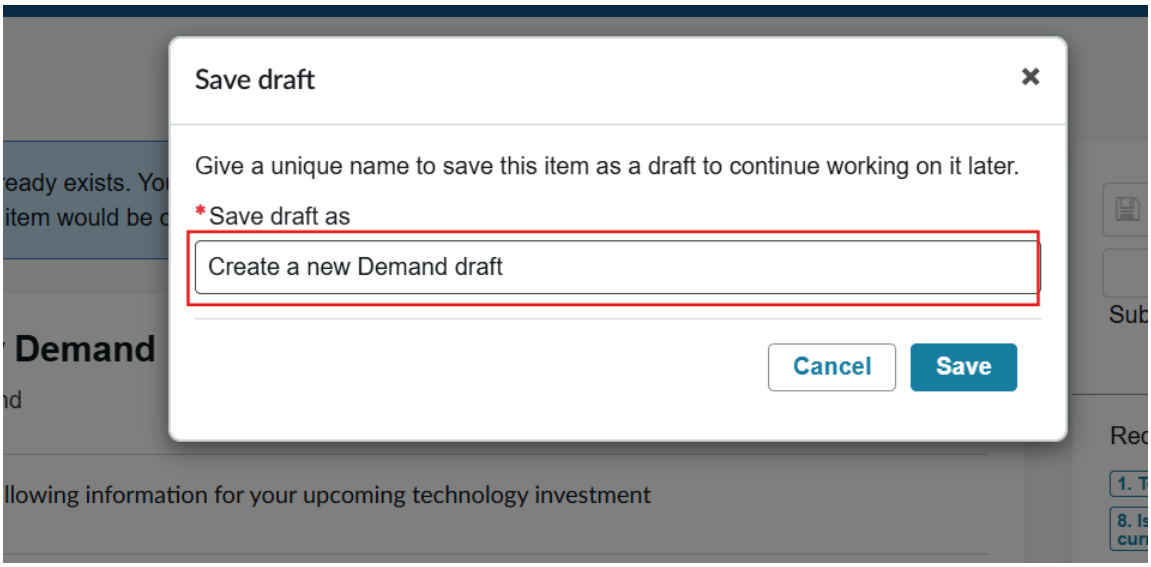
Note: Each demand must be included in your current Agency IT Plan. If it is not yet included, please submit an amendment to add it to your Agency IT Plan as soon as possible.

Understanding Draft Alerts

- If you have already initiated one or more drafts that haven't been submitted, you will see the message "*A draft for this item already exists. You can view all the drafts on the Drafts tab of My Requests. If you save this item now, a new draft item would be created.*" displayed at the top of the Demand form when you start a new Demand. This helps prevent duplicate or accidental drafts. Click **Drafts tab of My Requests** to review or resume older drafts if you want.



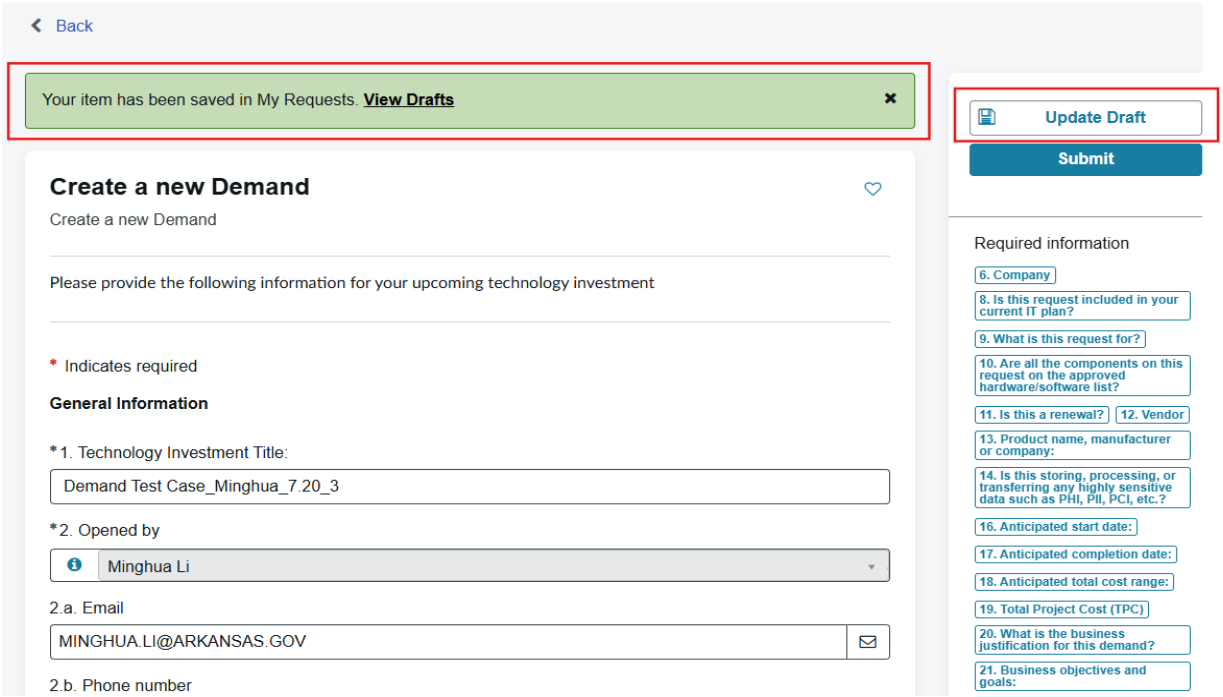
- When you save a new draft while an existing draft named “Create a new Demand draft” is already present in your **Drafts** tab, a pop-up window appears prompting you to enter a unique draft name. If no such draft exists, this prompt will not appear.



4. Save Updates to Your Draft

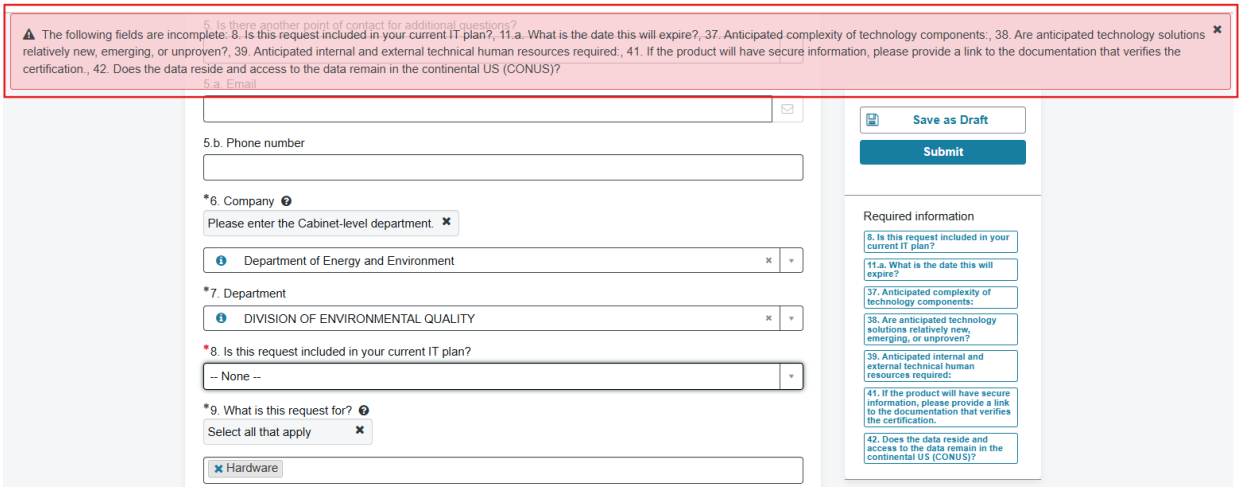
1) Once you make changes, click **Update Draft** in the top-right corner. After saving, a confirmation banner appears: *“Your item has been saved in My Requests”.*

2) If you want to review all draft items, click **View Drafts** from the confirmation banner. Otherwise, you may continue completing the form.



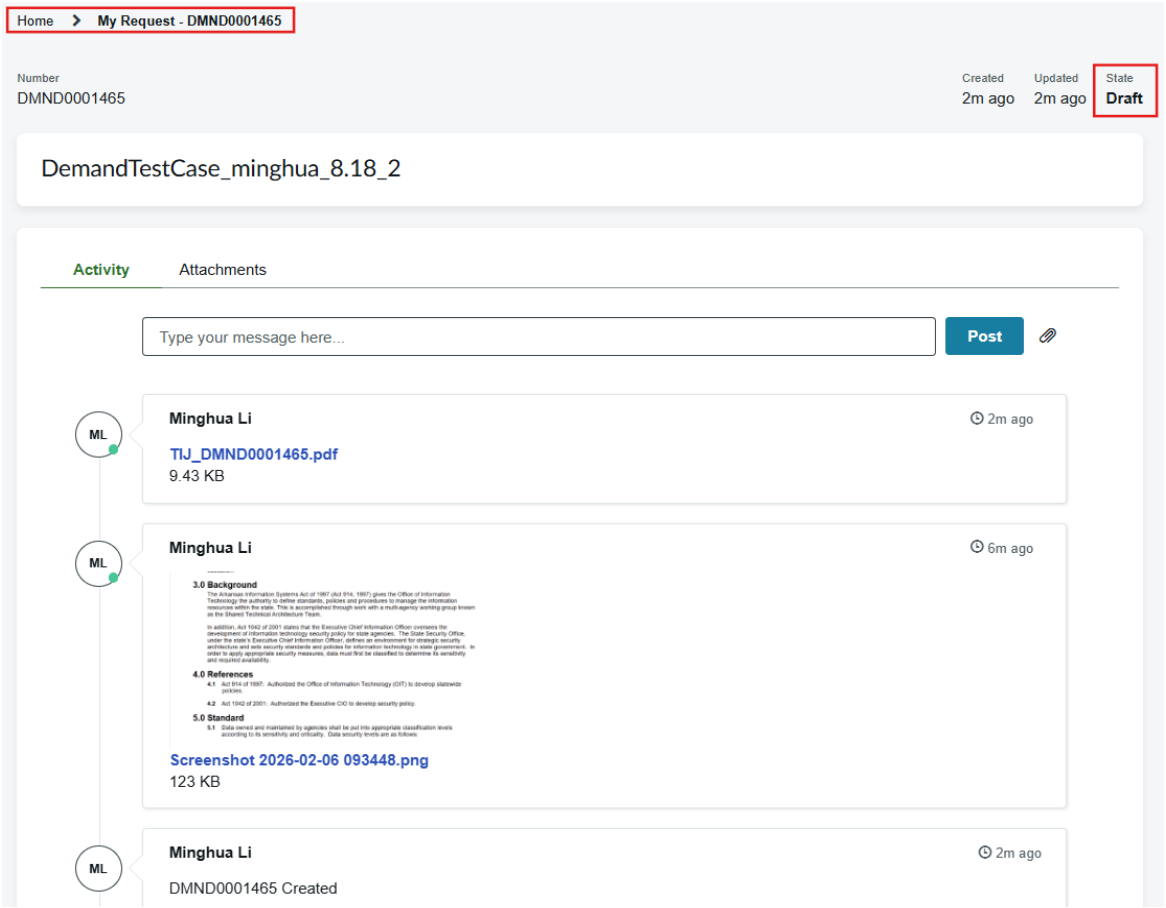
5. Submit the Demand

1) Click **Submit**. If any required fields are missing, a validation message will appear prompting you to complete them.

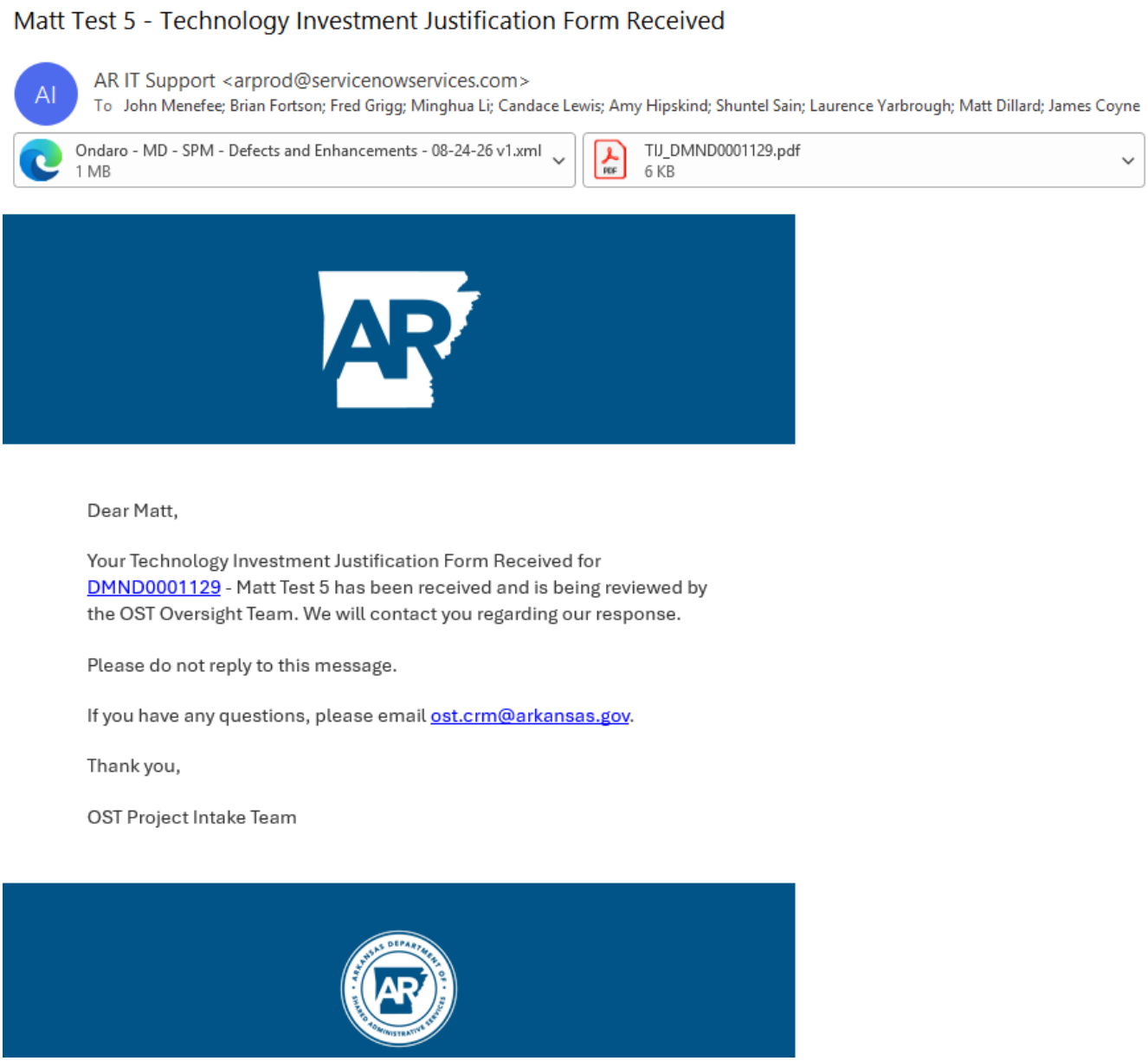


2) Complete all required fields and click **Submit** again.

After submission, you will be redirected to **My Requests**. In the upper-right corner, the demand will display a **Draft** status.



You will also receive an email notification containing the attachments you included in the demand, along with a copy of your demand draft (**TIJ_DMNDxxxxxxx**.pdf)—similar to the example below.



Matt Test 5 - Technology Investment Justification Form Received

AI

AR IT Support <arprod@servicenowservices.com>

To John Menefee; Brian Fortson; Fred Grigg; Minghua Li; Candace Lewis; Amy Hipskind; Shuntel Sain; Laurence Yarbrough; Matt Dillard; James Coyne

Ondaro - MD - SPM - Defects and Enhancements - 08-24-26 v1.xml
1 MB

TIJ_DMND0001129.pdf
6 KB

Dear Matt,

Your Technology Investment Justification Form Received for DMND0001129 - Matt Test 5 has been received and is being reviewed by the OST Oversight Team. We will contact you regarding our response.

Please do not reply to this message.

If you have any questions, please email ost.crm@arkansas.gov.

Thank you,

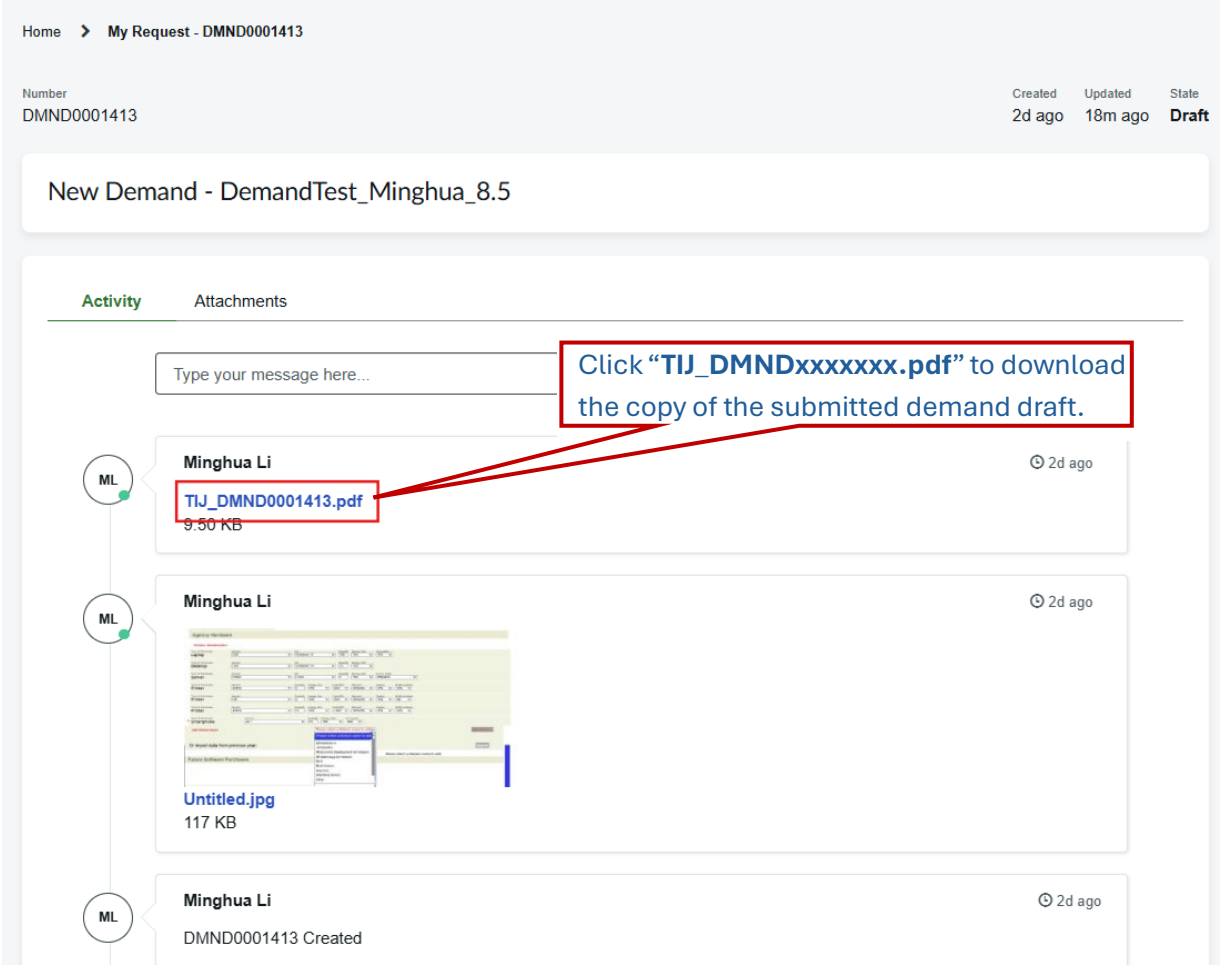
OST Project Intake Team

Understanding the "Draft" Status After Submission

This **Draft** status is expected. In Demand Management, "**Draft**" simply means your request has been received and is now waiting for a Demand Manager to review it. End users provide the initial information, but the Demand Managers must complete the first review before the demand can officially move forward. During this review, they may update details or reach out to you if anything needs clarification. Once the initial review is complete, the Demand Manager will move the demand from **Draft** to **Submitted** status, and the **OST Oversight Team** will begin their further evaluation.

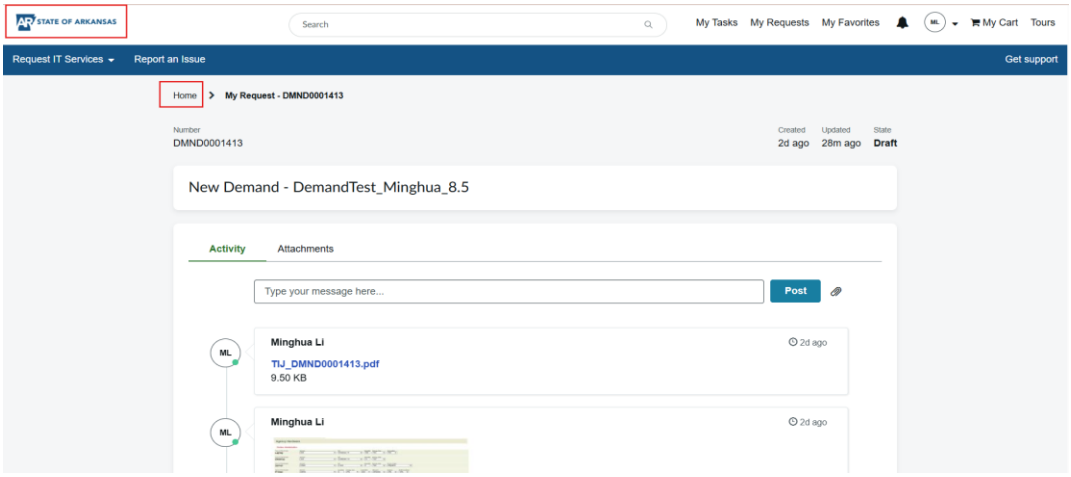
6. Download Your Submitted Demand (PDF)

1) Under the **Activity** or **Attachments** tab, locate the PDF file named **TIJ_DMNDxxxxxxx.pdf**.
2) Click the file name to download your copy of the Demand submission.



7. Return to Employee Center

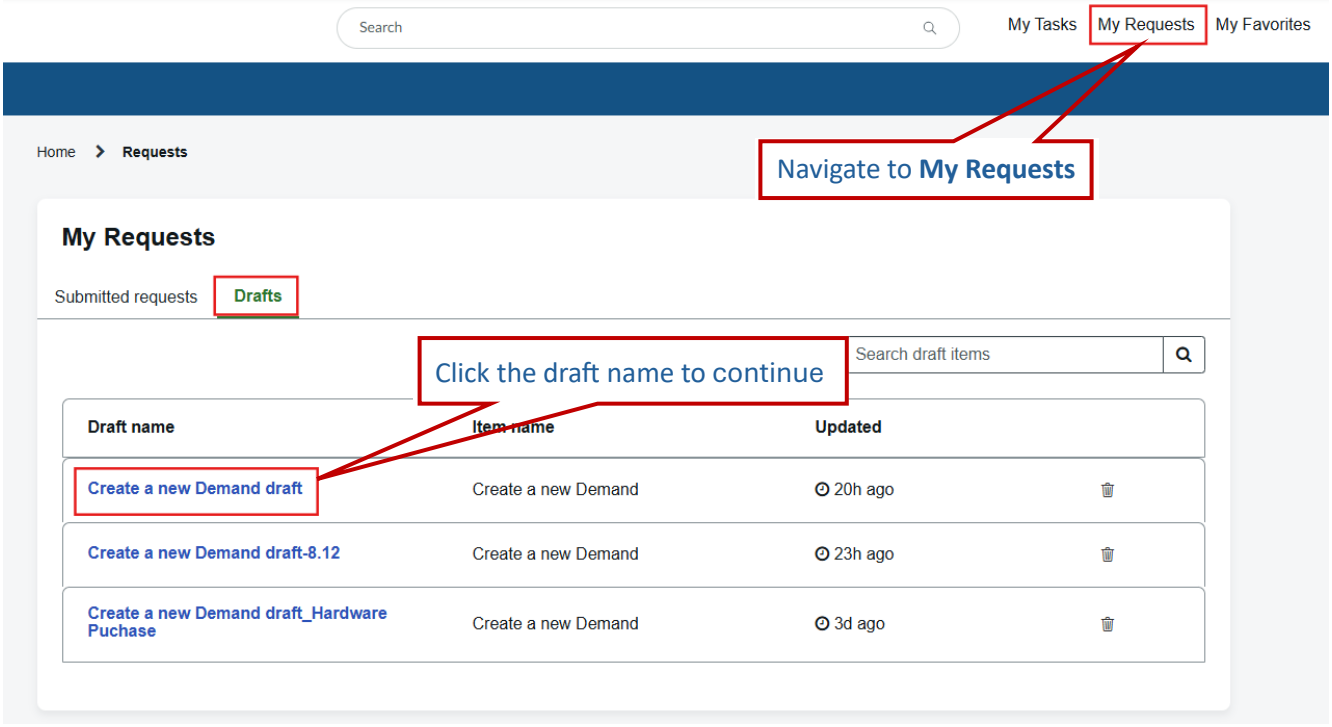
To create another Demand or navigate elsewhere, click **AR STATE OF ARKANSAS** in the upper-left corner, or select **Home** from the navigation menu, to return to the **Employee Center** portal main page.



8. Continue Working on Unsubmitted

If you have saved drafts but have not submitted them yet:

1) Navigate to **My Requests** and select the **Drafts** tab.
2) Choose any draft to reopen it and continue entering information. This lets you complete and submit any unfinished Demands whenever you're ready.

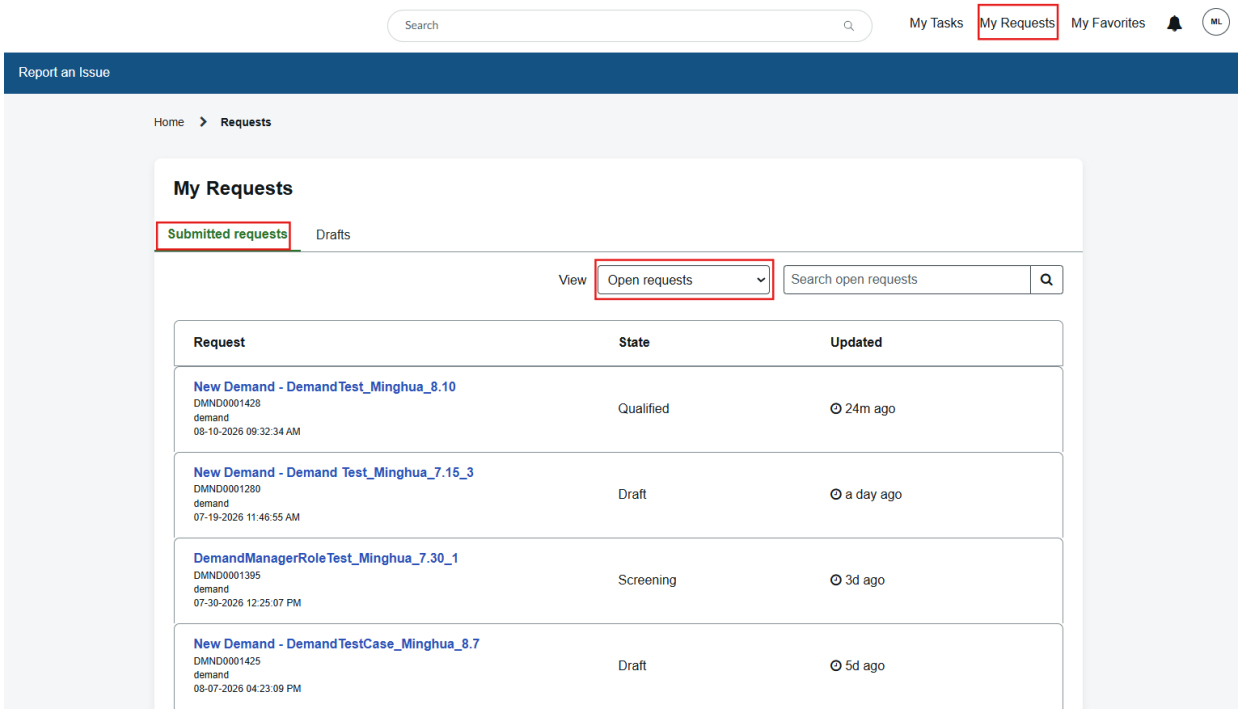


9. Track the Status of Your Demands

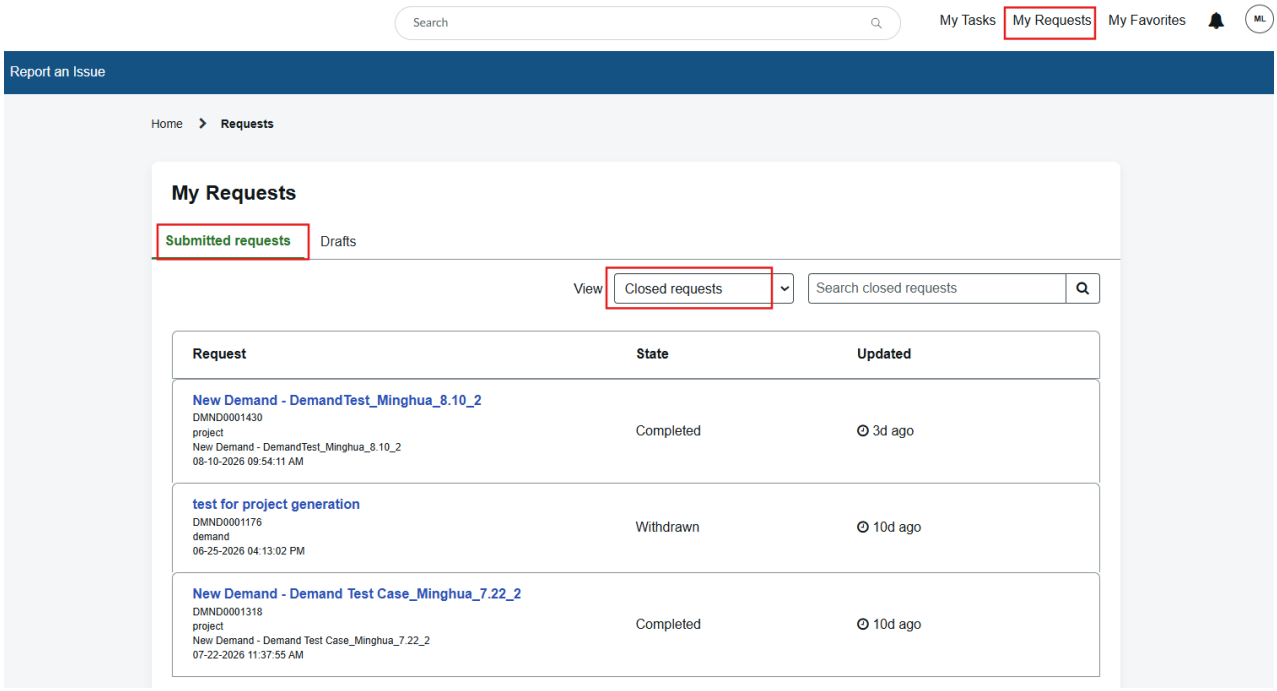
Monitoring progress helps you stay informed about Demand movement through the workflow. The submitted demand may move through several states, including "**Draft**", "**Submitted**", "**Screening**", "**Qualified**", "**Approved**", and "**Completed**". In some cases, it may move to "**Deferred**" based on specific workflow conditions.

1) Navigate to **My Requests**. Under the **Submitted Requests** tab, you can view all submitted Demand drafts and see their current status.

a) Select **Open requests** for **View**, all open items and their corresponding states are listed for quick review.



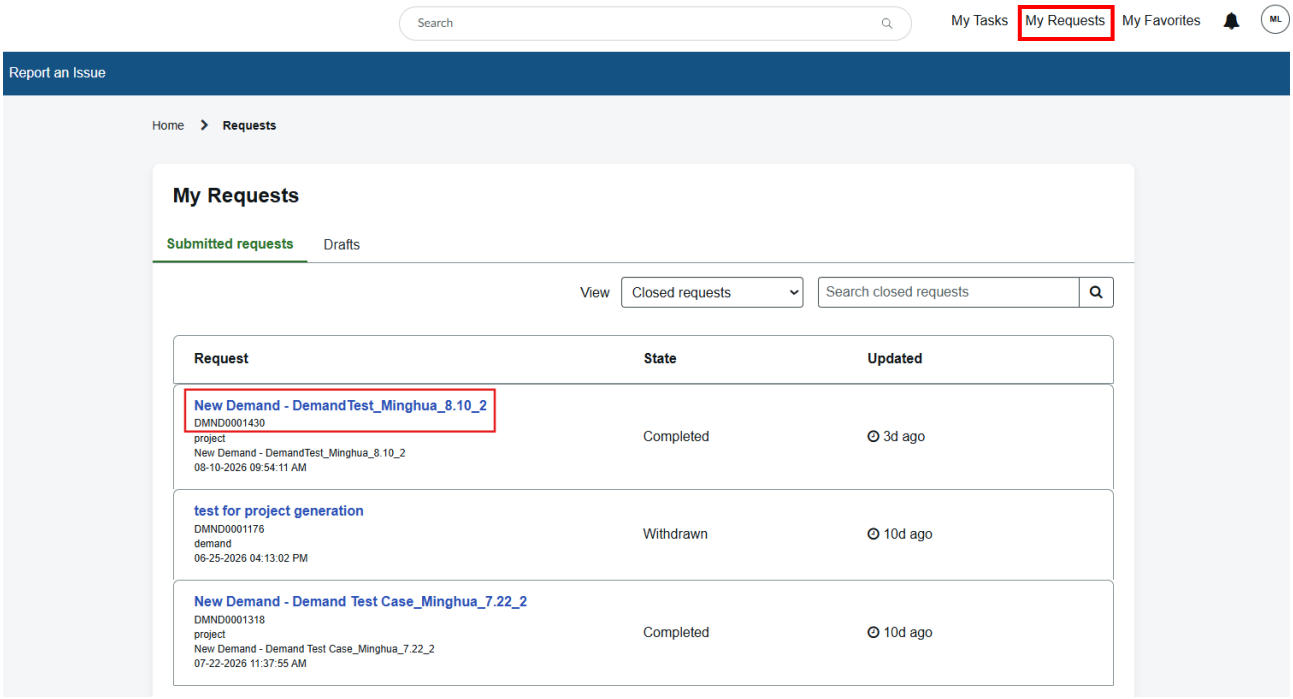
b) Select **Closed requests** for **View**, all closed requests and the states are listed.



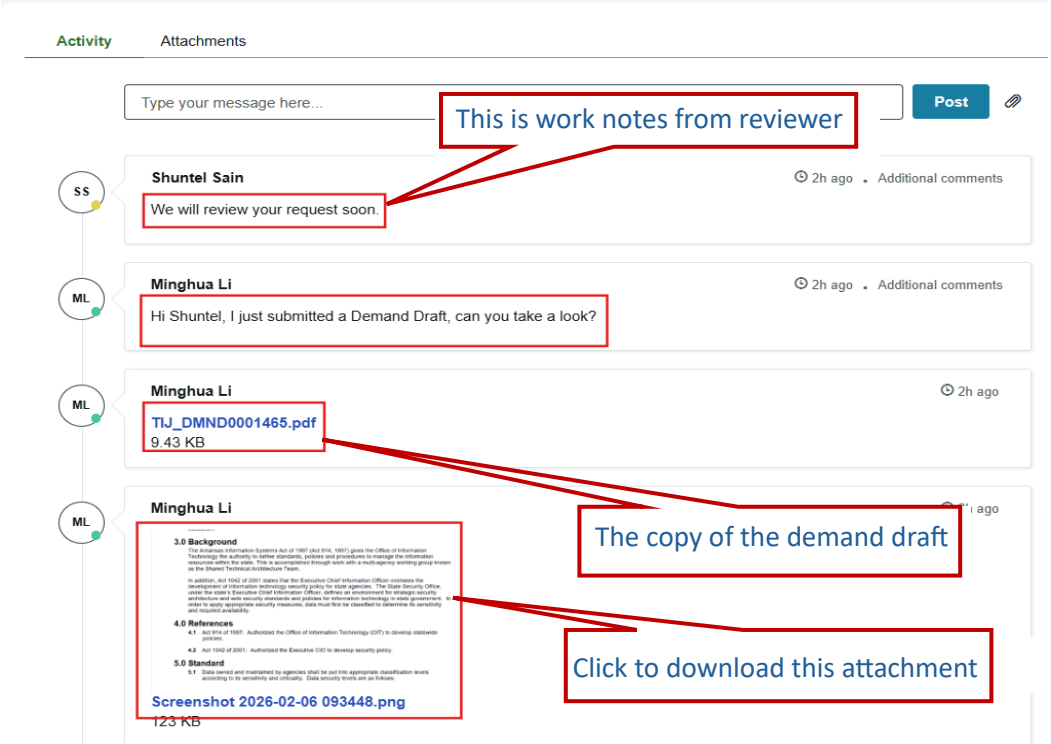
10. Upload Support Documents and Post Additional Comments

You can view the reviewer's work notes related to each demand. If needed, you may also upload supporting documents and add additional comments to assist in the review process.

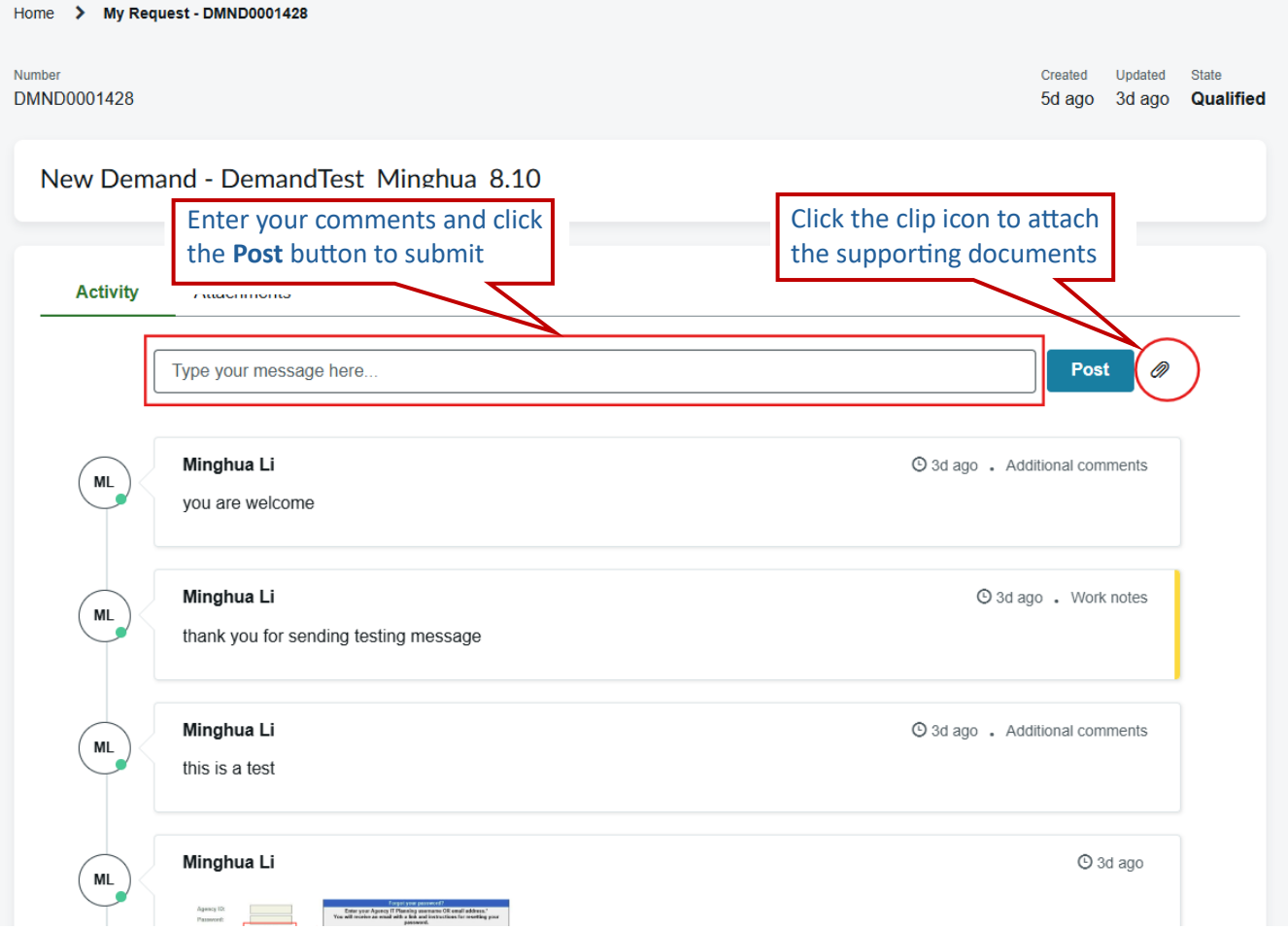
1) Navigate to **My Requests**. Open the demand by selecting the demand name under the **Submitted requests** tab.



2) view all activities such as attachments, copy of the demand draft, work notes related to this Demand.

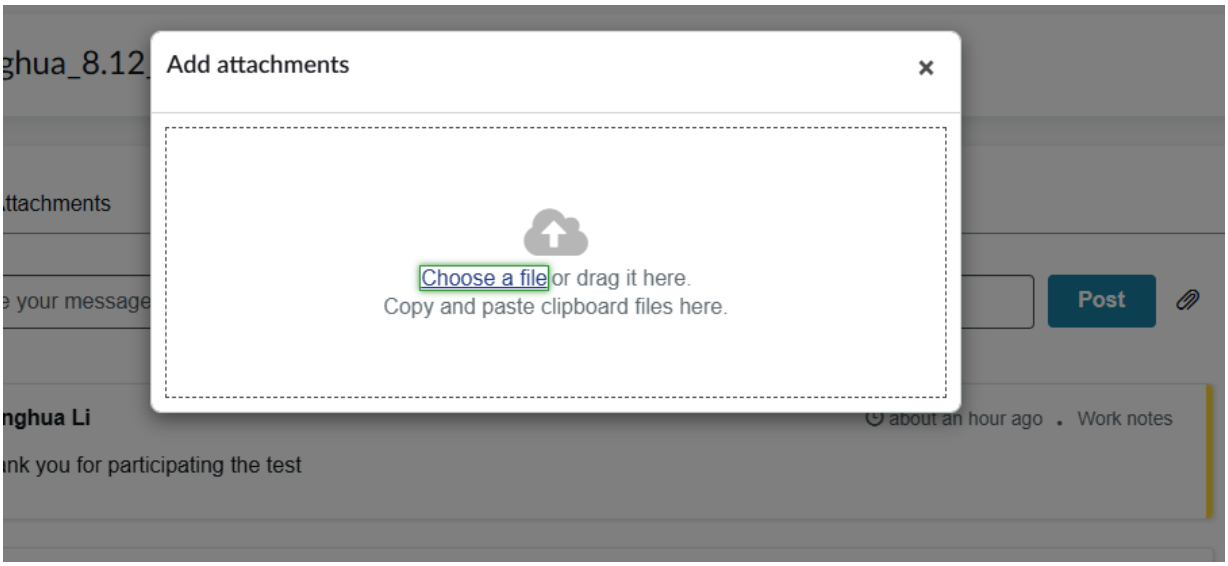


3) You can post any additional comments.



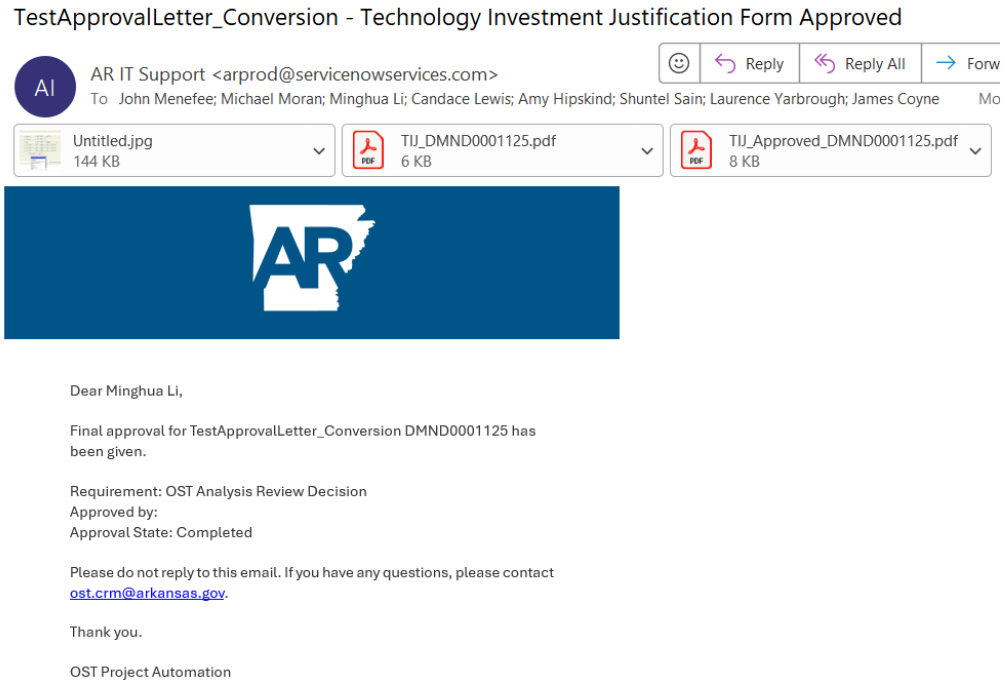
4) You can attach supplementary files directly through the **Activity** layout.

Click the paperclip icon next to **Post**. The **Add attachments** window will appear, allowing you to upload the file.

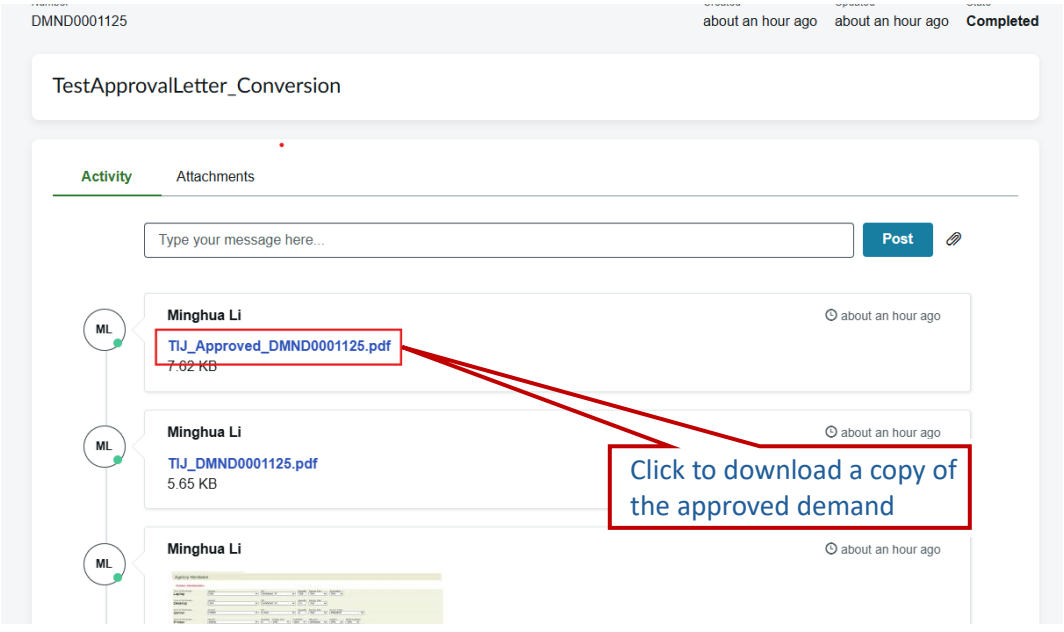


11. Receive the Approval

Once all review processes are complete and the demand has been approved, you will receive an approval email notification containing the approved demand form, named **TIJ_Approved_DMNDxxxxxxx.pdf**, similar to the example below.



The approved demand form can also be downloaded from the **Activity** tab. To do this, open the demand under **Submitted Requests**, then navigate to the **Activity** tab. A copy of the approved demand, with a file name such as **TIJ_Approved_DMNDxxxxxxx.pdf**, will be available there for download.



A copy of the approved Demand will look similar to the following example.

Technology Investment Justification - Approved

DMND0001125 | TestApprovalLetter_Conversion | Generated: 08-24-2026 02:19:09 PM

Demand Information	
Name	TestApprovalLetter_Conversion
Number	DMND0001125
Opened by	Minghua Li
Requested for	
Initial TIJ Approver	Jennifer Eubanks
Alternate Demand POC	-1 undefined
Company	Department of Shared Administrative Services
Department	Office of State Technology
Demand manager	
Anticipated start date	08-21-2026
Anticipated completion date	09-16-2026

Contact Information	
Opened by email address	MINGHUA.LI@ARKANSAS.GOV
Opened by phone number	
Alternate Demand POC email address	
Alternate Demand POC phone number	

Request Details	
Is this included in your current IT plan?	Yes

Note: The approval email notification and the copy of the approved demand (with a file name such as **TIJ_Approved_DMNDxxxxxxx.pdf**) serve as supporting documents when you submit the Purchase Requisition (PR).