Task: Creating and Testing a Business Rule in ServiceNow

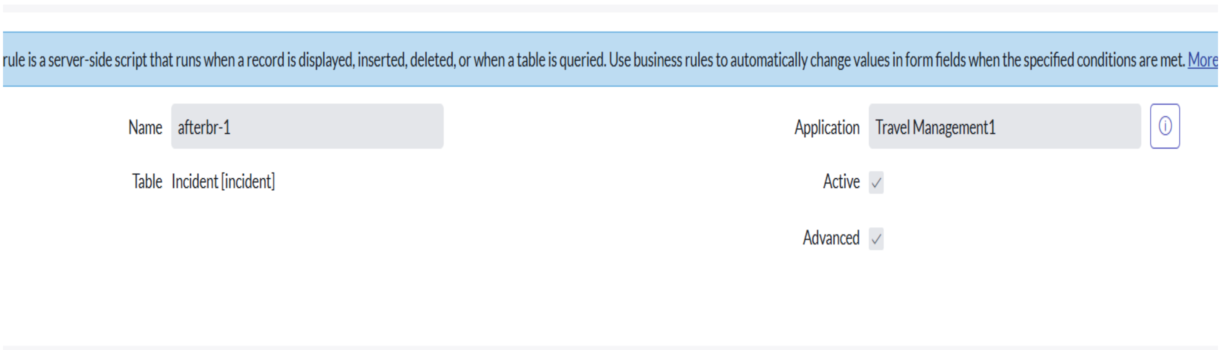
Implementation Steps

Step 1: Open ServiceNow Developer Instance

1. Log in to your ServiceNow developer instance.
2. Click on **All** from the application navigator.
3. Type **Business Rule** in the search bar.
4. Open the **Business Rules** module.

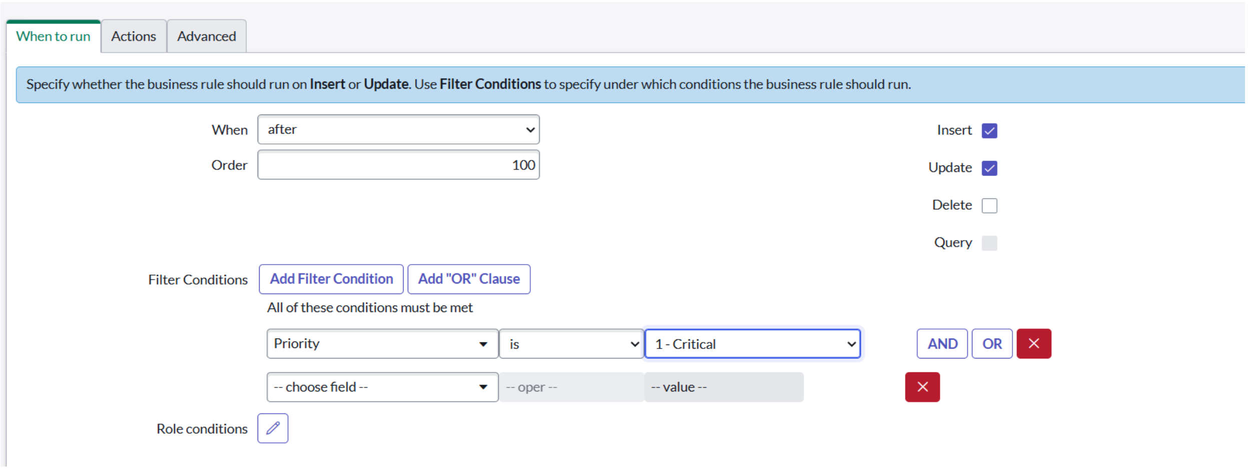
Step 2: Configure the Business Rule

1. Click **New** to create a new business rule.
2. Fill in the following details:
    - **Name:** After br -1
    - **Table:** Select **Incident** table.
    - **Active:** Ensure the checkbox is **True**.
    - **Advanced:** Check the **Advanced** checkbox.



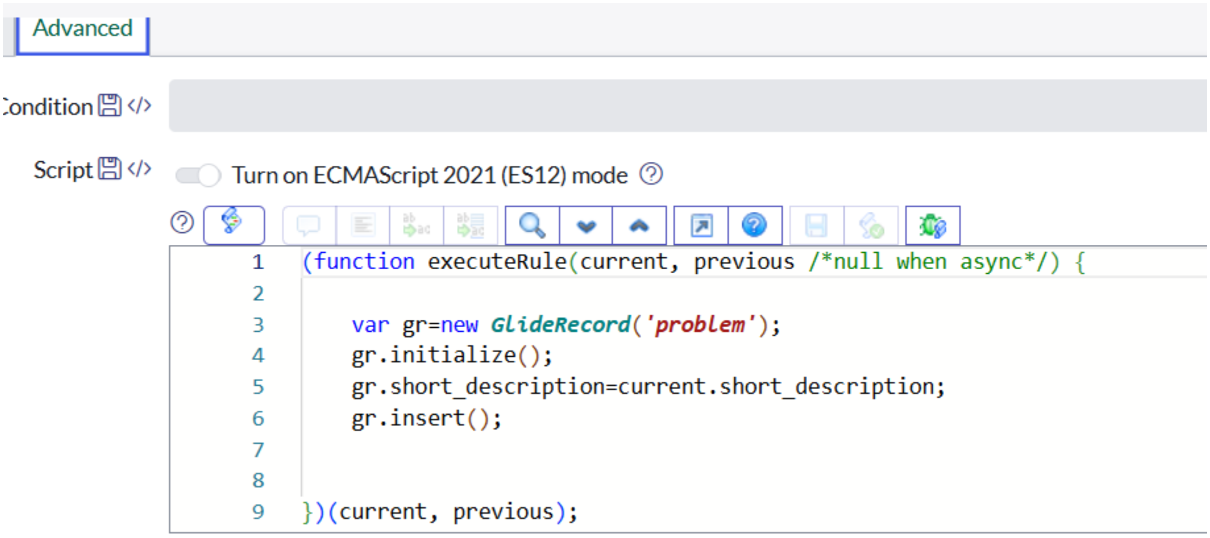
Step 3: Define the Execution Conditions

1. Scroll down to the **When to run** section.
2. Configure the following:
    - **When:** Select **After**.
    - **Operations:** Check **Insert** and **Update**.
3. Set **Filter Conditions**:
    - **Priority** >> **is** >> 1 - Critical.



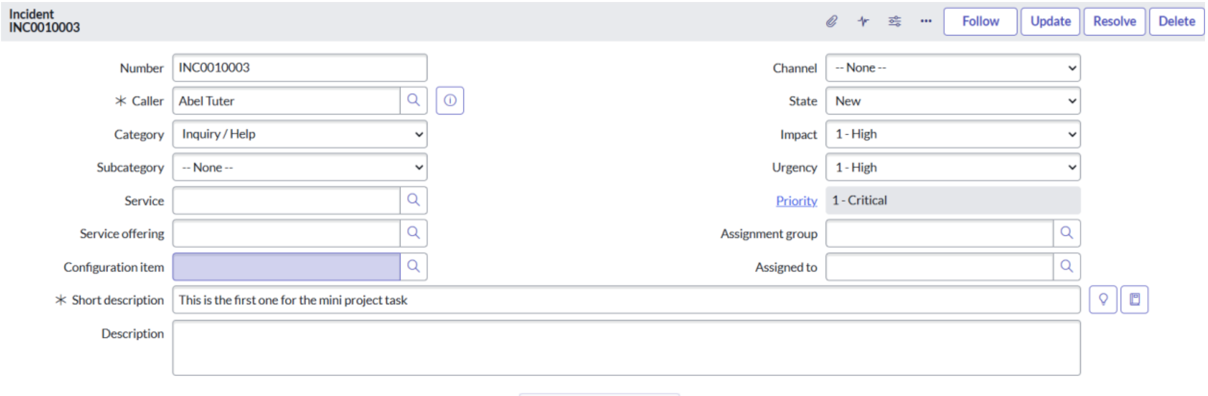
Step 4: Add the Script

1. Scroll to the **Advanced** section.
2. Add the following script:
3. Click **Submit** to save the business rule.



Step 5: Testing the Business Rule

1. Navigate to the **Incident** module.
2. Create a new incident record:
    - Set **Priority** to 1 - Critical.
    - Provide a **Short Description**.
    - Fill in all mandatory fields.
3. Click **Submit**.



Result

- A new **Problem** record will be automatically created with the same **Short Description** as the incident.