Denying a Request as a Data Steward

1. Within the ITIL Agents view in ServiceNow, select the My Approvals link, as before. Selecting the link named “Requested” under the State column will open the request for approval, and if the Data Steward determines the request will be rejected, they can choose to click either the upper or lower **Reject** button, as highlighted in the following image:

![Request Approval Screen](image)

Note: The Data Steward will need to write a comment in the **Comments** box before the rejection is submitted. This text can be as detailed as the Data Steward wishes, so that the submitter will understand why the request was not accepted.

Also, if a Data Steward chooses to reject a request, the other Data Stewards within the approval group will receive notification.
2. Returning to the “My Approvals” screen, the rejected request will now be displayed with a red background, as shown below: