



Managing Resource Roles as a Resource Manager

Quick Reference Guide

Managing Resource Roles

- Resource Managers can manage Roles for the organization within the **Resource** module in ServiceNow.
- In the Resource Roles module, a Resource Manager can create a new Resource Role by clicking **New**.
 - By searching for a Resource Role and clicking on its name, Resource Managers can manage information about a Resource Role such as the hourly rate for those assigned to the role.
 - Resource Managers can also add/remove members of the role under the **Users** Related List.

Notes:

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

The Resource Reports that come with ServiceNow do not allow you to report on Roles. Only Users and Groups. Therefore, in order to do role-based capacity and availability reporting, you will need to develop custom reports for that using the ServiceNow Report Builder.

The screenshot illustrates the ServiceNow interface for managing Resource Roles. It is divided into three main sections with numbered callouts:

- Callout 1:** Points to the **Resource Roles** button in the left-hand navigation menu.
- Callout 2:** Points to the **New** button in the top right of the Resource Roles list, and to the **Test Engineer** role entry in the list below.
- Callout 3:** Points to the **Users** button in the top left of the 'Resource Role - Test Engineer' details page.

The **Resource Roles** list displays the following data:

Name	Description	Hourly rate
DBA	DBA	\$120.00
Test Engineer	Test Engineer	\$60.00
Solution Architect	Solution Architect	\$120.00

The **Resource Role - Test Engineer** details page shows the following information:

- Name:** Test Engineer
- Hourly rate:** \$ 60.00
- Description:** Test Engineer

Below the details, there is a **Users** related list showing the following user:

User
Shanna Numkena