

## **ITSM Role - Brief Documentation**

The IT Service Management (ITSM) role in ServiceNow enables users to manage key IT support processes such as incidents, service requests, change requests, and problem records. This role is commonly assigned to support analysts, helpdesk engineers, and operations staff who are responsible for handling and resolving customer or internal IT-related issues.

### **Key Responsibilities Provided by ITSM Role**

- Create and update Incident Records
- Work on Service Requests assigned to the user or team
- View and manage Problem and Change items as per configuration
- Ensure smooth tracking of customer issues and IT-related tasks

### **Most Common ITSM Role**

'itil' - This role allows users to create, modify, and resolve incident and request tickets. It is the standard operational role in ServiceNow for IT support.

### **Why ITSM Role is Required in Power Automate Integration**

When using the ServiceNow connector in Power Automate to create or update tickets, the ServiceNow account used for authentication must have the ITSM/itil role. Without this role, the flow will not have permission to write records in ServiceNow, which will result in access or authorization errors.