# Title

Maximum of 55 characters (including spaces).

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# Summary

Maximum of 150 characters (including spaces).

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# Body

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| Start Preamble section |
| (H2) Before you begin (H2) You have 60 minutes to submit this form before it times out.  You need your:   * cost centre * employee details * approver details   (H2) After you submit (H2)  Your approver will get an email asking them to log in to the QSS Self Service Centre to review your request. If your agency requires 2 approvers, we’ll send this to your second level approver once it’s approved by your first level approver.  You can track your request on [My requests](https://qss.service-now.com/ssc?id=qss_requests). |
| Start Employee details section |
| (H2) Employee details (H2) Your details, unless you’re submitting this form on behalf of another employee. If you are, select them here. If you can’t select them here, you need to register them as a new user (use the link provided on this page).  \* Who is this request for? (Editable, auto-populated drop-down list based on the employee name entered)   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | \* Email (Read only, auto-populated drop-down list based on the employee name entered) | \* Department (Read only, auto-populated drop-down list based on the employee name entered.) | |  |  | |   \* Employee number (Editable, auto-populated from user record.)  Help text: Check with your agency HR team to get your employee number.  Who else should be able to view this request? (Editable, not auto-populated from user record.)  Help text: If someone besides the requester and approvers should be able to view this request, add them here. They’ll receive email updated and can view the request in their [My watchlist](https://qss.service-now.com/ssc?id=qss_watchlist). |  | |
| Start XX details section |
| (H2) XX details (H2) \* What do you want to do? (Radio button field)   * Apply for xxx * Cancel xxx |
| If ‘XX’ is selected for ‘**What would you like to do?**’, show the following. |
| \* When were you…? (Small date text field)  Help text: Use dd-mm-yyyy.   |  | | --- | |  |  |  | | --- | | Use this for a stop. The user cannot progress. |  |  | | --- | | Use this for a warning. Encourage the user to do something before continuing. |  |  | | --- | | Use this for information. Let the user know there is help articles or links that relate to what they are trying to do. |  |  | | --- | | Use this for an outcome. For example, we will send these to you. | |
| If ‘XX’ ***OR*** ‘XX’ is selected for ‘What do you want to do?’, show the following. |
| Start XX section |
| (H2) XX details (H2) \* Add information about xx (MRV set with input fields as listed)  Remove all  Add   |  |  |  | | --- | --- | --- | | Mandatory | xx | (Drop down list)   * Option 1 | | Mandatory | xx | (Drop down list) | | Locked | xx | (Small text field) | | Locked | xx | (Small text field) | | Optional | xx | (Small text field) | | Mandatory | xx | (Small text field) |  |  |  |  |  | | --- | --- | --- | --- | | Mandatory | xx | (Drop down list)   * Option 2 | | | Mandatory | xx | (Drop down list) | | | Mandatory | xx | (Small text field) | | | Mandatory | xx | | (Small text field) | | Optional | xx | | (Small text field) | | Mandatory | xx | | (Small text field) | |
| Start XX section |
|  |
| Start Additional information section |
| (H2) Additional information (H2) Instructions for QSS (large free text field)  Help text: Add any additional information QSS might need to complete this request.  Comments for approver (large free text field) Help text: Add any additional information your approver might need to approve this request. QSS will not review or action anything included in this section. |
| Start Approval section |
| (H2) Approval (H2) \* Do you require approval from more than 1 person in your agency? (Radio button field)  Help text: Speak with your supervisor or contact your finance or HR team to find out who can approve this request.   * Yes * No |
| If ‘**No’** is selected for **‘Do you require approval from more than 1 person in your agency?**’ show **‘First level approver details’**. |
| (H3) First level approver details **(H3)**  \* Name (Drop down list)  Help text: We will send this person an email with instructions about what to do next. If you can’t find your approver, you need to register them as a new user (use the link provided on this page).   |  |  | | --- | --- | | \* Position title (Small text field) | | | \* Email (Read only, auto-populated drop-down list based on the supervisor name entered) | \* Department (Read only, auto-populated drop-down list based on the supervisor name entered.) | |  |  | |
| If ‘**Yes**’ is selected for **‘Do you require approval from more than 1 person in your agency?**’ show, ‘**First level approver details**’ and ‘**Second level approver details**’. |
| **(H3) Second level approver details** (H3) \* Name (Drop down list)  Help text: We will send this person an email with instructions about how to approve this request. If you can’t find your approver, you need to register them as a new user (use the link provided on this page).   |  |  | | --- | --- | | \* Position title (Small text field) | | | \* Email (Read only, auto-populated drop-down list based on the supervisor name entered) | \* Department (Read only, auto-populated drop-down list based on the supervisor name entered.) | |  |  | |
| Start Your privacy section |
| (H2) Your privacy (H2) See our [privacy statement](https://www.forgov.qld.gov.au/qss-information-privacy) to find out how we handle and protect your personal information. |
| Start Submission section |
|  |
|  |
| Start Certification |
| Initiator I certify the information is correct. I … Approver I certify I have the appropriate delegation to approve … |

# Key words

List key search terms and phrases. Separate with commas.

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# Available for company

Select which agencies this content applies to or leave blank for all.

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| Agriculture and Fisheries (DAF)  Children Safety, Deniors and Disability Services (DCSSDS)  CITEC  Education and Training (DET)  Electoral Commission Queensland (ECQ)  Employment, Small Business and Training (DESBT)  Energy and Climate (DEC)  Environment, Science and Innovation (DESI)  Housing, Local Government, Planning and Public Works (DHLGPPW)  Inspector-General Emergency Management (IGEM)  Justice and Attorney-General (JAG)  Legal Aid Queensland (LAQ)  Office of Industrial Relations (OIR)  Premier and Cabinet (DPC)  Public Service Commission (PSC)  Public Trust  Queensland Ambulance Service (QAS)  Queensland Audit Office (QAO)  Queensland Building and Construction Commission (QBCC)  Queensland Corrective Services (QCS)  Queensland Fire Department (QFD)  Queensland Government Customer and Digital Group (QGCDG)  Queensland Health (QH)  Queensland Human Rights Commission (QHRC)  Queensland Police Service (QPS)  Queensland Shared Services (QSS)  Queensland Treasury (QT)  Regional Development, Manufacturing and Water (DRDMW)  Resources (DRES)  Smart Services Queensland (SSQ)  State Development and Infrastructure (DSDI)  Tourism and Events Queensland (TEQ)  Tourism and Sport (DTS)  Transport and Main Roads (TMR)  Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (DTATSIPCA)  Youth Justice (YJ) |

# Segregation of duties

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| Nil, approval not required  Initiator cannot be approver  Affected customer cannot be approver |

# ServiceNow task categorisation

(Performance Build to complete)

|  |  |
| --- | --- |
| Service agreement |  |
| Service Catalog |  |
| Security |  |
| Classification |  |
| Category |  |
| Subcategory |  |
| Technology solution |  |
| Assignment group |  |
| Documents received / processed |  |
| Short description |  |
| Other |  |

# Subject matter expert

|  |  |  |
| --- | --- | --- |
| Reviewers |  |  |
| Date |  | |

# Customer reviewed

|  |  |
| --- | --- |
| Reviewed | Yes  No |
| Date |  |

# Editor

|  |  |
| --- | --- |
| Name |  |
| Position |  |
| Business unit |  |
| Date |  |

# Certifications

The following people reviewed and verified the document certifications meet audit requirements

|  |  |
| --- | --- |
| Name |  |
| Date |  |
| Position |  |
| Business Unit |  |
| Name |  |
| Date |  |
| Position |  |
| Business Unit |  |

# Director or equivalent approval

|  |  |
| --- | --- |
| Name |  |
| Date |  |
| Position |  |
| Business unit |  |