ServiceNow Group Naming Standards

Fresenius Medical Care

ServiceNow Group Naming Standards

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5/18/2021

Revised by ROMEO RODRIGUEZ on April 22, 2025

Purpose

The purpose of this document is to provide guidance and governance for group naming in ServiceNow, to ensure we have consistent naming across the platform.

Anatomy of a ServiceNow Group Name

Prefix-REGION-Business Segment-Purpose - Support Level

PrefixesThe prefix in the group name identifies the type of group being defined in the platform. The following prefixes are approved:

Group Type

Prefix

Purpose

Approver Group

TAG

Used for Change Management approval groups. These groups are responsible for reviewing and approving change requests in accordance with change policies and workflows.

Assignment Group

ITS

Identifies an ITIL-based support group that owns, resolves, or escalates incidents, requests, changes, or problems.

Region

Regions are used to define what part of the world in which the group is based for support. Regions are currently defined as:

NA

North America

EMEA

Europe, Middle East and Africa

APAC

Asia Pacific

LATAM

Latin America

Business Segment

Business Segments is a distinct part of the company that operates independently or focuses on a specific product line, service, or market.

Business Need

Groups "Which Part"

Suggested Acronym

Application Service Delivery (Bill Fink)

ADEX

BUIT Home

Business Partner - IT (Duane Dumont)

BP

Business Partner IT Support (Ari Chompre)

BPI

Clinical Apps

Clinical Applications COE (Tess Hetzel)

CACOE

Data Analytics

Data and Analytics COE (Zuwen Kuang)

DACOE

Database

DBAS

Digital Apps

SaaS

Enterprise Applications

Enterprise Apps COE (Jean Fulchino)

EACOE

End User

End User Experience (Jack Donnelly)

EUX

Field Systems

FSS

Infrastructure

IT Infrastructure Management (Ami Shavit)

INF

Information Security

ISEC

PurposeA brief, functional description of what the assignment group is responsible for. This typically includes the technology, application, or service they support (e.g., Network Support, Okta MFA, PH App Support). The purpose should be concise and clearly communicate the group's area of responsibility within IT services or business operations.

Purpose

Example

Med System Support

TAG-Global-ADEX-Med_System_Support

Network Equipment

TAG-LATAM-INF-Network_Equipment

Network Support

ITS-EMEA-INF-Network_Support - L1.5

PH App Support

ITS-APAC-EUX-PH_App_Support - L2

Okta MFA

APAC-EUX-Okta_MFA

Level Indicates the tier of support the assignment group provides. This field is only applicable to Assignment Groups and must be one of the following four predefined values:

L1 – First-level support. Typically handles initial triage, user-reported issues, and basic troubleshooting.L1.5 – Intermediate support tier. Typically used in specialized support models where tasks exceed L1 capabilities but don't yet require full L2 escalation (e.g., platform-specific triage or app-specific triage teams).L2 – Second-level support. Handles more complex technical issues, often requiring deeper expertise or configuration access.L3 – Third-level support. Reserved for subject matter experts (SMEs), developers, or vendor support responsible for resolving highly complex or system-wide issues.

Note: Levels must be selected from this predefined list. If a group's function does not align with these levels, the Level field should be left blank (e.g., for approval or user groups).

Group Naming Examples

The following table contains examples of approved group names following the defined naming standards:

Group Type

	Prefix	Region	Business Area	Purpose	Level	Example
Approval Group	TAG	Global	ADEX	Med System Support	N/A	TAG-Global-ADEX-Med_System_Support
Approval Group	TAG	LATAM	INF	Network Equipment	N/A	TAG-LATAM-INF-Network_Equipment
Assignment Group	ITS	EMEA	INF	Network Support	1.5	ITS-EMEA-INF-Network_Support - L1.5
Assignment Group	ITS	APAC	EUX	PH App Support	2	ITS-APAC-EUX-PH_App_Support - L2
User Group						

APAC

EUX

Okta MFA

APAC-EUX-Okta_MFA

Ready to create a Group?

Please ensure that your group name follows the above naming conventions.

When you are ready to create a new group in ServiceNow, log into the platform and from the Service Portal, choose User and Group Security >> Create new group.