

Roles

Roles allow staff users to change a user's group and team, but restricts the staff user to only Roles they have permission to grant. (e.g. Business Admin cannot grant someone Admin access). Roles are associated with teams and groups, so adding or removing a role will also add or remove the user's group and team. Roles also have a flag, Uses Assigned License, which the Employee table links to and refreshes on a rule after every save.

Default Roles

Below are the default roles. You can delete or add more roles by going to the Roles Table.

Role Name	Associated Group	Associated Team	Uses Assigned License
Contract Manager	Contract Manager	Contract Management Team	Yes
Change Approver	Approver	Change Approver Team	Yes
Change Manager	Change Manager	Change Management Team	Yes
Backup and Storage Team Member	Base ServiceDesk	Backup and Storage Team	Yes
Change Advisory Board Member	Change Manager	Change Advisory Board	Yes
Clause Library Manager	Business Admin	Clause Library Team	Yes
Compliance Team approver	Approver	Compliance Team	Yes
Configuration Manager	Configuration Manager	Configuration Management Team	Yes
Contract Creator	Contract Creator	Contract Creator Team	No
Contract Owner	Contract Owner	Contract Owner Team	Yes
Custom Applications Service Desk Team	Base ServiceDesk	Custom Applications Team	Yes
Database Team	Base ServiceDesk	Database Team	Yes
Desktop Applications Team	Base ServiceDesk	Desktop Applications Team	Yes
Document Creator	Document Creator	Document Creator Team	No
Document Manager	Document Manager	Document Management Team	Yes
Document Reviewer	Document Reviewer	Document Reviewers Team	Yes
Facilities Team	Base ServiceDesk	Facilities Team	Yes
Finance approval team	Approver	Finance Team	Yes
HR Team	Base ServiceDesk	HR Team	Yes

Internal Customer for service desk	Internal Customer	Internal Customer Team	No
Internal Signer for contracts	Internal Customer	Internal Signer Team	No
IT Executive Board for change approvals	Approver	IT Executive Board	Yes
Legal Team Approver	Approver	Legal Team	Yes
Marketing Team	Marketing	Marketing Team	Yes
Network Operations Team	Base ServiceDesk	Network Operations Team	Yes
Project Manager	Project Manager	Project Manager Team	Yes
Purchasing Team	Procurement Group	Purchasing Team	Yes
QA Team	Base ServiceDesk	QA Team	Yes
Risk Approval team for contracts	Approver	Risk Team	Yes
Sales Person	Sales	Sales Team	Yes
Security Team	Base ServiceDesk	Security Team	Yes
Service Manager	Service Manager	Service Management Team	Yes
System Administrator	Base ServiceDesk	System Admin Team	Yes
Vendor Manager	Base ServiceDesk	Vendor Management Team	Yes
Business Admin	Business Admin	Admin Team	Yes
Base Service Desk group only	Base ServiceDesk		Yes
1st Level Support	Base ServiceDesk	1st Level Support Team	Yes
2nd Level Support	Base ServiceDesk	2nd Level Support Team	Yes
admin	admin	Admin Team	Yes