In this guide, you will learn how to delegate responsibilities in ServiceNow.

Do you want someone else to be able to approve things on your behalf (like Change approvals)? Have you ever gone on vacation and come back to a pile of work you wish someone would have handled while you were gone?

In ServiceNow you can delegate your responsibilities to another person per the following instructions.

**How to Delegate Your Responsibilities in ServiceNow**

1. In the left hand menu, under the Self Service section click on “My Profile”
2. This opens your ServiceNow profile and displays a list of your current delegates. To add a new delegate click on ‘New’.

3. When you click on ‘New’ this screen comes up:

4. In the “Delegate” field type the name of the person you wish to delegate your responsibilities to or use the search magnifying glass to find them.
5. The “Starts” date/time automatically defaults to the current date and time. You may change this if you wish.
6. The “Ends” defaults to 2020-01-01 18:59:59. You can leave that date/time if you want this delegation to last indefinitely. If you want to delegate your responsibilities for a shorter period of time change the date/time the delegation of responsibilities should end.
Select the type of responsibilities you wish to delegate:

- Approvals
  - Delegate can make approvals on your behalf
- Assignments
  - Delegate can view and work on tickets assigned to you. Tickets assigned to you will appear in your delegate’s “My Work” queues.
- CC notifications
  - The delegate receives a copy of email notifications sent to you, except those marked Meeting Invitation (see below)
- Meeting invitations
  - Delegate receives a copy of any meeting invitations sent to you by the ServiceNow system (for example Change calendar invitations)

You may check one or more boxes

Click on “Submit” to save your changes.

Note: Delegation is NOT retroactive. If there are pending approvals before the delegation begins the delegate will not receive them.

You may delegate different responsibilities to different people. For example, you can delegate approvals to one person and the rest of the tasks to someone else. You can add a second delegate to the list following the instructions above.

The delegation expires on the “Ends” date. If you want to end it before that date, you can delete the delegation. Just click on the “Starts” item to open the record.
13. Click on “Delete” and the record disappears.