Quick Guide for Creating a New Demand

Step 1. Log into **ServiceNow** using a valid user account and Navigate to **Employee Center** portal

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…

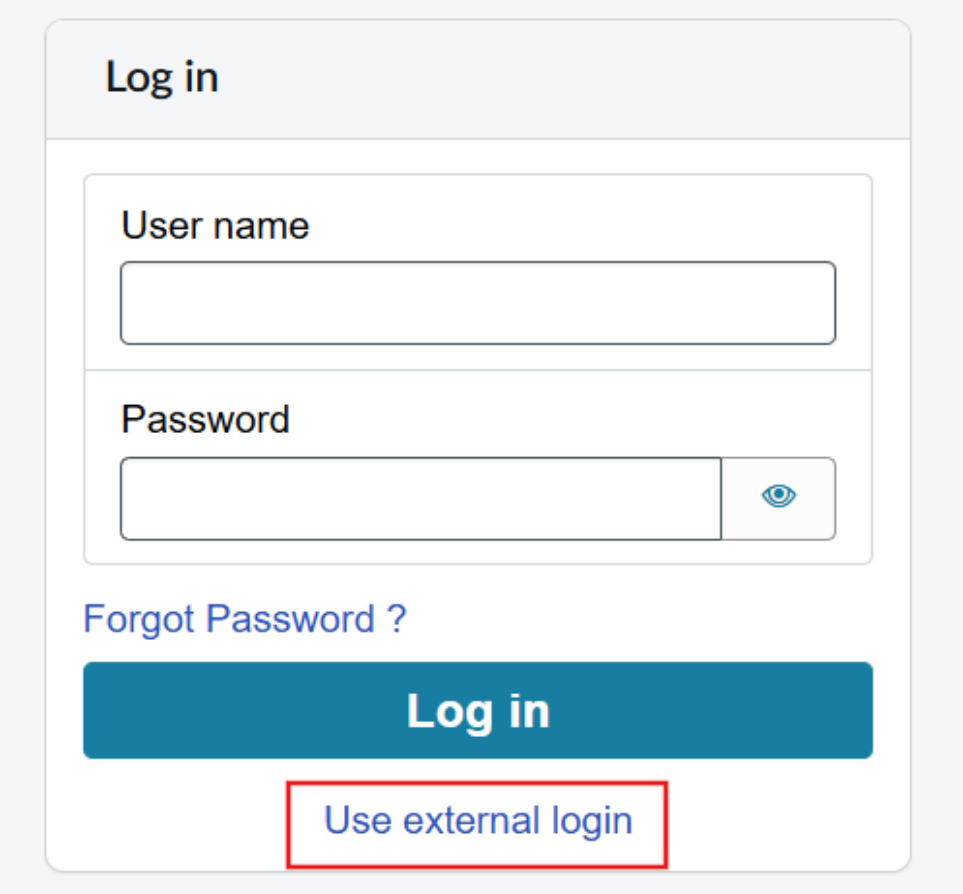
For **Department of Finance and Administration** employees, click here: DFA TIJ

https://arprod.servicenowservices.com/login_with_sso.do?glide_sso_id=12fcf533cff40b1068af7d642f851c…

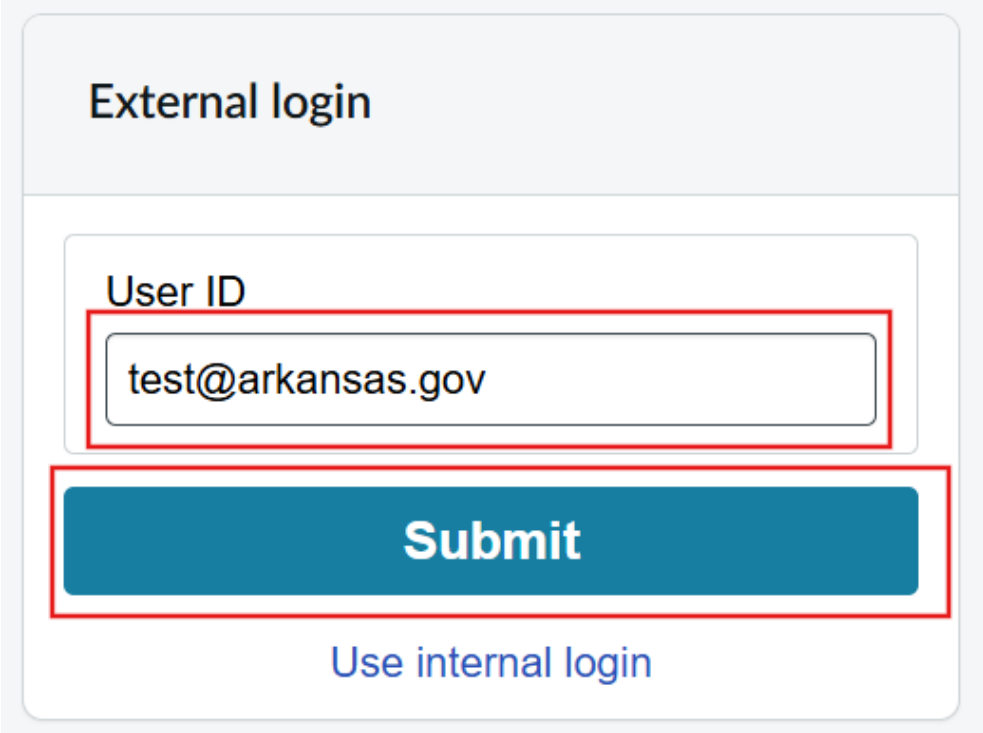
For **all other departments**, click here: State of Arkansas TIJ

https://arprod.servicenowservices.com/esc.

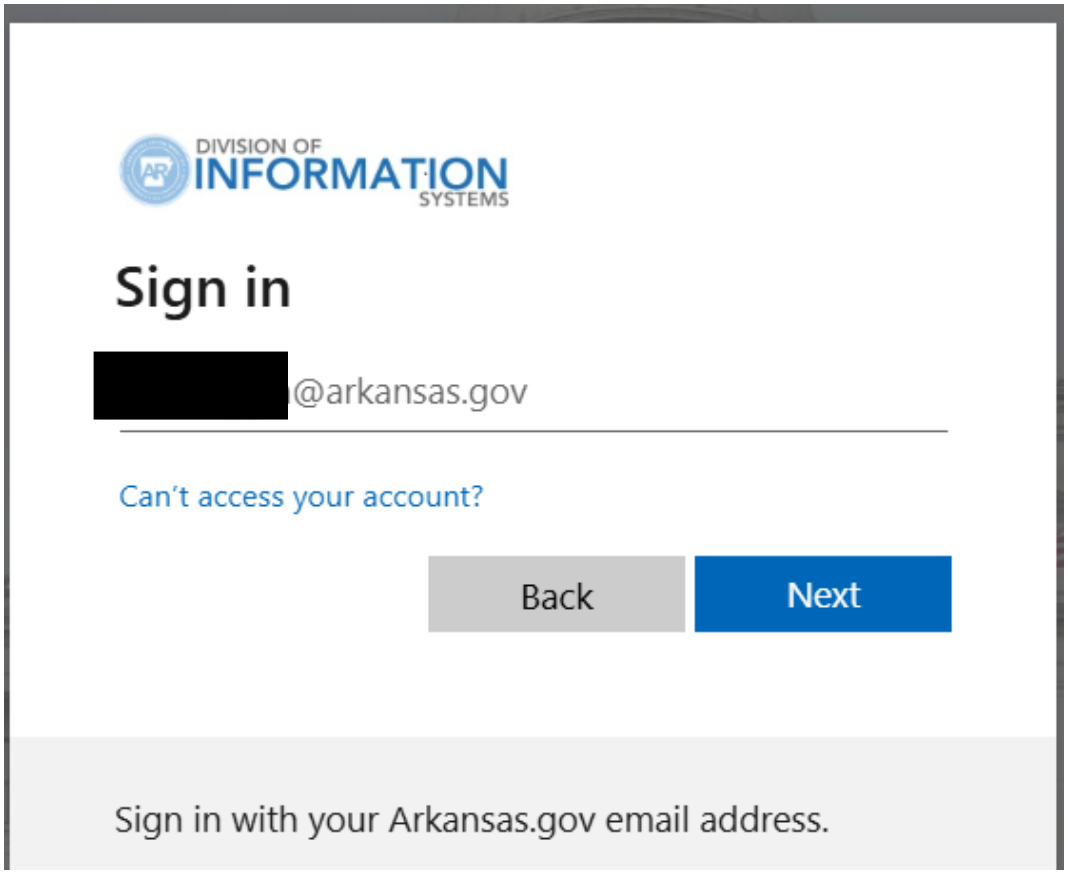
2. If you see a login screen, select "**Use external login**".
   - Do not enter your username or password on this screen.

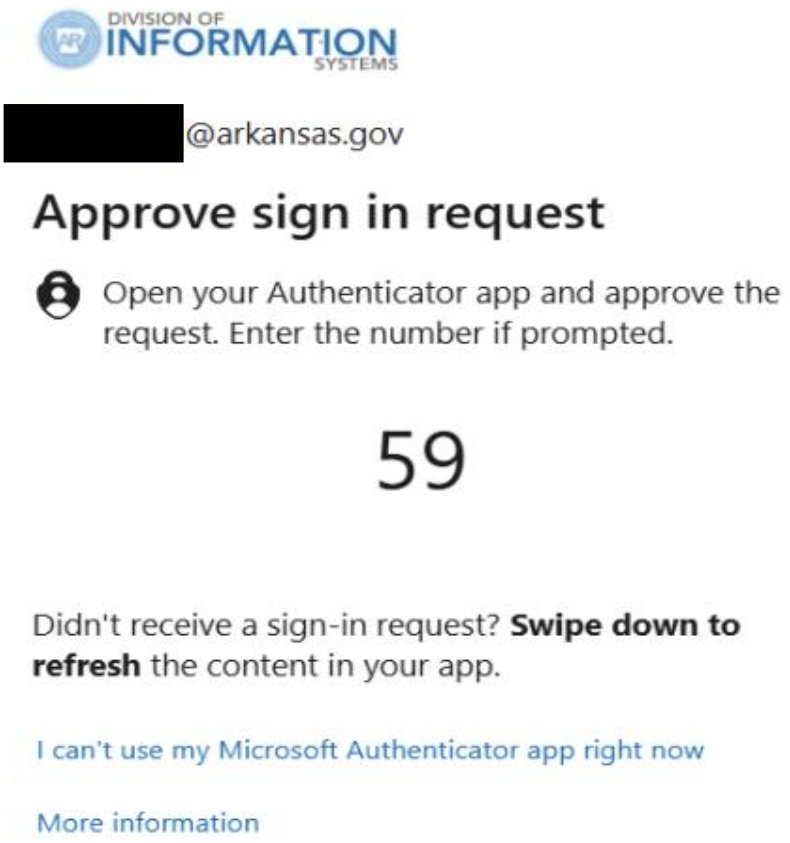


3. You will be taken to another screen where you will enter your email address.



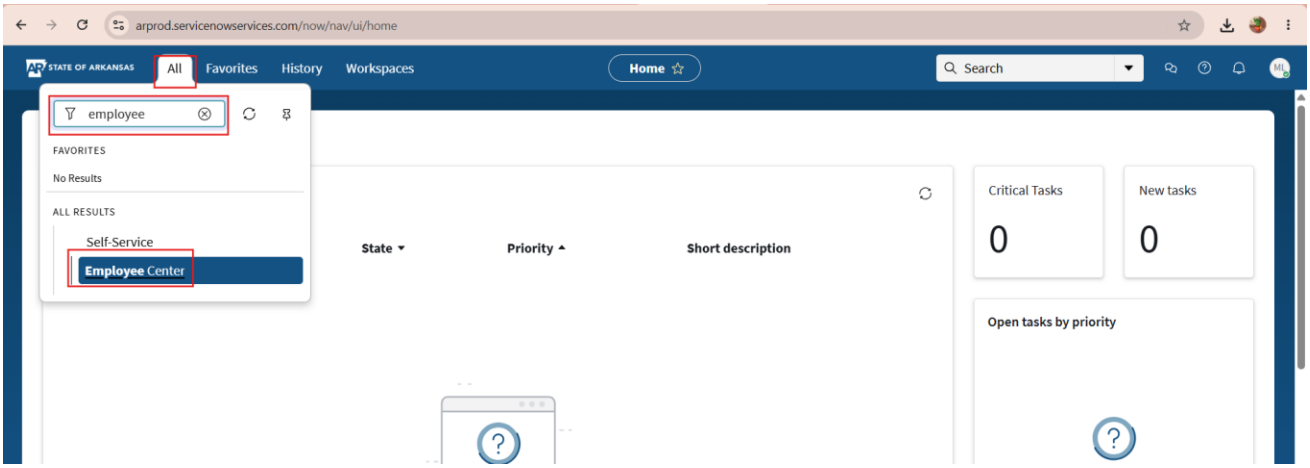
4. After submitting your email, you will be redirected to the standard SSO login page. Follow your organization's typical login procedure here.





5. Once you have logged into ServiceNow, either option takes you to the **Employee Center** portal where Demand requests are initiated.

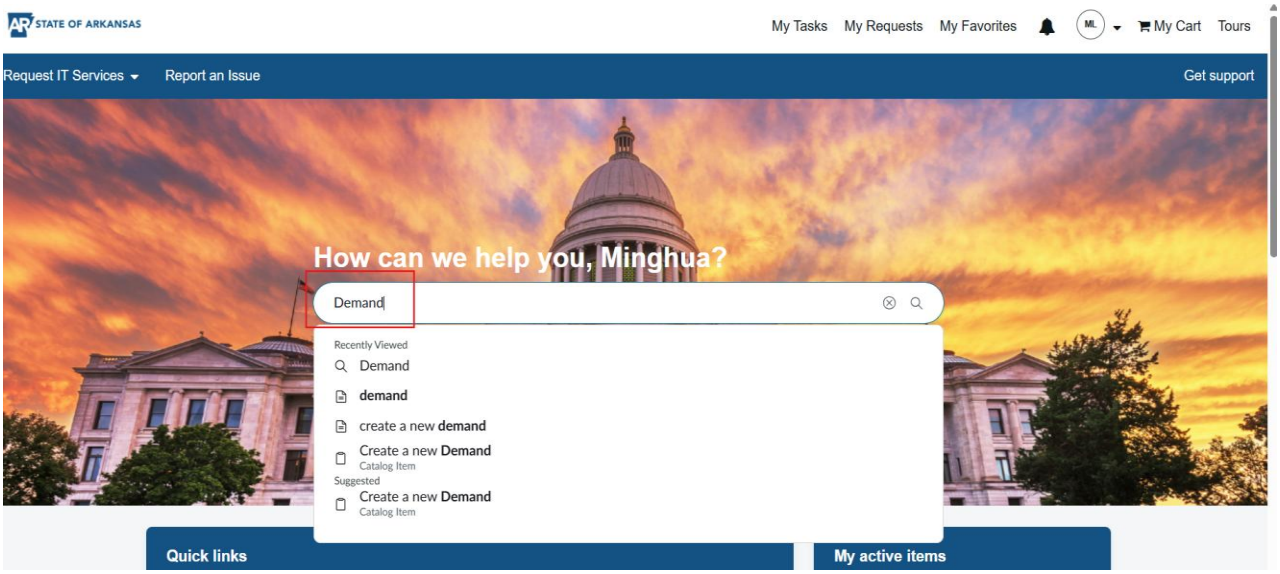
• **Option A**: If you are directed to the **ServiceNow Home** page (https://arprod.servicenowservices.com/now/sow/home), select the **ALL** tab, search for and click **Employee Center**, and you will be redirected to the **Employee Center** portal.



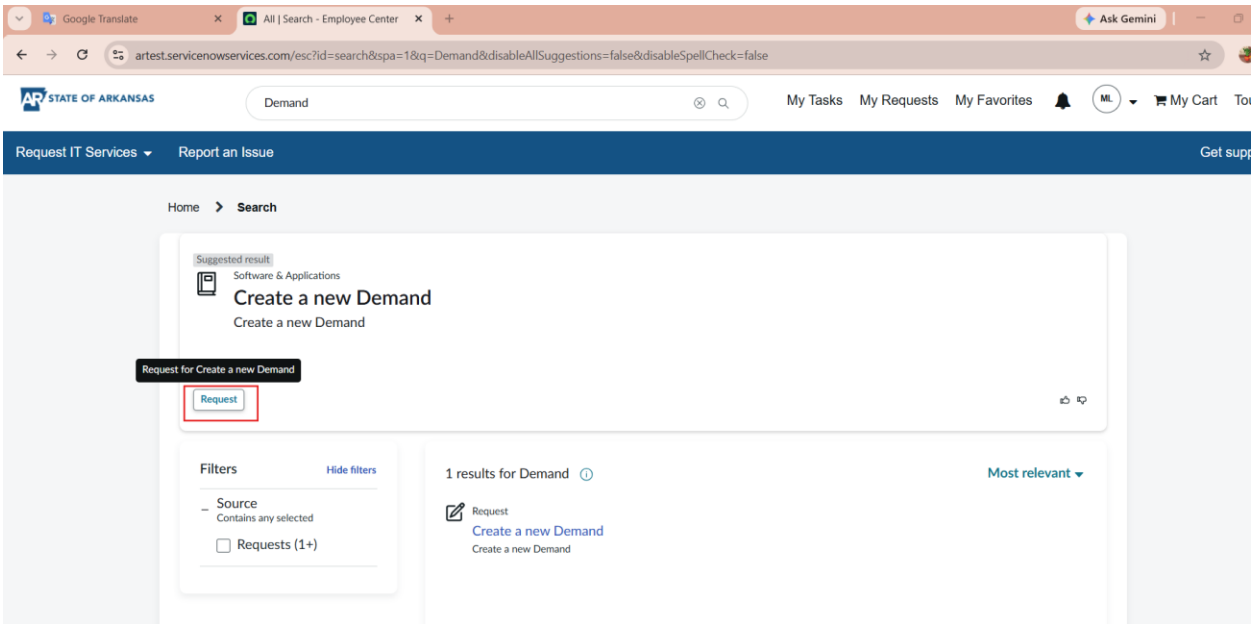
• **Option B**: Access the **Employee Center** portal directly by navigating to: https://arprod.servicenowservices.com/esc

Step 2. Initiate a new Demand.

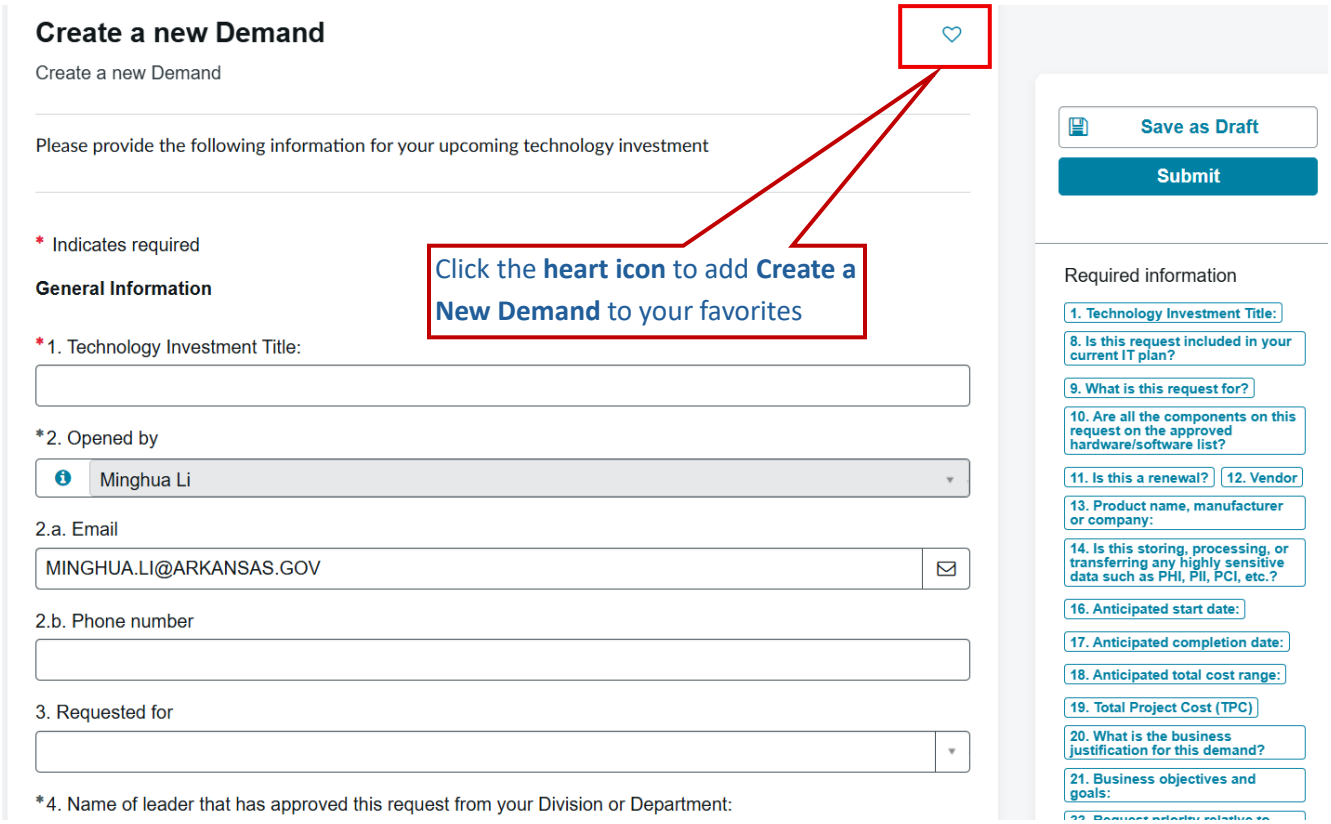
1) In the "**How can we help you**?" search bar, type "**demand**" and press **Enter**.



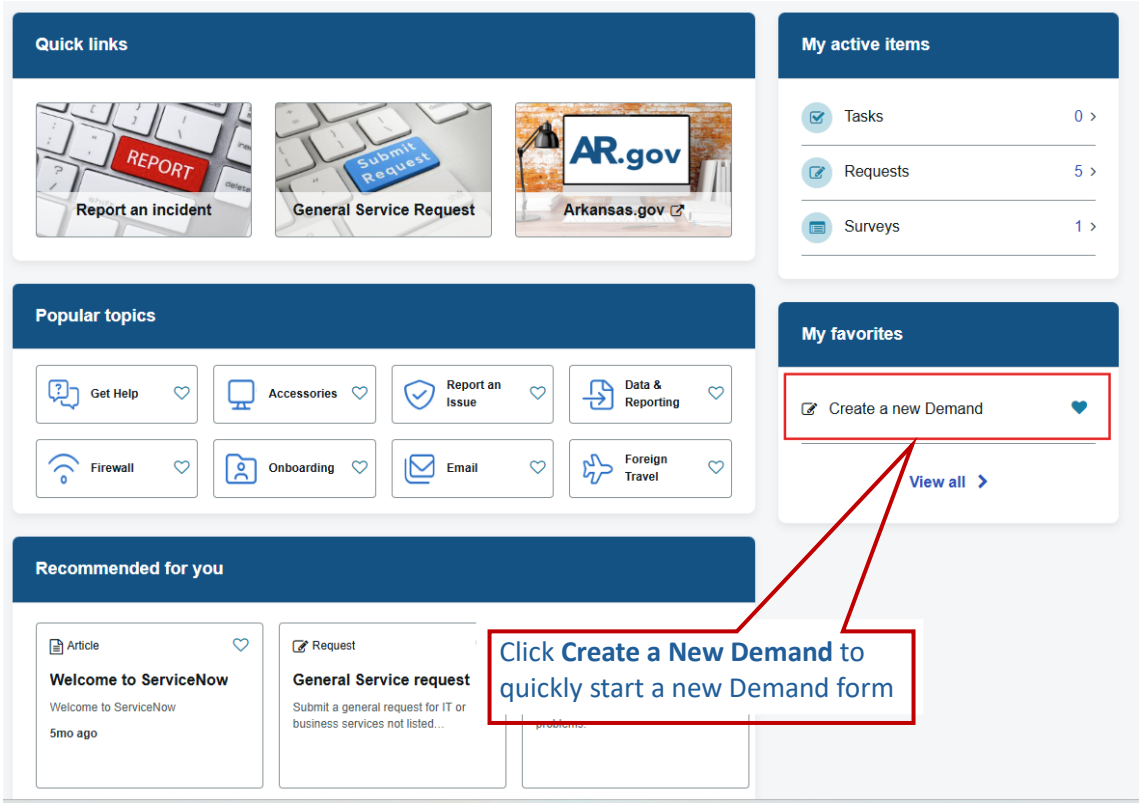
2) From the search results, select **Request** button to open the Demand form.



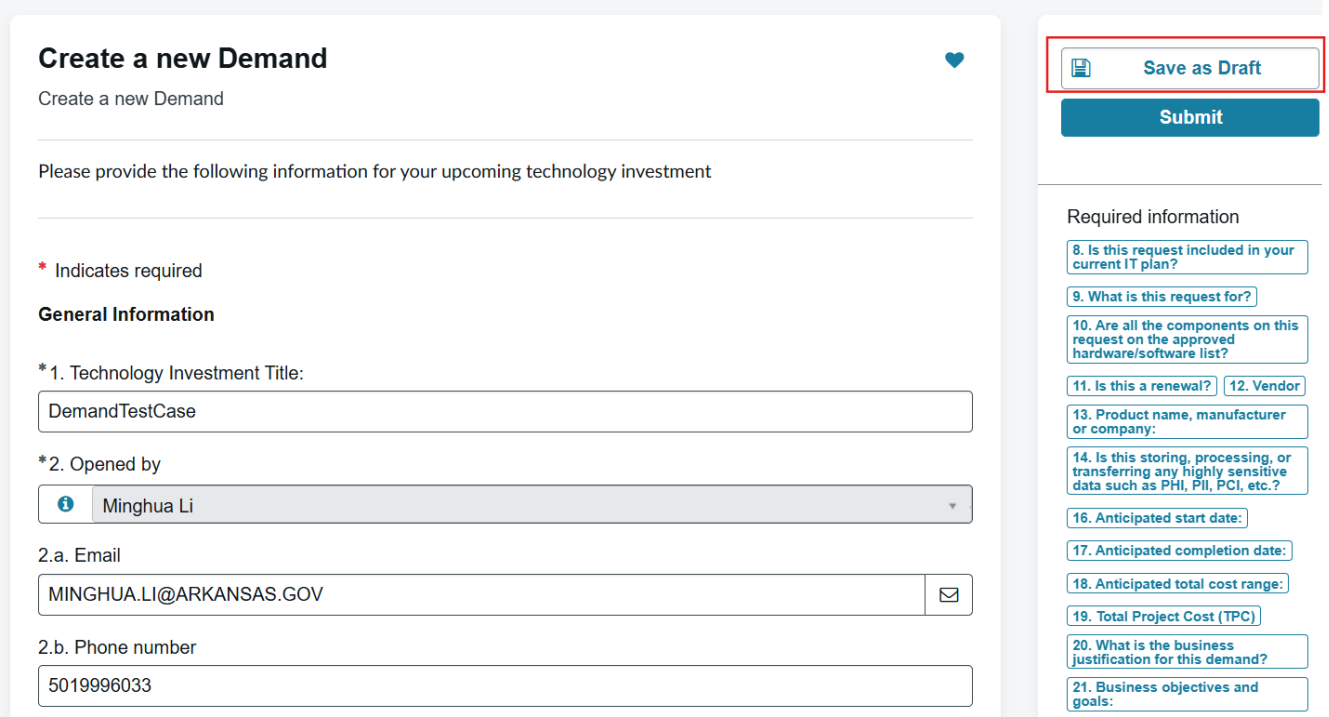
Note: For quicker access in the future, you can add **Create a New Demand** to your favorites by clicking the heart icon in the upper-right corner of the Demand form.



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

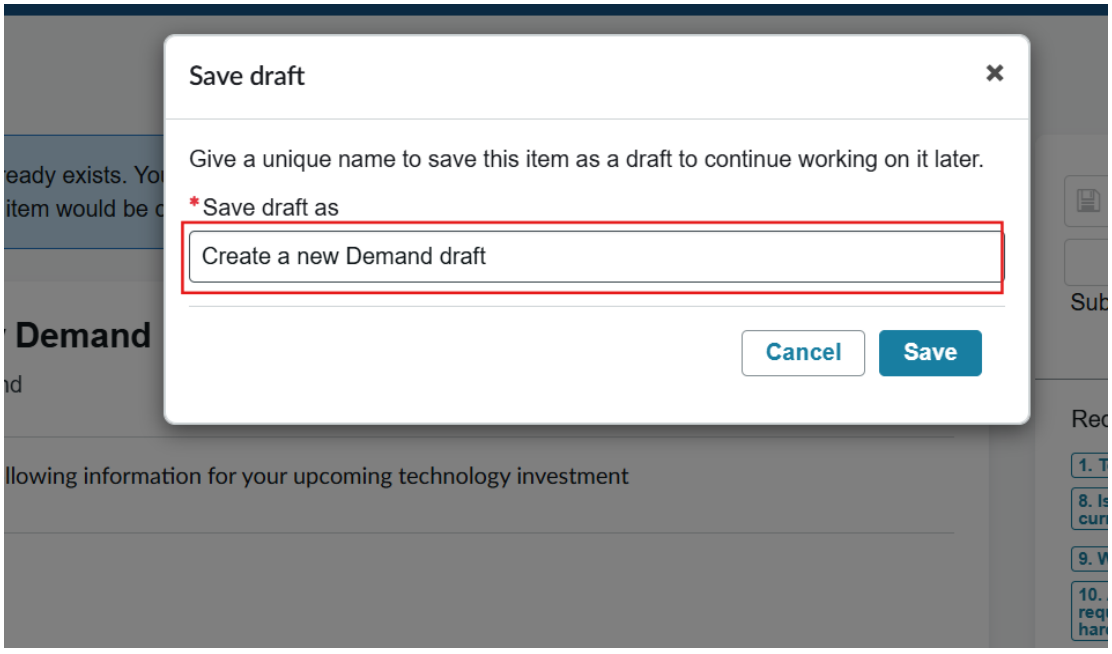


Step 3. Fill out the form and save the draft. You can return to it anytime by selecting a draft under the **Drafts** tab to continue working on it.

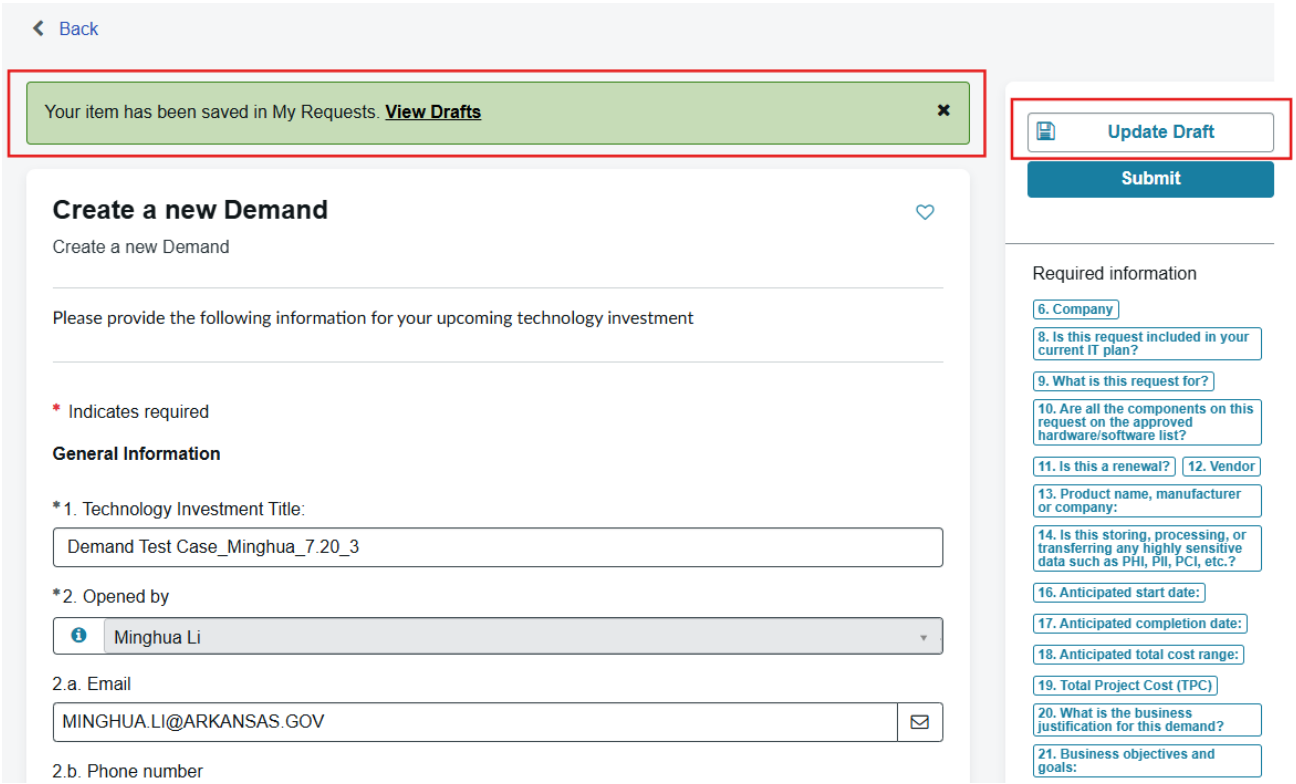


Note: Each demand must be included in your current Agency IT Plan. If it is not yet included, please submit an amendment to add it to your Agency IT Plan as soon as possible.

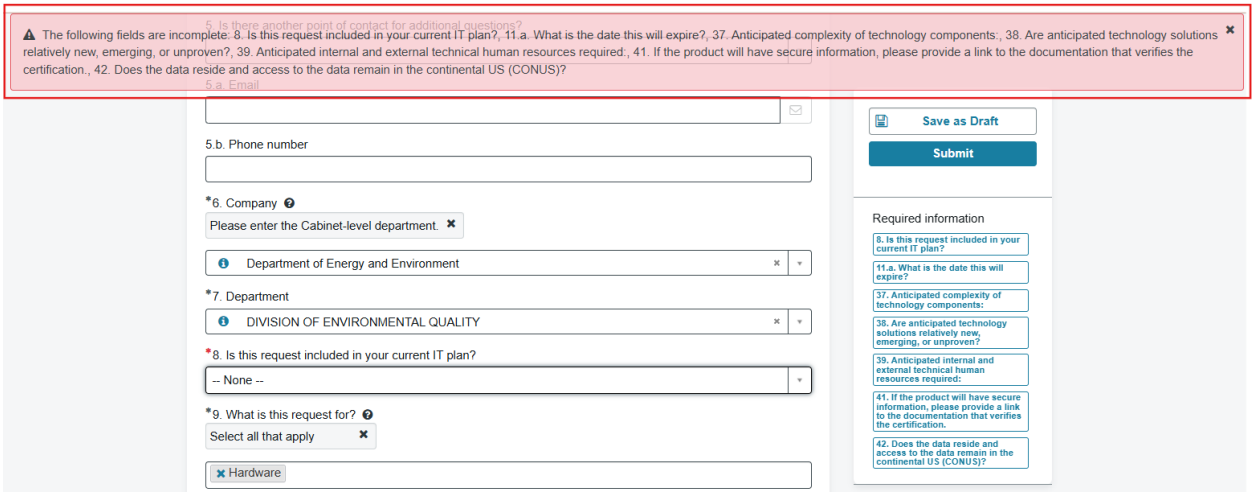
- When you save a new draft while an existing draft named “Create a new Demand draft” is already present in your Drafts tab, a pop-up window appears prompting you to enter a different draft name. If your Drafts tab is empty, this prompt does not appear.



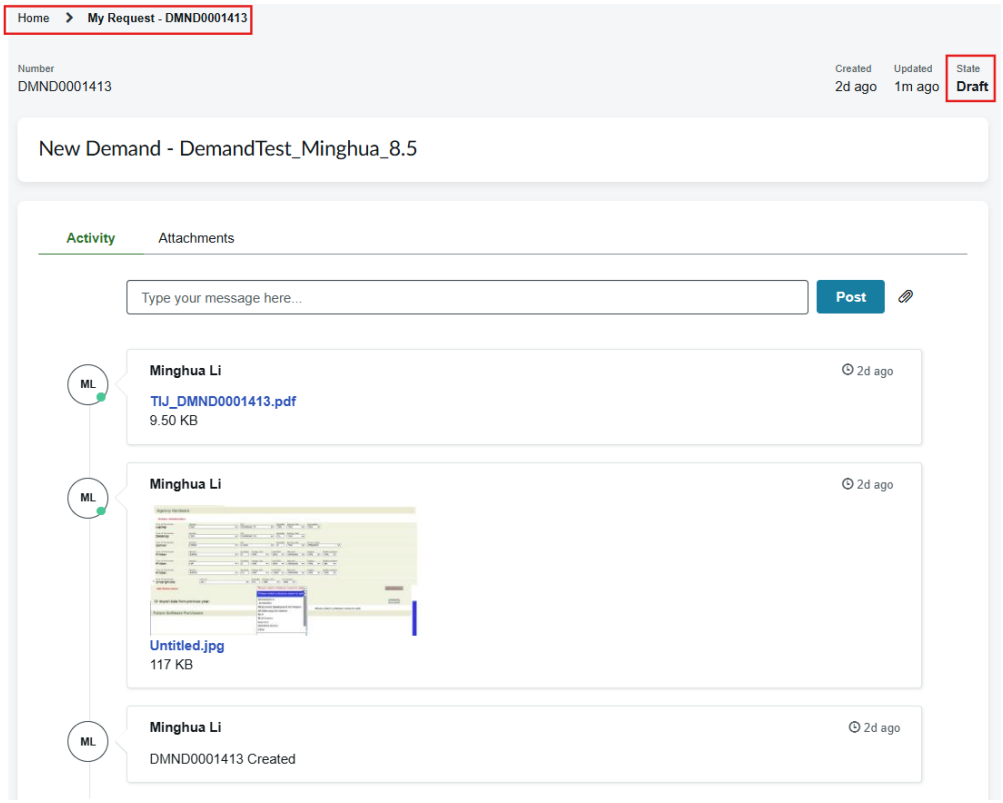
Step 4. Save the change by clicking the "**Update Draft**" button at the top right. The message "Your item has been saved in My Requests" appears at the top of the Demand form.



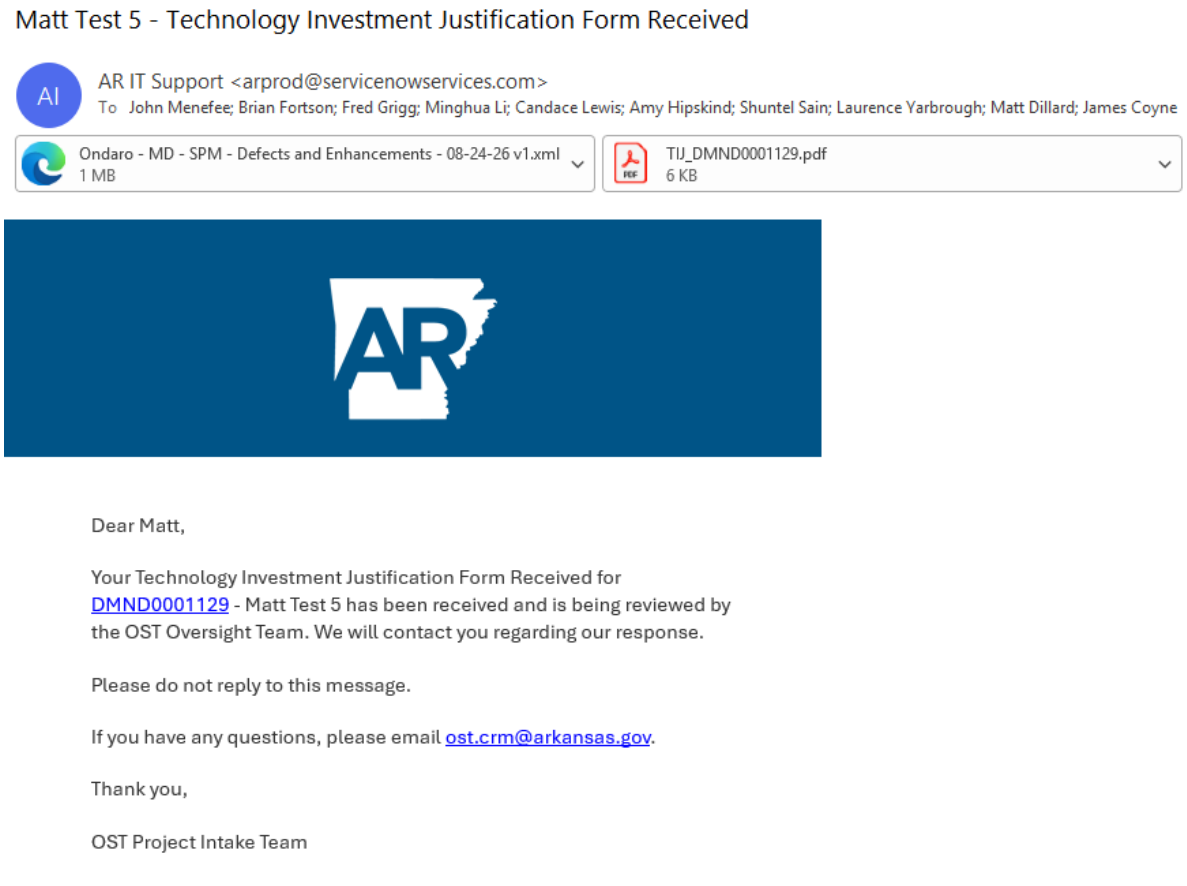
Step 5. Click **Submit**. If any required fields are missing, a validation message will appear prompting you to complete them.



Complete all required fields and submit the draft again. Once submitted, you will be routed to **My Requests**, where the demand will appear with a **Draft** status in the upper-right corner.

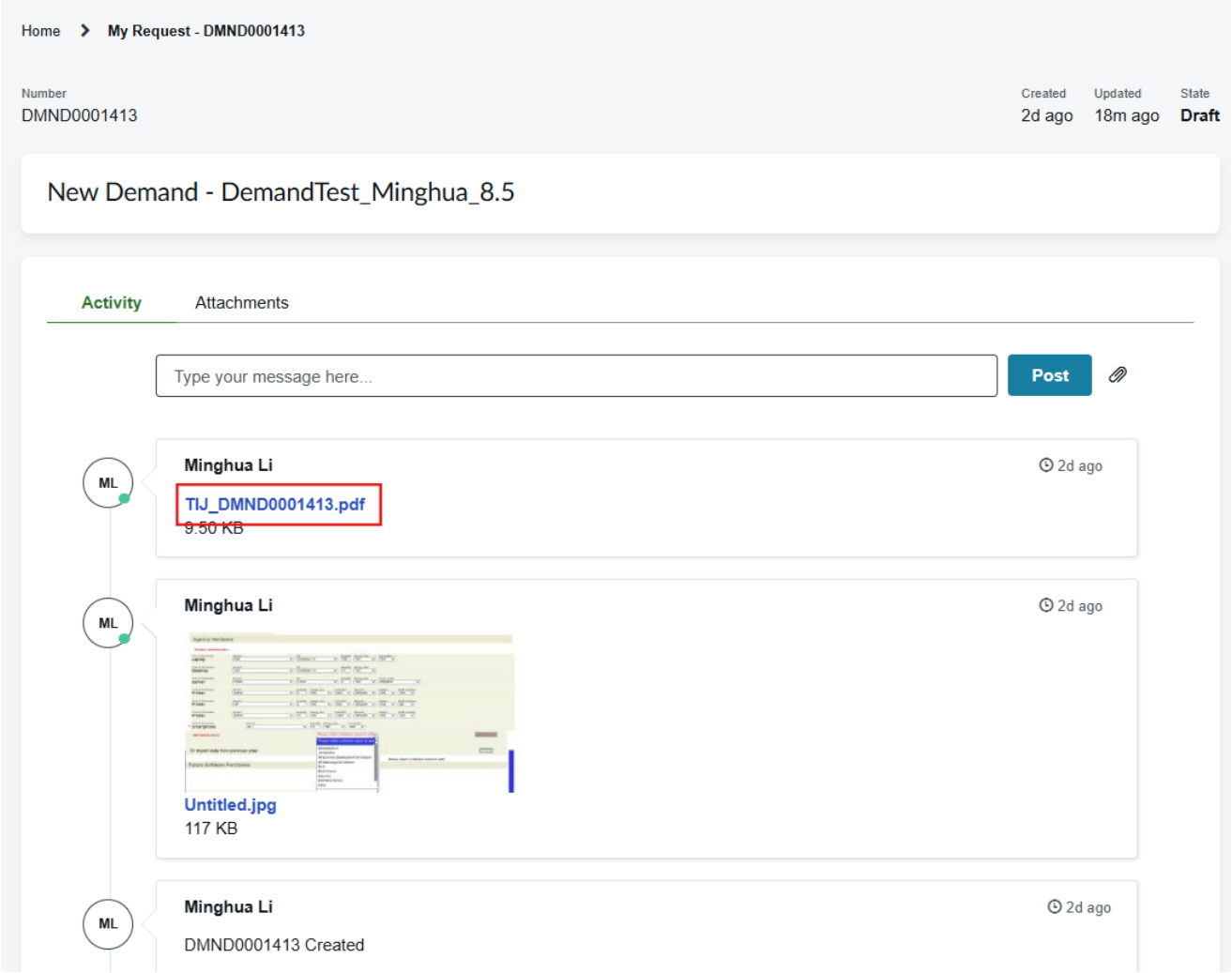


You will also receive an email notification containing the attachments you included in the demand, along with a copy of your demand draft (**TIJ_DMNDxxxxxxx**.pdf)—similar to the example below.

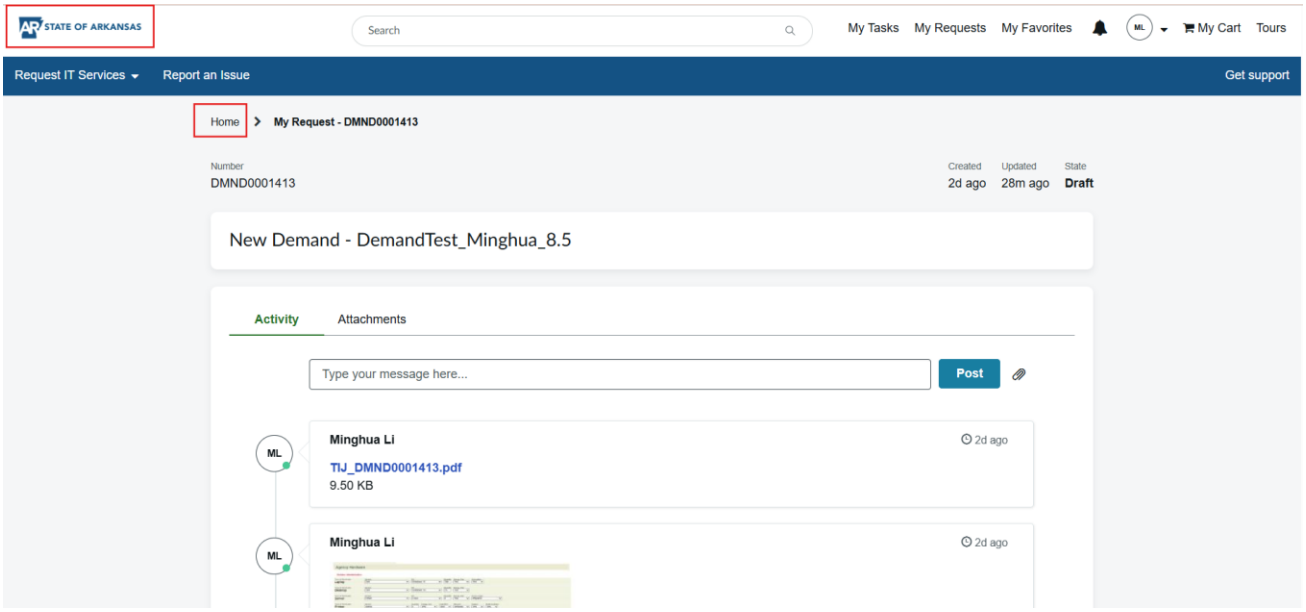


Note: This **Draft** status is expected. In Demand Management, "**Draft**" simply means your request has been received and is now waiting for a Demand Manager to review it. End users provide the initial information, but the Demand Manager must complete the first review before the demand can officially 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 into **Submitted** status, and the **OST Oversight Team** will begin their further evaluation.

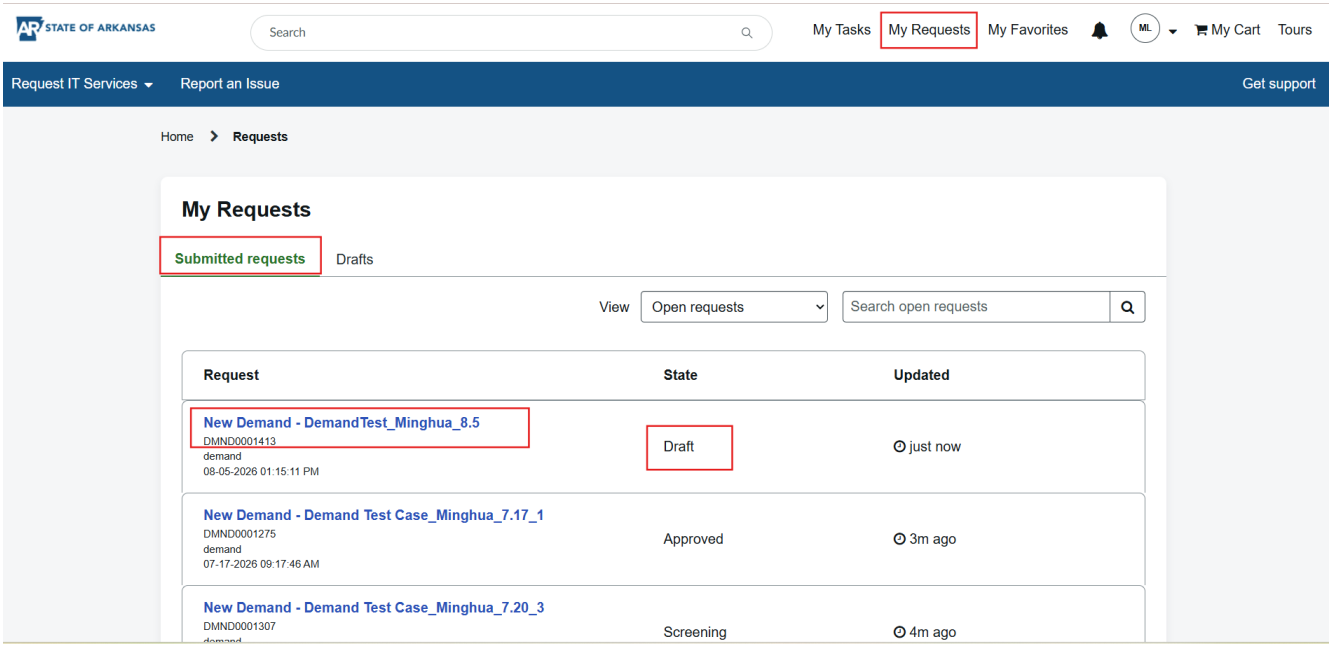
Step 6. Download and save your copy of the Demand submission by clicking the **TIJ_DMNDxxxxxxx**.pdf file under the **Activity** or **Attachments** tab.



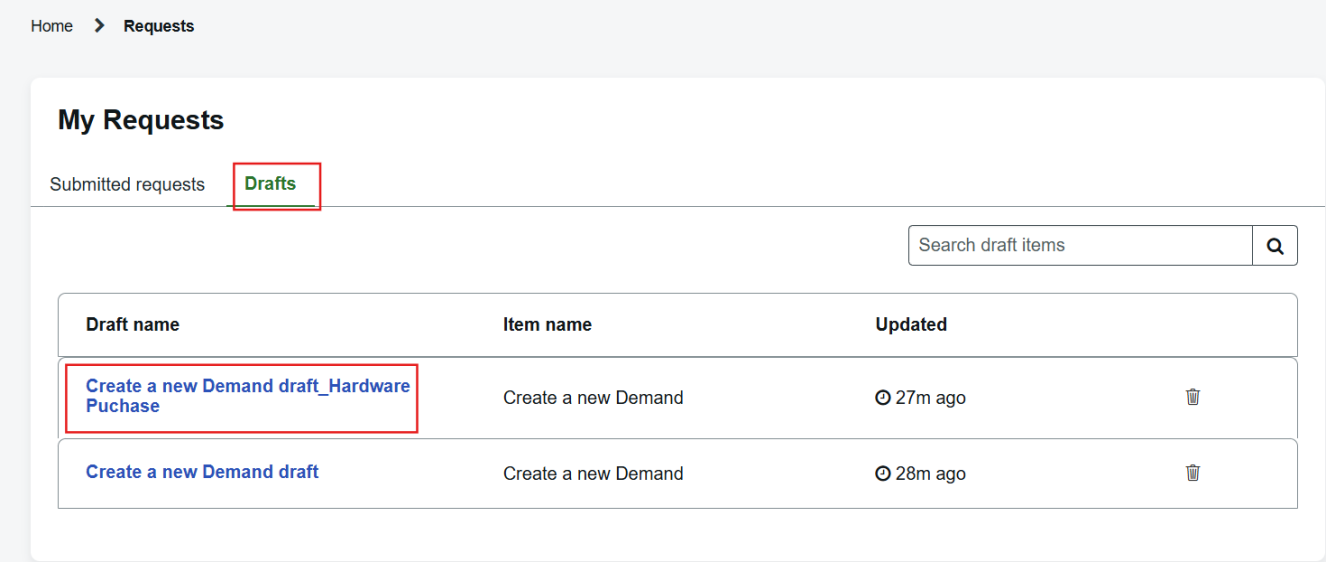
Step 7. To create another Demand or navigate elsewhere, click **AR STATE OF ARKANSAS** in the upper-left corner, or select **Home** from the navigation menu, to return to the **Employee Center** portal main page.



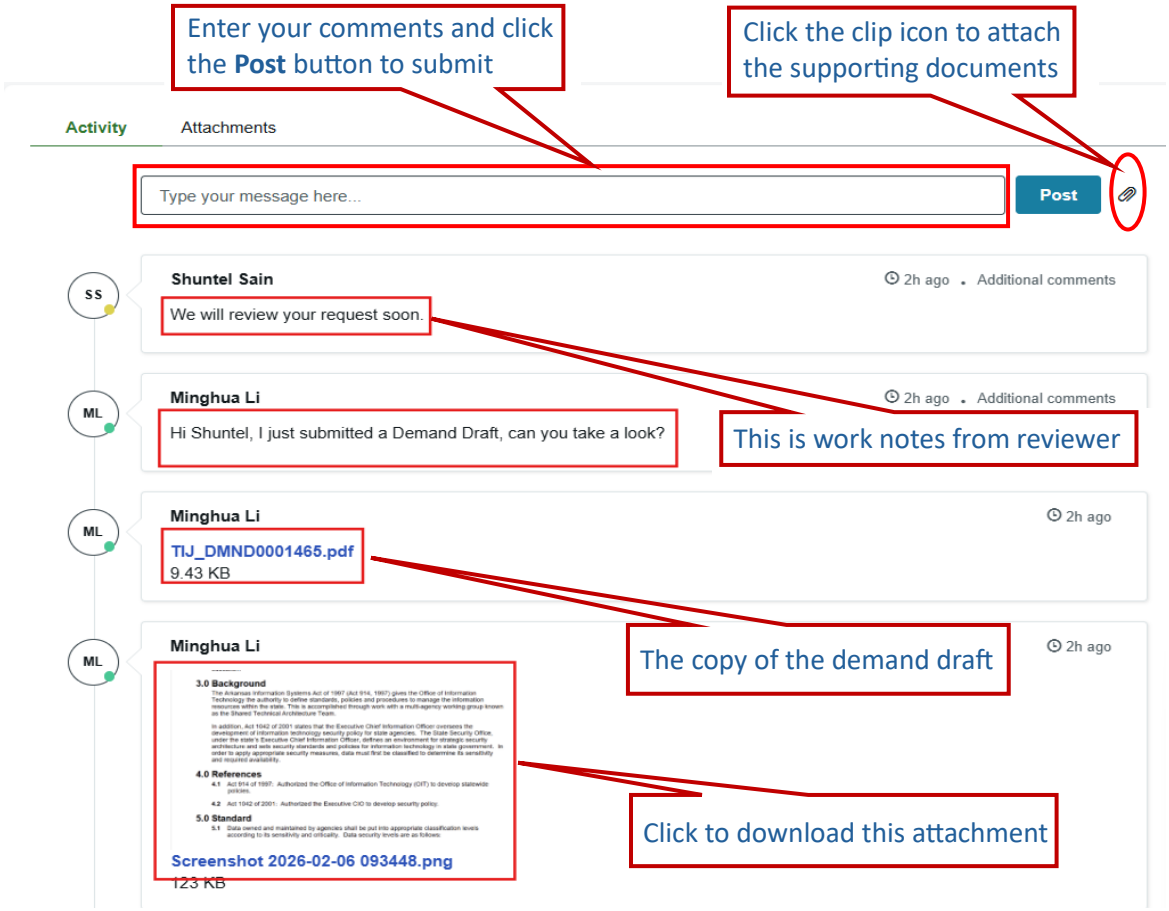
Step 8. Click **My Requests**. Under the **Submitted Requests** tab, you can view the status of each submitted demand draft. The submitted demand may move through several states, including "**Draft**", "**Submitted**", "**Screening**", "**Qualified**", "**Approved**", and "**Completed**". In some cases, it may move to "**Deferred**" based on specific workflow conditions.



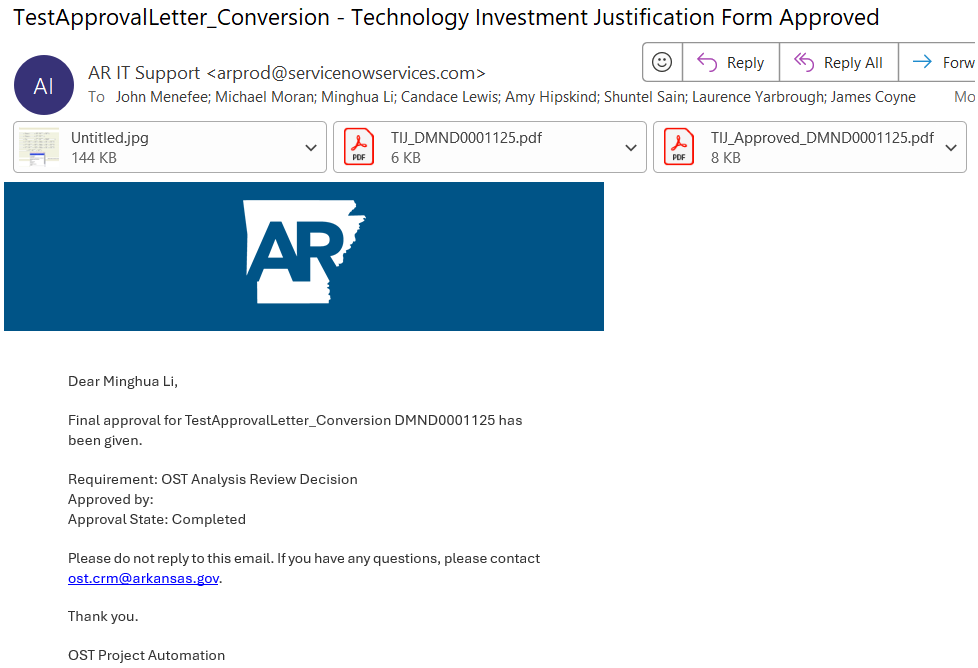
You can also view and continue an unsubmitted demand draft by selecting one under the **Drafts** tab.



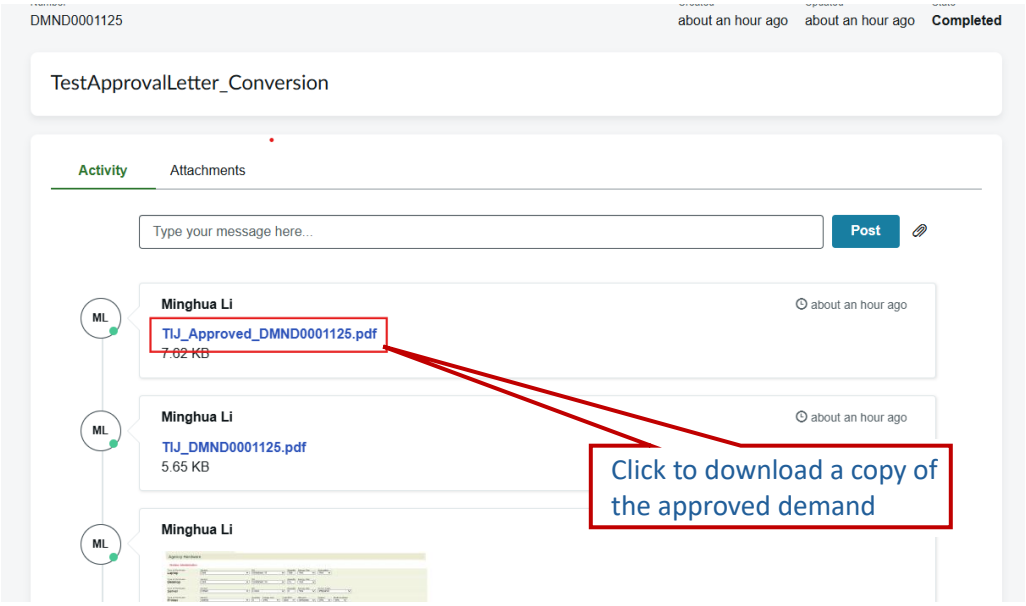
Step 9. Open the demand by selecting its name under the Submitted Requests tab. From here, you can view any work notes added by reviewers. If needed, you may also upload supporting documents and add additional comments to assist in the review process.



Step 10. 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.



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).