

Queue Members & Business rules maintenance

GBU Data Steward can request to have permission to maintain members of queues instead of creating a ticket to request CGI team for this action : find guideline to manage [Queue Members update procedure](#)

GBU data Steward are also responsible to maintain case **Approval process** or case **onwership via Service one** request attaching changes in a googlesheet (as source information use as template existing **business rules** for your GBU in [this folder 03.Business Rules & Queue members](#) and add new column in this file with new criterai for rules or new values, new queues, new users).

Related documents :

Last modifications :

User	Last Update
GILLES, Anne	1604 days ago
PEYTRAUD, Josiane	1850 days ago
BRAHIM, Walid	
KANJA-ext, Zakaria	
NWANGWU, Daniel	