



CREATING THE NEXT

Managing Resource Groups as a Resource Manager

Quick Reference Guide

Managing Resource Groups

Resource Managers can manage Groups for the organization within the **Resource** module in ServiceNow.

1. By searching for a **Group** and clicking on its name, Resource Managers can manage information about a Resource Group such as the manager (useful for filtering the Allocation Workbench and for Time Sheet approvals), hourly rates for Users in the group, and average hours/ day.
2. If a change is made to a Group's average hours/ day, clicking **Update Resource Capacity** will propagate that Group's capacity information across ServiceNow.
3. Resource Managers can also add members of the Group in the **Group Members** related list, and assign **Skills** to an entire resource group. Admins are the only ones who can remove users from a resource group.

Note: While you can technically add a resource to multiple resource groups, it is best practice to ensure users are only in one resource group at a time. Adding a person to multiple groups overstates capacity as that resources hours are fully counted in each group, meaning, they will be double counted. There is no way to split capacity/allocation across groups for one User.

