ServiceNow Approval Management Process Map

Berkeley Campus Shared Services

Campus | CHR | CSS

ServiceNow Request to Add/Subtract Approvers

CSS, with CHR, determines if Requester is authorized. If…

For detailed instructions, see Adding a Funding Change Approver Job Aid on ServiceNow for HR/APS page of CSS website. (http://sharedservices.berkeley.eud/hr-aps-sn-resources)

On List?

No

"Gatekeeper" Master List

Yes

APPROVES

REJECTS

Requester receives a ServiceNow confirmation

Requester receives a ServiceNow notification

Gatekeeper Master List is maintained by Central HR (CHR).
- Under the purview of a VC or Dean, only Gatekeeper(s) have the authority to add/remove ServiceNow Approvers.
- Tommy Howard, AVC HR Chief of Staff is the steward for the ServiceNow Gatekeepers List.
- To request changes to the list – VC's, Deans (or their designee) should send requests to Tommy Howard at: thomash@berkeley.edu.

CSS follows-up with Requester via email

ServiceNow FAQs (Bundle 2: 12-15-16)

for CAMPUS CLIENTS

COMMON

QUESTIONS

about

GATEKEEPER

ROLES

Berkeley Campus Shared Services

1. Who is a Gatekeeper? *A: Gatekeeper is the person who adds or removes Approvers for their unit.*

2. Q: How do I know if I'm a Gatekeeper? *A: See* Gatekeeper list

3. Q: How do I become a Gatekeeper*? *A: Contact your VC/Dean. Your VC/Dean should send an email requesting to add you as a Gatekeeper to Thomas L. Howard (*thomash@berkeley.edu*)*

4. Q. What information should the Gatekeeper have before requesting to add or remove an Approver? *A: They must know if they are listed as a Gatekeeper, which authorizes them to request an Approver. They should also know who the Approver is before they submit a request and if they should be Approver 1 or Approver 2.*

5. Q. How does a Gatekeeper add or remove an approver? *A: Once the Gatekeeper has all the information, they submit an official request to ServiceNow. Once inside ServiceNow, click-on the 'Can I help you' option in the Service Catalog. The user then chooses 'add' or 'remove' an approver and proceeds to checkout. (See Job Aids in* ServiceNow Resource Library *on the CSS Website)*

6. Q: How long does it take to add or remove an Approver? *A: The request will be processed by the CSS Group Manager within 5 business days. The Group Manager (housed within Campus Shared Services) cross-references the Gatekeeper List and approves or rejects Approver requests submitted by the Gatekeeper. The Gatekeeper will receive an email notification of the outcome.*

For additional information on Gatekeepers and Approval List Management, see "Approval List Management Process Map" (page 1).