Update ServiceNow Assignment Group Membership Request

Overview

Note: This request is only applicable to licensed Finance and HR users

CUIT will be implementing a self-service catalog request form to facilitate the process of updating ServiceNow assignment group membership. This document covers the process of submitting a request. Please note:

- Only assignment group(s) in which the requester is a member of are selectable
- Supports the adding and removal of multiple users via a single request
- Group manager approval is required unless the group manager submits the request
- HR or Finance license approval is also required after group manager approval
- Depending on input user affiliations the request might require CUIT Service Management Office approval

Accessing the Request

- Self-Service > Service Catalog > IT Professional Services > Service Management Solutions > Update ServiceNow Assignment Group Membership
- Or <u>click here</u> to access the URL.

| Filter navigator | Service Catalog | |
|--|---|--|
| | Question or Problem? | Security Application Requests |
| Self-Service | Create A New Incident | People at Columbia (PAC) Security Applications Financial Systems Security Application |
| | Academic Systems | Financial Inquiry Application |
| Нотераде | CourseWorks | Staples Request |
| Service Catalog | | Central Request |
| Create New Incident | Accounts and Access | Labor Accounting Requests |
| | E Shared Drive Account Administration | Cost Transfer |
| Connect Chat | Administrative Systems | Dragourgement Degradets |
| My Incidents | Electronic Document Management | Associate Double Durb Douteet |
| My Service Requests | | Accounts Payable Rush Payment |
| | Electronic Signature | Copy of a Check |
| My Shopping Cart | Cloud Services | Location Setup Request |
| My Profile | Amazon Web Services (AWS) | Payment Card Program |
| My Approvals | | Human Resources/Payroll Requests |
| Mu Tanand Damumanta | Computer Lab and Classroom Technologies | Overpayment Recovery |
| my lagged bocuments | E Classroom lechnologies | Pay Error/Correction |
| My Assessments & Surveys | Email and Calendar | Payroll Stop Payment |
| Service Desk | Email and Calendaring | Treasury Requests |
| Finance Incidents | IT Professional Services | Merchant Account Requests |
| Change | Service Management Solutions | |
| Service Catalog > IT Professional Services > Ser | rvice Management Solutions 20 pe | er page 🛊 🔍 Search catalog 🔹 |

Service Management Solutions

Service Management Solutions

Items □ Update ServiceNow Assignment Group Membership ▶ preview

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Submitting the Request

- Select the assignment group that you want to add/remove user(s) from/to
- Under **Available**, for the respective add/remove user bucket, enter the UNI of user that you want to add/remove and move the user to right bucket using the right pointer arrow. Repeat for additional users or use the left pointer arrow to reverse.
- Select Order Now
- On the next screen select Check Out

| Service Catalog > IT Professional Services > Service Management Solutions > Upda | te ServiceNow Assignment Group Membership | | P |
|---|--|-------------------------------------|---------|
| This form is used to request an update to a CUIT assignment group m Note: | embership (e.g., add/remove). | Order this item Delivery time 30 | Minutes |
| Group manager approval required unless group manager sul Delivery time is within minutes after the request is approved | bmits the request by the group manager and CUIT Service Management Office | CIGE HOW | |
| Update ServiceNow Assignment Group Members * Select Assignment Group to Add/Remove User(s) From/To | Approving Group Manager | | |
| Add User(s) to Assignment Group | | | |
| More Information Available | Selected | | |
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| aa110 sa12 aa122 aa122 aa123 aa124 | | | |
| aa120 aa127 aa128 | | | |
| Remove User(s) from Assignment Group More Information | | | |
| Available | Selected | | |
| None | -None- | | |
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| K Shopping Cart | | Check | kout |
| Are the contents of your cart correct? Please double check the items and remove and edit | where appropriate | | |
| Item | Delivery Time | Price (ea.) | Total |
| Delete Edit P Update ServiceNow Assignment Group Membership | 30 Minutes | -025 T | |