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:

o Name: After br -1

Table: Select Incident table.

Active: Ensure the checkbox is True.

o Advanced: Check the Advanced checkbox.

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

Name afterbr-1 Application Travel Management1

Table Incident [incident] Active
Advanced

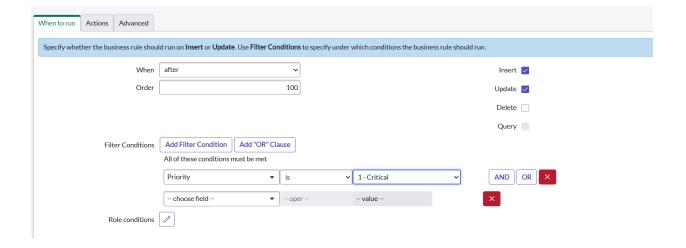
Step 3: Define the Execution Conditions

- 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.



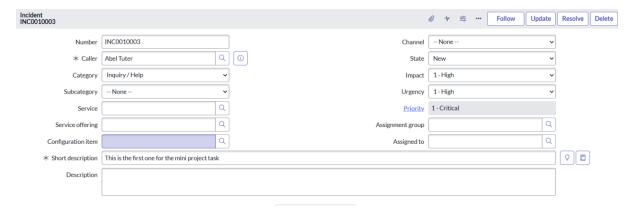
Step 4: Add the Script

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

```
Advanced
Condition 🖺 💔
  Script □ </>
             Turn on ECMAScript 2021 (ES12) mode ②
                                                  ^
                                                       Л
                        (function executeRule(current, previous /*null when async*/) {
                    1
                    2
                    3
                            var gr=new GlideRecord('problem');
                    4
                            gr.initialize();
                            gr.short_description=current.short_description;
                    5
                    6
                            gr.insert();
                    7
                    8
                        })(current, previous);
```

Step 5: Testing the Business Rule

- 1. Navigate to the **Incident** module.
- 2. Create a new incident record:
 - Set **Priority** to 1 Critical.
 - o Provide a **Short Description**.
 - o 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.

