In this guide we will describe the various items which ServiceNow creates when you make a request.

**Scenario:** John logs onto Amazon.com to do some shopping. He places the following items in his shopping cart:

1. A pair of earrings for his wife, which he wants gift wrapped for their anniversary.
2. A new tablet for his son. The tablet comes with an offer for a gift card rebate.
3. A book which some friends have recommended.

His cart will have three different items; earrings, a tablet, and a book. They are unrelated and will be fulfilled by different departments.

   - The earrings will go to the Jewelry department.
   - The tablet to electronics.
   - The book will go to the book department.

Each department will need a method of tracking the items and the tasks they need to complete in order to fulfill the request.

The same concept applies to ServiceNow requests. There are three types of tickets which ServiceNow creates when a user makes a request. The picture below will help us understand.

The REQ is similar to the shopping cart. It is a container which holds the requested items.

The RITM is the Item. The tablet, the book, the earrings. Each RITM is independent of the other RITMs, and is closed independently.

The SCTASKs are the specific things (tasks) which need to be completed in order to fulfill the RITM. These may or may not all be completed by the same group or department. Once all tasks are marked complete, the RITM is automatically marked closed. Once all RITMs are closed, the REQ is marked closed automatically.