CSA Base Global App

Design Document

*Orlando Release*

#### The CSA Base Global App (CSA stands for Custom Scoped Application) was created to provide an accelerator application that can be leveraged for ServiceNow new custom scoped application development. The data objects contained in the application are items commonly developed for case management / request applications.

The Objective of this accelerator is to add code that is usually created for a table in a custom app that is extended from Task. This accelerator does NOT address common data points that might be added to custom app extended tables as these are application / company specific. This only addresses ServiceNow OOB Task table code / functionality that enables a very elegant solution for companies that use ITSM modules in ServiceNow, but requires code overrides that must be done for each table extended from Task for a custom scoped app in an environment where the app does not integrate with ITSM modules.

# Before you start

Make sure the Explicit Roles plug in is enabled as the base application role for this is the snc\_internal role.

<https://hi.service-now.com/kb_view.do?sysparm_article=KB0744340>

# CSA Base code updates from OOB Task Table, Orlando Release

### ***ACL Overrides***

The following ACL overrides were created to open up fields locked down to only itil users. Each ACL grants access to the snc\_internal role. It is expected that any tables extended from this table will have their own app specific ACLs in place AND testing will be performed to ensure data security for their app.

|  |  |
| --- | --- |
| ***Access Right*** | ***Field*** |
| Write | Work Notes List |
| Read | Work Notes List |
| Write | Work Notes |
| Read | Work Notes |
| Write | Urgency |
| Write | State |
| Write | Short Description |
| Write | Priority |
| Write | Impact |
| Write | Due Date |
| Write | Description |
| Read | Comments and Work Notes |
| Write | Additional Comments (comments) |
| Write | Assigned To |
| Read | Approval Set |
| Write | \* |
| Read | \* |

# APPENDIX

## How to Create a Global Scoped App

To set up your system to allow global legacy app creation you will have to create and set the following properties to true

* sn\_g\_app\_creator.use.legacy.appcreator - <https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/activate-legacy-app-creator.html>
* glide.app.creator.global - <https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_StartFromGlobal.html>

Sometimes Studio will give you issues in which case you can use the New option from the My Company Applications module

Additional Resources, Orlando

<https://docs.servicenow.com/bundle/newyork-application-development/page/build/guided-app-creator/task/gac-activate-global.html>

## Extending From Task vs Creating a New Table

### EXTEND FROM TASK IF

* You will be utilizing parent/child form cross-dependency functionality (workflow approval activities related to these are pre-built, but only work for tables that extend from task)
* Your instance uses ITSM and itil roles
* Your user base is very famaliar with ServiceNow and it used to working with task based tables and fields
* You will be using OOB SLA / Service Levels / Inactivity Monitor functionality (although these could be built out manually using scheduled jobs with a custom 'SLA Tracking' type of table)
* You will be sing OOB Assignment Rules

### NO LONGER NECESSARY TO HANDLE (Pre-Orlando reasons you might have extended from Task)

* Approvals, the user approval workflow activity accomodates groups, users in any combination. If you are using child task approvals in conjuntion, you will want to extend from task as before.
* Task workflow activities, these can now be scripted in a couple lines of code and added to a run script workflow activity.

EXTEND FROM CATALOG TASK IF

EXTEND FROM CMDB IF

## Development Effort Comparison extend from Task vs Create New Table

### THINGS I HAD TO DO IN TASK EXTENDED REQUEST TABLE/FORM THAT I DID NOT HAVE TO DO IN CUSTOM TABLE

* for state field, override to set default value
* Created ACL field level read overrrides, one each, for all fields I used, short description, description, assigned to, work notes (read and write), \* (to allow field level overrides)
* \*\*\*Remove the UI action 'Follow', not sure how to even do this

### THINGS I HAD TO DO IN CUSTOM TABLE/FORM I DID NOT HAVE TO DO IN TASK EXTENDED REQUEST

* Make Assigned To dependant on Assignment Group
* Create fields State, short description, description, assignment group, assigned to, work notes, parent

### THINGS I HAD TO DO FOR BOTH

* Create state field choices and make it read only
* Make number read only
* Create a custom UI action 'Submit' which changes state that triggers workflow