GSD. ServiceNow - How to update or request a new manager

General Information:

Possible symptoms/errors:

User would like to know how they can change or request a new Manager.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

To do so, instruct the user to request the change via User Manager Update.

Guide the user to open the IT Service Portal, search for manager update and select the Request form from the search results list.

Ask the user to submit the request.

Note: The field Order For is automatically filled with the user's name. They can also use Order For to replace the user.

In case of any issues pass the ticket to Ext_WW_ServiceNow_SLS_Capgemini

NOTE: If the user would like to request a new manager for themselves or for another user, they need to follow the same steps as described above.

Following approvals are triggered after request submission:

Approval by the person for whom the change is requested. This step is skipped if the user is requesting the change for themselves.Approval by the manager selected.

Assignment Group:

Ext_WW_Global-Service-Desk_FLS_CapgeminiExt_WW_ServiceNow_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

User Manager Update

https://fmcna.service-now.com/sp?id=sc_cat_item&sys;_id=f6ff563137fcf600a2b8466754990e24

IT Service Portal

https://fmcna.service-now.com/sp