

GSD. How to delegate approval rights in the IT Service Portal

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General Information:

Possible symptoms/errors:

How to delegate approval rights in the IT Service Portal

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

There are different situations conceivable that can require the delegation of approval rights to another person. With this article, you will be able to help user to find out how they can assign delegates as approver.

In the following, we assume that the manager of End User1 is End User4. Consequently he is responsible to approve the requests in the IT Service Portal of End User1. Due to vacation, End User 4 delegates his approval responsibilities to his manager End User5.

End User1 RequestorEnd User4Approver, delegates his responsibility to End User 5End User5Approver during holiday of End User4

Perspective End User4: Delegates approval rights within the IT Service Portal:

End User4 logs into IT Service Portal and configures the approval delegation:

1. Advise user to open their profile in IT Service Portal.
2. Click on New to configure a new approval delegation.
3. Ask user to select End User5 as Delegate and modify start and end Date as required. Advise them to click Save to finish the approval Delegation.
4. Open the Profile again to check the result. You can click on the row to open and modify the Delegation.

Note: Only requests made after delegation will be forwarded to delegate. As a consequence, it is necessary to approve all old (pending) requests before leaving.

Perspective End User5: Approve requests as delegate within the IT Service Portal:

So far, End User5 cannot see any open approvals of End User1, because he is not able to see "old/pending" requests, meaning requests made before delegation.

When End User1 now orders something during the holiday of End User4, the situation for End User1 is still the same. He orders something and chooses End User4 as approver.

But from now in, his approval request will be forwarded to End User5 in the background, who can see with immediate effect the new request.

Assignment Group:

Ext_WW_ServiceNow_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A