

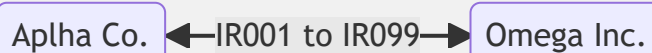
Multi-source eBonding --DRAFT--

- [Multi-source eBonding *--DRAFT--*](#)
 - [About](#)
 - [Progressive thoughts](#)
 - [Follow along](#)
 - [Foundation setup](#)
 - [Demo data](#)
 - [Update set](#)
 - [Add eBond account role](#)
 - [Changes to core_company table](#)
 - [Associate groups with companies](#)
 - [Service, service offering, and assignment group alignment in incidents](#)
 - [Associate incidents with eBond companies](#)
 - [Custom tables](#)
 - [eBond relationships](#)
 - [Relating eBonded tickets](#)
 - [eBond Properties](#)
 - [eBond Logs](#)
 - [eBond Data Map](#)
 - [eBond REST Payloads](#)
 - [Multi-source Inbound Handling](#)
 - [Quick Rundown](#)
 - [Incident staging table](#)
 - [Inbound Transform](#)
 - [Data Map - Inbound](#)
 - [Multi-source Outbound Handling](#)
-

About

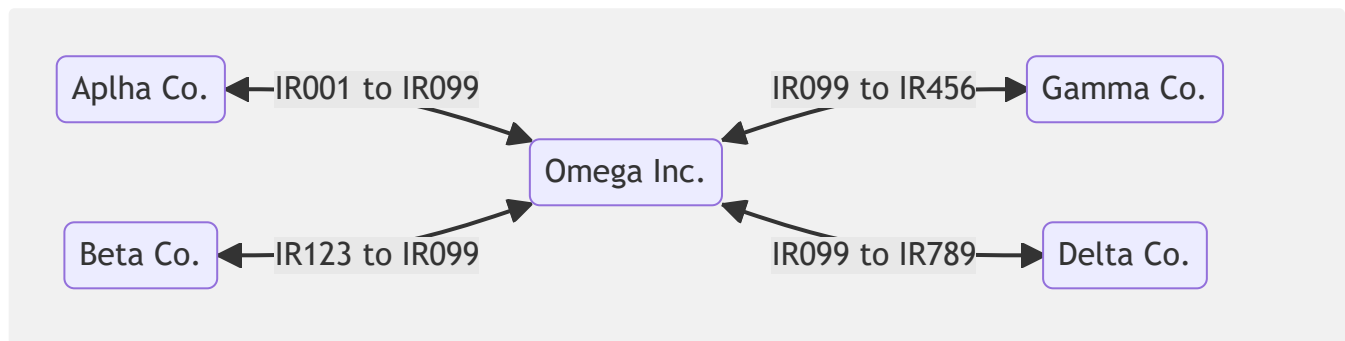
eBonding is a term used to describe the electronic passing of information for business-to-business (B2B) operations. Typically eBonding is used to keep two system of records in sync. A record on one system has the same information for a record on a different system. Each system passes information between each other as information on the record changes; hence both records contain the same information. Businesses setup and configure eBonding as a means to maintain a system of record they control automatically saving time and resources; i.e., billing, audit, automation, etc. etc..

Example: Alpha Co., is eBonded to Omega Inc.. Information between the two different companies' tickets are shared with each other digitally.



Multi-source eBonding is when you have three or more systems coordinating together on the same record from multiple sources. Multi-source eBonding is a mature B2B model for multi-supplier strategies, where one company coordinates with different multiple suppliers that provide various services within an organization. The advantage of a multi-supplier model is the model provides an organization the ability to right-size their enterprise needs across many suppliers that render a variety of services. Versus letting a single supplier render all operational needs within an organization.

Example: Alpha Co., Beta Co., Gamma Co., and Delta Co., are all eBonded to Omega Inc.. Information is shared across multiple tickets and additional logic is handled by Omega Inc.; determining how that information is shared across all suppliers.



This article is to help ServiceNow admins to setup multi-source eBonding framework for incident tickets. Incidents are normally a prime candidate to be shared across multiple suppliers. When an outage to a service is reported, there could be multiple suppliers working together to resolve the incident. Also if a supplier is utilized as an external call center, then routing incoming incident tickets to the appropriate secondary supplier needs to be performed. Given these two scenarios enterprises typically model, make incidents the first type of ticket to build a multi-source eBond framework. The same framework can be applied to other ticket types in ServiceNow with some minor adjustments.

Progressive thoughts

Here are the progressive thoughts as multi-source eBonding is being developed to go back and refer too.

- The enterprise will eBond with suppliers, so therefore it makes sense to create company records in the `core_company` table for each supplier.
- Company records need to be associated with the local ServiceNow accounts which are used by the supplier to eBond with ServiceNow. This will help you keep track what ServiceNow account is used by the supplier to make their RESTful API calls.
- eBond enabled companies only need to be associated with accounts that have the role of **eBond Account**.
- eBonding is triggered based on the **Assignment Group** a record to be assigned to. Therefore, group (`sys_user_group`) records need to be associated with the companies that ServiceNow are eBonded with. Then in a business rule, if the assignment group company is eBonded, then continue to eBond operations.
- Turning off/on eBonding is as simple as toggling the company record in the `core_company` table.

Follow along

Each section will include an update set for those that wish to install the multi-source eBonding on their

instance and the instructions to create the update set. ServiceNow offers many ways to solve a problem or configure an operational model. These instructions are a way and does not represent the way on creating a multi-source eBonding framework. The best way to use these instructions is to read through them and see how the framework can be adopted and modified to fit your organization.

Update sets

The instructions do not cover how-to use update sets or the nuisances of update sets. You can explore on how to leverage update sets within the online ServiceNow documentation.

Terms & Meanings

- Supplier: The legal entity that ServiceNow connects too. You can substitute supplier for vendor, partner, or the like.
- Company: A record from the core_company table in ServiceNow that represents the supplier.

Modifying OOTB tables

The article focuses on creating a robust framework tied closely to the out of the box (OOTB) tables already existing in ServiceNow. There are alternative implementation solutions within ServiceNow to accomplish the same result. Your mileage may vary depending on scope defined by and practices set by your organization. This framework is meant to be as open and flexible to meet varying modifications to suit present and future requirements.

Foundation setup

The foundation setup is based on the premise that when an incident is created the *Service* and *Service Offering* within an incident are mandatory fields. This is a best practice to follow with a multi-supplier strategy for the enterprise. The reason is this removes the question "who supports this" and focuses on the true issue of "what is service is not working?" Who solves the incident is not of any concern to most customers and requiring customers or fulfillers to know what assignment group to assign a ticket in large enterprise environments is unreasonable and prone to misrouted tickets.



The *Service* within an incident helps narrow the domain scope where the problem resides. The *Service Offering*, within an incident, should be limited to the service offerings with the *Service* and determines who the ticket is assigned to in the *Assignment group*. The *Assignment group* will be linked to a supplier (company record). This allows enterprises the ability to swap out suppliers across various services within ServiceNow quickly and easily reducing long term run and maintain costs.

Assignment groups

Normally an *Assignment group* will contain all the members that support the *Service Offering** within an incident. In the eBond case it is normal if there are no members of an *Assignment group*. It is also normal to have members in an *Assignment group* that is eBonded with a supplier as well; where the enterprise allows the supplier to log into the enterprise ServiceNow to fulfill tickets. Either scenario still works with eBonding.

The supplier will have a company record that is linked to a user record that represents the eBond account the supplier will use to make inbound RESTful calls. This will become a means to quickly identify what account a company uses for eBonding and creates a "lockout" point for security.

Demo data

This how-to provides demo data that you can use to test the multi-source eBonding framework. The scenario is your organization has hired Alpha Co., Beta Co., and Gamma Co. to supply IT services across your enterprise. Alpha Co. is your call-center where your customers call to request services and report incidents. Beta Co. supplies data center operations and Gamma Co. supplies backup and recovery operations for the data center. An incident has been reported to Alpha Co. at a data center where both Beta Co. and Gamma Co. need to work together to resolve the incident.

Update set

eBond Collegiality v1.0

Add eBond account role

The *eBond Account* role denotes which accounts are used by suppliers to eBond with your instance of ServiceNow. Each supplier should have their own local ServiceNow account that the supplier will use to connect to your instance of ServiceNow passing inbound REST payloads. This role will be used in various ways in the multi-source eBond framework.

1. Navigate to **User Administration > Roles** and click **New**.
2. Under *Role New Record*, fill in the following fields:
 - Name: eBond Account
 - Description: Denotes the sys_user account is to be used for eBonding activities.
3. Click **Submit**, which will create the new role.

Demo Data - User accounts

Setting up two accounts that will be used by two suppliers Alpha Co. and Beta Co. to make RESTful calls for eBonding.

1. Navigate to **User Administration > Users**, and click **New**.
2. Under the **User New Record** section, fill in the following field:

- User ID: eBondAlpha
 - First name: Alpha Co
 - Last name: eBond Account
3. In the record header, right-click and select **Save**.
 4. In the **Roles** tab, click "Edit..."
 5. Under the **Collection** list, find the *eBond Account* role and add it > to the **Roles List**.
 6. Click **Save**.
 7. Click **New**.
 8. Under the **User New Record** section, fill in the following field:
 - User ID: eBondBeta
 - First name: Beta Co
 - Last name: eBond Account
 9. In the record header, right-click and select **Save**.
 10. In the **Roles** tab, click "Edit..."
 11. Under the **Collection** list, find the *eBond Account* role and add it > to the **Roles List**.
 12. Click **Save**.
 13. Click **New**.
 14. Under the **User New Record** section, fill in the following field:
 - User ID: eBondGamma
 - First name: Gamma Co
 - Last name: eBond Account
 15. In the record header, right-click and select **Save**.
 16. In the **Roles** tab, click "Edit..."
 17. Under the **Collection** list, find the *eBond Account* role and add it > to the **Roles List**.
 18. Click **Save**.

Changes to core_company table

We need two new columns in the `core_company` table; *eBond account* and *eBonded*. The *eBond account* is a reference to `sys_user` table that links which account the company uses to eBond with your instance. The *eBonded* is a true or false field that we can use to turn off eBonding at the company level.

1. Navigate to **System Definition > Tables** and open the *core_company* table.
2. Under the **Columns** tab, click **New** to create a new column.
3. Under the **Dictionary Entry New Record** section, fill in the following fields:
 - Type: Reference
 - Column label: eBond account
4. Under the **Reference Specification** tab, fill in the following fields:
 - Table to reference: `sys_user`
 - Reference qual condition:
 - Active is true AND
 - Roles is eBond Account
5. Click **Submit**.
6. Under the **Columns** tab, click **New** to create a new column.
7. Under the **Dictionary Entry New Record** section, fill in the following fields:
 - Type: True/False

- Column label: eBonded
8. Under the **Default value** tab, fill in the following field:
 - Default value: false
 9. Click **Submit**.

OPTIONAL: Modify the view on company records to see the *eBond account* and *eBonded* fields.

1. Navigate to **Organization > Companies** and click on any of the company records.
2. Navigate to **Additional actions > Configure > Form Layout**, which will bring up the **Configuring Company form**.
3. Under the **Available** list, find the *eBond account* and *eBonded* fields and add them > to the **Selected** list.
4. Move the *eBond account* and *eBonded* fields up the **Selected** list ^ to be below the *Stock price*.
5. Click **Save**.

OPTIONAL: Modify the view on company records to see the *eBond account* only if the *eBonded* field is true.

1. Navigate to **System UI > UI Policies** and click **New**.
2. Under the **UI Policy New record** section, fill in the following fields:
 - Table: core_company
 - Short description: Show eBond account in company
3. Under the **When to apply** tab, fill in the following fields:
 - Conditions:
 - eBonded is true
4. In the record header, right-click and select **Save**.
5. In the **UI Policy Actions**, click **New**.
6. Under the **UI Policy Action New record** section, fill in the following fields:
 - Field name: eBond account
 - Mandatory: True
 - Visible: True
7. Click **Submit**.
8. Click **Update**.



Demo Data - Company records

Setting up two company records for the suppliers Alpha Co. and Beta Co..

1. Navigate to **Organization > Companies**, and click **New**.
2. Under the **Company New Record** section, fill in the following field:
 - Name: Alpha Co.
 - eBonded: True
 - eBond account: Alpha Co eBond Account
3. Click **Submit**.
4. Click **New**.
5. Under the **Company New Record** section, fill in the following field:
 - Name: Beta Co.
 - eBonded: True
 - eBond account: Beta Co eBond Account

6. Click **Submit**.

Associate groups with companies

FILL ME IN

1. Navigate to **System Definition** > **Tables** and open the *sys_usr_group* table.
2. Under the **Columns** tab, click **New** to create a new column.
3. Under the **Dictionary Entry New Record** section, fill in the following fields:
 - Type: Reference
 - Column label: Company
4. Under the **Reference Specification** tab, fill in the following fields:
 - Table to reference: core_company
5. Click **Submit**.
6. Click **Update**.

OPTIONAL: Modify the view on group records to see the *Company* field.

1. Navigate to **User Administration** > **Groups** and click on any of the group records.
2. Navigate to **Additional actions** > **Configure** > **Form Layout**, which will bring up the **Configuring Group form**.
3. Under the **Available** list, find the *Company* field and add it > to the **Selected** list.
4. Move the *Company* field up the **Selected** list ^ to be below the *Name*.
5. Click **Save**.



Demo Data - Assignment Groups

Setting up two support groups; *Data Center Operations Support* and *Backup and Recovery Support*. The reason the group names are not associated with the names of the suppliers is a run and maintain operation decision. Most of the time a supplier will support multiple *Service offerings*, when an organization desires to replace a supplier, instead of updating multiple *Service offerings*, only the support group *Company* field need to be updated. This is a minor detail as many organizations choose to name the assignment groups after the supplier and that is perfectly fine.

1. Navigate to **User Administration** > **Groups**, and click **New**.
2. Under the **Group New Record** section, fill in the following fields:
 - Name: Data Center Support
 - Company: Alpha Co.
3. Click **Submit**.
4. Click **New**.
5. Under the **Group New Record** section, fill in the following fields:
 - Name: Backup and Recovery Support
 - Company: Beta Co.
6. Click **Submit**.

Service, service offering, and assignment group alignment in incidents

Ticket mis-routing is problem in all services organization and surveys show that customer satisfaction reduces the more a ticket is re-routed. To reduce ticket mis-routes, the service, service offering, and assignment group need to be in alignment. It is unreasonable to expect that fulfillers know which support group supports what services. In large enterprises with hundreds of various services, internal teams, and external suppliers ticket mis-routing is common without alignment between all three fields.

Optional setup

This section is optional, but recommended for any ServiceNow environment; eBonded or not. For organizations that employ a multi-supplier strategy, this section is highly recommended.

1. Navigate to **System Definition > Dictionary**.
2. Under the list view search, fill in the the following search fields and hit enter:
 - Table: task
 - Column name: business_service
3. Open the *task* record.
4. Click on the **Reference Specification** tab, fill in the following field:
 - Reference qual condition:
 - Class is not Offering
5. Click **Update**.
6. Navigate to **System Definition > Business Rules** and click **New**.
7. Under the **Business Rule New Record** section, fill in the following fields:
 - Name: Incident Auto-assignment Group
 - Table: incident
 - Advanced: True
8. Under the **When to run** tab, fill in the following fields:
 - Insert: True
 - Update: True
 - Filter Conditions:
 - Service changes OR
 - Service offering changes
9. Under the **Advanced** tab, fill in the following fields:
 - Condition: gs.isInteractive()
 - Script:

```
(function executeRule(current, previous /*null when async*/ ) {
    if (!gs.nil(current.service_offering.assignment_group))
        current.assignment_group = current.service_offering.assignment_group;
    else
        current.assignment_group = current.business_service.assignment_group;
})(current, previous);
```

10. Click **Submit**.

Demo Data - Service and Service Offerings

Setting up two services and three service offerings for Alpha Co., Beta Co., and Gamma Co.

Service	ServiceOffering	Support Group
Service Management	Call Center Operations	Call Center Support
IT Infrastructure	Data Center Operations	Data Center Support
IT Infrastructure	Backup & Recovery	Backup and Recovery Support

1. Navigate to **Configuration > Services**, and click **New**.
2. Under the **Service New Record** section, fill in the following fields:
 - Name: Service Management
 - Service classification: Business Service
3. In the record header, right-click and select **Save**.
4. Under the **Offerings** tab, click **New**.
5. Under the **Offering New Record** section, fill in the following fields:
 - Name: Call Center Operations
 - Support Group: Call Center Support
6. Click **Submit**.
7. Click **Update**.
8. Click **New**.
9. Under the **Service New Record** section, fill in the following fields:
 - Name: IT Infrastructure
 - Service classification: Technical Service
10. In the record header, right-click and select **Save**.
11. Under the **Offerings** tab, click **New**.
12. Under the **Offering New Record** section, fill in the following fields:
 - Name: Data Center Operations
 - Support Group: Data Center Support
13. Click **Submit**.
14. Under the **Offerings** tab, click **New**.
15. Under the **Offering New Record** section, fill in the following fields:
 - Name: Backup & Recovery
 - Support Group: Backup and Recovery Support
16. Click **Submit**.
17. Click **Update**.

Associate incidents with eBond companies

Fulfillers will need the ability to eBond incidents with suppliers. And we have partially started the setup that a trigger point will be the *Assignment group* in an incident. Now we will start to add custom fields to the *incident* table to enhance further functionality that will support and aid in multi-source eBonding.



Assignment group

Later on we will configure how changing the *Assignment group* will affect the *eBonded with* field.

There are two main ways to eBond an incident to a supplier; first via the *Assignment group* and the second via a custom field called *eBonded with*. The *eBonded with* will serve a dual purpose. First, it will represent all the suppliers the ticket is eBonded with in a list. A fulfiller will then have the ability to quickly see what suppliers the ticket is eBonded too. Second, it will toggle eBonding and deBonding operations when suppliers are added or removed from the list. That way a fulfiller can initiate an eBond or deBond with a supplier without having to change the *Assignment group."



eBonded with

This field expects the fulfiller to know which suppliers to eBond with and the service offerings the supplier provides. If the fulfiller does not know the proper supplier, then they should use the *Service* and *Service offering* fields to set the *Assignment group* field to the appropriate group.



deBonding

deBonding is the opposite of eBonding by breaking the connection between the tickets. After a ticket has been deBonded from a company, the ticket can be re-eBonded to the company by adding the company back to the list. In the event of a re-eBonding, there is no guarantee the company ticket will be the same .

1. Navigate to **System Definition > Tables** and search for the *incident* table under the **Name** field.
2. Open the *Incident* record and click **New** under the **Columns** tab.
3. Under the **Dictionary Entry New Record** section, fill in the following fields:
 - Type: List
 - Column label: eBonded with
 - Column name: (this should default to u_eBonded_with)
4. Under the **Reference Specification** tab, fill in the following fields:
 - Reference: core_company
 - Reference qual condition:
 - eBonded is true AND
 - eBond Account is not empty
5. Click **Submit**.
6. Navigate to **Incident > All** and open any incident record.
7. Navigate to **Additional actions > Configure > Form Layout**, which will bring up the **Configuring Company form**.
8. Under the **Available** list, find the *eBonded with* field and add it > to the **Selected** list.
9. Move the *eBonded with* field up the **Selected** list ^ to be below the *Assigned to*.
10. Click **Save**.

Custom tables

eBonding will require the creation of custom tables or the extension of existing tables. ServiceNow sets a limit on the number of custom tables an instance can have before additional costs are accrued/incurred. This how-to will create custom tables as there are no similar tables in ServiceNow that are proper candidates to extend. You however can take any of the base tables in ServiceNow and extend them adding the custom fields and it will work the same.

eBond relationships

The *u_eBond_relationship* table is a multi-relational table that represents a one to many record mapping for an incident ticket to be mapped to multiple supplier tickets.

The *u_eBond_relationship* table will contain the following custom fields:

Field	Description
Table sys ID	The ServiceNow record sys_id on the instance.
Table name	The table the ServiceNow record resides on.
Status	The status of the eBond.
State	The state of the eBond.
Correlation Number	The supplier's ticket number or designation
Correlation ID	The supplier's ticket sys id or reference
Company	The ServiceNow supplier company record on the instance.
URL	Link to the supplier ticket.
Reflect	Changes made by the supplier are reflected in the ticket.

The fields relate the ServiceNow ticket to the various suppliers the ticket is eBonded too.

1. Navigate to **System Definition > Tables**.
2. Click **New**.
3. Under the **Table New record** section, fill in the following fields:
 - Label: eBond Relationship
 - Name: u_ebond_relationship
 - New menu name: eBond
4. In the record header, right-click and select **Save**.
5. In the **Columns** table, click **New**.
6. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: Table Name
 - Column label: Source table
 - Column name: (this should default to u_source_table)
7. Click **Submit**.
8. In the **Columns** table, click **New**.
9. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: Document ID
- Column label: Source
- Column name: (this should default to u_source)

10. Under **Related Links**, click **Advanced view**.
11. Under the **Dependent Field** tab, click **Use dependent field**.
12. In the **Dependent on field**, select **Source table**.
13. Click **Update**.
14. In the **Columns** table, click **New**.
15. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: Choice
 - Column label: Status
 - Column name: (this should default to u_status)
16. In the **Choice List Specification** tab, select *Dropdown with --None--*.
17. In the record header, right-click and select **Save**.
18. In the **Choices** tab, add the following records performing these steps:
 1. Click **New**.
 2. In the **Choice New record** section, fill in the field values listed below.
 3. Click **Submit**.

Sequence	Label	Value
100	Queued	queued
200	Success	success
300	Failure	failure

19. Click *Update**.
20. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: Choice
 - Column label: State
 - Column name: (this should default to u_state)
21. In the **Choice List Specification** tab, select *Dropdown with --None--*.
22. In the record header, right-click and select **Save**.
23. In the **Choices** tab, add the following records performing these steps:
 1. Click **New**.
 2. In the **Choice New record** section, fill in the field values listed below.
 3. Click **Submit**.

Sequence	Label	Value
100	eBond	ebond
200	eBonded	ebonded
300	deBond	debond
300	deBonded	debonded

24. Click *Update**.
25. In the **Columns** table, click **New**.
26. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
 - Column label: Correlation Number
 - Column name: (this should default to u_correlation_number)
 - Max length: 40
27. Click **Submit**.
28. In the **Columns** table, click **New**.
29. In the **Dictionary Entry New record** section, fill in the following fields:
- Type: String
 - Column label: Correlation ID
 - Column name: (this should default to u_correlation_id)
 - Max length: 32
30. Click **Submit**.
31. In the **Columns** table, click **New**.
32. In the **Dictionary Entry New record** section, fill in the following fields:
- Type: Reference
 - Column label: Company
 - Column name: (this should default to u_company)
33. In the **Reference Specification** tab, fill in the following field:
- Reference: Company
 - Reference qual condition:
 - eBonded is true AND
 - eBond Account is not empty
34. Click **Submit**.
35. In the **Columns** table, click **New**.
36. In the **Dictionary Entry New record** section, fill in the following fields:
- Type: URL
 - Column label: URL
 - Column name: (this should default to u_url)
 - Max length: 4000
37. Click **Submit**.
38. In the **Columns** table, click **New**.
39. In the **Dictionary Entry New record** section, fill in the following fields:
- Type: True/False
 - Column label: Reflect
 - Column name: (this should default to u_reflect)
40. Under the **Default Value** tab, , fill in the following field:
- Default value: false
41. Click **Submit**.
42. Click **Update**.

Relating eBonded tickets

Associating the supplier tickets within the incident requires the creation of a relationship between the incident and u_ebond_relationship table.

1. Navigate to **System Definition > Relationships** and click **New**.
2. In the **Relationship New record** section, fill in the following fields:

- Name: eBond Relationships
- Applies to table: Global [global]
- Queries from table: eBond Relationship [u_ebond_relationship]
- Query with:

```
current.addQuery('source_table', parent.getTable_name());
current.addQuery('source', parent.sys_id);
```

3. Click **Submit**.
4. Navigate to **Incident** > **All** and click on any of the incident records.
5. Navigate to **Additional actions** > **Configure** > **Related Lists**, which will bring up the **Configuring related lists on Incident form**.
6. Under the **Available** list, find the *eBond Relationships* relationship and add it > to the **Selected** list.
7. Click **Save**.

eBond Properties

The *u_ebond_registry* table is similar to that of the *sys_properties* table in that it stores generic properties and values for eBonding. If you choose to use the *sys_properties* table, then make sure to look through the various scripts that reference the *u_ebond_registry* table in this how-to and change as appropriate.

The *u_ebond_registry* table will contain the following custom fields:

Field	Description
Supplier	"All" or the name of the supplier.
Key	The key variable name.
Value	The property variable value.

1. Navigate to **System Definition** > **Tables**.
2. Click **New**.
3. Under the **Table New record** section, fill in the following fields:
 - Label: eBond Registry
 - Name: u_ebond_registry
 - Add module to menu: eBond
4. In the record header, right-click and select **Save**.
5. In the **Columns** table, click **New**.
6. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Supplier
 - Column name: (this should default to u_supplier)
 - Max length: 40
7. Under the **Default Value** tab, fill in the following field:
 - Default value: All
8. Click **Submit**.

9. In the **Columns** table, click **New**.
10. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Key
 - Column name: (this should default to u_key)
 - Max length: 4000
11. Click **Submit**.
12. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Value
 - Column name: (this should default to u_value)
 - Max length: 4000
13. Click **Submit**.
14. Click **Update**.

eBond Logs

The *u_ebond_log* table is similar to that of the *syslog* table in that it stores generic log information. If you choose to use the *syslog* table, then make sure to look through the various scripts that reference the *u_ebond_log* table. The *syslog* table has a granularity of seconds and ServiceNow performs multiple operations per second. Hence the order of the logs messages become out of order. It is recommended that you use the *u_ebond_log* to help with debugging as the *Index* column is a sequential integer to aid in showing the order of operations.



Evaluator messages

The *u_ebond_log* table does not capture *Evaluator* messages from faulted JavaScript execution. Use the *syslog* table to check for failed JavaScript executions.

The *u_ebond_log* table will contain the following custom fields:

Field	Description
Index	Auto-incrementing numeric value.
Supplier	Name of the supplier.
Class	Name of the ServiceNow component, i.e., script include, business rule, workflow, etc. etc..
Source	Label of the ServiceNow component.
Message	The log message.
Level	Choice value of <i>High</i> , <i>Medium</i> , <i>Low</i> .

1. Navigate to **System Definition > Tables**.
2. Click **New**.
3. Under the **Table New record** section, fill in the following fields:
 - Label: eBond Log

- Name: u_ebond_log
 - Add module to menu: eBond
4. In the record header, right-click and select **Save**.
 5. In the **Columns** table, click **New**.
 6. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: Integer
 - Column label: Index
 - Column name: (this should default to u_index)
 - Read only: True
 7. Under the **Default Value** tab, fill in the following field:
 - Default value: javascript:getNextObjNumberPadded();
 8. Click **Submit**.
 9. In the **Columns** table, click **New**.
 10. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Supplier
 - Column name: (this should default to u_supplier)
 - Max length: 40
 11. Click **Submit**.
 12. In the **Columns** table, click **New**.
 13. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Class
 - Column name: (this should default to u_class)
 - Max length: 40
 14. Click **Submit**.
 15. In the **Columns** table, click **New**.
 16. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Source
 - Column name: (this should default to u_source)
 - Max length: 80
 17. Click **Submit**.
 18. In the **Columns** table, click **New**.
 19. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Message
 - Column name: (this should default to u_message)
 - Max length: 4000
 20. Click **Submit**.
 21. In the **Columns** table, click **New**.
 22. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: Choice
 - Column label: Level
 - Column name: (this should default to u_level)
 23. In the record header, right-click and select **Save**.

24. Under the **Choices** tab, add the following records performing these steps:
1. Click **New**.
 2. In the **Choice New record** section, fill in the field values listed below.
 3. Click **Submit**.

Sequence	Label	Value
100	High	high
200	Medium	medium
300	Low	low

25. Click **Update**.
26. Click **Update**.

eBond Data Map

The *u_ebond_data_map* table is a translation data table for inbound and outbound communication with suppliers.

The *u_ebond_data_map* table will contain the following custom fields:

Field	Description
Module	<i>All</i> or the name of the module.
Classification	Name of the classification.
Direction	<i>Inbound, Outbound, or Duplex.</i>
Supplier	<i>All</i> or the name of the supplier.
Source Value	The internal value for the instance.
Supplier Value	The supplier's value.
Note	Freeform to document various notes pertaining to the data map record.

1. Navigate to **System Definition > Tables**.
2. Click **New**.
3. Under the **Table New record** section, fill in the following fields:
 - Label: eBond Data Map
 - Name: u_ebond_data_map
 - Add module to menu: eBond
4. In the record header, right-click and select **Save**.
5. In the **Columns** table, click **New**.
6. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Module
 - Column name: (this should default to u_module)
 - Max length: 40
7. Click **Submit**.

8. In the **Columns** table, click **New**.
9. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Classification
 - Column name: (this should default to u_classification)
 - Max length: 40
10. Click **Submit**.
11. In the **Columns** table, click **New**.
12. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: Choice
 - Column label: Direction
 - Column name: (this should default to u_direction)
 - Max length: 40
13. In the record header, right-click and select **Save**.
14. Under the **Choices** tab, add the following records performing these steps:
 1. Click **New**.
 2. In the **Choice New record** section, fill in the field values listed below.
 3. Click **Submit**.

Sequence	Label	Value
100	Inbound	inbound
200	Outbound	outbound
300	Duplex	duplex

15. Click **Update**.
16. In the **Columns** table, click **New**.
17. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Supplier
 - Column name: (this should default to u_supplier)
 - Max length: 40
18. Click **Submit**.
19. In the **Columns** table, click **New**.
20. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Source value
 - Column name: (this should default to u_source_value)
 - Max length: 4000
21. Click **Submit**.
22. In the **Columns** table, click **New**.
23. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Supplier value
 - Column name: (this should default to u_supplier)
 - Max length: 4000
24. Click **Submit**.

25. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Note
- Column name: (this should default to u_note)
- Max length: 4000

26. Click **Submit**.

27. Click **Update**.

eBond REST Payloads

The *u_ebond_rest_payloads* table records all outbound REST API calls and their statuses. This table is also used to retry REST calls in the event of a failure; see **eBond Scheduled Job**.

The *u_ebond_rest_payloads* table will contain the following custom fields:

Field	Description
Supplier	The name of the supplier.
Retry count	The number of retries performed executing the RESTful call to the supplier.
Retry	True or False.
REST Message	ServiceNow REST message label.
Payload	REST data payload for the supplier.
Format	The format of the payload; e.g., JSON, XML, SOAP, etc. etc..
Number	The source ticket number.
HTTP Status	HTTP return code.
HTTP Response	Entire HTTP response payload.
HTTP Method	ServiceNow REST method label.
Endpoint	The URL endpoint for the REST call.
Active	True or False

1. Navigate to **System Definition > Tables**.

2. Click **New**.

3. Under the **Table New record** section, fill in the following fields:

- Label: eBond REST Payload
- Name: u_ebond_rest_payload
- Add module to menu: eBond

4. In the record header, right-click and select **Save**.

5. In the **Columns** table, click **New**.

6. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Supplier
- Column name: (this should default to u_supplier)

- Max length: 40
7. Click **Submit**.
 8. In the **Columns** table, click **New**.
 9. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: Integer
 - Column label: Retry count
 - Column name: (this should default to u_retry_count)
 10. Under the **Default Value** tab, , fill in the following field:
 - Default value: 0
 11. Click **Submit**.
 12. In the **Columns** table, click **New**.
 13. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: True/False
 - Column label: Retry
 - Column name: (this should default to u_retry)
 14. Under the **Default Value** tab, , fill in the following field:
 - Default value: true
 15. Click **Submit**.
 16. In the **Columns** table, click **New**.
 17. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: REST Message
 - Column name: (this should default to u_rest_message)
 - Max length: 40
 18. Click **Submit**.
 19. In the **Columns** table, click **New**.
 20. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Payload
 - Column name: (this should default to u_payload)
 - Max length: 4000
 21. Click **Submit**.
 22. In the **Columns** table, click **New**.
 23. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Format
 - Column name: (this should default to u_format)
 - Max length: 40
 24. Click **Submit**.
 25. In the **Columns** table, click **New**.
 26. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Number
 - Column name: (this should default to u_number)
 - Max length: 40
 27. Click **Submit**.

28. In the **Columns** table, click **New**.
29. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: Integer
 - Column label: HTTP Status
 - Column name: (this should default to u_http_status)
30. Click **Submit**.
31. In the **Columns** table, click **New**.
32. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: HTTP Response
 - Column name: (this should default to u_http_response)
 - Max length: 4000
33. Click **Submit**.
34. In the **Columns** table, click **New**.
35. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: HTTP Method
 - Column name: (this should default to u_http_method)
 - Max length: 40
36. Click **Submit**.
37. In the **Columns** table, click **New**.
38. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Endpoint
 - Column name: (this should default to u_endpoint)
 - Max length: 400
39. Click **Submit**.
40. In the **Columns** table, click **New**.
41. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: True/False
 - Column label: Active
 - Column name: (this should default to u_active)
42. Under **Related Links**, click **Advanced view**.
43. Under the **Calculated Value** tab, fill in the following fields:
 - Calculated: true
 - Calculation:

```
(function calculatedFieldValue(current) {  
    var calc = current.u_retry;  
  
    switch (current.u_http_status.toString()) {  
        //1xx Informational  
        case '100': // Continue  
        case '101': // Switching Protocols  
        case '102': // Processing  
        case '200': // OK  
        case '201': // Created  
        case '202': // Accepted
```

```
case '203': // Non-authoritative Information
case '204': // No Content
case '205': // Reset Content
case '206': // Partial Content
case '207': // Multi-Status
case '208': // Already Reported
case '226': // IM Used
case '300': // Multiple Choices
case '301': // Moved Permanently
case '302': // Found
case '303': // See Other
case '304': // Not Modified
case '305': // Use Proxy
case '307': // Temporary Redirect
case '308': // Permanent Redirect
case '400': // Bad Request
    calc = false;
    break;
case '401': // Unauthorized
case '402': // Payment Required
case '403': // Forbidden
case '404': // Not Found
case '405': // Method Not Allowed
case '406': // Not Acceptable
case '407': // Proxy Authentication Required
case '408': // Request Timeout
case '409': // Conflict
case '410': // Gone
case '411': // Length Required
case '412': // Precondition Failed
case '413': // Payload Too Large
case '414': // Request-URI Too Long
case '415': // Unsupported Media Type
case '416': // Requested Range Not Satisfiable
case '417': // Expectation Failed
case '418': // I'm a teapot
case '421': // Misdirected Request
case '422': // Unprocessable Entity
case '423': // Locked
case '424': // Failed Dependency
case '426': // Upgrade Required
case '428': // Precondition Required
case '429': // Too Many Requests
case '431': // Request Header Fields Too Large
case '444': // Connection Closed Without Response
case '451': // Unavailable For Legal Reasons
case '499': // Client Closed Request
case '500': // Internal Server Error
case '501': // Not Implemented
case '502': // Bad Gateway
case '503': // Service Unavailable
case '504': // Gateway Timeout
    break;
case '505': // HTTP Version Not Supported
case '506': // Variant Also Negotiates
case '507': // Insufficient Storage
case '508': // Loop Detected
```

```

        case '510': // Not Extended
        case '511': // Network Authentication Required
        case '599': // Network Connect Timeout Error
            calc = false;
            break;
        default:
            break;
    }

    // after 48 hours of retrying, turn off active flag
    if (current.u_retry_count >= 48) {
        calc = false;
    }

    return calc; // return the calculated value
})(current);

```

44. Click **Update**.

45. Click **Update**.

Multi-source Inbound Handling

Inbound incident handling could be setup in an agnostic fashion based on a mutual push-push model setup between the enterprise and suppliers. The mutual push-push model is where the each party sets how they shall receive messages and no party performs a pull/get operation. There are major advantages for this model over one party dictating both how it will send and receive messages.



OEM & OSP

Original equipment manufacturers (OEM) and original service providers (OSP) rarely fit into the mutual push-push model as their clientele is vast and the reliance of the enterprise on the OEMs and OSPs do not warrant a collaborative effort between the enterprise ServiceNow developers and the OEM/OSP. In the case of true partnership between enterprise and suppliers should allow for a mutual push-push model.

The biggest advantage to all parties is long term run and maintain of eBonding operations. If one party changes their fields or data, the other party is not forced into changing their eBonding framework to accommodate; a decision from one party should not impact or cause work for the other. Another advantage is resource utilization. Pull requests are expensive and if an enterprise is being pulled by dozens of suppliers, this places an undue burden on the enterprise. It is far more agreeable that if a change is to occur in one party's record, then that party will pass (push) the delta change to the agreed parties.

Quick Rundown

Suppliers will write to a staging table called `[u_ebond_incident_staging]`. The table will be an extension of the `[sys_import_set_row]` and will have the ability to take advantage of the OOTB ServiceNow transform

functionality. The *transform maps* will validate the incoming data and then create or update the appropriate records within the system.

Incident staging table

Normally the REST inbound message handling aspect for eBonding is developed using *Scripted REST API*. For multi-source eBonding a different model will be developed using a staging table. Suppliers will directly write to a staging table instead of a Scripted REST API.

ServiceNow *Transform Maps* provide an elegant and efficient means to do much of what a *Scripted REST API* can do with the use of *Transform Scripts*. The **onStart** is used for preparation of global variables, *onBefore* is used for data validation, and *onAfter* for data operations. All of this efficiently designed by ServiceNow in the import set framework to handle inbound REST messages.



Staging other tables

For each type of destination ServiceNow table for multi-source eBonding will require a unique staging table. For example, if the requirement is to have a multi-source eBond with change requests, a similar staging table that that below will need to be created.

The *u_ebond_incident_staging* table holds the field values passed by the supplier for incidents.

The *u_ebond_incident_staging* table will contain the following custom fields:

Field	Description
Work Note	Support work note, customer not visible.
Subcategory	Subcategory for the incident.
State	The state of the incident.
Short Description	The title (or short description) of the incident.
Service Offering	The service offering the incident is impacting.
Service	The service the incident is impacting.
Impact	The impact the incident has on the service.
Urgency	The urgency to resolve the incident.
Sys ID	The sys_id for the local incident ticket.
Number	The number for the local incident ticket.
Hold Reason	The reason the incident ticket was placed on hold.
Description	The description of the incident.
Contact Type	How the incident was reported.
Comment	Customer visible comment.

Field	Description
External Reference	The supplier's incident ticket unique identifier.
External Number	The supplier's incident ticket number.
CMDB CI	The configuration item the incident is reported against.
Close Notes	Incident closure notes.
Close Code	Incident closure code.
Category	Category for the incident
Caller	The caller who reported the incident.
Assignment Group	The assignment group working the incident.

1. Navigate to **System Definition > Tables**.
2. Click **New**.
3. Under the **Table New record** section, fill in the following fields:
 - Label: eBond Incident Staging
 - Name: u_ebond_incident_staging
 - Extends table: Import Set Row [sys_import_set_row]
 - Add module to menu: eBond
4. In the record header, right-click and select **Save**.
5. In the **Columns** table, click **New**.
6. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Work Note
 - Column name: (this should default to u_work_note)
 - Max length: 4000
7. Click **Submit**.
8. In the **Columns** table, click **New**.
9. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: Subcategory
 - Column name: (this should default to u_subcategory)
 - Max length: 80
10. Click **Submit**.
11. In the **Columns** table, click **New**.
12. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String
 - Column label: State
 - Column name: (this should default to u_state)
 - Max length: 40
13. Click **Submit**.
14. In the **Columns** table, click **New**.
15. In the **Dictionary Entry New record** section, fill in the following fields:
 - Type: String

- Column label: Short Description
- Column name: (this should default to u_short_description)
- Max length: 1000

16. Click **Submit**.

17. In the **Columns** table, click **New**.

18. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Service Offering
- Column name: (this should default to u_service_offering)
- Max length: 255

19. Click **Submit**.

20. In the **Columns** table, click **New**.

21. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Service
- Column name: (this should default to u_service)
- Max length: 255

22. Click **Submit**.

23. In the **Columns** table, click **New**.

24. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Impact
- Column name: (this should default to u_impact)
- Max length: 40

25. Click **Submit**.

26. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Urgency
- Column name: (this should default to u_urgency)
- Max length: 40

27. Click **Submit**.

28. In the **Columns** table, click **New**.

29. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Sys ID
- Column name: (this should default to u_sys_id)
- Max length: 40

30. Click **Submit**.

31. In the **Columns** table, click **New**.

32. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Number
- Column name: (this should default to u_number)
- Max length: 40

33. Click **Submit**.

34. In the **Columns** table, click **New**.

35. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Hold Reason
- Column name: (this should default to u_hold_reason)
- Max length: 40

36. Click **Submit**.

37. In the **Columns** table, click **New**.

38. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Description
- Column name: (this should default to u_description)
- Max length: 4000

39. Click **Submit**.

40. In the **Columns** table, click **New**.

41. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Contact Type
- Column name: (this should default to u_contact_type)
- Max length: 40

42. Under the **Default Value** tab, , fill in the following field:

- Default value: eBond

43. Click **Submit**.

44. In the **Columns** table, click **New**.

45. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Comment
- Column name: (this should default to u_comment)
- Max length: 4000

46. Click **Submit**.

47. In the **Columns** table, click **New**.

48. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: External Reference
- Column name: (this should default to u_external_reference)
- Max length: 40

49. Click **Submit**.

50. In the **Columns** table, click **New**.

51. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: External Number
- Column name: (this should default to u_external_number)
- Max length: 40

52. Click **Submit**.

53. In the **Columns** table, click **New**.

54. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String

- Column label: CMDB CI
- Column name: (this should default to u_cmdb_ci)
- Max length: 40

55. Click **Submit**.

56. In the **Columns** table, click **New**.

57. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Close Notes
- Column name: (this should default to u_close_notes)
- Max length: 1000

58. Click **Submit**.

59. In the **Columns** table, click **New**.

60. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Close Code
- Column name: (this should default to u_close_code)
- Max length: 40

61. Click **Submit**.

62. In the **Columns** table, click **New**.

63. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Category
- Column name: (this should default to u_category)
- Max length: 80

64. Click **Submit**.

65. In the **Columns** table, click **New**.

66. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Caller
- Column name: (this should default to u_caller)
- Max length: 40

67. Click **Submit**.

68. In the **Columns** table, click **New**.

69. In the **Dictionary Entry New record** section, fill in the following fields:

- Type: String
- Column label: Assignment Group
- Column name: (this should default to u_assignment_group)
- Max length: 40

70. Click **Submit**.

71. Click **Update**.

Inbound Transform

The inbound *transform map* uses *transform scripts* to perform various operations on the data directly passed by the supplier. The *transform scripts* can be set to *when* they are executed against the data in the transform.

- **onStart:** Sets up the global variables used by the other transform scripts. Global variables will be capitalized for ease of development.
- **onBefore:** Validates security and the data passed by the supplier. The order of scripts are important as pre-checks must complete before continuing the transform.
- **on:After** Creates or updates the needed fields within the records.
- **on:Complete** Verifies all operations and updates return information to the supplier.

1. Navigate to **System Import Sets > Transform Maps**.
2. Click **New**.
3. In the **Table Transform Map New record** section, fill in the following fields:
 - Name: eBond Incident Transform
 - Source table: eBond Incident Staging [u_ebond_incident_staging]
 - Target table: eBond Relationship [u_ebond_relationship]
4. In the record header, right-click and select **Save**.
5. In the **Field Maps** tab, click **New**.
6. In the **Field Map New record** section, fill in the following fields:
 - Source field: External Number [u_external_number]
 - Target field: Correlation Number [u_correlation_number]
 - Coalesce: True
7. Click **Submit**.

**Coalesce field not indexed**

If a pop-up box appears titled *Coalesce field not indexed*, then click **OK**, fill in the followup contact information and click **OK**.

8. In the **Field Maps** tab, click **New**.
9. In the **Field Map New record** section, fill in the following fields:
 - Source field: External reference [u_external_reference]
 - Target field: Correlation ID [u_correlation_id]
 - Coalesce: false
10. Click **Submit**.
11. In the **Field Maps** tab, click **New**.
12. In the **Field Map New record** section, click **Use source script** and fill in the following fields:
 - Choice action: ignore
 - Target field: company [core_Company]
 - Coalesce field: true
 - Script:

```

answer = (function transformEntry(source) {

    // coalesce script is called at various times in the transform
    // ignore the time(s) when the row is not even being evaluated
    if (source.sys_created_by == "") {
        return;
    }

    // find the company the account is associated with
    var company = new GlideRecord('core_company');
    company.addQuery('u_ebond_account', source.sys_created_by);
    company.query();
    if (company.next()) {
        // make sure the supplier is still eBond approved
        if (company.u_ebonded) {
            return company;
        }

        // supplier is not eBond enabled
        var log = new GlideRecord('u_ebond_log');
        log.u_class = 'eBond Incident Transform map';
        log.u_source = '[Field Map] Company';
        log.u_supplier = company.name;
        log.u_message = 'Security Violation: The supplier ' + company.name;
        log.u_level = 'Low';
        log.insert();

        error = true;
        error_message = "Security violation.";
        return "";
    }

    // creator is not associated with a supplier
    var log = new GlideRecord('u_ebond_log');
    log.u_class = 'eBond Incident Transform map';
    log.u_source = '[Field Map] Company';
    log.u_supplier = 'Unknown';
    log.u_message = 'Security Violation: An eBond account (' + source.sys_created_by + ')';
    log.u_level = 'High';
    log.insert();

    error = true;
    error_message = "Security violation.";

    return ""; // return the value to be put into the target field

})(source);

```

13. Click **Submit**.



Coalesce fields

Only the *target field* fields `u_correlation_number` and `u_company` fields are coalesce fields. The `u_company` is derived internally from the `sys_created_by` field that holds the account that wrote

the record. This removes the means to supplant company information. The *u_correlation_number* by itself is not sufficient to make it unique enough with multiple eBonded suppliers. The combination of the *u_correlation_number* and *u_company* is required; as the assumption is the supplier will not duplicate their ticket numbers. However, two or more suppliers could have the same ticket numbers unrelated to each other. The reason that the *u_external_reference* is not used is it's typically not a required field. Some ticket solutions do not use reference qualifiers and the ticket number is sufficient when passing information back to the supplier.

14. In the **Transform Scripts** tab, click **New**.

15. In the **Transform Script New record** section, fill in the following fields:

- When: onStart
- Order: 1
- Script:

```
// Initialize global variables
var SUPPLIER = ""; // supplier's name
// SUPPLIER: the string value that represents the supplier
//   used primarily for logging and registry operations

var COMPANY = ""; // supplier's company record
// COMPANY: the sys_id of the local [core_company] table record dor the sup

var INCIDENT = ""; // incident reference
var INCIDENT_NUMBER = ""; // incident number
// INCIDENT: the sys_id of the local [incident] table record
// INCIDENT_NUMBER: the number of the local [incident] table record

var URL = ""; // URL reference back to supplier ticket
// URL: the reference back to the supplier's ticket

// action: is a OOTSB ServiceNow variable to represent the creation of a ne

var OPERATION = "invalid" ;
// OPERATION: what action to take on the [incident] table record
//   create - create a new incident record
//   update - update an existing incident record

var EXECUTION = "invalid";
// EXECUTION: what the operation will do
//   reflect - changes from the supplier are mapped to the fields in the in
//   inform - changes from the supplier are mapped to the work notes in the
//   debond - deBonds the supplier and enterprise ticket.

var SUBCATEGORY = "";
var STATE = "";
var SERVICE_OFFERING = "";
var SERVICE = "";
var IMPACT = "";
var URGENCY = "";
```

```
var CONTACT_TYPE = "";
var CLOSE_CODE = "";
var CATEGORY = "";
var CALLER = "";
var ASSIGNMENT_GROUP = "";
```

16. Click **Submit**.

17. In the **Transform Script New record** section, fill in the following fields:

- When: onBefore
- Order: 5
- Script:

```
// SUPPLIER
(function runTransformScript(source, map, log, target /*undefined onStart*,

    var registry = new GlideRecord('u_ebond_registry');
    registry.addQuery('u_key', 'inbound account');
    registry.addQuery('u_value', source.sys_created_by);
    registry.query();
    if (registry.next()) {
        SUPPLIER = registry.u_supplier;
    } else {
        var log = new GlideRecord('u_ebond_log');
        log.u_class = 'eBond Incident Transform script';
        log.u_source = '[onBefore] SUPPLIER';
        log.u_supplier = 'Unknown';
        log.u_message = 'Registry Error: An eBond account (' + source.sys_
        log.u_level = 'Medium';
        log.insert();

        error = true;
        error_message = "Unregistered supplier account.";
    }

    return;
})(source, map, log, target);
```

18. Click **Submit**.

19. In the **Transform Script New record** section, fill in the following fields:

- When: onBefore
- Order: 10
- Script:

```
// check required fields
(function runTransformScript(source, map, log, target /*undefined onStart*,

    var missingField = false;
    var missingFields = 'Missing the folowing required field(s): ';
```



```
var separator = '';

// supplier ticket number is mandatory in all cases
if (source.u_external_number == '') {
    missingField = true;
    missingFields = missingFields + separator + 'u_external_number';
    separator = ', ';
}

// if new relationship, provide a short description
if (action == 'insert' && source.u_short_description == '') {
    missingField = true;
    missingFields = missingFields + separator + 'u_short_description';
    separator = ', ';
}

// if new relationship, provide a description
if (action == 'insert' && source.u_description == '') {
    missingField = true;
    missingFields = missingFields + separator + 'u_description';
    separator = ', ';
}

// if state is on hold, provide a hold reason
if (source.u_state == '3' && source.u_hold_reason == '') {
    missingField = true;
    missingFields = missingFields + separator + 'u_hold_reason';
    separator = ', ';
}

// if state is resolved or closed, provide a close code
if ((source.u_state == '6' || source.u_state == '7') && source.u_close_
    missingField = true;
    missingFields = missingFields + separator + 'u_close_code';
    separator = ', ';
}

// if state is resolved or closed, provide a close notes
if ((source.u_state == '6' || source.u_state == '7') && source.u_close_
    missingField = true;
    missingFields = missingFields + separator + 'u_close_notes';
    separator = ', ';
}

if (missingField) {
    missingFields = missingFields + '.';
    var log = new GlideRecord('u_ebond_log');
    log.u_class = 'eBond Incident Transform script';
    log.u_source = '[onBefore] check required fields';
    log.u_supplier = SUPPLIER;
    log.u_message = missingFields + ' Reference: ' + source.sys_id;
    log.u_level = 'Low';
    log.insert();

    error = true;
    error_message = missingFields;
}
```

```

    return;
  })(source, map, log, target);

```

20. Click **Submit**.

21. In the **Transform Script New record** section, fill in the following fields:

- When: onBefore
- Order: 20
- Script:

```

// COMPANY
(function runTransformScript(source, map, log, target /*undefined onStart*/,

    // find the company the account is associated with
    var company = new GlideRecord('core_company');
    company.addQuery('u_ebond_account', source.sys_created_by);
    company.query();
    if (company.next()) {
        COMPANY = company.sys_id;
    }

})(source);

```

22. Click **Submit**.

23. In the **Transform Script New record** section, fill in the following fields:

- When: onBefore
- Order: 30
- Script:

```

// OPERATION & EXECUTION
(function runTransformScript(source, map, log, target /*undefined onStart*/,

    /*
    scenario matrix
    invalid is where logically the transform cannot handle the scenario
    if OPERATION or EXECUTION found to default to invalid will log an error
    action is the operation the transform will have on the u_ebond_relationship

    action | OPERATION | EXECUTION | SCENARIO
    -----
    insert | create   | reflect   | new eBond from supplier
    insert | create   | inform    | invalid - cannot create an ir
    insert | create   | debond    | invalid - cannot create a det
    insert | update   | reflect   | invalid - ticket would already
    insert | update   | inform    | new eBond from supplier to exist
    insert | update   | debond    | invalid - cannot create a det
    update | create   | reflect   | invalid - supplier cannot re-
    update | create   | inform    | invalid - cannot create an ir
    */

```

```

update | create | debond | invalid - cannot create a det
update | update | reflect | supplier is updating a ticket
update | update | inform | supplier is updating a ticket t
| supplier is re-eBonding to a pr
update | update | debond | supplier is debonding the tick
*/

// action | OPERATION | EXECUTION | SCENARIO
// -----
// insert | create | reflect | new eBond from supplier
if (action == 'insert' && source.u_number == '' && source.u_sys_id ==
    OPERATION = 'create';
    EXECUTION = 'reflect';
    return;
}

// action | OPERATION | EXECUTION | SCENARIO
// -----
// insert | update | inform | new eBond from supplier to ex
if (action == 'insert' && (source.u_number != '' || source.u_sys_id !=
    var incident = new GlideRecord('incident');
    if (source.u_number != '') {
        incident.addQuery('number', source.u_number);
    } else {
        incident.addQuery('sys_id', source.u_sys_id);
    }
    incident.query();
    if (incident.next()) {
        OPERATION = 'update';
        EXECUTION = 'inform';
        return;
    } else {
        var log = new GlideRecord('u_ebond_log');
        log.u_class = 'eBond Incident Transform script';
        log.u_source = '[onBefore] OPERATION & EXECUTION';
        log.u_supplier = SUPPLIER;
        if (source.u_number != '') {
            log.u_message = 'Incident Not Found: Could not find incident';
        } else {
            log.u_message = 'Incident Not Found: Could not find the incident';
        }
        log.u_level = 'Medium';
        log.insert();

        error = true;
        error_message = "Incident not found.";
        return;
    }
}

// action | OPERATION | EXECUTION | SCENARIO
// -----
// update | * | * | if the eBond relationship exists
// | if the incident is closed then
if (action == 'update') {
    var incident = new GlideRecord('incident');
    incident.addQuery('number', relationship.u_source);

```

```

        incident.query();
        if (incident.next()) {
            if (incident.getValue('state') == 7) { // closed
                error = true;
                error_message = "Incident " + incident.number + "cannot be updated";
                return;
            }
        }
    }

    // action | OPERATION | EXECUTION | SCENARIO
    // -----
    // update | update | debond | supplier is debonding the ticket
    if (action == 'update' && (source.u_number == '-1' || source.u_sys_id == '-1')) {
        OPERATION = 'update';
        EXECUTION = 'debond';
        return;
    }

    // action | OPERATION | EXECUTION | SCENARIO
    // -----
    // update | update | inform | supplier is re-eBonding to a new supplier
    if (action == 'update' && target.u_state.indexOf('debond') != -1) {
        OPERATION = 'update';
        EXECUTION = 'inform';
        return;
    }

    // action | OPERATION | EXECUTION | SCENARIO
    // -----
    // update | update | reflect | supplier is updating a ticket
    // update | update | inform | supplier is updating a ticket
    if (action == 'update' && target.u_state.indexOf('debond') == -1) {
        var relationship = new GlideRecord('u_ebond_relationship');
        relationship.addQuery('u_company', COMPANY);
        relationship.addQuery('u_correlation_number', source.u_external_number);
        relationship.query();
        if (relationship.next()) {
            if (relationship.u_reflect == true) {
                OPERATION = 'update';
                EXECUTION = 'reflect';
                return;
            } else {
                OPERATION = 'update';
                EXECUTION = 'inform';
                return;
            }
        }
    } else {
        var log = new GlideRecord('u_ebond_log');
        log.u_class = 'eBond Incident Transform script';
        log.u_source = '[onBefore] OPERATION & EXECUTION';
        log.u_supplier = SUPPLIER;
        log.u_message = 'Internal Error: eBond reference not found with source u_number';
        log.u_level = 'High';
        log.insert();
    }
}

```

```

        error = true;
        error_message = "Internal error, eBond reference not found with";
        return;
    }
}

// at this point all valid logic paths have been tested.
var log = new GlideRecord('u_ebond_log');
log.u_class = 'eBond Incident Transform script';
log.u_source = '[onBefore] OPERATION & EXECUTION';
log.u_supplier = SUPPLIER;
log.u_message = 'Internal Error: Logic path exhaustion; OPERATION [' +
log.u_level = 'High';
log.insert();

error = true;
error_message = "Internal error, logic path exhaustion.";
return;

})(source, map, log, target);

```

24. Click **Submit**.

25. In the **Transform Script New record** section, fill in the following fields:

- When: onBefore
- Order: 40
- Script:

```

// INCIDENT
(function runTransformScript(source, map, log, target /*undefined onStart*/,

    if ((source.u_number != '' || source.u_sys_id != '') && (source.u_number
        var incident = new GlideRecord('incident');
        if (source.u_number != '') {
            incident.addQuery('number', source.u_number);
        } else {
            incident.addQuery('sys_id', source.u_sys_id);
        }
        incident.query();
        if (incident.next()) {
            INCIDENT = incident.sys_id;
            INCIDENT_NUMBER = incident.number;
            return;
        } else {
            var log = new GlideRecord('u_ebond_log');
            log.u_class = 'eBond Incident Transform script';
            log.u_source = '[onBefore] INCIDENT';
            log.u_supplier = SUPPLIER;
            if (source.u_number != '') {
                log.u_message = 'Incident Not Found: Could not find incident';
            } else {
                log.u_message = 'Incident Not Found: Could not find the incident';
            }
        }
    }

```

```

        log.u_level = 'Medium';
        log.insert();

        error = true;
        error_message = "Incident not found.";
        return;
    }
    // the supplier did not pass local ticket information
} else if (action == 'update') {
    var relationship = new GlideRecord('u_ebond_relationship');
    if (source.u_external_number != '') {
        relationship.addQuery('u_correlation_number', source.u_external_number);
    } else {
        relationship.addQuery('u_correlation_id', source.u_external_reference_id);
    }
    relationship.query();
    if(relationship.next()) {
        INCIDENT = relationship.u_source.sys_id;
        INCIDENT_NUMBER = relationship.u_source.number;
        return;
    } else {
        var log = new GlideRecord('u_ebond_log');
        log.u_class = 'eBond Incident Transform script';
        log.u_source = '[onBefore] INCIDENT';
        log.u_supplier = SUPPLIER;
        if (source.u_external_number != '') {
            log.u_message = 'Incident Not Found: Could not find external number';
        } else {
            log.u_message = 'Incident Not Found: Could not find the external reference id';
        }
        log.u_level = 'High';
        log.insert();

        error = true;
        error_message = "eBond relationship not found.";
        return;
    }
}

return;
})(source, map, log, target);

```

26. Click **Submit**.

27. In the **Transform Script New record** section, fill in the following fields:

- When: onBefore
- Order: 50
- Script:

```

// URL
(function runTransformScript(source, map, log, target /*undefined onStart*/,

// deBond check

```

```

    if (EXECUTION == 'debond') {
        return;
    }

    var registry = new GlideRecord('u_ebond_registry');
    registry.addQuery('u_supplier', SUPPLIER);
    registry.addQuery('u_key', 'incident reference url');
    registry.query();
    if (registry.next()) {
        var tRef = registry.u_value;

        var tRef1 = tRef.replace('CORRELATION_ID', source.u_external_reference_id);
        URL = tRef1.replace('CORRELATION_NUMBER', source.u_external_number);
    }
    return;
})(source, map, log, target);

```

28. Click **Submit**.

29. In the **Transform Script New record** section, fill in the following fields:

- When: onBefore
- Order: 199
- Script:

```

// validate data
(function runTransformScript(source, map, log, target /*undefined onStart*/,

    var invalidData = false;
    var invalidInfo = 'Missing the folowing required field(s): ';
    var separator = '';

    if (source.u_sys_id != '') {
        var incident = new GlideRecord("incident");
        incident.addQuery("sys_id", source.u_sys_id);
        incident.query();
        if (incident.next()) {
            INCIDENT = incident.sys_id;
        } else {
            invalidData = true;
            invalidInfo = invalidInfo + separator + 'u_sys_id';
            separator = ', ';
        }
    }

    if (source.u_subcategory != '') {
        var data_map = new GlideRecord("u_ebond_data_map");
        data_map.addQuery("u_supplier", "All");
        data_map.addQuery("u_module", "incident");
        data_map.addQuery("u_classification", "subcategory");
        data_map.addQuery("u_direction", "inbound");
        data_map.addQuery("u_supplier_value", source.u_subcategory);
        data_map.query();
        if (data_map.next()) {

```

```
        SUBCATEGORY = data_map.u_textron_value;
    } else {
        invalidData = true;
        invalidInfo = invalidInfo + separator + 'u_subcategory';
        separator = ', ';
    }
}

if (source.u_state != '') {
    var data_map = new GlideRecord("u_ebond_data_map");
    data_map.addQuery("u_supplier", "All");
    data_map.addQuery("u_module", "incident");
    data_map.addQuery("u_classification", "state");
    data_map.addQuery("u_direction", "inbound");
    data_map.addQuery("u_supplier_value", source.u_state);
    data_map.query();
    if (data_map.next()) {
        STATE = data_map.u_textron_value;
    } else {
        invalidData = true;
        invalidInfo = invalidInfo + separator + 'u_state';
        separator = ', ';
    }
}

if (source.u_service_offering != '') {
    var data_map = new GlideRecord("u_ebond_data_map");
    data_map.addQuery("u_supplier", "All");
    data_map.addQuery("u_module", "incident");
    data_map.addQuery("u_classification", "service_offering");
    data_map.addQuery("u_direction", "inbound");
    data_map.addQuery("u_supplier_value", source.u_service_offering);
    data_map.query();
    if (data_map.next()) {
        SERVICE_OFFERING = data_map.u_textron_value;
    } else {
        invalidData = true;
        invalidInfo = invalidInfo + separator + 'u_service_offering';
        separator = ', ';
    }
}

if (source.u_service != '') {
    var data_map = new GlideRecord("u_ebond_data_map");
    data_map.addQuery("u_supplier", "All");
    data_map.addQuery("u_module", "incident");
    data_map.addQuery("u_classification", "service");
    data_map.addQuery("u_direction", "inbound");
    data_map.addQuery("u_supplier_value", source.u_service);
    data_map.query();
    if (data_map.next()) {
        SERVICE = data_map.u_textron_value;
    } else {
        invalidData = true;
        invalidInfo = invalidInfo + separator + 'u_service';
        separator = ', ';
    }
}
```



```
}

if (source.u_impact != '') {
    var data_map = new GlideRecord("u_ebond_data_map");
    data_map.addQuery("u_supplier", "All");
    data_map.addQuery("u_module", "incident");
    data_map.addQuery("u_classification", "impact");
    data_map.addQuery("u_direction", "inbound");
    data_map.addQuery("u_supplier_value", source.u_impact);
    data_map.query();
    if (data_map.next()) {
        IMPACT> = data_map.u_texttron_value;
    } else {
        invalidData = true;
        invalidInfo = invalidInfo + separator + 'u_impact';
        separator = ', ';
    }
}

if (source.u_urgency != '') {
    var data_map = new GlideRecord("u_ebond_data_map");
    data_map.addQuery("u_supplier", "All");
    data_map.addQuery("u_module", "incident");
    data_map.addQuery("u_classification", "urgency");
    data_map.addQuery("u_direction", "inbound");
    data_map.addQuery("u_supplier_value", source.u_urgency);
    data_map.query();
    if (data_map.next()) {
        IMPACT> = data_map.u_texttron_value;
    } else {
        invalidData = true;
        invalidInfo = invalidInfo + separator + 'u_urgency';
        separator = ', ';
    }
}

if (source.u_number != '') {
    var incident = new GlideRecord("incident");
    incident.addQuery("number", source.u_number);
    incident.query();
    if (incident.next()) {
        INCIDENT = incident.sys_id;
    } else {
        invalidData = true;
        invalidInfo = invalidInfo + separator + 'u_number';
        separator = ', ';
    }
}

if (source.u_hold_reason != '') {
    var data_map = new GlideRecord("u_ebond_data_map");
    data_map.addQuery("u_supplier", "All");
    data_map.addQuery("u_module", "incident");
    data_map.addQuery("u_classification", "hold_reason");
    data_map.addQuery("u_direction", "inbound");
    data_map.addQuery("u_supplier_value", source.u_hold_reason);
    data_map.query();
}
```

```

        if (data_map.next()) {
            HOLD_REASON = data_map.u_textron_value;
        } else {
            invalidData = true;
            invalidInfo = invalidInfo + separator + 'u_hold_reason';
            separator = ', ';
        }
    }

    if (source.u_contact_type != '') {
        var data_map = new GlideRecord("u_ebond_data_map");
        data_map.addQuery("u_supplier", "All");
        data_map.addQuery("u_module", "incident");
        data_map.addQuery("u_classification", "contact_type");
        data_map.addQuery("u_direction", "inbound");
        data_map.addQuery("u_supplier_value", source.u_contact_type);
        data_map.query();
        if (data_map.next()) {
            CONTACT_TYPE = data_map.u_textron_value;
        } else {
            invalidData = true;
            invalidInfo = invalidInfo + separator + 'u_contact_type';
            separator = ', ';
        }
    }

    if (source.u_close_code != '') {
        var data_map = new GlideRecord("u_ebond_data_map");
        data_map.addQuery("u_supplier", "All");
        data_map.addQuery("u_module", "incident");
        data_map.addQuery("u_classification", "close_code");
        data_map.addQuery("u_direction", "inbound");
        data_map.addQuery("u_supplier_value", source.u_close_code);
        data_map.query();
        if (data_map.next()) {
            CLOSE_CODE = data_map.u_textron_value;
        } else {
            invalidData = true;
            invalidInfo = invalidInfo + separator + 'u_close_code';
            separator = ', ';
        }
    }

    if (source.u_category != '') {
        var data_map = new GlideRecord("u_ebond_data_map");
        data_map.addQuery("u_supplier", "All");
        data_map.addQuery("u_module", "incident");
        data_map.addQuery("u_classification", "category");
        data_map.addQuery("u_direction", "inbound");
        data_map.addQuery("u_supplier_value", source.u_category);
        data_map.query();
        if (data_map.next()) {
            CATEGORY = data_map.u_textron_value;
        } else {
            invalidData = true;
            invalidInfo = invalidInfo + separator + 'u_category';
            separator = ', ';
        }
    }

```

```

    }
}

if (source.u_caller != '') {
    var caller = new GlideRecord("sys_user");
    caller.addQuery("email", source.u_caller);
    caller.query();
    if (caller.next()) {
        CALLER = caller.sys_id;
    } else {
        invalidData = true;
        invalidInfo = invalidInfo + separator + 'u_caller';
        separator = ', ';
    }
}

if (source.u_assignment_group != '') {
    var assignmentGroup = new GlideRecord("sys_user_group");
    assignmentGroup.addQuery("name", source.u_assignment_group);
    assignmentGroup.query();
    if (assignmentGroup.next()) {
        ASSIGNMENT_GROUP = assignmentGroup.sys_id;
    } else {
        invalidData = true;
        invalidInfo = invalidInfo + separator + 'u_assignment_group';
        separator = ', ';
    }
}

if (invalidData) {
    invalidInfo = invalidInfo + '.';
    var log = new GlideRecord('u_ebond_log');
    log.u_class = 'eBond Incident Transform script';
    log.u_source = '[onBefore] validate data';
    log.u_supplier = SUPPLIER;
    log.u_message = invalidInfo + ' Reference: ' + source.sys_id;
    log.u_level = 'Low';
    log.insert();

    error = true;
    error_message = invalidInfo;
}

return;

})(source, map, log, target);

```

30. Click **Submit**.

31. In the **Transform Script New record** section, fill in the following fields:

- When: onAfter
- Order: 200
- Script:

```
// deBond Relationship
(function runTransformScript(source, map, log, target /*undefined onStart*/,

    // eBond check
    if (EXECUTION != 'debond') {
        return;
    }

    // deBond the relationship
    target.u_state = 'debonded';

    // retrieve the incident record to update
    var incident = new GlideRecord('incident');
    incident.addQuery('sys_id', INCIDENT);
    incident.query();
    incident.next();

    // work notes in the incident vary depending on existing relationships
    var workNotes = '';

    // check to see if there are any other suppliers tickets ebonded
    var relationship = new GlideRecord('u_ebond_relationship');
    var advQuery = 'u_company=' + COMPANY + '^u_source=' + INCIDENT + '^u_s
    relationship.addEncodedQuery(advQuery);
    relationship.query();
    if (relationship.next()) {
        workNotes = SUPPLIER + ' has requested to deBond their ticket ' + s
    } else {
        // there are no other tickets eBonded from the supplier to this tic
        // remove the reference from the incident 'eBonded with' field
        workNotes = SUPPLIER + ' has requested to deBond their ticket ' + s
        var arr = incident.u_ebonded_with.toString().split(',');
        var pos = arr.indexOf(COMPANY);
        arr.splice(pos, 1);
        incident.u_ebonded_with = arr.toString();
    }

    // set the proper work notes for the incident and update the incident r
    incident.work_notes = workNotes;
    incident.update();

    return;
})(source, map, log, target);
```

32. Click **Submit**.

33. In the **Transform Script New record** section, fill in the following fields:

- When: onAfter
- Order: 210
- Script:

```
// eBond Relationship
(function runTransformScript(source, map, log, target /*undefined onStart*,
```

```

// deBond check
if (EXECUTION == 'debond') {
    return;
}

// create a new incident record
if (OPERATION == 'create' && INCIDENT == '') {
    var grInc = new GlideRecord("incident");
    grInc.initialize();
    INCIDENT = grInc.insert();
    INCIDENT_NUMBER = grInc.number;
}

// regardless update the relationship
// this will capture re-bond'ing incidents too
target.u_url = URL;
target.u_type = TYPE;
target.u_state = 'ebonded';
target.u_status = 'success';
target.u_source_table = 'incident';
target.u_source = INCIDENT;
if (EXECUTION == 'create') {
    target.u_reflect = true;
} else {
    target.u_reflect = false;
}

return;
})(source, map, log, target);

```

34. Click **Submit**.

35. In the **Transform Script New record** section, fill in the following fields:

- When: onAfter
- Order: 220
- Script:

```

// update incident
(function runTransformScript(source, map, log, target /*undefined onStart*/,

    if (EXECUTION == 'debond') {
        return;
    }

    // see transform script 'eBond Relationship' when OPERATION is create
    // the incident is created there so that the relationship record is pop
    // INCIDENT global variable shall be defined at this point in the trans

    // if EXECUTION is inform, then field changes are stored as work notes
    var notes = SUPPLIER + ' has updated the following fields on their tick
    var noteFlag = false;
    var incidentFlag = false;

```

```
var incident = new GlideRecord('incident');
incident.addQuery('sys_id', INCIDENT);
incident.query();
if (incident.next()) {
    if (source.u_work_note != '') {
        incident.work_notes = source.u_work_note;
        incidentFlag = true;
    }

    if (source.u_subcategory != '') {
        if (EXECUTION == 'reflect') {
            incident.subcategory = SUBCATEGORY;
            incidentFlag = true;
        } else {
            notes = notes + '\n\tSubcategory: ' + SUBCATEGORY;
            noteFlag = true;
        }
    }

    if (source.u_state != '') {
        if (EXECUTION == 'reflect') {
            incident.state = STATE;
            incidentFlag = true;
        } else {
            notes = notes + '\n\tState: ' + STATE;
            noteFlag = true;
        }
    }

    if (source.u_short_description != '') {
        if (EXECUTION == 'reflect') {
            incident.short_description = source.u_short_description;
            incidentFlag = true;
        } else {
            notes = notes + '\n\tShort description: ' + source.u_short_
            noteFlag = true;
        }
    }

    if (source.u_service_offering != '') {
        if (EXECUTION == 'reflect') {
            incident.service_offering = SERVICE_OFFERING;
            incidentFlag = true;
        } else {
            notes = notes + '\n\tService offering: ' + SERVICE_OFFERING;
            noteFlag = true;
        }
    }

    if (source.u_service != '') {
        if (EXECUTION == 'reflect') {
            incident.service = SERVICE;
            incidentFlag = true;
        } else {
            notes = notes + '\n\tService: ' + SERVICE;
            noteFlag = true;
        }
    }
}
```

```
    }
}

if (source.u_impact != '') {
    if (EXECUTION == 'reflect') {
        incident.impact = IMPACT;
        incidentFlag = true;
    } else {
        notes = notes + '\n\tImpact: ' + IMPACT;
        noteFlag = true;
    }
}

if (source.u_urgency != '') {
    if (EXECUTION == 'reflect') {
        incident.urgency = URGENCY;
        incidentFlag = true;
    } else {
        notes = notes + '\n\tUrgency: ' + URGENCY;
        noteFlag = true;
    }
}

if (source.u_hold_reason != '') {
    if (EXECUTION == 'reflect') {
        incident.hold_reason = HOLD_REASON;
        incidentFlag = true;
    } else {
        notes = notes + '\n\tHold reason: ' + HOLD_REASON;
        noteFlag = true;
    }
}

if (source.u_description != '') {
    if (EXECUTION == 'reflect') {
        incident.description = source.u_description;
        incidentFlag = true;
    } else {
        notes = notes + '\n\tDescription: ' + source.u_description;
        noteFlag = true;
    }
}

if (source.u_contact_type != '') {
    if (EXECUTION == 'reflect') {
        incident.contact_type = CONTACT_TYPE;
        incidentFlag = true;
    } else {
        notes = notes + '\n\tContact type: ' + CONTACT_TYPE;
        noteFlag = true;
    }
}

if (source.u_comment != '') {
    incident.comments = source.u_comment;
    incidentFlag = true;
}
```

```
if (source.u_cmdb_ci != '') {
    notes = notes + '\n\tCMDB CI: ' + source.u_cmdb_ci;
    noteFlag = true;
}

if (source.u_close_notes != '') {
    if (EXECUTION == 'reflect') {
        incident.close_notes = source.u_close_notes;
        incidentFlag = true;
    } else {
        notes = notes + '\n\tClose notes: ' + source.u_close_notes;
        noteFlag = true;
    }
}

if (source.u_close_code != '') {
    if (EXECUTION == 'reflect') {
        incident.close_code = CLOSE_CODE;
        incidentFlag = true;
    } else {
        notes = notes + '\n\tClose code: ' + CLOSE_CODE;
        noteFlag = true;
    }
}

if (source.u_category != '') {
    if (EXECUTION == 'reflect') {
        incident.category = CATEGORY;
        incidentFlag = true;
    } else {
        notes = notes + '\n\tCategory: ' + CATEGORY;
        noteFlag = true;
    }
}

if (source.u_caller != '') {
    if (EXECUTION == 'reflect') {
        incident.caller = CALLER;
        incidentFlag = true;
    } else {
        notes = notes + '\n\tCaller: ' + source.u_caller;
        noteFlag = true;
    }
}

if (source.u_assignment_group != '') {
    if (EXECUTION == 'reflect') {
        incident.assignment_group = ASSIGNMENT_GROUP;
        incidentFlag = true;
    } else {
        notes = notes + '\n\tAssignment group: ' + source.u_assignment_group;
        noteFlag = true;
    }
}

if (incidentFlag) {
```



```

        incident.update();
    }

    if (noteFlag) {
        incident.work_notes = notes;
        incident.update();
    }

    // if a new incident ticket is created
    // make sure that we only add the company record to 'eBonded with'
    // when company is not listed
    // there is a scenario where the supplier is eBonding an additional
    // to a ticket they are already eBonded with on a different ticket
    if (OPERATION == 'create') {
        var arr = incident.u_ebonded_with.toString().split(',');
        var pos = arr.indexOf(COMPANY);
        if (pos != -1) {
            arr.push(COMPANY);
            incident.u_ebonded_with = arr.toString();
            incident.update();
        }
    }

} else {
    // this is very bad
    // we should never get here
    var log = new GlideRecord('u_ebond_log');
    log.u_class = 'eBond Incident Transform script';
    log.u_source = '[onAfter] update incident';
    log.u_supplier = SUPPLIER;
    log.u_message = 'Internal Error: Incident not found. Incident: ' +
    log.u_level = 'High';
    log.insert();
}

return;
})(source, map, log, target);

```

36. Click **Submit**.

37. In the **Transform Script New record** section, fill in the following fields:

- When: onComplete
- Order: 300
- Script:

```

// set number and sys_id
(function runTransformScript(source, map, log, target /*undefined onStart*/,

    // deBond check
    if (EXECUTION == 'debond') {
        return;
    }

```

```

    source.u_number = INCIDENT_NUMBER;
    source.u_sys_id = INCIDENT;

    return;
})(source, map, log, target);

```

38. Click **Submit**.

39. Click **Update**.

Data Map - Inbound

The data map table [u_ebond_data_map] is the translation lookup table used to translate field values depending on the direction that data is flowing. The *inbound* direction is to validate that the supplier has passed valid field values. It is best practice to assume the data the supplier is incorrect and to validate the data the supplier has passed before inserting the data into a ticket.

1. Navigate to **eBond > eBond Data Maps**.
2. Click **New**.
 1. In the **eBond Data Map New record** section, fill in the field values listed below.
 2. Click **Submit**.

Module	Classification	Direction	Supplier	Source value	Supplier value	Note
incident	category	inbound	All	Break-fix	Break-fix	
incident	category	inbound	All	Managed Service	Managed Service	
incident	subcategory	inbound	All	Troubleshoot	Troubleshoot	
incident	subcategory	inbound	All	Setup/Configuration	Setup/Configuration	
incident	subcategory	inbound	All	Performance	Performance	
incident	subcategory	inbound	All	Access Control	Access Control	
incident	subcategory	inbound	All	Connectivity	Connectivity	
incident	subcategory	inbound	All	Support	Support	
incident	state	inbound	All	1	1	New
incident	state	inbound	All	2	2	In Progress
incident	state	inbound	All	3	3	On Hold
incident	state	inbound	All	6	6	Resolved
incident	state	inbound	All	7	7	Closed
incident	state	inbound	All	8	8	Canceled
incident	impact	inbound	All	1	1	1 - High

Module	Classification	Direction	Supplier	Source value	Supplier value	Note
incident	impact	inbound	All	2	2	2 - Medium
incident	impact	inbound	All	3	3	3 - Low
incident	urgency	inbound	All	1	1	1 - High
incident	urgency	inbound	All	2	2	2 - Medium
incident	urgency	inbound	All	3	3	3 - Low
incident	hold_reason	inbound	All	1	1	Awaiting Caller
incident	hold_reason	inbound	All	5	5	Awaiting Change
incident	hold_reason	inbound	All	3	3	Awaiting Problem
incident	hold_reason	inbound	All	4	4	Awaiting Vendor
incident	contact_type	inbound	All	email	email	
incident	contact_type	inbound	All	monitoring	monitoring	
incident	contact_type	inbound	All	phone	phone	
incident	contact_type	inbound	All	self-service	self-service	
incident	contact_type	inbound	All	virtual_agent	virtual_agent	
incident	contact_type	inbound	All	walk-in	walk-in	
incident	close_code	inbound	All	Solved (Work Around)	Solved (Work Around)	
incident	close_code	inbound	All	Solved (Permanently)	Solved (Permanently)	
incident	close_code	inbound	All	Solved Remotely (Work Around)	Solved Remotely (Work Around)	
incident	close_code	inbound	All	Solved Remotely (Permanently)	Solved Remotely (Permanently)	
incident	close_code	inbound	All	Not Solved (Not Reproducible)	Not Solved (Not Reproducible)	
incident	close_code	inbound	All	Not Solved (Too Costly)	Not Solved (Too Costly)	

Module	Classification	Direction	Supplier	Source value	Supplier value	Note
incident	close_code	inbound	All	Closed/Resolved by Caller	Closed/Resolved by Caller	
incident		inbound	All			



Category & Subcategory

It is the author's opinion that the values for *category* and *subcategory* for an incident within ServiceNow is better suited to describe the type of incident reported. Traditionally with ITSM solutions category and subcategory are used to describe the area where an incident occurred. Out of the box, ServiceNow provides the means to relate incident reports directly to the impacted configuration item (CI) within the CMDB. This frees up the *category* and *subcategory* fields to represent the type of incident being investigated. The update sets

Multi-source Outbound Handling