

# User Manual

Competency Change &  
IRM-SRM Change Management

**Powered By – Service Now**

Created By – Team <Name>

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## Change Record

Modified Date	Author	Version	Description of change

## Approving Authority

Name	Designation	Date	Signature

## Operations Sign Off

Name	Designation	Date	Signature

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# XACT Skill Management ~ User Manual

## **Purpose:**

To provide a high-level overview of the Competency & IRM-SRM change management module for UAT users.

## **Scope:**

This document contains the steps to create a project and update details on service now.

## **Roles:**

Project Manager

## Walkthrough On Service Now:

**UAT/Test:** <https://yashinmsptest.service-now.com/>



Yash-ADFS

Sign in with your organizational account

yash\prashant.singh

.....

Sign in

## Competency Change:

1. Search for competency change form in **Navigator**
2. The search will provide the option **Competency Change Form**



## Request For Competency Change

1. Click on [Competency Change Form](#) module provided and select the values from the required fields

The screenshot shows the 'Competency Change' form. The top navigation bar includes links for 'My Incident', 'Account Maintenance', 'Self Service Enrollment', and 'My Requested Item'. The breadcrumb trail is: Home > All Catalogs > Yash Service Catalog > Service Request > IT > Competency Change. A search bar is located on the right. The form is divided into two main sections: 'Existing Competency' and 'New Competency'. The 'Existing Competency' section includes fields for Competency (Microsoft), Skill Name (OSS Products), Relevant Experience In Years (3), Relevant Experience In Months (1), SRM (Demand Manager), BUH/SSUH, Skill Category (Microsoft Office 365), Proficiency (2- Hands On Experience), IRM (Project Manager), Resource Competency Manager (competency manager), BGH/SSGH (bg user), and User Comments. The 'New Competency' section, highlighted with a red box, includes fields for New Competency, New Skill Category, New Skill, Proficiency (radio buttons for 1- Basic Knowledge, 2- Hands On Experience, 3- Specialist, 4- Expert), Relevant Experience In Years, and Relevant Experience In Months.

2. Select all the required fields values: (New Competency, New Skill, Relevant Experience in Years)

This screenshot shows the 'New Competency' form with the following selections: New Competency is 'Java', New Skill Category is 'MS Sharepoint', and Relevant Experience In Years is '1'. The 'New Skill' field is empty, and the 'Proficiency' radio buttons are not selected.

This screenshot shows the 'New Competency' form with the following selections: New Competency is 'Java', New Skill Category is 'Java-Full Stack', and Relevant Experience In Years is '1'. The 'New Skill' field is empty, and the 'Proficiency' radio buttons are not selected.

This screenshot shows the 'New Competency' form with the following selection: New Competency is 'Amazon'. The 'New Skill Category' field is empty, and the 'Relevant Experience In Years' field is empty.

This screenshot shows the 'New Competency' form with the following selections: New Competency is 'Java', New Skill Category is 'Java-Full Stack', and Relevant Experience In Years is '4'. The 'New Skill' field is empty, and the 'Proficiency' radio buttons are not selected.



3. Once information is filled, click on **Submit** to send to IRM for approval

Competency Change

Competency Change

User can request for competency change from using this catalog item.

Existing Competency

Competency

Microsoft

Skill Name

Office 365 Products

Relevant Experience In Years

3

Relevant Experience In Months

1

SRM

Demand Manager

BUH/SSUH

bu user

Skill Category

Microsoft Office 365

Proficiency

2- Hands On Experience

IRM

Project Manager

Resource Competency Manager

competency manager

BGH/SSGH

bg user

User Comments

New Competency

\* New Competency

Java

\* New Skill

React Js

\* Relevant Experience In Years

4

\* Relevant Experience In Months

3

\* New Skill Category

Java-Full Stack

\* Proficiency

1- Basic Knowledge

2- Hands On Experience

3- Specialist

4- Expert

Submit

After submitting Competency Change form Notification Send to the IRM For Approval

New message

Delete

Archive

Junk

Sweep

Move

Categorize

Snooze

Undo

Favorites

Folders

Inbox

Drafts

Sent Items

Deleted Items

Junk Email

Archive

Notes

Conversation History

Groups

Focused

Other

Filter

Digital Workflows

Request REQ0061376 has ... 2:13 PM

Digital Workflows

Requested Item RITM0067... 2:13 PM

Digital Workflows

Your request REQ0061376 ... 2:13 PM

Digital Workflows

New Resource plan create... 2:12 PM

Digital Workflows

Resource Plan is Approved... 2:12 PM

Digital Workflows

New Resource plan create... 2:12 PM

Requested Item RITM0067804 Approval Request

Short Description: Competency Change

Priority: 4 - Low

Requested for: Hari Aeda

Description:

Comments:

Click here to approve RITM0067804

Click here to reject RITM0067804

Approval Activity:

You are the sole approver.



## IRM Competency Change Approval Screen

Click on the link in the email notification

1. Change state from Requested to Approved

The screenshot shows the 'Approval' screen for 'Requested Item: RITM0067578'. The 'State' dropdown menu is open, showing options: Requested, Not Yet Requested, Requested, **Approved** (highlighted with a red circle), Rejected, and Cancelled. The 'Summary of item being approved' table shows one item: 'Competency Change' with a price of \$0.00, quantity of 1, and total of \$0.00. The 'Comments' section is empty, and the 'Activities' section shows a single activity by 'system' with the state 'Requested'.

2. View changes made by user by clicking on **Competency Change**

The screenshot shows the 'Approval' screen for 'Requested Item: RITM0067578'. The 'State' dropdown menu is now set to 'Approved'. The 'Created' date is '2022-01-18 22:47:57'. The 'Summary of item being approved' table shows one item: 'Competency Change' with a price of \$0.00, quantity of 1, and total of \$0.00. The 'Comments' section contains the text 'IRM Approval'. The 'Activities' section shows a single activity by 'system' with the state 'Approved'.

## Notification for SRM Competency Manager

**Focused** Other Filter

- Digital Workflows**  
Requested Item RITM006... 3:20 PM  
\*\*Disclaimer : This is an automatic sy...
- Digital Workflows**  
Competency Change requ... 3:20 PM  
dummy text
- Digital Workflows**  
Your request REQ0061378 ... 3:16 PM  
\*\*Disclaimer :This is an automatic sy...
- Digital Workflows**  
Request REQ0061378 has ... 3:16 PM  
\*\*Disclaimer :This is an automatic sy...
- Digital Workflows**  
Requested Item RITM0067... 3:16 PM  
\*\*Disclaimer : This is an automatic sy...
- Digital Workflows**  
[PA AppSec] Daily Data Col... 3:12 PM  
\*\*Disclaimer :This is an automatic sy...

### Requested Item RITM0067806 Approval Request

**Requested for:** Aayushi Iandon  
**Description:**

**Comments:**

[Click here to approve RITM0067806](#)

[Click here to reject RITM0067806](#)

**Approval Activity:**  
Aga Syed Akber Ali - Approved

[Click here to view Approval Request: LINK](#)  
[Click here to view Requested Item: LINK](#)

- SRM review & click on **Approve** button Request will flow to the SRM / Competancy Manager and the same process needs to be followed for approval.

**YASH Technologies**

Approval Requested Item: RITM0067808

Approver: Bharat Nutakki  
State: **Approved**

Summary of Item being approved:

Description	Price	Quantity	Total
Competency Change	\$0.00	1	\$0.00

**Comments:**

**Activities: 2**

- System**  
Email sent - 2022-05-09 15:44:34  
Subject: Requested Item RITM0067808 Approval Request  
From: Digital Workflows  
To: bharat.nutakki@yash.com  
[Show email details](#)
- System**  
Field changes - 2022-05-09 15:44:30  
Approver: Bharat Nutakki  
State: Requested

**Buttons:** Update, **Approve**, Reject, ↑, ↓



## Notification for New Competency Manager

The screenshot shows a notification interface with a list of notifications on the left and a detailed view of a specific request on the right.

**Left Panel (Notifications):**

- Focused:** Digital Workflows, Requested Item RITM006... 4:05 PM, \*\*Disclaimer : This is an automatic sy...
- Other:** Digital Workflows, Competency Change requ... 4:04 PM, dummy text
- Other:** Digital Workflows, Anshuman Jha has submitt... 4:04 PM, \*\*Disclaimer :This is an automatic sy...
- Other:** Digital Workflows, Competency Change requ... 4:04 PM, dummy text
- Other:** Digital Workflows, User Anshuman Jha has su... 4:04 PM, \*\*Disclaimer :This is an automatic sy...
- Other:** Digital Workflows, Requested Item RITM0067... 4:04 PM, \*\*Disclaimer : This is an automatic sy...

**Right Panel (Requested Item RITM0067810 Approval Request):**

- Priority:** 4 - Low
- Requested for:** Hari Aeda
- Description:**
- Comments:**
  - [Click here to approve RITM0067810](#)
  - [Click here to reject RITM0067810](#)
- Approval Activity:**
  - Bharat Nutakki - Approved
  - Bharat Nutakki - Approved
  - Janaki Cheruvu - Approved

5. New Competency Manager review and click on **Approve** button Request will flow to the New Competency Manager BGH and the same process needs to be followed for approval.

The screenshot shows the YASH Technologies approval workflow interface. The left sidebar contains navigation options: my ap, Self-Service, Service Desk, My Approvals, Contract, My Approvals, System Applications, and My Application Import History. The main area displays the approval process for Requested Item: RITM0067808.

**Approval Process:**

- Approver:** Bharat Nutakki
- State:** Approved
- Summary of Item being approved:**

Description	Price	Quantity	Total
Competency Change	\$0.00	1	\$0.00
- Comments:** Comments
- Activities:**
  - System:** Email sent - 2022-05-09 15:44:34
    - Subject: Requested Item RITM0067808 Approval Request
    - From: Digital Workflows
    - To: bharat.nutakki@yash.com
    - Show email details
  - System:** Field changes - 2022-05-09 15:44:30
    - Approver: Bharat Nutakki
    - State: Requested

## Notification for New Competency Manager BGH(Business Group Head)

☒ Focused
 ☐ Other
 Filter

☐ Digital Workflows  
Requested Item RITM006... 4:42 PM  
\*\*Disclaimer : This is an automatic sy...

☒ Digital Workflows  
Competency Change requ... 4:42 PM  
dummy text

☒ Digital Workflows  
Competency Change requ... 4:40 PM  
dummy text

☒ Digital Workflows  
Requested Item RITM0067... 4:40 PM  
\*\*Disclaimer : This is an automatic sy...

☒ Digital Workflows  
Competency Change requ... 4:39 PM  
dummy text

☒ Digital Workflows  
Requested Item RITM0067... 4:39 PM  
\*\*Disclaimer : This is an automatic sy...

### Requested Item RITM0067812 Approval Request

Comments:

[Click here to approve RITM0067812](#)

[Click here to reject RITM0067812](#)

**Approval Activity:**  
 Bharat Nutakki - Approved  
 Bharat Nutakki - Approved  
 Janaki Cheruvu - Approved  
 Saikat Ghosh - Approved

Click here to view Approval Request: [LINK](#)  
 Click here to view Requested Item: [LINK](#)

- New Competency Manager BGH (Business Group Head) review and click on **Approve** button

YASH Technologies

my ap

Self-Service

My Approvals

Service Desk

My Approvals

Contract

My Approvals

System Applications

My Application Import History

Approval Requested Item: RITM0067808

Update

Approve

Reject

Approver: Bharat Nutakki

State: Approved

Summary of Item being approved:

Description	Price	Quantity	Total
Competency Change	\$0.00	1	\$0.00

Comments

Post

Activities: 2

System

Email sent - 2022-05-09 15:44:34

Email sent  
 Subject: Requested Item RITM0067808 Approval Request  
 From: Digital Workflows  
 To: bharat.nutakki@yash.com  
[Show email details](#)

System

Field changes - 2022-05-09 15:44:30

Approver: Bharat Nutakki  
 State: Requested

12

7. After all **Approvals**, changes to reflect for User whose competency change. He/She can check changes in their profile.

The screenshot displays the 'User Loganathan Jayakumar (Resource Manager view)' profile. The 'Resource Competency' tab is active, showing 'Business Consulting - Agile' as the current competency. Below this, the 'Current Skills (1)' tab is selected, displaying a table of skills. The table has columns for User, Skill Competency, Skill Category, Skill Name, Skill Status, and Created. A single skill is listed: Loganathan Jayakumar, Business Consulting - Agile, Agile, Scrum Master, Approved, 2022-05-09 16:46:02. The 'Current Skills' tab and the skill row are highlighted with red boxes.

User	Skill Competency	Skill Category	Skill Name	Skill Status	Created
Loganathan Jayakumar	Business Consulting - Agile	Agile	Scrum Master	Approved	2022-05-09 16:46:02

## Request For IRM / SRM Change In Service NOW:

Click on the link below:

[https://yashinmspdev.service-now.com/ysp?id=sc\\_cat\\_item&sys\\_id=c584a1e31bbc05103ce8baebcc4bcb38](https://yashinmspdev.service-now.com/ysp?id=sc_cat_item&sys_id=c584a1e31bbc05103ce8baebcc4bcb38)

- **IRM Change in current BG-BU:** Current IRM will raise request as "IRM-SRM change in Current BG-BU" and New IRM Will raise request "IRM-SRM Change for New BG-BU"
- **IRM – SRM Change in New BG-BU:** When New IRM/SRM is from different BG/BU(Current IRM need to raise new request in Success factor to update in Infogram)



1. IRM's need to select the required change request type.

Home > All Catalogs > Yash Service Catalog > Service Request > IT > IRM/SRM Change

Search

### IRM/SRM Change

IRM/SRM Change

This catalog item will be used by my managers to change IRM and related fields of a resource

**\* IRM/SRM Change Request Type**

IRM-SRM Change in Current BG-BU

IRM-SRM Change in Current BG-BU

IRM-SRM Change For New BG-BU

**Resource Details**

Current IRM	Current SRM
<input type="text"/>	<input type="text"/>
Current Competency Manager	Current BUH/SSUH
<input type="text"/>	<input type="text"/>
Current BGH/SSGH	Current BU
<input type="text"/>	<input type="text"/>
Current BG	
<input type="text"/>	

**Submit**

**Required information**

Resource Name

2. Select New IRM name from the dropdown or type in email ID then click on Submit for further processing.

Home > All Catalogs > Yash Service Catalog > Service Request > IT > IRM/SRM Change

Search

### IRM/SRM Change

IRM/SRM Change

This catalog item will be used by my managers to change IRM and related fields of a resource

**\* IRM/SRM Change Request Type**

IRM-SRM Change in Current BG-BU

**\* Resource Name**

Edward Hack

**Resource Details**

Current IRM	Current SRM
Project Manager	Demand Manager
<input type="text"/>	<input type="text"/>
Current Competency Manager	Current BUH/SSUH
Prashant Singh	bu user
<input type="text"/>	<input type="text"/>
Current BGH/SSGH	Current BU
bg user	BG2-BU9
<input type="text"/>	<input type="text"/>
Current BG	
BG2	
<input type="text"/>	

**\* New IRM**

A Kumar tarunk@yash.com

Abhishek Mohanty abhishek.mohanty@yash.com

Aditya Marella aditya.marella@yash.com

Aditya Vuppala aditya.vuppala@yash.com

**Aluri Venkata Krishna Sagar sagar.aluri@yash.com**

Ambica Devi Naria ambicadevi.naria@yash.com

Amjad A M Mazhari Pawar amjad.mazhari@yash.com

**Submit**

**Required information**

New IRM



After IRM/SRM Form submission Notification will be send to SRM for approval.

The screenshot shows a notification inbox on the left with a list of messages from 'Digital Workflows'. The selected message is 'Requested Item RITM0067814' with a timestamp of 5:32 PM. The main panel displays the details of this request:

- Short Description:** IKM/SKM Change
- Priority:** 4 - Low
- Requested for:** Ajay Kumar Patthi
- Description:**
- Comments:**
- [Click here to approve RITM0067814](#)
- [Click here to reject RITM0067814](#)
- Approval Activity:** Bharat Nutakki - Approved

3. After SRM approval Request will flow to the New IRM for Approval.

The screenshot shows the YASH Technologies approval workflow interface. The left sidebar contains a navigation menu with 'My Approvals' highlighted. The main panel displays the approval details for 'Requested Item: RITM0067814'.

**Approval Summary:**

- Approver:** Bharat Nutakki
- State:** Approved
- Summary of Item being approved:**

Description	Price	Quantity	Total
IRM/SRM Change	\$0.00	1	\$0.00

**Comments:**

**Activities:**

- System:** Email sent - 2022-05-09 17:26:00
- System:** Field changes - 2022-05-09 17:25:44

## Approval Notification for New IRM Approval.

The screenshot shows an email notification interface. On the left is a list of messages, with the selected one titled "IRM-SRM change form (i...". The main content area shows the email body from "Digital Workflows <arcutis@service-now.com>" dated Mon 5/9/2022 5:33 PM, addressed to "Integrationptg Notification". The body text says "Hi Aga Syed Akber Ali," followed by a request to perform changes in Infogram. At the bottom, it provides a "Form Link: [code]Click Here[/code]".

## 4. New IRM overview and approve the request

The screenshot displays the YASH Technologies application interface. On the left is a navigation menu with "My Approvals" highlighted. The main area shows the "Approval" page for "Requested Item: RITM0067814". At the top, the approver is "Bharat Nutakki" and the state is "Approved". Below this is a "Summary of item being approved:" table with one row: "IRM/SRM Change" with a price of \$0.00 and a quantity of 1. There is a "Comments" section with a text area and a "Post" button. Under "Activities: 2", there are two entries: "Email sent" (dated 2022-05-09 17:26:00) and "Field changes" (dated 2022-05-09 17:25:44). The email details show the subject as "Requested Item RITM0067814 Approval Request" and the sender as "Digital Workflows".

5. Request Changes will be updated.

User - Kaustubh Vishnu

Update

First name

Kaustubh

Middle Name

Dillip

Last name

Vishnu

Designation

Trainee

Employee Id

1008638

Email id

kaustubh.vishnu@yash.com

Resource Category

-- None --

Employee Type

Permanent

Resource Competency

Org Information

Job Relationship

IRM

Aga Syed Akber Ali

BUH/SSUH

Sanjay Kakulavaram

SRM

Hari Aeda

BGH/SSGH

Janaki Cheruvu

People Partner (PP)

Aayushi Pandey

Update

Additional Skills

Competency History

Resource Allocation History

Additional Skills

Search

User

Search

User Skills

User

Skill Competency

Skill Category

Skill Name

Active

**IRM – SRM Change in New BG-BU:** When New IRM/SRM is from different BG/BU(Current IRM need to raise new request in Success factor to update in Infogram)

Home > All Catalogs > Yash Service Catalog > Service Request > IT > IRM/SRM Change

Search

### IRM/SRM Change

IRM/SRM Change

This catalog item will be used by my managers to change IRM and related fields of a resource

\* IRM/SRM Change Request Type

IRM-SRM Change in Current BG-BU

IRM-SRM Change in Current BG-BU

IRM-SRM Change For New BG-BU

Resource Details

Current IRM	Current SRM
<input type="text"/>	<input type="text"/>
Current Competency Manager	Current BUH/SSUH
<input type="text"/>	<input type="text"/>
Current BGH/SSGH	Current BU
<input type="text"/>	<input type="text"/>
Current BG	
<input type="text"/>	

Submit

Required information

Resource Name

- Select New IRM name from the dropdown or type in email ID then click on Submit for further processing.

Home > All Catalogs > Yash Service Catalog > Service Request > IT > IRM/SRM Change

Search

### IRM/SRM Change

IRM/SRM Change

This catalog item will be used by my managers to change IRM and related fields of a resource

\* IRM/SRM Change Request Type

IRM-SRM Change in Current BG-BU

\* Resource Name

Edward Hack

Resource Details

Current IRM	Current SRM
Project Manager	Demand Manager
Current Competency Manager	Current BUH/SSUH
Prashant Singh	bu user
Current BGH/SSGH	Current BU
bg user	BG2-BU9
Current BG	
BG2	

\* New IRM

A Kumar	tarun.k@yash.com
Abhishek Mohanty	abhishek.mohanty@yash.com
Aditya Marella	aditya.marella@yash.com
Aditya Vuppala	aditya.vuppala@yash.com
Aluri Venkata Krishna Sagar	sagar.aluri@yash.com
Ambica Devi Naria	ambicadevinaria@yash.com
Amjad A M Mazhari Pawar	amjad.mazhari@yash.com

Submit

Required information

New IRM

After IRM/SRM Change in New BG-BU form submission email notification will be send to SRM Approval.

The screenshot displays the YASH Technologies portal interface. On the left, a list of notifications under the 'Focused' tab includes several 'Digital Workflows' messages regarding IRM/SRM changes and request approvals. The main panel on the right is titled 'Requested Item RITM0067816 Approval Request'. It contains the following sections:

- Requested for:** Satya Narayana Tummala
- Description:** (Empty text area)
- Comments:** (Empty text area)
- Links:**
  - [Click here to approve RITM0067816](#)
  - [Click here to reject RITM0067816](#)
- Approval Activity:** Bharat Nutakki - Approved
- Footer Links:**
  - [Click here to view Approval Request: LINK](#)
  - [Click here to view Requested Item: LINK](#)

3. SRM approve the Request. Notification will be send to the BUH (Business Unit Head) for Approval.

The screenshot shows the 'My Approvals' section of the YASH Technologies portal. The left sidebar lists various user services, with 'My Approvals' highlighted. The main panel displays the 'Approval' details for 'Requested Item: RITM0067814'. Key elements include:

- Approver:** Bharat Nutakki
- State:** Approved (indicated by a dropdown menu)
- Summary of Item being approved:**

Description	Price	Quantity	Total
IRM/SRM Change	\$0.00	1	\$0.00
- Comments:** (Empty text area with a 'Post' button)
- Activities:**
  - System:** Email sent - 2022-05-09 17:26:00. Details: SR Email sent, Subject: Requested Item RITM0067814 Approval Request, From: Digital Workflows, To: bharat.nutakki@yash.com.
  - System:** Field changes - 2022-05-09 17:25:44. Details: Approver: Bharat Nutakki, State: Requested.

## Approval email notification for the Current BUH(Business Unit Head)

**Requested Item RITM0067818 Approval Request**

**Priority:** 4 - Low

**Requested for:** Satya Narayana Tummala

**Description:**

**Comments:**

[Click here to approve RITM0067818](#)

[Click here to reject RITM0067818](#)

**Approval Activity:**  
Bharat Nutakki - Approved  
Satya Narayana Tummala - Approved

4. BUH (Business Unit Head) Approve the request, Notification will be send to the New IRM for Approval.

**YASH Technologies**

**Approval**  
Requested Item: RITM0067814

Approver: Bharat Nutakki  
State: Approved

Summary of Item being approved:

Description	Price	Quantity	Total
IRM/CRM Change	\$0.00	1	\$0.00

**Comments:**

**Activities: 2**

System  
Email sent - 2022-05-09 17:26:00

Subject: Requested Item RITM0067814 Approval Request  
From: Digital Workflows  
To: bharat.nutakki@yash.com  
[Show email details](#)

System  
Field changes - 2022-05-09 17:25:44

Approver: Bharat Nutakki  
State: Requested



5. Approval Email Notification for the New IRM.

**Requested Item RITM0067818 Approval Request**

**Requested for:** Satya Narayana Tummala  
**Description:**

**Comments:**

[Click here to approve RITM0067818](#)

[Click here to reject RITM0067818](#)

**Approval Activity:**  
 Aga Syed Akber Ali - Approved  
 Bharat Nutakki - Approved  
 Satya Narayana Tummala - Approved

6. New IRM Approve the Request, Notification will be send to the New SRM for Approval.

**Approval Requested Item: RITM0067814**

Approver: Bharat Nutakki  
 State: Approved

Summary of item being approved:

Description	Price	Quantity	Total
IRM/SRM Change	\$0.00	1	\$0.00

Comments:

Activities: 2

System  
 Email sent: 2022-05-09 17:26:00  
 Subject: Requested Item RITM0067814 Approval Request  
 From: Digital Workflows  
 To: bharat.nutakki@yash.com  
 Show email details

System  
 Field changes: 2022-05-09 17:25:44  
 Approver: Bharat Nutakki  
 State: Requested



Approval email notification for the New SRM.

**Requested Item RITM0067818 Approval Request**

**Short Description:** IRM/SRM Change  
**Priority:** 4 - Low

**Requested for:** Satya Narayana Tummala  
**Description:**

**Comments:**

[Click here to approve RITM0067818](#)

[Click here to reject RITM0067818](#)

**Approval Activity:**  
Aga Syed Akber Ali - Approved  
Bharat Nutakki - Approved  
Hari Aeda - Approved

7. New SRM Approve the Request then notification will send to the New BUH (Business Group Head) for Approval.

**Approval Requested Item: RITM0067814**

Approver: Bharat Nutakki  
State: Approved

Summary of item being approved:

Description	Price	Quantity	Total
IRM/SRM Change	\$0.00	1	\$0.00

**Comments:**

**Activities: 2**

System  
Email sent: 2022-05-09 17:26:00  
Subject: Requested Item RITM0067814 Approval Request  
From: Digital Workflows  
To: bharat.nutakki@yash.com  
[Show email details](#)

System  
Field changes: 2022-05-09 17:25:44  
Approver: Bharat Nutakki  
State: Requested

Approval Email Notification for New BUH(Business Unit Head).

The screenshot shows an email inbox on the left with several messages from 'Digital Workflows'. The first message, 'IRM-SRM change form (i...', is highlighted with a red box. To the right, the content of this email is displayed. It is titled 'IRM-SRM change form (in ITSD)' and is from 'Digital Workflows <arcutis@service-now.com>'. The email body contains a greeting 'Hi Satya Narayana Tummala,' followed by a request: 'Request you to please perform the changes in Infogram also to reflect the changes.' At the bottom, there is a section labeled 'Form Link:'.

8. After New BUH (Business Unit Head) Approval, changes to reflect for User whose IRM/SRM change.

The screenshot shows the 'Approval' workflow interface in the YASH Technologies system. The 'Requested Item: RITM0067814' is shown at the top. The 'Approver' is 'Bharat Nutakki' and the 'State' is 'Approved'. A table titled 'Summary of item being approved:' shows one item: 'IRM/SRM Change' with a price of \$0.00 and a quantity of 1. Below the table, there is a 'Comments' section and an 'Activities' section. The 'Activities' section shows two activities: 'System' (Email sent) and 'System' (Field changes). The 'Email sent' activity includes details like 'Subject: Requested Item RITM0067814 Approval Request' and 'From: Digital Workflows'. The 'Field changes' activity shows the 'Approver' as 'Bharat Nutakki' and the 'State' as 'Requested'.

After all **Approvals**, changes to reflect for User whose IRM/SRM change. He/She can check changes in their profile

**YASH Technologies** | Default [Gk] | Global | Rishindra Reddy Kallu | Update | Set Password

User: Rishindra Reddy Kallu [Resource Manager view]

**First name:** Rishindra Reddy (highlighted with a red box)

**Employee Id:** 1010773

**Middle Name:**

**Email id:** rishindra.kallu@yash.com

**Last name:** Kallu

**Resource Category:** -- None --

**Designation:** Sr. Software Engineer

**\* Employee Type:** Permanent

**Job Relationship Tab:**

IRM	Aga Syed Akber Ali	SRM	Hari Aeda
BUH/SSUH	Satya Narayana Tummala	BGH/SSGH	Bharat Nutakki
Competency Manager	Bharat Nutakki	Competency Head	Sanjay Kakulavaram
		People Partner (PP)	Aayushi Pandey

**Related Links:**

- [View Calendar](#)
- [Refresh from LDAP](#)
- [Update Resource Aggregates](#)
- [Update Resource Capacity](#)
- [View Subscriptions](#)
- [Reset a password](#)
- [Change password](#)

**Q & A for all users .**

1] If resource is on bench who will be the IRM and SRM?

Ans: Competency Manager will be the IRM and SRM.

2] If resource is on bench and any change happened for resource so who will be the taken care that?

Ans: Change will be taken care by Competency Manager.

3] If resource is working on Multiple project who will be the IRM?

Ans: Based on the higher allocation weightage of the project. IRM will be from that project.

4] If resource allocation 50-50 Percent to the projects, who will be the IRM?

Ans: Whichever project assigned first to the resource, that project, Project Manager will be the IRM.

5] If resource is working on Multiple projects who will approve the resource Leave?

Ans: individual resource will take email approval from the second project PM and update the same to primary PM. Primary Project Manager will take a final action.

6] Who will be change the resource competency?

Ans: Resource Project Manager / IRM will be change competency.

7] Where PM/IRM change the resource competency?

Ans: Project manager and IRM will Navigate to Skills >> "Competency Change Form" and change the resource competency.

8] How to know Resource his/her competency is change?

Ans: Notification will trigger to Resource and his/her PM/IRM.

9] Resource How to check their competency?

Ans: Resource can check their competency for this, user navigate to his profile module in service now. My Profile >> scroll down form and click on >> Current skills tab. There user see their current skills and competency.

10] Who will change resource IRM/SRM?

Ans: Resource PM/IRM will change his/her IRM/SRM.

11] How to change resource IRM/SRM?

Ans: PM/IRM Navigate to "Skills >> "IRM/SRM Change Form" and select IRM Change in current BG-BU OR IRM-SRM Change for New BG-BU and submit the request.

