**Requirements:**

**Stage 1:**

* Create a visual representation of the flow of the portal – Jang
* Use agile framework to split responsibility and track sprint flows - Miles
* Build Service Catalog pages – Fred & Dan
* Order guide for new employee onboarding - Awad
* Create Service catalog item to enable managers to submit requests for the next budget period - Awad
* Logins for requesters, fulfillers, approvers, admins, and employees with specific access – Ryan?
* Create Assignment Groups of: Operations Center, PMO, HR, and Maintenance team

( <https://docs.servicenow.com/bundle/geneva-service-management-for-the-enterprise/page/product/planning_and_policy/concept/c_AssignmentGroups.html> ) - Luis?

* Create a knowledge base with technical documentation and manuals – Liz?

**Stage 2:**

* For service requests get number of service request records submitted by employees, and display the information after the employee submits a request
* Display a schema map of your table extending task table
* Use update sets to create different versions of your code development and move it to another instance including data of all tables
* Put an SLA for completed and closed service request as 4 days
* Configure SLA for change and incident management
* Create workflows for customer purchase, customer repair requests, employee requests, and new hire - Sydney
* Workflow must send an email notification for the state changes of a service request form – Sydney
* Use script include to addinfo message (refer example discussed during class) - Trevor
* Use script includes using gliderecords to get number of records (SERVICE REQUEST requests) submitted and display in client form using client scripts using glide records and glide ajax method. - Trevor
* Service catalog must have the feature of importing new trailer information from an external excel sheet using import sets and data sources -
* Use Data Policy in the maintenance and repair form to make some fields mandatory, read only, or visible on fields imported from the task table – Adam
* Use UI policy to make other fields not visible with a message displayed – Adam
* Implement a REST API to use OAuthentication for employees to access ServiceNow Portal - Adam
* Use Client Scripts to create specific alerts (ex: employee captures information from trailer buyers about trailer repairs)
* Use GlideForm methods (ex: get values from a field and display the values)
* Use GlideForm to filter out type based on validation of previous fields
* Configure reports separately for approved change, other requests, rejected requests, onhold requests, and schedule it to run the reports and mail to the approvers - Will
* Create pie charts to graphically display the tasks and phases for the company’s operations and incident/change management - Will