Automated Incident State Update on Problem Creation

Objective

To streamline incident management and improve operational efficiency by automatically updating the state of Incidents related to newly created or updated Problems in ServiceNow. The objective is to ensure that these Incidents are set to "On Hold" with the on-hold reason "Awaiting Problem," providing clear communication and status tracking for pending resolutions. This automation will reduce manual updates, ensure consistency, and enhance visibility into the incident resolution process.

User Story

As a ServiceNow user, I want the state of Incidents related to a newly created Problem to automatically change to "On Hold" with the on-hold reason set to "Awaiting Problem" so that incident management is streamlined, and it is clear that the resolution is pending a related Problem.

Pre-Requisites

- Knowledge of ServiceNow.
- Knowledge of Business Rules.

Skills Used

- Business Rules
- ServiceNow Administration

Implementation Steps

Step 1: Open ServiceNow Developer Instance

1. Click on **All** and type "Business Rule" in the filter navigator.
2. Open **Business Rules**.

Step 2: Create a New Business Rule

1. Enter the following details:

   - **Name:** `problem after br`

- ○ **Table:** Select `ProblemTable`
- ○ **Active:** Ensure the checkbox is **True**
- ○ **Advanced:** Check the checkbox

A business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. More Info

Name	problem after br		Application	Global	ⓘ
Table	Problem [problem] ▼		Active	✓	
			Advanced	✓	

2. Scroll down to **When to run**:

- ○ In **When**, select `After`
- ○ In **Operations**, select `Insert, Update`
- ○ **Filter Conditions:**
  - ■ `Problem statement → Starts with → Related`

| When to run | Actions | Advanced |

Specify whether the business rule should run on **Insert** or **Update**. Use **Filter Conditions** to specify under which conditions the business rule should run.

When	after ▼		Insert ✓
Order	100		Update ✓
			Delete ☐
			Query ☐

Filter Conditions | Add Filter Condition | Add "OR" Clause |

| Problem statement ▼ | starts with ✓ | Related | AND | OR | X |

Role conditions ✎

Step 3: Add the Advanced Script

1. Navigate to the **Advanced** section and insert the following script:

```
(function executeRule(current, previous /*null when async*/ ) {
    // Validate that the current problem record has a sys_id
```

```
    if (!current.sys_id) {
        return;
    }

    // Query related incidents
    var incidentGR = new GlideRecord('incident');
    incidentGR.addQuery('problem_id', current.sys_id);
    incidentGR.query();

    while (incidentGR.next()) {
        // Update state to On Hold and set On Hold Reason to Awaiting Problem
        incidentGR.state = 3; // 3 corresponds to "On Hold"
        incidentGR.u_on_hold_reason = 3; // Ensure 'u_on_hold_reason' is the correct field name
        incidentGR.update();
    }

})(current, previous);
```
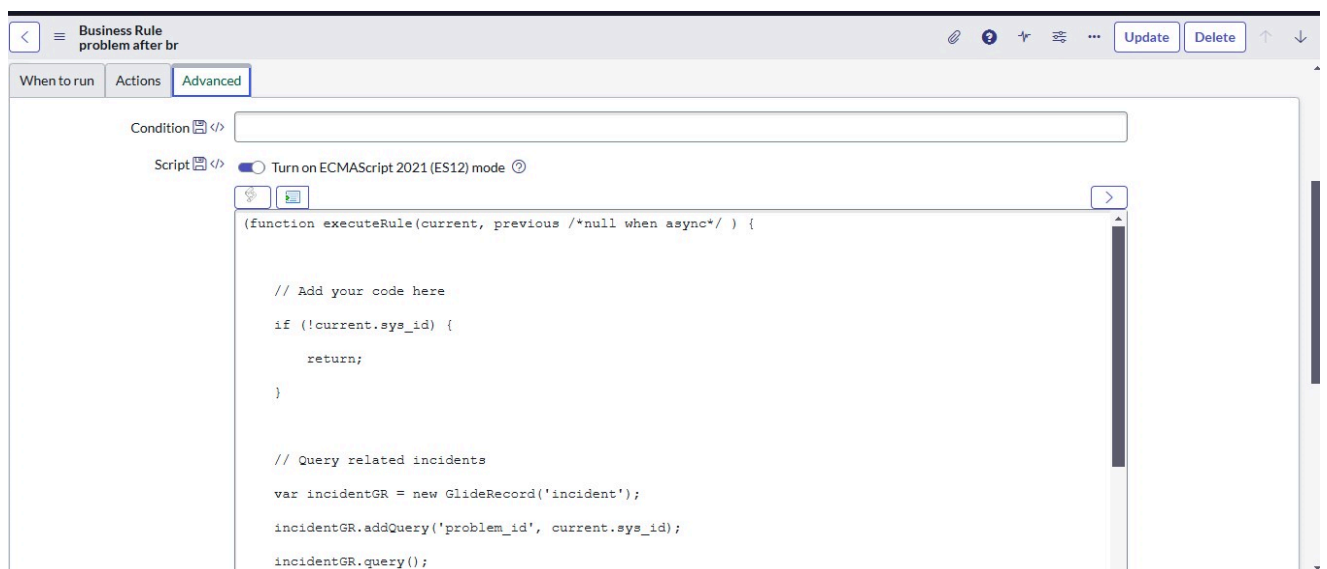

Step 4: Submit the Business Rule

1. Click on **Submit** to save the Business Rule.

Expected Outcome

Once implemented, this Business Rule will automatically update all related Incidents when a new Problem is created or updated, ensuring they are placed "On Hold" with the reason

"Awaiting Problem." This reduces manual updates, ensures consistency, and enhances operational visibility.