

APAR: IV16788

Symptom: Option to prevent requester approval.

Note: A new property, 'enrole.workflow.disablerequesterapproval', has been introduced in \$ITIM_HOME/data/enRole.properties. The newly added property value will be considered only when the existing property 'enrole.workflow.skipapprovalforrequester' value is set to false. For a workflow activity that requires approval, 'enrole.workflow.disablerequesterapproval' property specifies whether or not to skip the approval for requester when requester of an activity is the single approver. The default value of this property is 'false'. A 'false' value of the property does not change any existing ITIM behavior. A value of 'true' removes the requester and the requester's delegate from the approvers list, if the approver participants list is then empty, the activity is escalated.

Example:

```
enrole.workflow.disablerequesterapproval=true
```

Please note that this property will only be applicable for approvals, both normal and recertification approvals. It will not be applicable for work items generated by RFIs, workorders, or compliance alert notifications. The relevant data specified as requester in the workflow process containing the approval node will be used as requester to make a decision whether to skip the requester or not. The following scenarios explain ITIM behavior when both properties are set as:

```
enrole.workflow.skipapprovalforrequester=false  
enrole.workflow.disablerequesterapproval=true
```

Scenario 1: Multiple approvers

If the approval participant or escalation participant is a group, a role, or custom participant with multiple approvers, ITIM will not send the approval to the requester. All other participants will receive the work item which they could then approve or reject the request.

Example:

Bob and Alice are the approvers for an account add operation. If Bob requests an account, the approval work item will be sent to Alice. Bob will not receive approval work item for this request, as Bob is the requester for this request.

Scenario 2: Single approver

If the approval participant is a single person, a role, group, or custom participant which resolves to a single member which is the requester, ITIM will not send work item to the requester. Since the requester is the sole approver/participant, ITIM will consider this as 'Unresolved Participant' exception. If an escalation participant is defined, the request will be escalated to those participants. The above behavior will be the same if the requester is the sole escalation participant and the approval item has been escalated to them. If requester is both, the sole participant and the escalation participant, then the workitem is sent to the System Administrator group members. Note that the requester will be removed from the participant list if he/she is member of the System Administrator group.

Example:

Bob is the only approver for account add operation. If Bob requests an account, Bob will not receive work item for this request, as Bob is the requester for this request. If escalation participants are defined, the request will be escalated to those participants.

Scenario 3: Activities of approver delegated to requester

When control of user's activities is delegated to requester, ITIM first resolves the delegation before evaluating the approval participant or escalation participant. The delegated participant will be added to the list of participants or escalation participants for that approval item. This list will be used to determine whether requester is one among the participants or escalation participants. If present, requester will be removed from the approver list, and the behavior will be same as explained in scenario 1 or 2.

Example:

Bob and Alice are the approvers for an account add operation. Bob has delegated his activities to Carol for a particular time period. If Carol requests an account during this delegation period, the approval work item would only go to Alice. The work item which would normally go to Bob's or his delegate will not be sent because Carol is the requester in this case.

Scenario 4: Activities of requester delegated to other user

When control of a requester's activities is delegated to another user, ITIM first resolves the delegation before evaluating the approval participant or escalation participant. The delegated participant will be added to the list of approvers for that item. This list will be used to determine whether the requester's delegate is among the participants or escalation participants. If present, the requester's delegate will be removed from the approver list, and the behavior will be same as explained in scenario 1 or 2.

Example:

Bob and Alice are the approvers for account add operation. Bob has delegated his activities to Carol for particular time period. If Bob requests account during delegation schedule, approval work item goes to Alice and also would normally gets routed to Carol due to the delegation. But Carol will not receive approval work item for this request, as Carol is requester's delegate for this request.