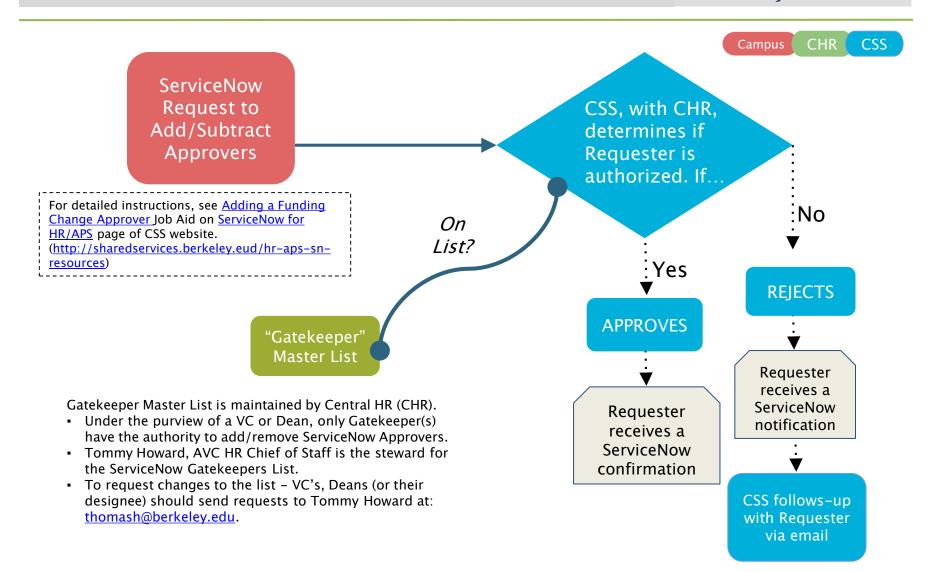
ServiceNow Approval Management Process Map

Berkeley Campus Shared Services



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

for CAMPUS CLIENTS

COMMON

QUESTIONS

about

GATEKEEPER

ROLES

Campus Shared Services

Berkeley

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 <u>ServiceNow</u> <u>Resource Library</u> 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).