

# Roles

You can access your system's roles by expanding People and Companies in the left pane of the system, and then clicking the Roles table. Roles are associated with teams and groups, so using the Add or Remove Roles on a user's record adds or removes the appropriate group and team. In the Standard System Demo only a few groups are actually able to modify a user's role. By default, these groups include the admin groups of Admin, Admin Import, Business Admin, but also tend to include relevant managerial roles. For example, the roles 1st Level Support and 2nd Level Support are available to the admin groups, as well as the Service Manager, which shows that the Service Manager oversees 1st and 2nd Level Support roles. You can view a complete list of the groups that each role is available to by viewing the Roles record or by consulting the table in the [Default Roles](#) section.

Roles also have a flag called Uses Assigned License that can be used to track which users hold an assigned license. It should be noted that this does not actually assign a license to the individual with the selected role, although a search can be created to automatically assign available Assigned Licenses to users who have this flag set to Yes in their Employee record.

## Default Roles

Below are the default roles and how they appear in the Standard System Demo's Roles Table, listed in alphabetical order. To list Roles in alphabetical order, click the Role Name column.

Role Name	Associated Group	Associated Team	Available to Group(s)	Uses Assigned License
1st Level Support	Base ServiceDesk	1st Level Support Team	admin, Admin Import, Business Admin, Service Manager	Yes
2nd Level Support	Base ServiceDesk	2nd Level Support Team	admin, Admin Import, Business Admin, Service Manager	Yes
admin	admin	Admin Team	admin	Yes
AI User	AI User		admin, Admin Import, Business Admin	Yes
Backup and Storage Team Member	Base ServiceDesk	Backup and Storage Team	admin, Admin Import, Business Admin	Yes
Base Service Desk group only	Base ServiceDesk		admin, Admin Import, Business Admin	Yes
Budget Manager	Budget Manager	Budget Management Team	admin, Admin Import, Business Admin	
Business Admin	Business Admin	Admin Team	admin, Admin Import, Business Admin	Yes
Change Advisory Board Member	Change Manager	Change Advisory Board	admin, Admin Import, Business Admin	Yes

Change Approver	Approver	Change Approver Team	admin, Admin Import, Business Admin	Yes
Change Manager	Change Manager	Change Management Team	admin, Admin Import, Business Admin	Yes
Clause Library Manager	Business Admin	Clause Library Team	admin, Admin Import, Business Admin	Yes
Compliance Team approver	Approver	Compliance Team	admin, Admin Import, Business Admin	Yes
Configuration Manager	Configuration Manager	Configuration Management Team	admin, Admin Import, Business Admin	Yes
Contract Creator	Contract Creator	Contract Creator Team	admin, Admin Import, Business Admin, Contract Manager	No
Contract Manager	Contract Manager	Contract Management Team	admin, Admin Import, Business Admin	Yes
Contract Requester	Contract Requester	Contract Creator Team	admin, Admin Import, Business Admin	Yes
Custom Applications Service Desk Team	Base ServiceDesk	Custom Applications Team	admin, Admin Import, Business Admin, Change Manager, Service Manager	Yes
Database Team	Base ServiceDesk	Database Team	admin, Admin Import, Business Admin, Configuration Manager, Service Manager	Yes
Desktop Applications Team	Base ServiceDesk	Desktop Applications Team	admin, Admin Import, Business Admin, Configuration Manager, Service Manager	Yes
Document Creator	Document Creator	Document Creator Team	admin, Admin Import, Business Admin, Document Manager	No
Document Manager	Document Manager	Document Management Team	admin, Admin Import, Business Admin	Yes
Document Reviewer	Document Reviewer	Document Reviewers Team	admin, Admin Import, Business Admin, Document Manager	Yes
Evaluation Committee	Response Evaluator	Evaluation Committee Team	admin, Admin Import, Business Admin	Yes

Facilities Team	Base ServiceDesk	Facilities Team	admin, Admin Import, Business Admin, Service Manager	Yes
Finance Team Approver	Approver	Finance Team Approver	admin, Admin Import, Business Admin	Yes
HR Team	Base ServiceDesk	HR Team	admin, Admin Import, Business Admin	Yes
Internal Customer for service desk	Internal Customer	Internal Customer Team	admin, Admin Import, Business Admin	No
Internal Signer for contracts	Internal Customer	Internal Signer Team	admin, Admin Import, Business Admin	No
Internal Supplier Manager	Internal Supplier Manager	Supplier Management Team	admin, Admin Import, Business Admin	Yes
IT Executive Board for change approvals	Approver	IT Executive Board	admin, Admin Import, Business Admin	Yes
Legal Request /Matter Manager	Legal	Legal Management Team	admin, Admin Import, Business Admin	Yes
Legal Requester	Legal Requester	Legal Requester Team	admin, Admin Import, Business Admin	No
Legal Team Approver	Approver	Legal Team	admin, Admin Import, Business Admin	Yes
Litigation Legal Team	Legal	Litigation Team	admin, Admin Import, Business Admin	Yes
Marketing Team	Marketing	Marketing Team	admin, Admin Import, Business Admin	Yes
Network Operations Team	Base ServiceDesk	Network Operations Team	admin, Admin Import, Business Admin, Service Manager	Yes
Patent Legal Team	Legal	Patent Team	admin, Admin Import, Business Admin	Yes
Project Manager	Project Manager	Project Manager Team	admin, Admin Import, Business Admin	Yes
Purchasing Team	Procurement Group	Purchasing Team	admin, Admin Import, Business Admin	Yes
QA Team	Base ServiceDesk	QA Team	admin, Admin Import, Business Admin	Yes

Risk Approval team for contracts	Approver	Risk Team	admin, Admin Import, Business Admin	Yes
Sales Person	Sales	Sales Team	admin, Admin Import, Business Admin	Yes
Security Team	Base ServiceDesk	Security Team	admin, Admin Import, Business Admin	Yes
Service Manager	Service Manager	Service Management Team	admin, Admin Import, Business Admin	Yes
Sourcing Event Creator	Sourcing Event Creator	Sourcing Event Creator Team	admin, Admin Import, Business Admin	No
Sourcing Event Manager	Sourcing Event Manager	Sourcing Event Manager Team	admin, Admin Import, Business Admin	Yes
Sourcing Event Requester	Sourcing Event Requester	Sourcing Event Creator Team	admin, Admin Import, Business Admin	Yes
Supplier Evaluator	Supplier Evaluator	Supplier Evaluator Team	admin, Admin Import, Business Admin	No
System Administrator	Base ServiceDesk	System Admin Team	admin, Admin Import, Business Admin	Yes
Trademark Legal Team	Legal	Trademark Team	admin, Admin Import, Business Admin	Yes