Recently, Information Resources and Technology switched to a new work order system called Service Now. One of the modules of Service Now is the technology inventory system which is used by the IRT workshop when orders are received. IRT uses the information provided on purchase orders to enter this information into Service Now so the items can be inventoried and subsequently set up and delivered.

Because this information is so vital to the operation, please make your descriptions on your purchase orders as detailed as possible. For example, when using commodity code IT001-000 (Computer hardware) please overwrite the default description and enter the actual items being ordered.

Ex: IT001-000  Lenovo M710 per quote 11111111 $800.00

Also, when you enter your shipping code, the building name is the default description. Please enter the person who the order is going to in the Attention To field so IRT knows who to deliver the items to.

These small changes will make the entire process flow much more efficiently and allow IRT to serve the university better. Thank you.