ServiceNow: "Creating a Assignment group In ServiceNow"

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Issue Description:

Creating a Assignment group

Environment: User requesting for new Assignment group.Steps to follow for creation:1. Before creating the Assignment group, gather below basic information from user/caller and route the incident to "Product owners (Ext_WW_ServiceNow_TLS_Capgemini) " get approval for the creation of the assignment group in servicenow.Name :Manager :Group email :Integration Partner :Deputy :Internal Representative :Unlock Internal Representative :Parent :Department :Type :Service Desk :External :Support Level :Data Domain :2. After approval, navigate to "sys_user_group_list.do" table (https://fnc. service-now.com/sys_user_group_list.do?sysparm_clear_stack=true&sysparm;_userpref_module=0e5 7b4d7c0a8016401796649a62fcde3) and click on "New" to create the new group record as shown in the below screenshot

3. After clicking on the new button we will get the form as shown in the below screenshot.4. Now fill all the details like Name, Manager, Deputy, Internal Representative and type provided by the Caller/end user.Note: I. Name : the naming convention of assignment group consists of several elements each of which divided by "_"The complete name looks like this____II. By default, we need to give incident, Problem, editableportal and assignment as type while creating a new assignment group.5. After entering all the details click save.

6. Once the group got created assign all the default roles based on the data domain.

Roles :

itiltemplate_editor_groupfilter_groupu_expense_line_fips_request --- (not required for Kabi group creation) u_fnc_inc_notification_omitteru_fnc_inc_solman_intf_admin7. Add manager and deputy as group members to the assignment group by default.

8. If the assignment group is created and assigned all the roles and group members, assign the incident to the solman group "Ext_WW_SAP-Solution-Manager_SLS_Capgemini" for the creation of solman ID.

9. After the incident is back from the solman group "Ext_WW_SAP-Solution-Manager_SLS_Capgemini", go to "solman_groups_list.do table (https://fnc.se rvice-now.com/u_solman_groups_list.do?sysparm_clear_stack=true&sysparm;_userpref_module=c8bc f23fdbc6a7002b1c298a4896190d) " and click on "New" button as shown in the below screenshot.10. A new form will open as shown in below , now provide the group ID and group name in the empty fields as shown in the below screenshot and save the record.

11. Now go to the groups table, open that assignment group and enter the solman group, meta data as shown in the below screenshot.Resolution:

Now the assignment group has been created successfully.

Cause:

Creating new assignment group in ServiceNow