

# User Manual

## Skill Management

**Powered By – Service Now**

**Created By–XACT Product Team**

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# XACT Skill Management ~ User Manual

## Purpose:

To provide a high-level overview of the skill management module for UAT users.

## Scope:

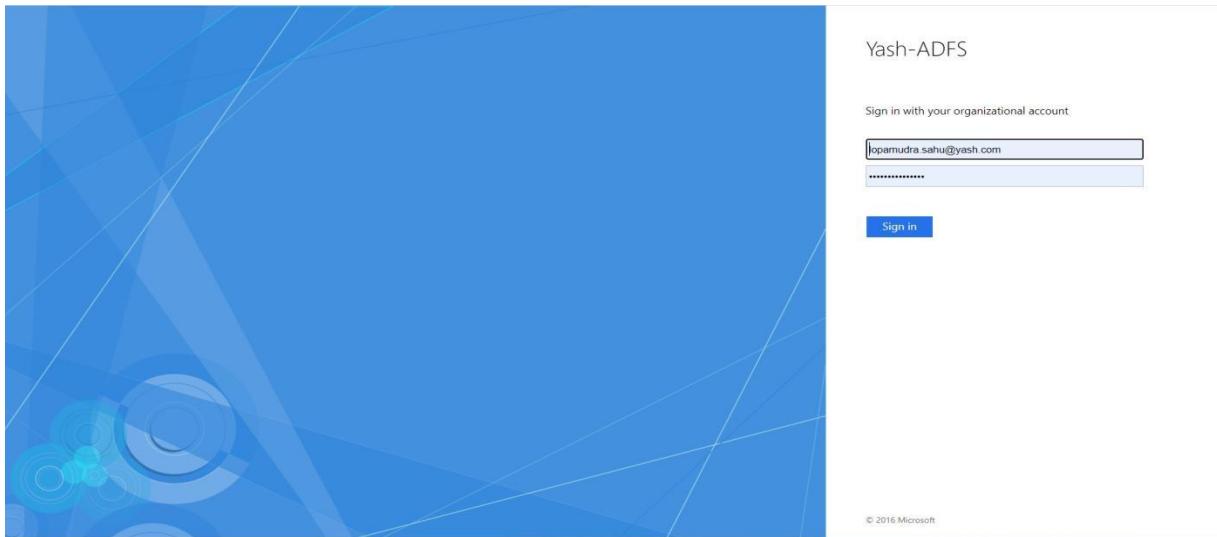
This document contains the steps to create a project and update details on service now.

## Roles:

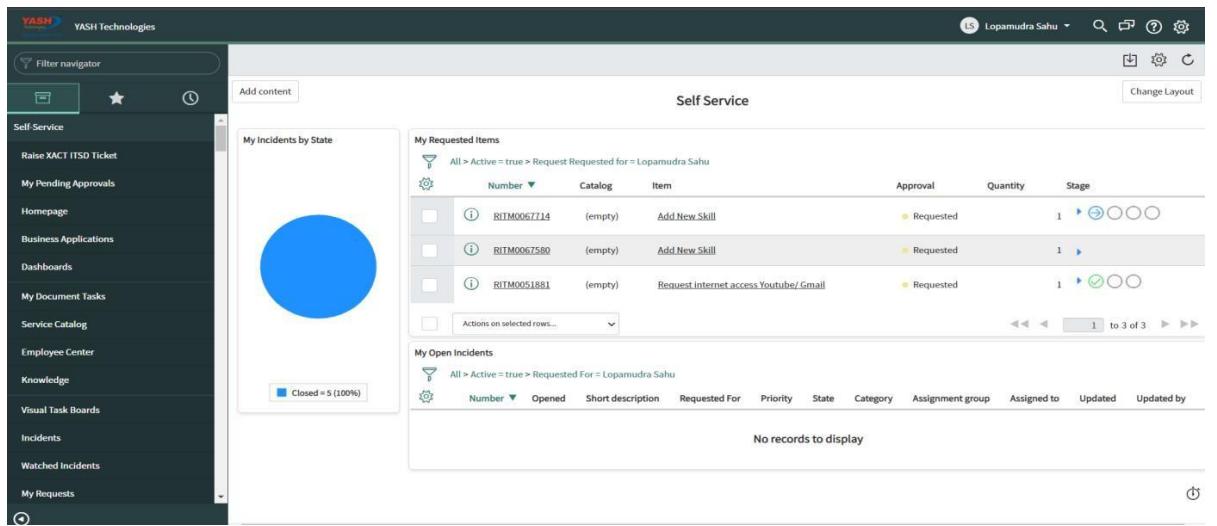
All Users in Organization

## Walkthrough on Service Now:

Prod Instance URL :- <https://yashinmsp.service-now.com/>



## Home Page



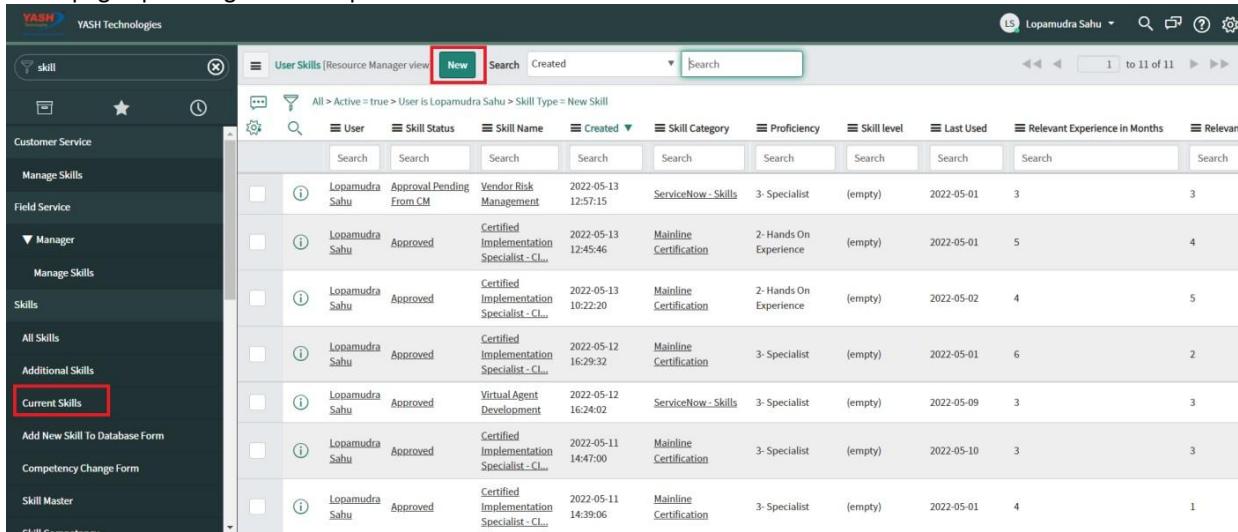
The screenshot shows the ServiceNow Home Page under the "Self Service" category. The top navigation bar includes "YASH Technologies", "Filter navigator", "Add content", "Self Service", "Change Layout", and user information "Lopamudra Sahu". The main content area is titled "Self Service". It features three main sections: "My Incidents by State" (which is currently empty), "My Requested Items" (listing three items: RITM0067714, RITM0067580, and RITM0051881), and "My Open Incidents" (listing none). The "My Requested Items" section includes a table with columns: Number, Catalog, Item, Approval, Quantity, and Stage. The "My Open Incidents" section includes a table with columns: Number, Opened, Short description, Requested For, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by.

## Skill Management:

Use Skills Management to associate skills with individual users or groups and assign them to tasks or projects. You can also assess the skills needed for the organization, identify gaps, and implement effective plans for hiring or training of your teams.

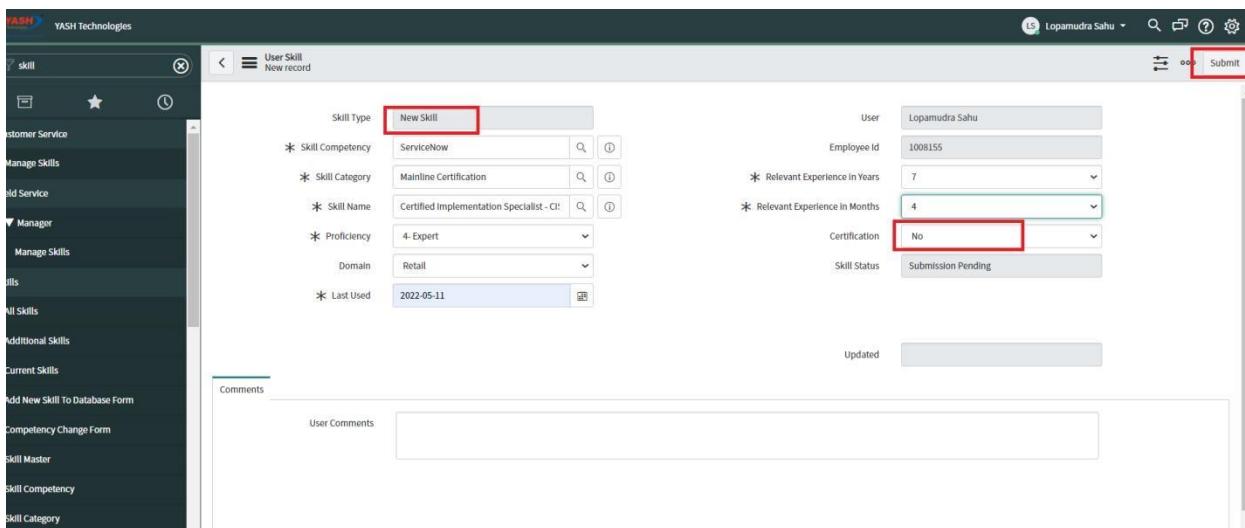
### Create New Current Skill without Certification

1. Using the **Navigator** tool search for skills and click on Current Skills.
2. A new page opens as given in the picture below. Click on New.



The screenshot shows a list of skills for user Lopamudra Sahu. The 'Current Skills' button in the sidebar is highlighted with a red box. The 'New' button at the top of the list view is also highlighted with a red box. The list includes columns for User, Skill Status, Skill Name, Created, Skill Category, Proficiency, Skill level, Last Used, Relevant Experience in Months, and Relevance. Several skills are listed, each with details like name, status (Approved/Pending), certification type (e.g., Mainline Certification, Vendor Risk Management), and experience levels.

3. After Clicking on New Button Current skill form will Display.
4. Verify , Select and fill all mandatory fields and Select **Certification as No** . Submit the created form.



The screenshot shows the 'User Skill New record' form. The 'Skill Type' field is set to 'New Skill' and is highlighted with a red box. Other mandatory fields include Skill Competency (ServiceNow), Skill Category (Mainline Certification), Skill Name (Certified Implementation Specialist - CI), Proficiency (4-Expert), Domain (Retail), and Last Used (2022-05-11). The 'Certification' field is set to 'No' and is highlighted with a red box. The 'User' field is set to Lopamudra Sahu. The 'Comments' section is present at the bottom.

5. After clicking on Submit button re-open the skill record and verify that the skill status will display as Submission Pending and Request for Approval button will be there.
6. Emails will trigger for submitting the New Skill creation as below format.

**New Skill Request Submitted**

DW Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Hi Lopamudra Sahu,

Your request for addition of Certified Implementation Specialist - CIS HAM has been raised and shared for approval.

Click on the link below to view the approval process.

**Skills Link:** [code][Click Here](#)[/code]

Regards,

PMO

**Approval For New Skill Request**

DW Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Hi Sumana Bavarishetty,

Lopamudra Sahu has requested for addition of Certified Implementation Specialist - CIS HAM to their profile.

Click on the link below to complete approval/rejection process.

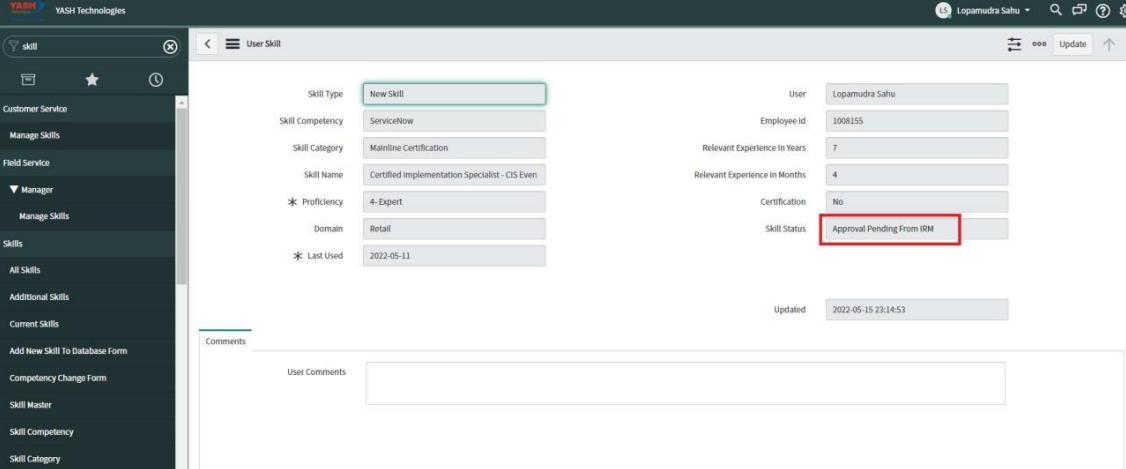
**Skills Link:** [code][Click Here](#)[/code]

Regards,

PMO

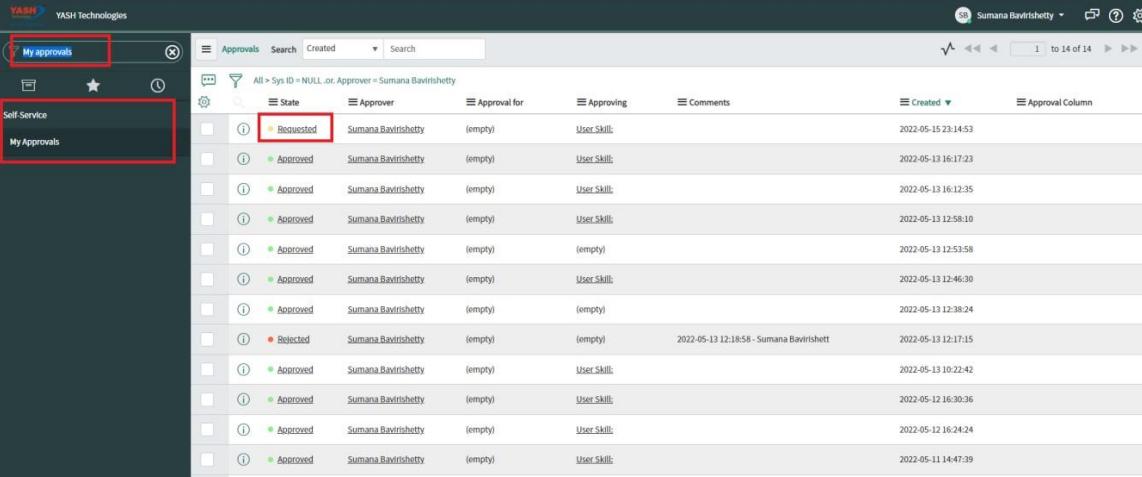
 Are the suggestions above helpful? Yes No

7. Click On the UI Action and verify that the Skill status is displaying as Approval Pending from IRM



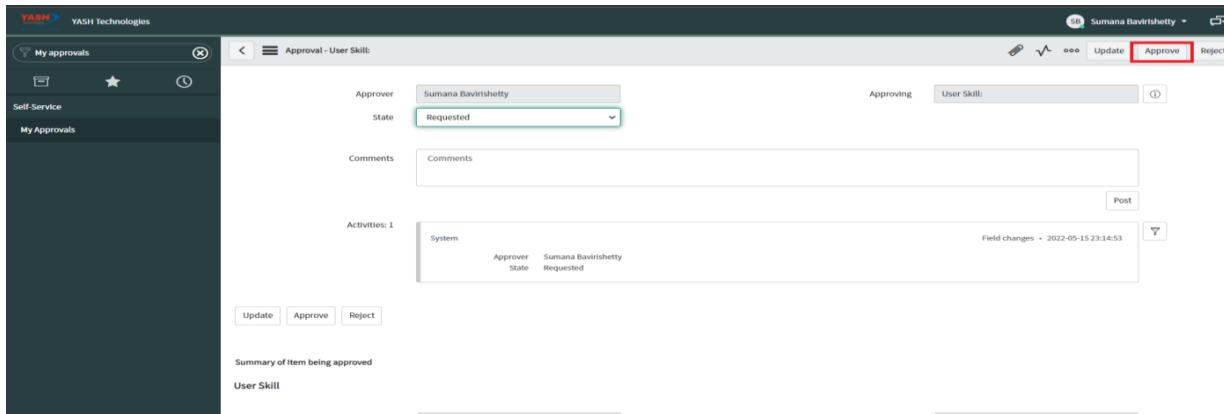
Skill Type	New Skill	User	Lopamudra Sahu
Skill Competency	ServiceNow	Employee Id	1008155
Skill Category	Mainline Certification	Relevant Experience In Years	7
Skill Name	Certified Implementation Specialist - CIS Even	Relevant Experience In Months	4
* Proficiency	4-Expert	Certification	No
Domain	Retail	Skill Status	<b>Approval Pending From IRM</b>
* Last Used	2022-05-11	Updated	2022-05-15 23:14:53

8. Open the Yash UAT instance as IRM> From the left Navigation bar Type as My approval> Verify and open the Requested form



State	Approver	Approval for	Approving	Comments	Created	Approval Column
① <b>Requested</b>	Sumana Bavirishetty	(empty)	User Skill:		2022-05-15 23:14:53	
① <b>Approved</b>	Sumana Bavirishetty	(empty)	User Skill:		2022-05-13 16:17:23	
① <b>Approved</b>	Sumana Bavirishetty	(empty)	User Skill:		2022-05-13 16:12:35	
① <b>Approved</b>	Sumana Bavirishetty	(empty)	User Skill:		2022-05-13 12:58:10	
① <b>Approved</b>	Sumana Bavirishetty	(empty)	(empty)		2022-05-13 12:53:58	
① <b>Approved</b>	Sumana Bavirishetty	(empty)	User Skill:		2022-05-13 12:46:30	
① <b>Approved</b>	Sumana Bavirishetty	(empty)	(empty)		2022-05-13 12:38:24	
① <b>Rejected</b>	Sumana Bavirishetty	(empty)	(empty)	2022-05-13 12:18:58 - Sumana Bavirishett	2022-05-13 12:17:15	
① <b>Approved</b>	Sumana Bavirishetty	(empty)	User Skill:		2022-05-13 10:22:42	
① <b>Approved</b>	Sumana Bavirishetty	(empty)	User Skill:		2022-05-12 16:30:36	
① <b>Approved</b>	Sumana Bavirishetty	(empty)	User Skill:		2022-05-12 16:24:24	
① <b>Approved</b>	Sumana Bavirishetty	(empty)	User Skill:		2022-05-11 14:47:39	

- 9.** After Opening the Skill record user can see the below requested Form and can Approve it .



The screenshot shows a web-based approval interface. At the top, there's a header bar with the YASH Technologies logo and a user profile for 'Sumana Bavarishetty'. Below the header, the main form title is 'Approval - User Skill'. The form fields include:

- Approver:** Sumana Bavarishetty
- State:** Requested (highlighted with a red box)
- Comments:** A text input field labeled 'Comments'.
- Activities:** A section showing a single activity from 'System' with approver 'Sumana Bavarishetty' and state 'Requested'.
- Buttons:** 'Update', 'Approve' (highlighted with a red box), and 'Reject'.

- 10.** Email will trigger after IRM Approval with below format.

#### Approval For New Skill Request



Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

[🔗](#) [◀](#) [◀◀](#) [▶](#) [▶▶](#) ...

Mon 5/16/2022 11:56 AM

Hi Sumana Bavarishetty,

Lopamudra Sahu has requested for addition of Certified Implementation Specialist - CIS HAM to their profile.

Click on the link below to complete approval/rejection process.

**Skills Link:** [code][Click Here](#)[/code]

Regards,

PMO

Are the suggestions above helpful? Yes No

### Your request to add new skill is approved by IRM

DW Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Hi Lopamudra Sahu,  
Your request for addition of Certified Implementation Specialist - CIS HAM has been approved by your IRM.  
Regards,  
PMO

[Unsubscribe | Notification Preferences](#)

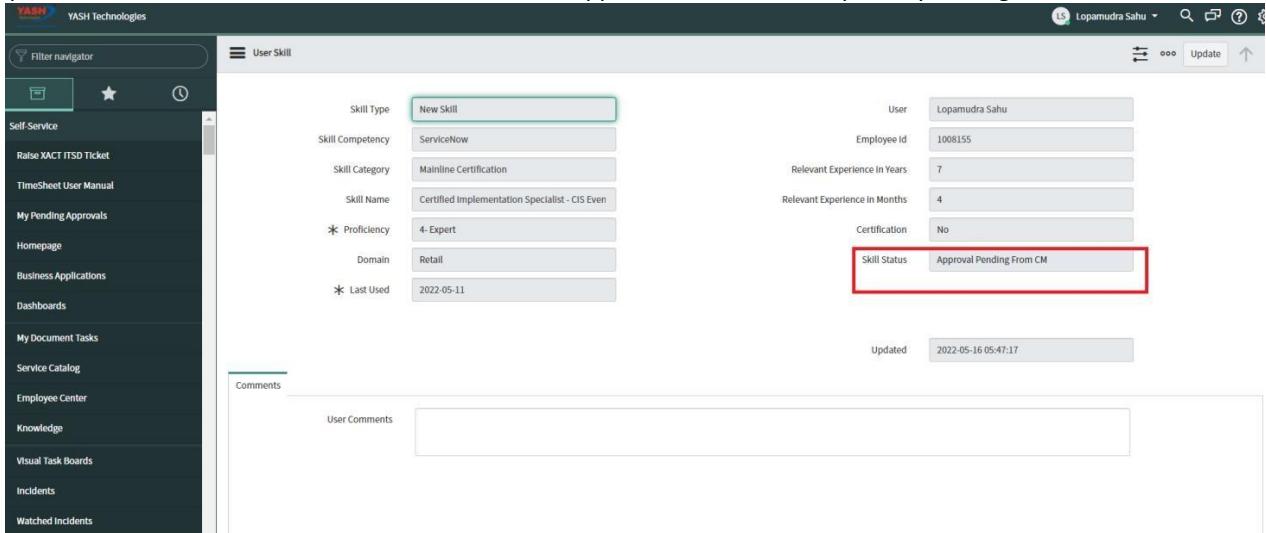
Ref:MSG0173200\_GBIRQwqEZyuifa9DZOXt

[Thank you!](#) [Thank you very much!](#) [Thank you for the confirmation.](#)

 Are the suggestions above helpful? Yes No

[Reply](#) [Forward](#)

### 11. After Approval from IRM User can check Skill Status that the approval need from Competency Manager.



The screenshot shows a ServiceNow interface for a 'User Skill' record. The record details are as follows:

Skill Type	New Skill	User	Lopamudra Sahu
Skill Competency	ServiceNow	Employee Id	1008155
Skill Category	Mainline Certification	Relevant Experience In Years	7
Skill Name	Certified Implementation Specialist - CIS Even	Relevant Experience In Months	4
* Proficiency	4- Expert	Certification	No
Domain	Retail	Skill Status	Approval Pending From CM
* Last Used	2022-05-11	Updated	2022-05-16 05:47:17

A red box highlights the 'Skill Status' field which contains 'Approval Pending From CM'. The 'Comments' section below is empty.

**12.** Email will trigger for requesting approval from Competency manager with below format

**Approval For New Skill Request**

Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Hi Bharat Nutakki  
Lopamudra Sahu has requested for addition of Certified Implementation Specialist - CIS HAM to their profile.  
**Skills Link :** [LINK](#)

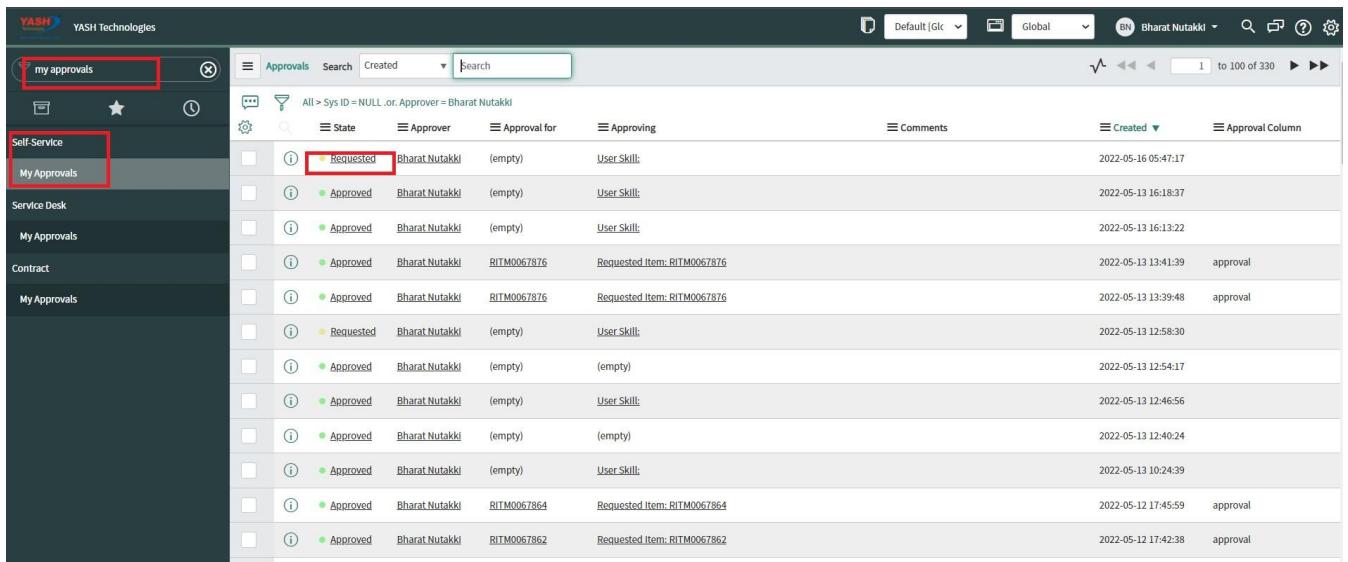
Regards,  
PMO

[Unsubscribe | Notification Preferences](#)

Ref:MSG0173199\_66sMPKw8ScyRU4VvBQn9

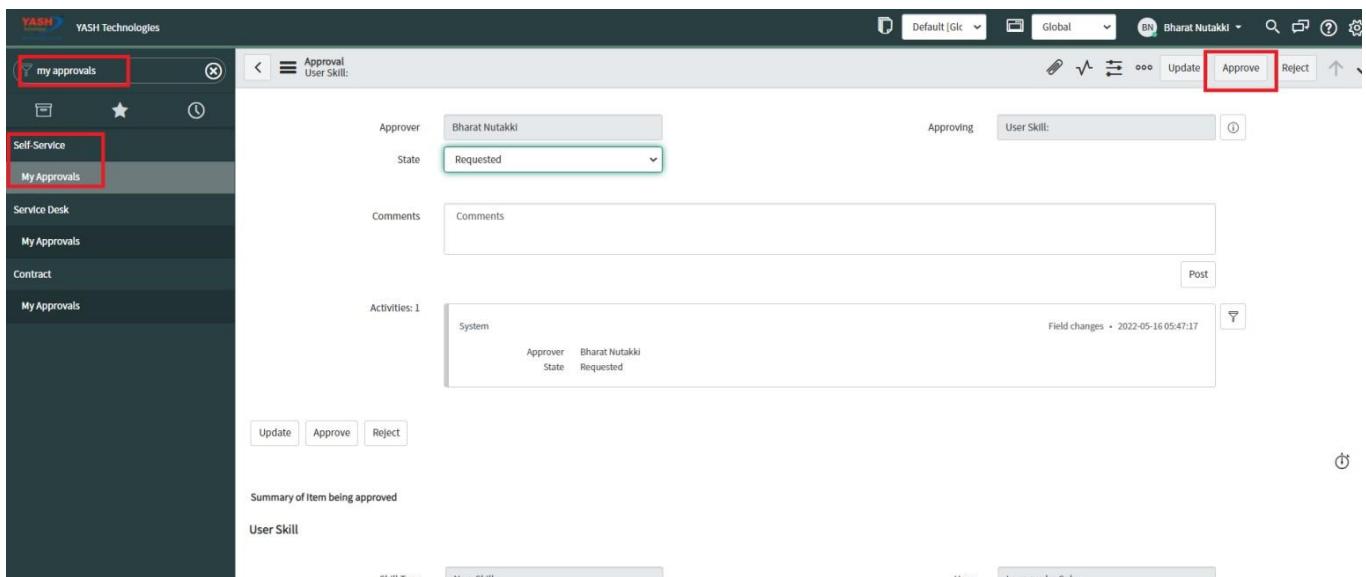
 Are the suggestions above helpful? Yes No

**13.** Competency Manager will open instance > Navigate My Approvals>Open the requested Record.

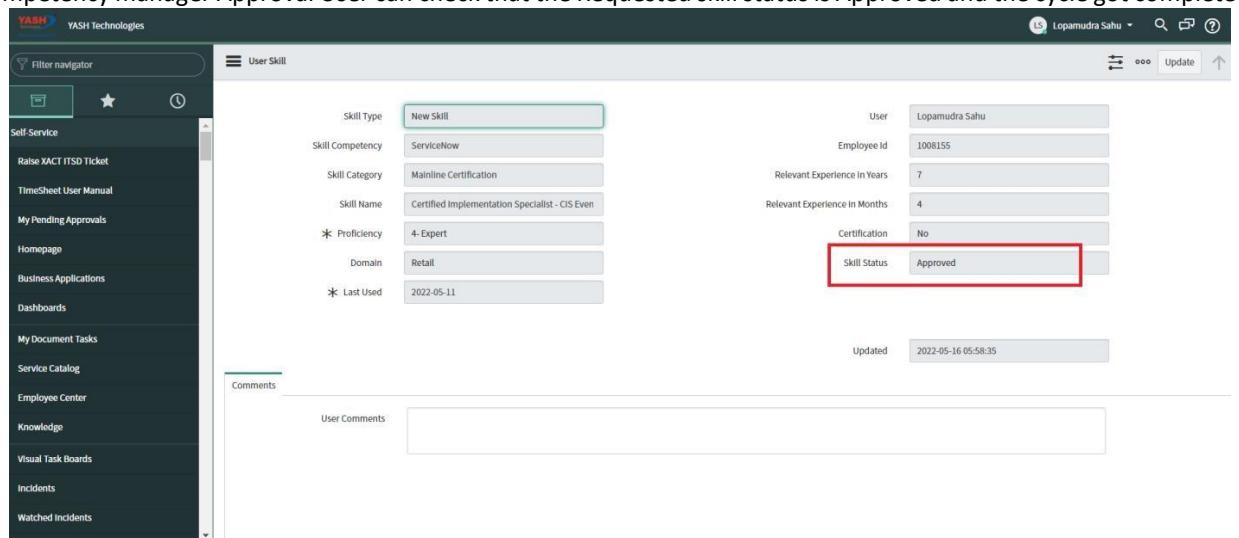


State	Approver	Approval for	Approving	Comments	Created	Approval Column
Requested	Bharat Nutakki	(empty)	User Skill:		2022-05-16 05:47:17	
Approved	Bharat Nutakki	(empty)	User Skill:		2022-05-13 16:18:37	
Approved	Bharat Nutakki	(empty)	User Skill:		2022-05-13 16:13:22	
Approved	Bharat Nutakki	RITM0067876	Requested Item: RITM0067876		2022-05-13 13:41:39	approval
Approved	Bharat Nutakki	RITM0067876	Requested Item: RITM0067876		2022-05-13 13:39:48	approval
Requested	Bharat Nutakki	(empty)	User Skill:		2022-05-13 12:58:30	
Approved	Bharat Nutakki	(empty)	(empty)		2022-05-13 12:54:17	
Approved	Bharat Nutakki	(empty)	User Skill:		2022-05-13 12:46:56	
Approved	Bharat Nutakki	(empty)	(empty)		2022-05-13 12:40:24	
Approved	Bharat Nutakki	(empty)	User Skill:		2022-05-13 10:24:39	
Approved	Bharat Nutakki	RITM0067864	Requested Item: RITM0067864		2022-05-12 17:45:59	approval
Approved	Bharat Nutakki	RITM0067862	Requested Item: RITM0067862		2022-05-12 17:42:38	approval

**14. Open the requested Record and approve the requested User Skills**



**15. After Competency manager Approval User can check that the Requested skill status is Approved and the cycle got completed.**



**16.** Email will trigger for approval from Competency manager with below format

Your new skill addition request has been completed Successfully

DW Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Hi Lopamudra Sahu

Your request for addition of Certified Implementation Specialist - CIS HAM has been completed successfully

Regards,  
PMO

[Unsubscribe | Notification Preferences](#)

Ref:MSG0173202\_nia9XnrZjwFVniiAPjAf

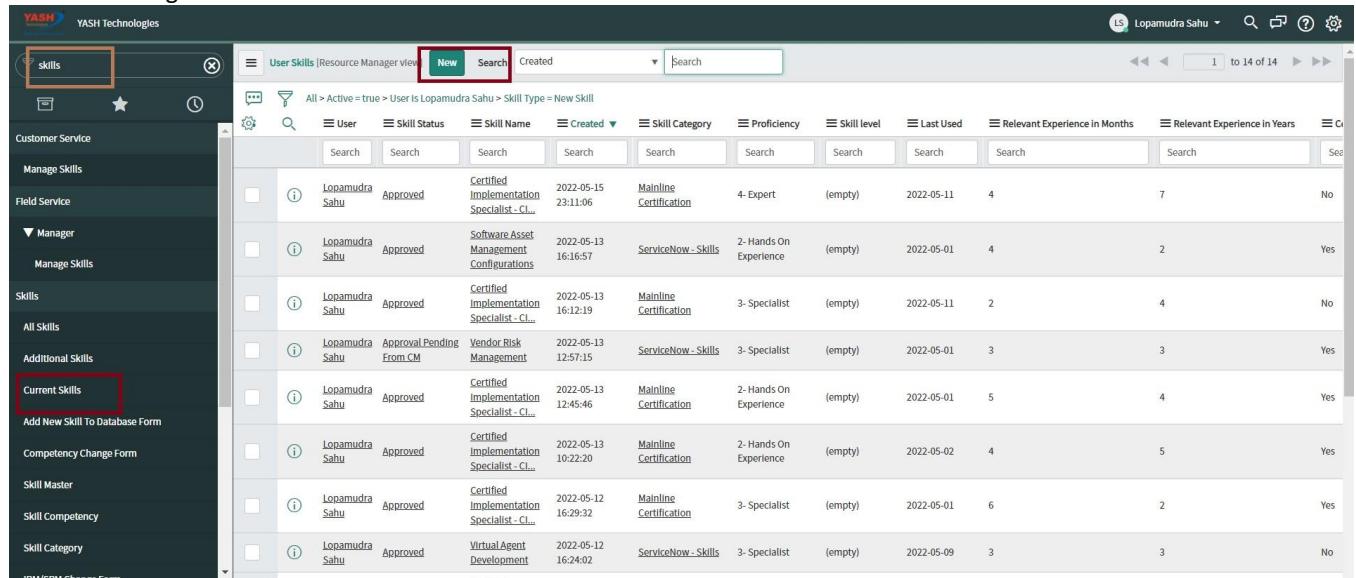
[Thank you!](#) [Thank you for the confirmation.](#) [Finally!](#)

 Are the suggestions above helpful? Yes No

[Reply](#) [Forward](#)

### Current Skill with Certification

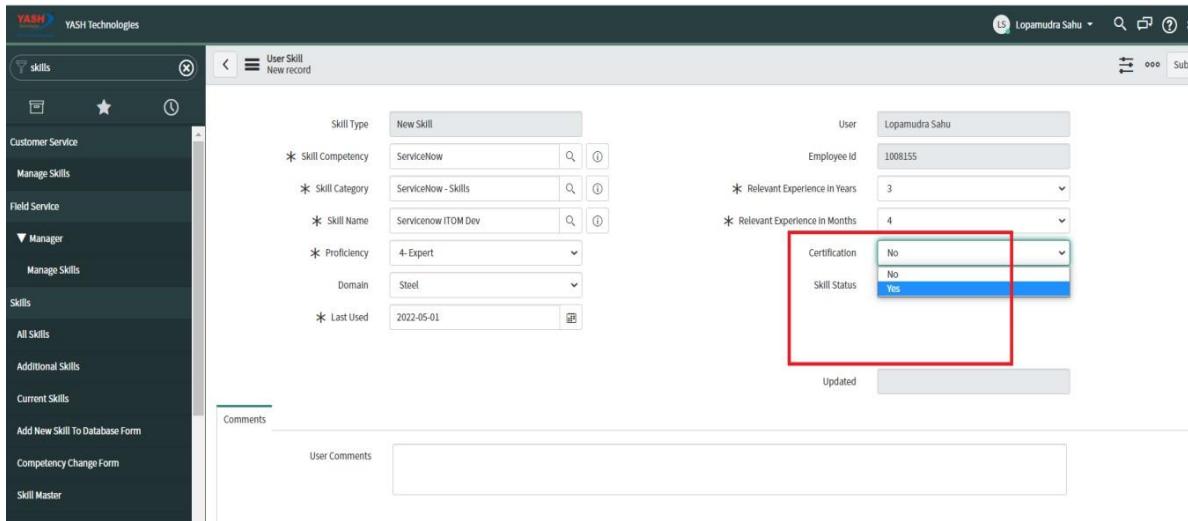
**17.** From left Navigation Bar Search Skills> Current Skills > Click on New Button.



The screenshot shows the ServiceNow User Skills list view. The left navigation bar is visible with the 'Current Skills' option selected. The main area displays a table of skills for user 'Lopamudra Sahu'. The 'New' button in the top header is highlighted with a red box. The table columns include: User, Skill Status, Skill Name, Created, Skill Category, Proficiency, Skill level, Last Used, Relevant Experience in Months, Relevant Experience in Years, and a checkbox column.

User	Skill Status	Skill Name	Created	Skill Category	Proficiency	Skill level	Last Used	Relevant Experience in Months	Relevant Experience in Years	Action
Lopamudra Sahu	Approved	Certified Implementation Specialist - CIS HAM	2022-05-15 23:11:06	Mainline Certification	4- Expert	(empty)	2022-05-11	4	7	No
Lopamudra Sahu	Approved	Software Asset Management Configurations	2022-05-13 16:12:57	ServiceNow - Skills	2- Hands On Experience	(empty)	2022-05-01	4	2	Yes
Lopamudra Sahu	Approved	Certified Implementation Specialist - CIS HAM	2022-05-13 16:12:19	Mainline Certification	3- Specialist	(empty)	2022-05-11	2	4	No
Lopamudra Sahu	Approval Pending From CM	Vendor Risk Management	2022-05-13 12:57:15	ServiceNow - Skills	3- Specialist	(empty)	2022-05-01	3	3	Yes
Lopamudra Sahu	Approved	Certified Implementation Specialist - CIS HAM	2022-05-13 12:45:46	Mainline Certification	2- Hands On Experience	(empty)	2022-05-01	5	4	Yes
Lopamudra Sahu	Approved	Certified Implementation Specialist - CIS HAM	2022-05-13 10:22:20	Mainline Certification	2- Hands On Experience	(empty)	2022-05-02	4	5	Yes
Lopamudra Sahu	Approved	Certified Implementation Specialist - CIS HAM	2022-05-12 16:29:32	Mainline Certification	3- Specialist	(empty)	2022-05-01	6	2	Yes
Lopamudra Sahu	Approved	Virtual Agent Development	2022-05-12 16:24:02	ServiceNow - Skills	3- Specialist	(empty)	2022-05-09	3	3	No

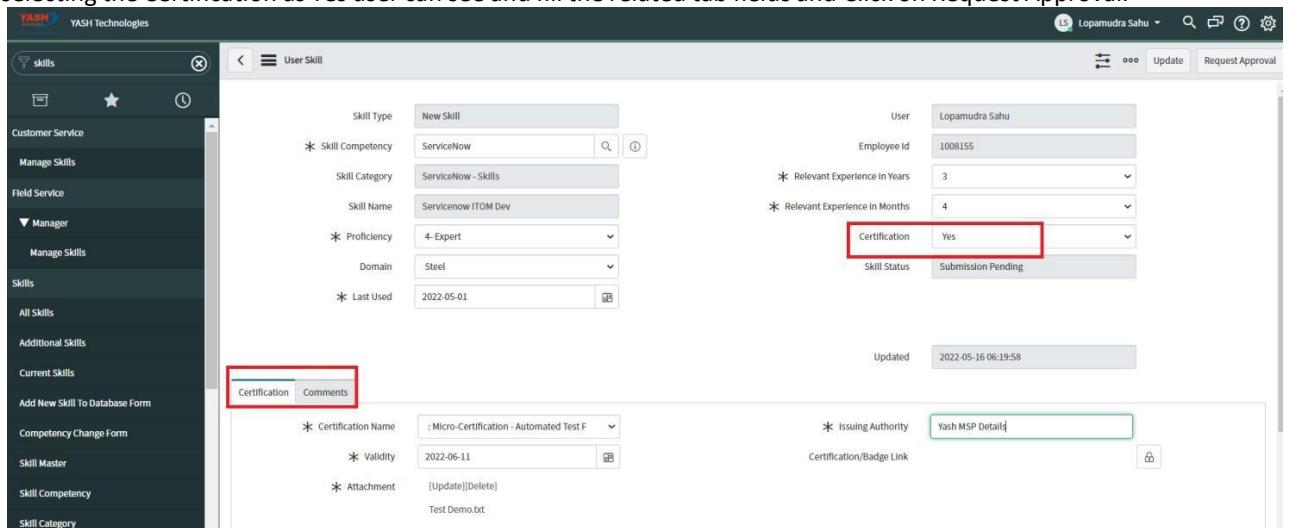
- 18.** Open A new form . Fill and Select all mandatory fields > Select Certification dropdown as Yes.



The screenshot shows the 'User Skill' form in a software application. The left sidebar has a dark theme with categories like Customer Service, Manage Skills, Field Service, Manager, Skills, All Skills, Additional Skills, Current Skills, Add New Skill To Database Form, Competency Change Form, and Skill Master. The main form has the following fields:

- Skill Type: New Skill
- \* Skill Competency: ServiceNow
- \* Skill Category: ServiceNow - Skills
- \* Skill Name: Servicenow ITOM Dev
- \* Proficiency: 4-Expert
- Domain: Steel
- \* Last Used: 2022-05-01
- User: Lopamudra Sahu
- Employee Id: 1008155
- \* Relevant Experience in Years: 3
- \* Relevant Experience in Months: 4
- Certification: A dropdown menu with three options: No, Yes, and Yes (highlighted with a red border). The 'Yes' option is selected.
- Skill Status: Yes
- Comments: A large text area for comments.
- User Comments: A smaller text area for user comments.
- Updated: 2022-05-01

- 19.** After selecting the Certification as Yes user can see and fill the related tab fields and Click on Request Approval.



The screenshot shows the same 'User Skill' form after the Certification dropdown was set to Yes. The 'Certification' tab is now active, displaying the following fields:

- \* Certification Name: Micro-Certification - Automated Test F
- \* Validity: 2022-06-11
- \* Attachment: [Update][Delete] Test Demo.txt
- \* Issuing Authority: Yash MSP Details
- Certification/Badge Link: A placeholder field with a lock icon.

At the top right of the form, there are buttons for Update and Request Approval. The 'Request Approval' button is highlighted with a red border.

- 20.** Emails will trigger for Requesting Skills with below format.

**New Skill Request Submitted**

DW Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Hi Lopamudra Sahu,

Your request for addition of Software Asset Management Configurations has been raised and shared for approval.

Click on the link below to view the approval process.

**Skills Link:** [code][Click Here](#)[/code]

Regards,

PMO

**Approval For New Skill Request**

DW Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Hi Sumana Bavarishetty,

Lopamudra Sahu has requested for addition of Software Asset Management Configurations to their profile.

Click on the link below to complete approval/rejection process.

**Skills Link:** [code][Click Here](#)[/code]

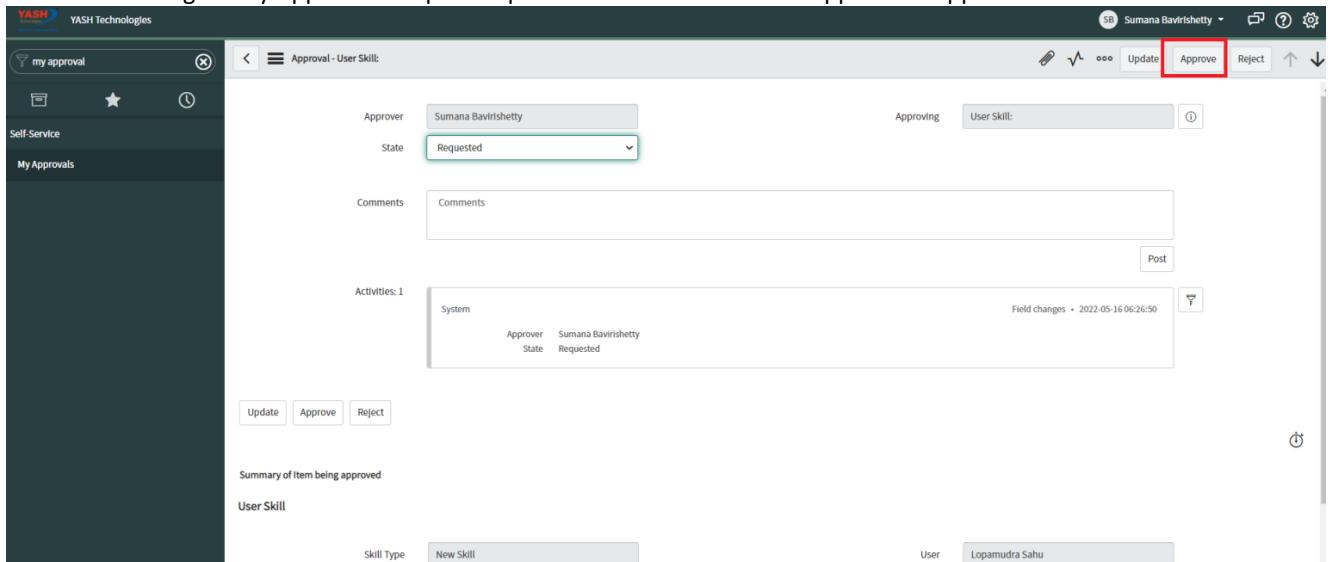
Regards,

PMO

 Are the suggestions above helpful? Yes No

- 21.** Skill request need three approval levels like IRM > Competency manager Approval >L&D team Member Approval.

- 22.** As IRM can Navigate My Approvals > Open Requested user skills > Click on Approve to approve the record.



- 23.** Emails will trigger for after approval from IRM with below format.

#### Your request to add new skill is approved by IRM

 **Digital Workflows <yashinmsptest@service-now.com>**  
 To: Integrationptg Notification

Mon 5/16/2022 12:20 PM

Hi Lopamudra Sahu,  
 Your request for addition of Software Asset Management Configurations has been approved by your IRM.  
 Regards,  
 PMO

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0173213\_5qufrRd2XfdWf8cgeyx

 Are the suggestions above helpful? Yes No

- 24.** After IRM Approval user skill need the CM Approval.

- 25.** Email will trigger for requesting User skill from Competency Manager with below format.

**Approval For New Skill Request**

Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationopgt Notification

Hi Bharat Nutakki  
Lopamudra Sahu has requested for addition of Software Asset Management Configurations to their profile.  
**Skills Link :** [LINK](#)

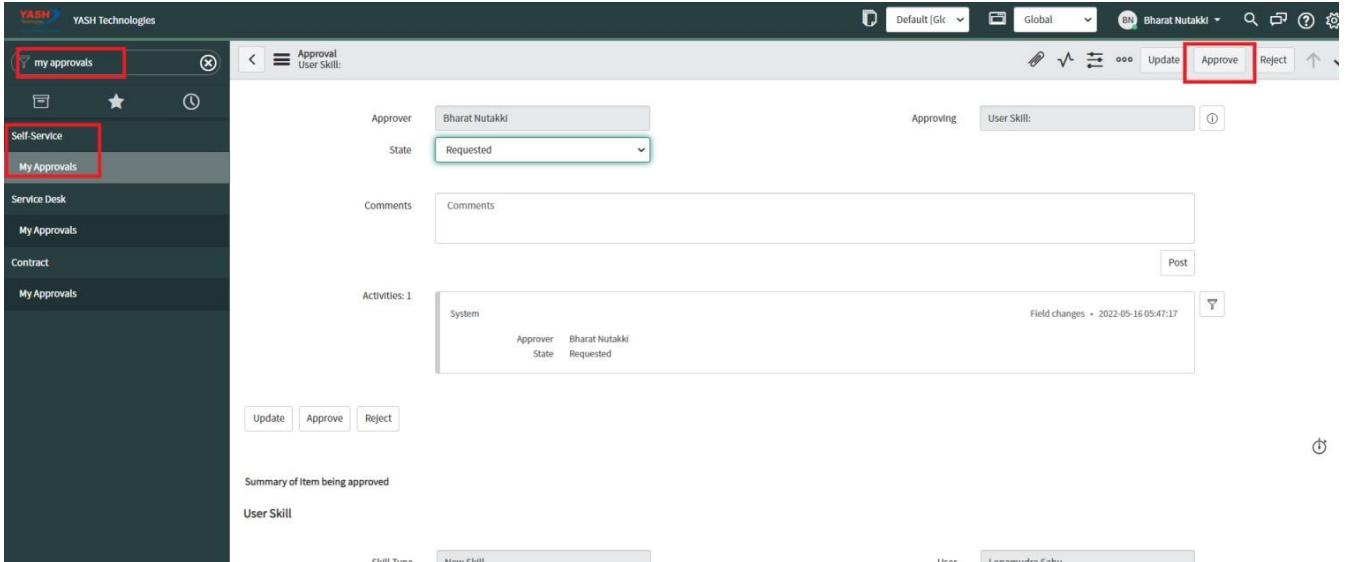
Regards,  
PMO

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0173214\_BFcWZQJiBsyfFicIWqz

 Are the suggestions above helpful? Yes No

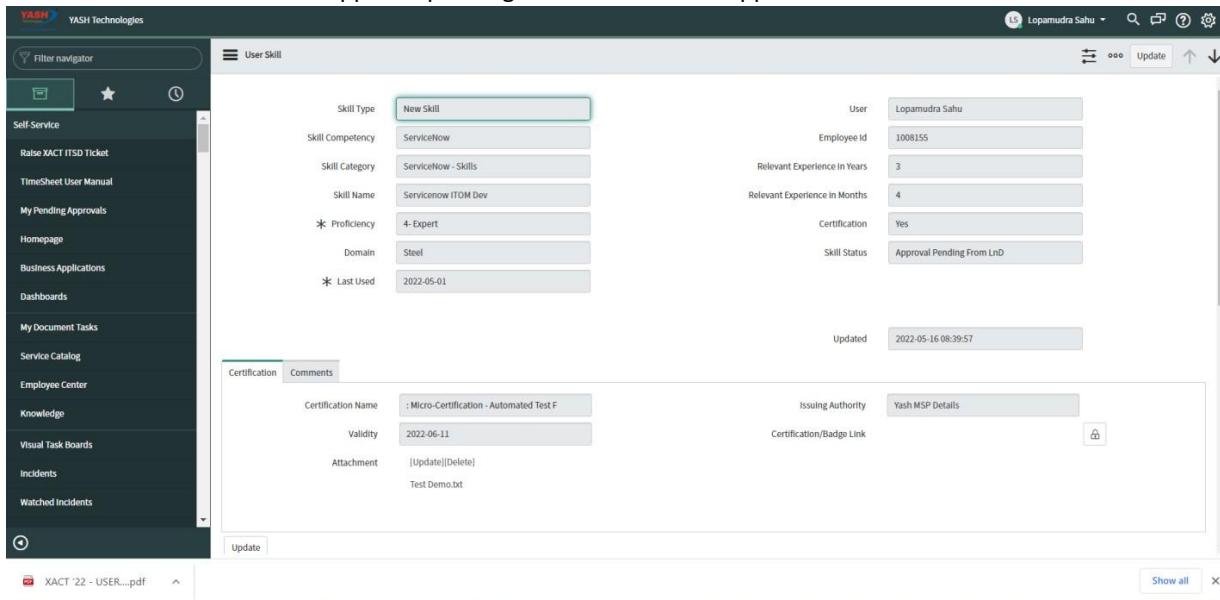
- 26.** Competency manager can Navigate with My Approvals >Open Requested Skill > Approve it.



The screenshot shows the YASH Technologies ServiceNow interface. On the left, there's a sidebar with 'my approvals' and 'My Approvals' highlighted. The main area is titled 'Approval User Skill'. It shows an approver 'Bharat Nutakki' and a state 'Requested'. There's a 'Comments' field and a 'Post' button. Below that, a summary box shows 'Activities: 1' and details 'System', 'Approver: Bharat Nutakki', 'State: Requested', and a timestamp 'Field changes - 2022-05-16 05:47:17'. At the bottom, there are 'Update', 'Approve', and 'Reject' buttons. The 'Approve' button is highlighted with a red box.

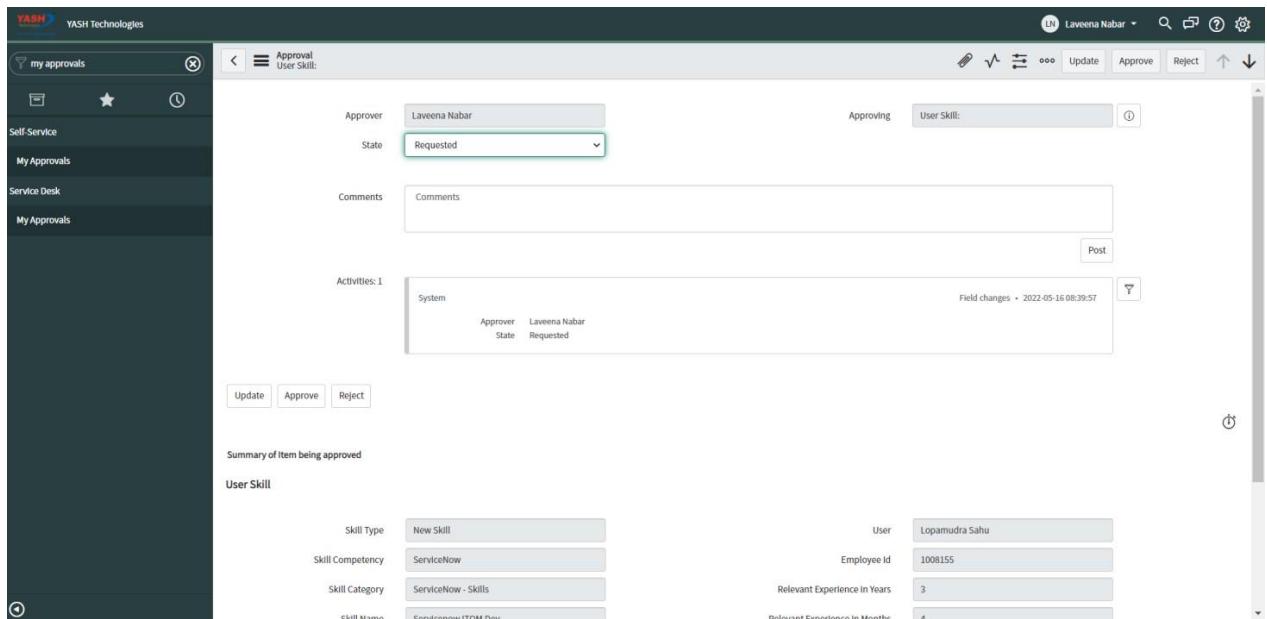
- 27.** After approval from Competency Manager email will trigger with below format.

- 28.** User can see the Skill status is approval pending from L&D after CM approval.



The screenshot shows the 'User Skill' creation page in ServiceNow. The 'Skill Type' is 'New Skill'. Other fields include 'Skill Competency' (ServiceNow), 'Skill Category' (ServiceNow - Skills), 'Skill Name' (Servicenow ITOM Dev), 'Proficiency' (4-Expert), 'Domain' (Steel), and 'Last Used' (2022-05-01). On the right, the 'User' is 'Lopamudra Sahu', 'Employee Id' is '1008155', 'Relevant Experience in Years' is '3', 'Relevant Experience in Months' is '4', 'Certification' is 'Yes', and 'Skill Status' is 'Approval Pending From LnD'. The 'Updated' timestamp is '2022-05-16 08:39:57'. Below the main form, there is a 'Certification' tab with 'Certification Name' ': Micro-Certification - Automated Test F', 'Validity' '2022-06-11', and an 'Attachment' file named 'Test Demo.txt'. A 'Comments' tab is also present.

- 29.** L&D team member can navigate My Approvals > Open Requested User Skills



The screenshot shows the 'Approval' screen for a 'User Skill'. The 'Approver' is 'Laveena Nabar' and the 'State' is 'Requested'. The 'Comments' field is empty. Below the approval section, there is a summary of the item being approved: a 'User Skill' record. The skill details are: 'Skill Type' (New Skill), 'Skill Competency' (ServiceNow), 'Skill Category' (ServiceNow - Skills), and 'Skill Name' (Servicenow ITOM Dev). The 'User' is 'Lopamudra Sahu', 'Employee Id' is '1008155', 'Relevant Experience in Years' is '3', and 'Relevant Experience in Months' is '4'. The 'Updated' timestamp is '2022-05-16 08:39:57'. At the bottom, there are 'Update', 'Approve', and 'Reject' buttons.

**30.** Email will trigger for requesting L&D Approval with below format.

#### Approval For New Skill Request

Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Hi LnD  
Lopamudra Sahu has requested for addition of Software Asset Management Configurations to their profile.  
**Skills Link :** [LINK](#)

Regards,  
PMO

[Unsubscribe | Notification Preferences](#)

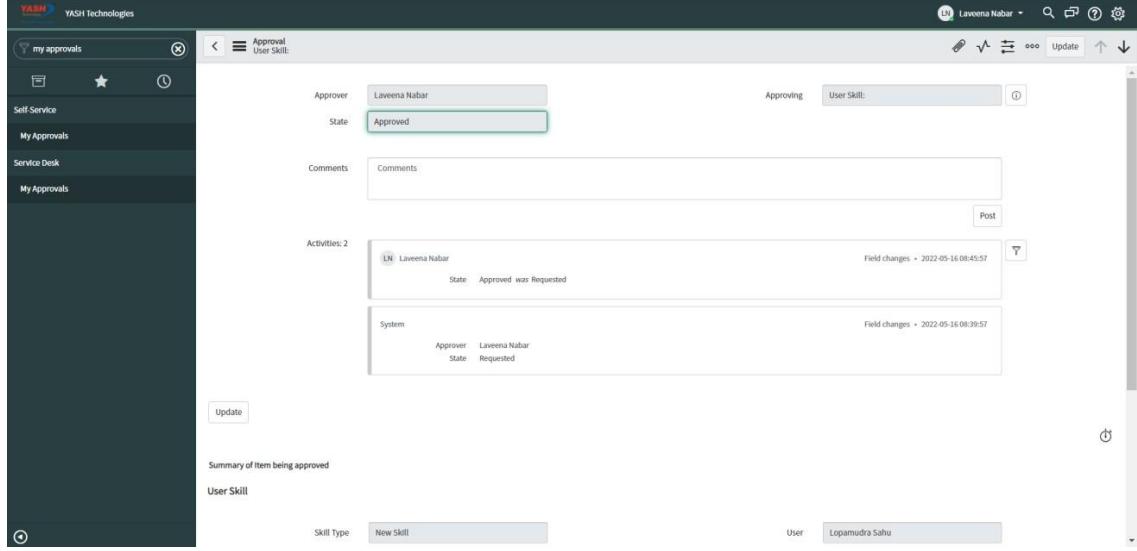
Ref:MSG0173217\_crC00Bx4JYbc18TxqQX2

[Completed.](#) [Submitted.](#) [Received, and accepted.](#)

 Are the suggestions above helpful? Yes No

[Reply](#) [Forward](#)

**31.** L&D Team Member can approve the Requested User Skill and the current Skill cycle will be Completed



The screenshot shows the ServiceNow approval interface. On the left, there's a sidebar with 'my approvals' and a list of self-service options: 'Self-Service', 'My Approvals', 'Service Desk', and 'My Approvals'. The main area is titled 'Approval' and 'User Skill:'. It shows an approver 'Laveena Natar' and a state 'Approved'. There's a 'Comments' field with a placeholder 'Comments' and a 'Post' button. Below that, under 'Activities', there are two entries: one from 'LN: Laveena Natar' stating 'Approved was Requested' and another from 'System' stating 'Requested'. At the bottom, there's a summary of the item being approved, a 'Skill Type' field set to 'New Skill', and a 'User' field set to 'Lopamudra Sahu'.

**32.** User can see the Skill Status got approved.

- 33.** Email will trigger after approval from L&D Team with below format.

**Your new skill addition request has been approved by LnD**

Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Hi Lopamudra Sahu  
Your request for addition of Software Asset Management Configurations has been approved by LnD team.

Regards,  
PMO

[Unsubscribe](#) | [Notification Preferences](#)  
Ref:MSG0173219\_CvpuzqZo1QzU5zir9VbW

Are the suggestions above helpful? Yes No

---

**Your new skill addition request has been completed Successfully**

Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Hi Lopamudra Sahu  
Your request for addition of Software Asset Management Configurations has been completed successfully

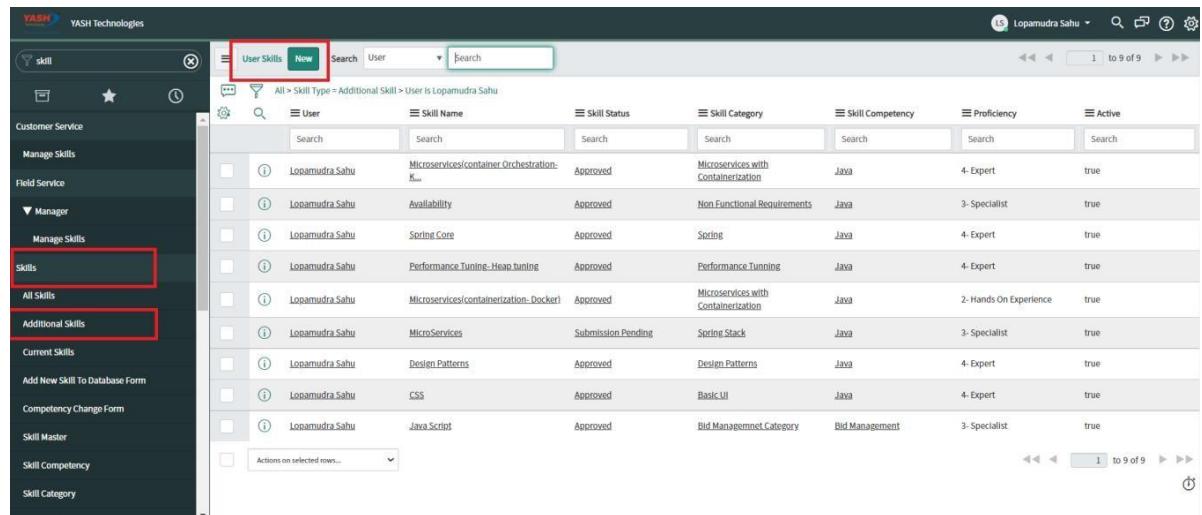
Regards,  
PMO

[Unsubscribe](#) | [Notification Preferences](#)  
Ref:MSG0173218\_i4ifwEgF63tN3N7IFFe1

Are the suggestions above helpful? Yes No

## Create new Additional Skill without Certifications

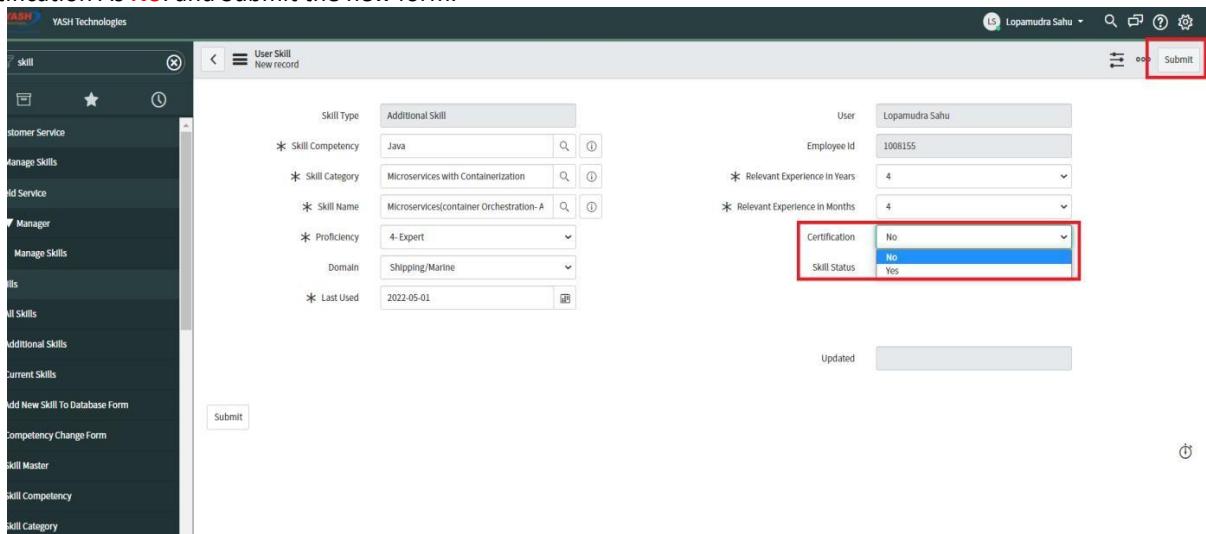
34. User can navigate Skills > Additional Skills > Click on New Button.



User	Skill Name	Skill Status	Skill Category	Skill Competency	Proficiency	Active
Lopamudra Sahu	Microservices/container Orchestration-Kubernetes	Approved	Microservices with Containerization	Java	4- Expert	true
Lopamudra Sahu	Availability	Approved	Non Functional Requirements	Java	3- Specialist	true
Lopamudra Sahu	Spring Core	Approved	Spring	Java	4- Expert	true
Lopamudra Sahu	Performance Tuning- Heap tuning	Approved	Performance Tuning	Java	4- Expert	true
Lopamudra Sahu	Microservices(containerization-Docker)	Approved	Microservices with Containerization	Java	2- Hands On Experience	true
Lopamudra Sahu	MicroServices	Submission Pending	Spring Stack	Java	3- Specialist	true
Lopamudra Sahu	Design Patterns	Approved	Design Patterns	Java	4- Expert	true
Lopamudra Sahu	CSS	Approved	Basic UI	Java	4- Expert	true
Lopamudra Sahu	JavaScript	Approved	Bid Management Category	Bid Management	3- Specialist	true

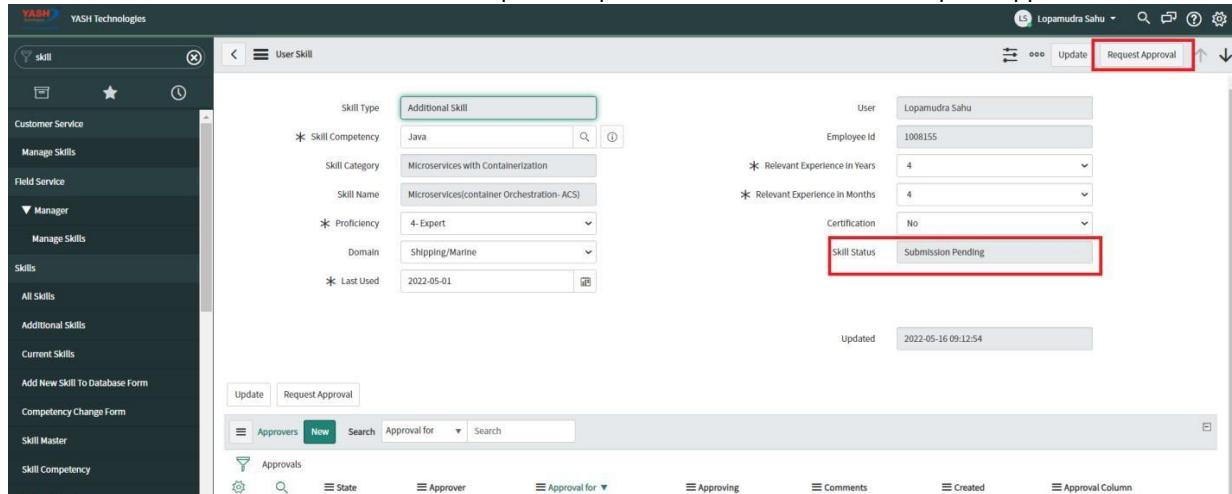
35. Open a new form of creating new Additional Skill. Select and Fill mandatory fields.

36. Select Certification As **No**. and Submit the new form.



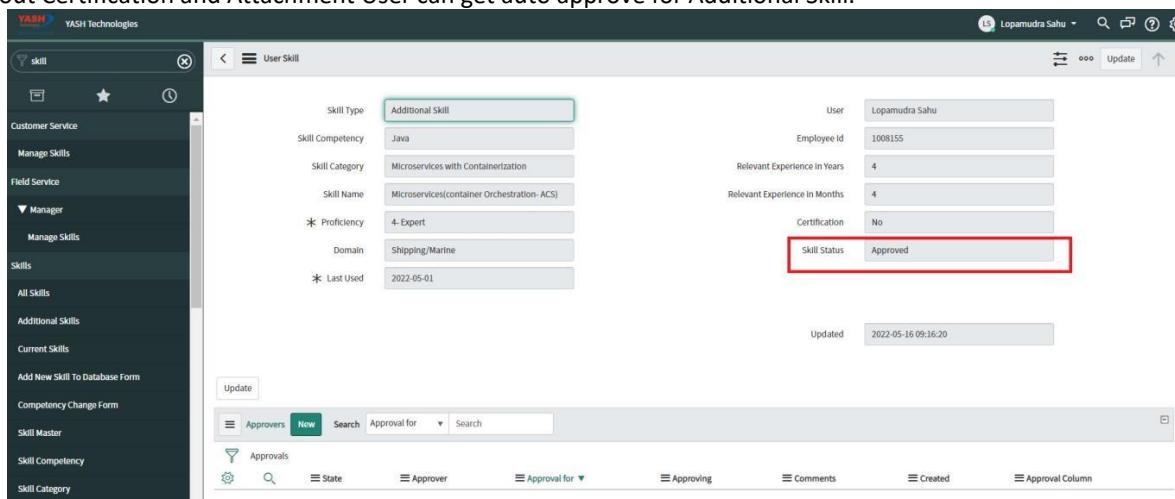
Skill Type	Additional Skill	User	Lopamudra Sahu
* Skill Competency	Java	Employee Id	1008155
* Skill Category	Microservices with Containerization	* Relevant Experience in Years	4
* Skill Name	Microservices(container Orchestration-Apache Kafka)	* Relevant Experience in Months	4
* Proficiency	4- Expert	Certification	No
Domain	Shipping/Marine	Skill Status	No
* Last Used	2022-05-01	Updated	

**37. After Submission of New Additional skill form re-open that particular form and Click on Request Approval UI Action.**



The screenshot shows the 'User Skill' form in a software application. The 'Skill Type' is set to 'Additional Skill'. Other fields include 'Skill Competency' (Java), 'Skill Category' (Microservices with Containerization), 'Skill Name' (Microservices(container Orchestration- ACS)), 'Proficiency' (4- Expert), 'Domain' (Shipping/Marine), and 'Last Used' (2022-05-01). On the right side, there are fields for 'User' (Lopamudra Sahu), 'Employee Id' (1008155), 'Relevant Experience in Years' (4), 'Relevant Experience in Months' (4), 'Certification' (No), and 'Skill Status' (Submission Pending). At the top right, there are 'Update' and 'Request Approval' buttons, with 'Request Approval' being highlighted with a red box. Below the form is a section titled 'Approvals' with various filters and search options.

**38. Without Certification and Attachment User can get auto approve for Additional Skill.**



This screenshot shows the same 'User Skill' form as above, but with a different outcome. The 'Skill Status' field now displays 'Approved' instead of 'Submission Pending'. All other fields remain the same as in the previous screenshot. The 'Request Approval' button is no longer highlighted.

**39.** Emails will trigger for requesting and Approving for Additional Skills.

### New Additional Skill Request Submitted



Digital Workflows <yashinmsptest@service-now.com>

To: Integrationptg Notification



Mon 5/16/2022 12:45 PM

Hi Lopamudra Sahu,

Your request for addition of Java8 Features has been raised.

Regards,

PMO

[Unsubscribe](#) | [Notification Preferences](#)

Ref.MSG0173221\_bjgYi7B7skrUV40Vu94P

[Thank you!](#) [Thank you very much!](#) [Thank you for your help!](#)

Are the suggestions above helpful? [Yes](#) [No](#)

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### Your new additional skill request has been completed Successfully



Digital Workflows <yashinmsptest@service-now.com>

To: Integrationptg Notification



Mon 5/16/2022 12:45 PM

Hi Lopamudra Sahu

Your request for additional skill of Java8 Features has been completed successfully.

Regards,

PMO

[Unsubscribe](#) | [Notification Preferences](#)

Ref.MSG0173222\_Nhn7gFEUniZwwWCxmizO

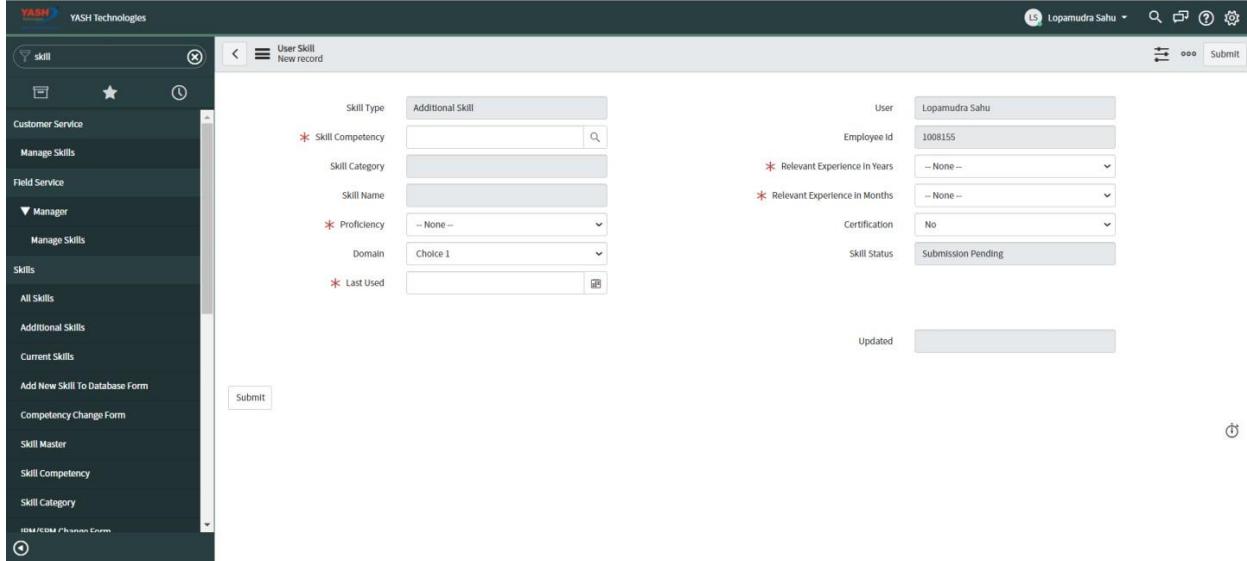
[Thank you!](#) [Thank you for the confirmation.](#) [What does this mean?](#)

Are the suggestions above helpful? [Yes](#) [No](#)

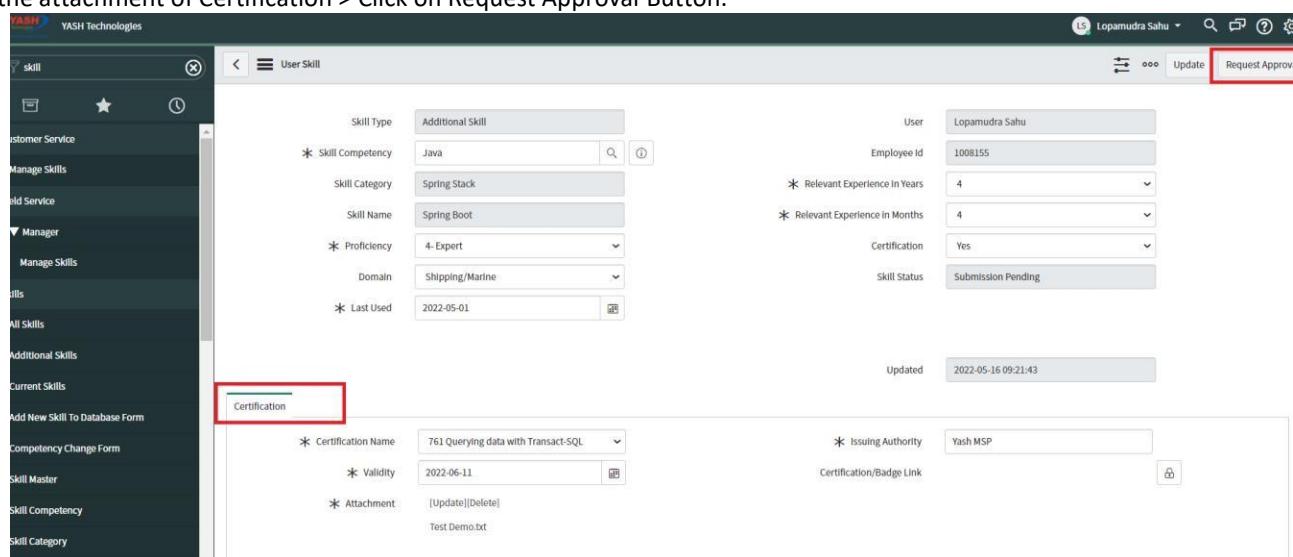
[Reply](#) [Forward](#)

## Additional Skill with Certification

40. Navigate Skills > Additional Skills > Click on New Button > New Additional Skill form will open

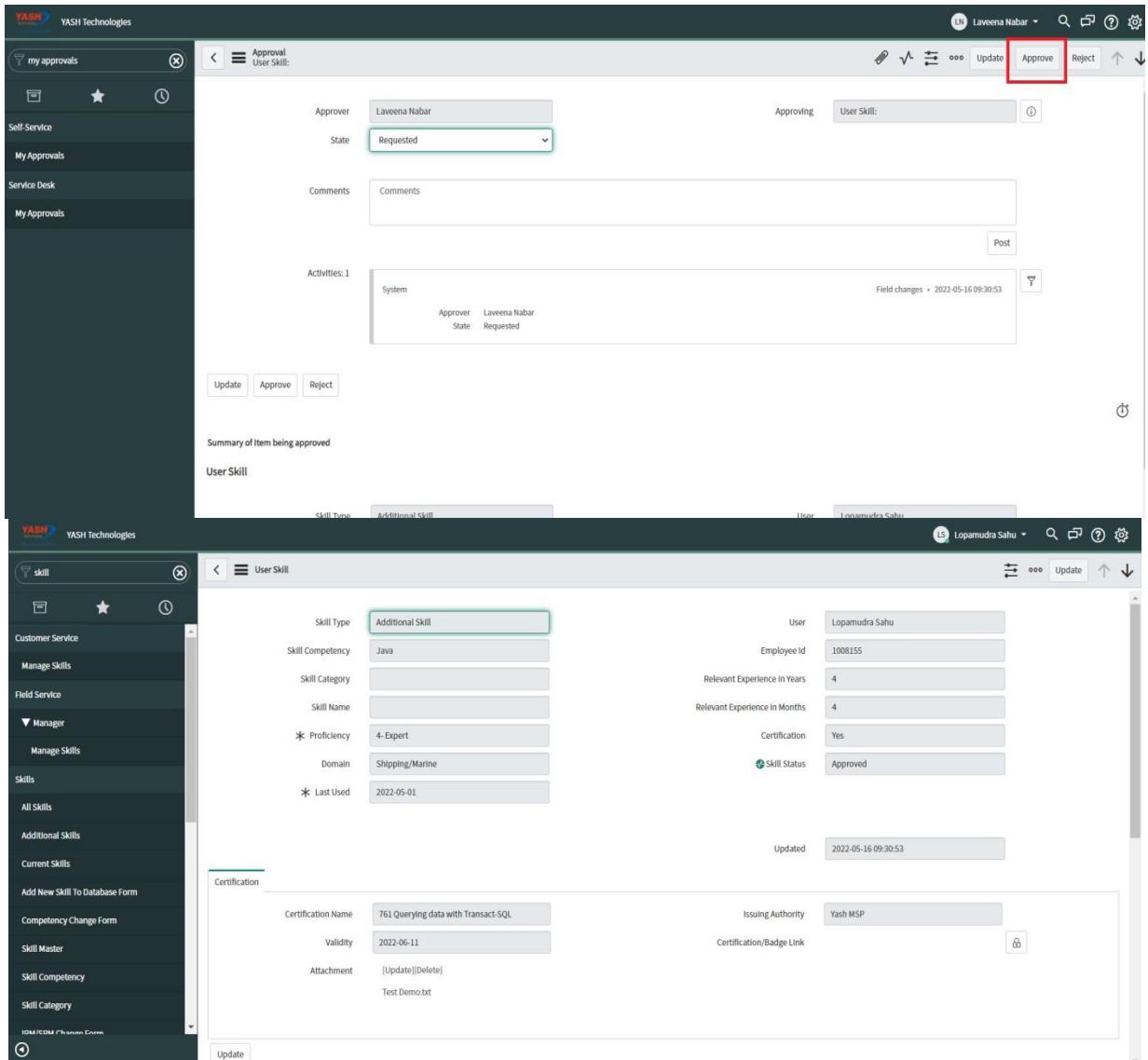


41. Select and Fill all mandatory fields and Select Certification field as Yes > select the required data under the related tabs and attach the attachment of Certification > Click on Request Approval Button.



**42.** With Adding Certification Additional skill need the L&D team Approval.

**43.** L&D Team Will approve by Clicking on Approve UI Action and Skill cycle will complete.



The screenshot displays two related screens from the YASH Technologies HRIS system:

**Top Screen: Approval - User Skill**

- Approver:** Laveena Nabar
- State:** Requested (highlighted with a red box)
- Comments:** Comments
- Activities:** 1 System entry (Approver: Laveena Nabar, State: Requested) with a timestamp of 2022-05-16 09:30:53.
- Action Buttons:** Update, Approve (highlighted with a red box), Reject.

**Bottom Screen: User Skill**

- Skill Type:** Additional Skill (highlighted with a red box)
- User:** Lopamudra Sahu
- Employee ID:** 1008155
- Relevant Experience in Years:** 4
- Relevant Experience in Months:** 4
- Certification:** Yes
- Skill Status:** Approved
- Updated:** 2022-05-16 09:30:53
- Certification Details:**
  - Certification Name:** 761 Querying data with Transact-SQL
  - Validity:** 2022-06-11
  - Issuing Authority:** Yash MSP
  - Attachment:** Test Demo.txt

**Left Sidebar:** The sidebar includes links for Self-Service, My Approvals, Service Desk, and My Approvals.

**44. Emails will trigger for Additional skill request and Approval.**

**Approval For Additional Skill Request**

DW Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Hi LnD Team,  
Lopamudra Sahu has requested for additional skill of Spring Core to their profile. Request you to please review and take appropriate action.  
**Skills Link:** [LINK](#)

Regards,  
PMO

[Unsubscribe](#) | [Notification Preferences](#)  
Ref:MSG0173225\_tVmLJ0zUD9GNE2FUzbbJ

Completed.  What is this?  This has been completed.

Are the suggestions above helpful? Yes No

[Reply](#) [Forward](#)

**Your new additional skill request has been approved by LnD**

DW Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Hi Lopamudra Sahu  
Your request for additional skill of Spring Core has been approved by LnD team.

Regards,  
PMO

[Unsubscribe](#) | [Notification Preferences](#)  
Ref:MSG0173226\_Isev8QYGYeD2CFWebbmL

Thank you!  Great, thanks!  Thank you very much!

Are the suggestions above helpful? Yes No

[Reply](#) [Forward](#)

**Your new additional skill request has been completed Successfully**

DW Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Hi Lopamudra Sahu  
Your request for additional skill of Spring Core has been completed successfully.

Regards,  
PMO

[Unsubscribe](#) | [Notification Preferences](#)  
Ref:MSG0173227\_v8gyvpNECrd21BpiF9qP

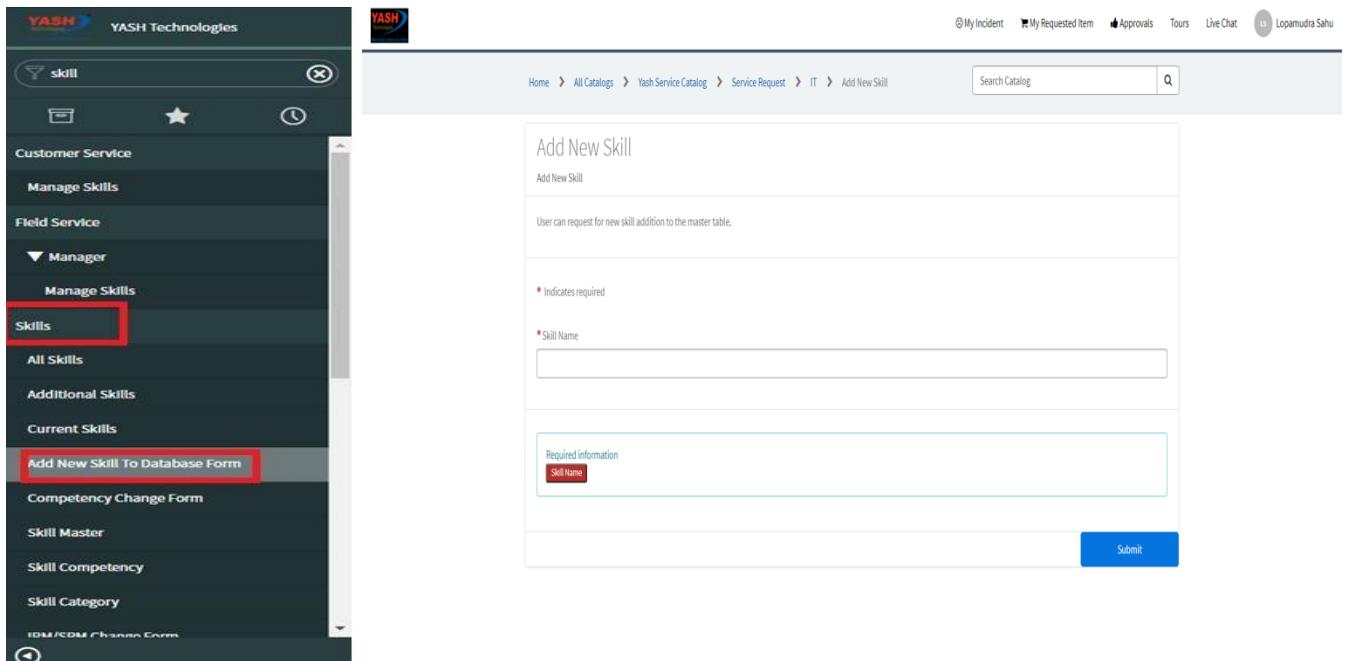
Thank you!  Thank you so much for your help.  Thank you for your help!

Are the suggestions above helpful? Yes No

[Reply](#) [Forward](#)

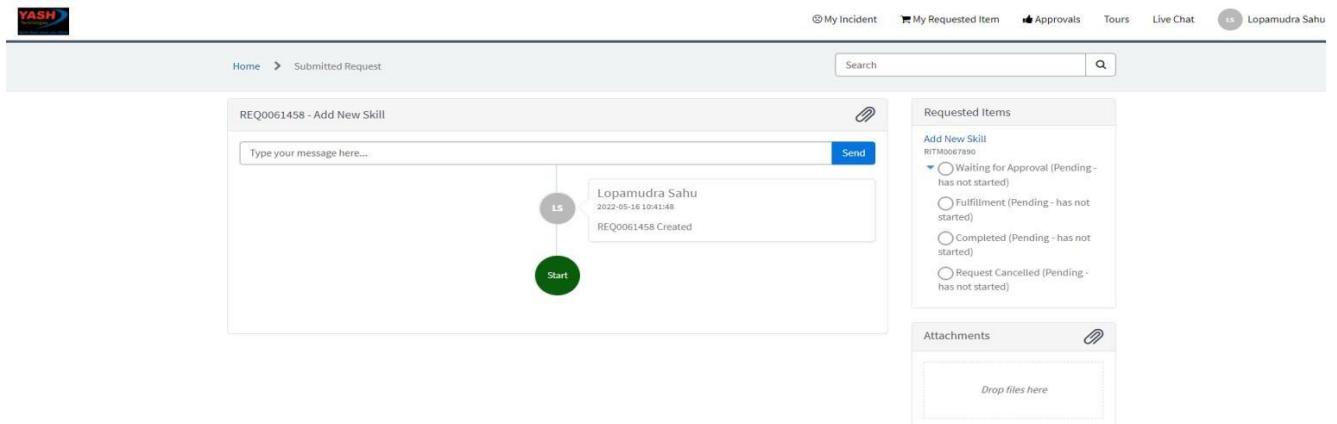
## Add New Skill in Database form and its Approval process

- 45.** For adding new skill in database form Navigate Skills > click on Add new skill in database form > System will redirect to Service portal page to add new skill .

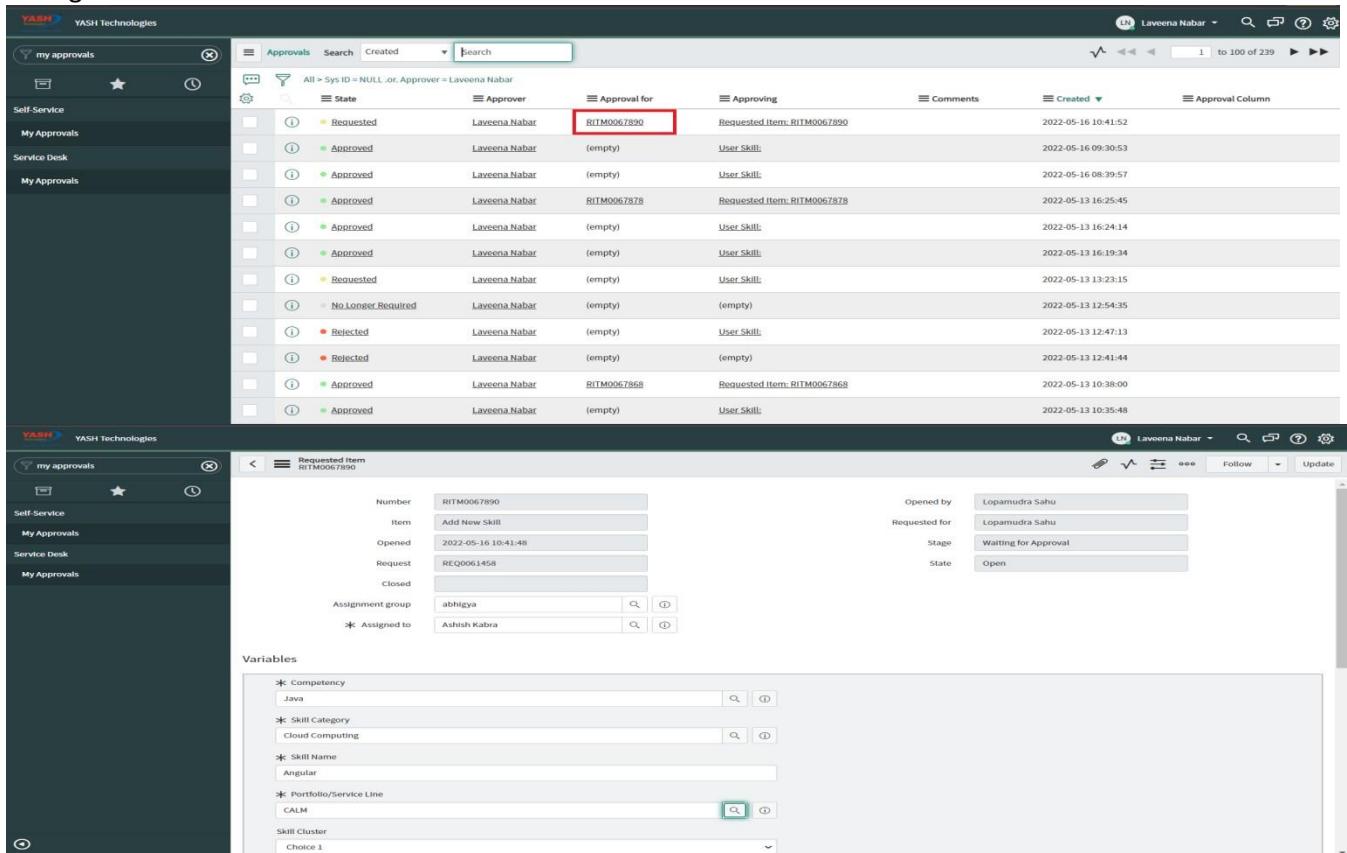


- 46.** Add New skill in Database form and Click on Submit

- 47.** After submitting the form user can see the skill cycle is Waiting for approval



- 48.** Approval will take L&D Team approval for adding new skill in database form.
- 49.** L&D Team can Navigate My Approvals > Click and open the with RITMXXXX number and Add some mandatory details for adding new skill.

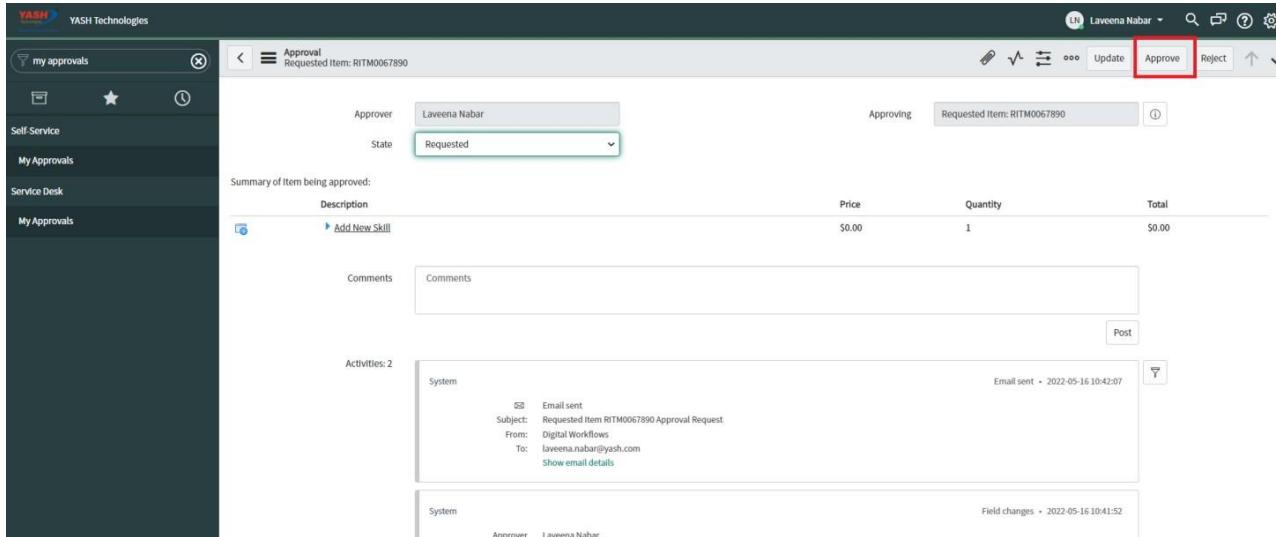


The screenshot shows two windows of the YASH Technologies application:

- Top Window (List View):** A grid of approval items. One item is highlighted with a red box around its "Approval for" column, which contains the value "RITM0067890".
- Bottom Window (Detail View):** A form for "Requested Item RITM0067890". It includes fields for Number (RITM0067890), Item (Add New Skill), Opened (2022-05-16 10:41:48), Request (REQ0061458), Closed (empty), Assignment group (abhlgya), and Assigned to (Ashish Kabra). On the right, it shows details like Opened by (Lopamudra Sahu), Requested for (Lopamudra Sahu), Stage (Waiting for Approval), and State (Open).

- 50.** L&D Team member can add more details and Update the form.

**51. . L&D team can Open the Requested Record and Approve it by clicking on Approve UI Action**



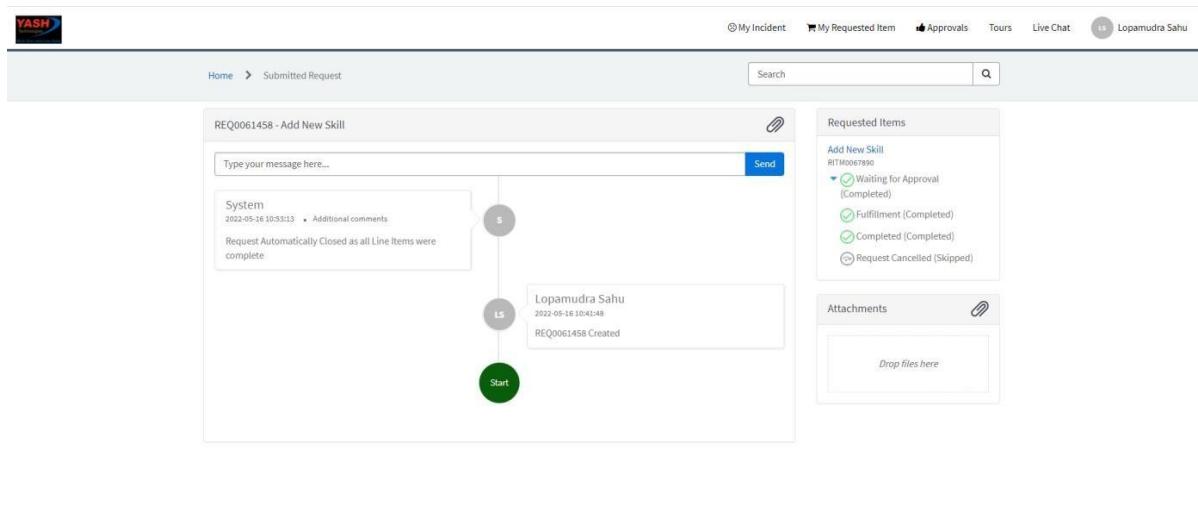
The screenshot shows the 'Approval' screen for a requested item. The 'Approve' button in the top right corner is highlighted with a red box. The item details include:

- Approver: Laveena Nabar
- State: Requested
- Summary of item being approved:

Description	Price	Quantity	Total
Add New Skill	\$0.00	1	\$0.00

- Comments: Comments
- Activities: 2
  - System: Email sent (Email sent • 2022-05-16 10:42:07)
  - Approver: Laveena Nabar (Field changes • 2022-05-16 10:41:52)

**52. After taking Approval from L&D Team User can verify that the Request for approval from L&D Team is Approved and the cycle got completed.**



The screenshot shows the 'Submitted Request' page for item REQ0061458. The workflow status is displayed as follows:

```

    graph TD
        Start((Start)) --> S1((S))
        S1 --> LS((Lopamudra Sahu))
        LS --> End((End))
    
```

Request Automatically Closed as all Line Items were complete.

Requested Items:

- Add New Skill RITM0067890
  - Waiting for Approval (Completed)
  - Fulfillment (Completed)
  - Completed (Completed)
  - Request Cancelled (Skipped)

Attachments: Drop files here

- 53.** Emails will trigger for Requesting and Approval user Skills from L&D Team member with below format

Requested Item RITM0067894 Approval Request

Your request REQ0061462 has been completed...  
Click here to view Request: REQ0061462

Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Mon 5/16/2022 12:57 PM

[Click here to approve RITM0067894](#)

[Click here to reject RITM0067894](#)

**Approval Activity:**  
 chitturi karthikavalli - Requested  
 Guddeti Krishna - Requested  
 JYOTI KUMARI - Requested  
 Laveena Nabar - Requested  
 Nidhi Singh - Requested  
 Prashant Singh - Requested  
 Sai Vadapalli - Requested  
 Vadlampuri Sowmya - Requested

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

Your request REQ0061462 has been completed

Digital Workflows <yashinmsptest@service-now.com>  
To: Integrationptg Notification

Mon 5/16/2022 12:59 PM

[Click here to view Request: REQ0061462](#)

Number: REQ0061462  
 Due date: 2022-05-18 12:57:17 IST  
 Opened: 2022-05-16 12:57:17 IST  
 Approval: Approved  
 State: Closed Complete

Requested items:  
 RITM0067894: Add New Skill, Stage: Completed

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0173251\_6qSbSI0Z6paJadlveBYa

[What is this?](#) [Thank you!](#) [Is this a scam?](#)

 Are the suggestions above helpful? Yes No

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## Q/A for Skill Management

### 1. What is the Skill management application in Service Now and why it is used for Users?

Ans:- Skill management application will helps to create Skill and certification of users requirement for organization.

### 2. What is the difference between Current Skill and Additional Skill in SNOW Platform?

Ans:-Current skill to create currently using skill for organization which is as a first priority and additional skill is as extra knowledge with applicable certification which may be use for resource if needed.

### 3. How Current Skill will create?

Ans:- Navigate Skills> Current skill module > Click on New Button > Opening a form of current skill > fill the form and send for approval .

### 4. How Additional Skill will Create?

Ans:- Navigate Skills> Additional skill module > Click on New Button > Opening a form of Additional skill > fill the form and send for approval.

### 5. What all the Approval Process for Current Skill Request?

Ans:- IRM approval > CM Approval > L&D Approval

### 6. Why Certification Dropdown Field is available there in current skill and how it is used?

Ans:-Certification field is to add certification details with attachments.

Click on certification dropdown> select as YES> User can see related tab of certification to fill all details.

### 7. If Certification is not added in Current Skill then what approval process will need to follow for users?

Ans:- IRM approval > CM Approval > Skill cycle completed

**8. If Certification is added in Current Skill then what approval process will need to follow for users?**

Ans:-IRM approval > CM Approval > L&D Approval> Cycle completed

**9. How user will get to know whether the Skill Approval cycle is progressing /not from approvers?**

Ans:- Through email/notifications

**10.What will happen if anyone from the approvers will not able to approve for the particular time period?**

Ans:- Escalation/Reminder emails will trigger to user's manager

**11.What is delegation process and how it is applying here in Skill approvals process?**

Ans:- Need to check

**12.How to create Additional skill and what is the approval process for it?**

Ans:- Navigate Skill > Additional skill > Create new > Add all mandatory details > Request for approval.

Approval process:- L&D approval needs for Additional Skill

**13.Why the Request approval button is available there in Additional skill for without certification as it does not need any approval from others/ and auto approved process is following?**

Ans:- Need to check

**14.What is the use of Add new skill in Database form module under Skill?**

Ans:- Add new skill in database form means user can add his/her new skill which knowledge he/she has and can use in organization.

**15.What approval need for Adding new skill in Database form.**

Ans:- L&D Approval

**16.How user will get to know that his/her new skill added in Database form after getting approval?**

Ans: Need to check

**17.What is the difference between in Additional skill and Add new in database form module?**

Ans:- Need to check

**18.If In Certification drop down field “Others” option is available then How user will add his/her certification name over there for skill.**

Ans:- Need to implement

**19.Does skill added in ServiceNow will reflect in Infogram?**

Ans:- Yes, Skills added by user in ServiceNow will reflect in Infogram after approval.

**20.Does skill added in Infogram will reflect in ServiceNow?**

Ans:- No, the skill data will flow only from ServiceNow to Infogram not vice versa

**21.What user need to select if certification is not available for Current /additional skill?**

Ans:- Certification dropdown should select as NO

