

Service Catalog - Task Reassignment

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/33d2d8181b4eb9d0f591edb8624bcbd0',

'value': '33d2d8181b4eb9d0f591edb8624bcbd0'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/a7d0f2791b8e0a544580ca21604bcbb6',

'value': 'a7d0f2791b8e0a544580ca21604bcbb6'}

Once the Request has been created and after research has been completed, you can then change the Assignment Group name to the group that will be working on the request.

SIDE NOTE – be sure to enter notes as to why you think this team should get the request.

Change the Assignment Group to the proper fulfillment team.

3. In the below screenshot, the task has been reassigned to the DTI-ADEX-DB2 Database Support group.