

Create\Modify\Retire an Assignment Group

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ServiceNow Assignment Groups are Active Directory (AD) Groups with specific attributes. In order to create an AD group, submit a Generic Request Ticket. In the ticket notes mention the Assignment Group DTI-INF-IAM - L3.

In the ticket, supply the:

Action: Create\Modify\Retire Group Name: If Action is Modify: New Group Name: If Action is Create: Group Manager Name: If Action is Create: Group Description:

If Action is Create, another Generic Request needs to be created. In the ticket notes mention:

Group Name: Request that the ITIL Role be added to this group in ServiceNow.Assignment Group: DTI-INF-ServiceNowSupport

If Action is Retire, another Generic Request needs to be created. In the ticket notes mention:

Group Name: Request that the ITIL Role be removed from this group in ServiceNow.Assignment Group: DTI-INF-ServiceNowSupport

Create Assignment Group

Create New Group

Rename Assignment Group

Rename Group

Retire Assignment Group

Retire Group