

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.

Business 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	<input checked="" type="checkbox"/>	
		Advanced	<input checked="" type="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.

When to run Actions Advanced

Specify whether the business rule should run on **Insert** or **Update**. Use **Filter Conditions** to specify under which conditions the business rule should run.

When: after

Order: 100

Filter Conditions: [Add Filter Condition](#) [Add "OR" Clause](#)

All of these conditions must be met

Priority is 1 - Critical

-- choose field -- -- oper -- -- value --

Role conditions [✎](#)

Insert ☒

Update ☒

Delete ☐

Query ☐

AND OR ✕

✕

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 [?](#)

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```

1 (function executeRule(current, previous /*null when async*/) {
2
3     var gr=new GlideRecord('problem');
4     gr.initialize();
5     gr.short_description=current.short_description;
6     gr.insert();
7
8
9 })(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.
 - Provide a **Short Description**.
 - Fill in all mandatory fields.
3. Click **Submit**.

Incident
INC0010003

Follow
Update
Resolve
Delete

Number
INC0010003

Channel
-- None --

* Caller
Abel Tuter

State
New

Category
Inquiry / Help

Impact
1 - High

Subcategory
-- None --

Urgency
1 - High

Service

Priority
1 - Critical

Service offering

Assignment group

Configuration item

Assigned to

* Short description
This is the first one for the mini project task

Description

Result

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

Problem
PRB0040001

Follow
Assess
Update

New
Assess
Root Cause Analysis
Fix in Progress
Resolved

Number
PRB0040001

State
New

Origin task

Impact
3 - Low

Category
-- None --

Urgency
3 - Low

Service

Priority
5 - Planning

Service offering

Assignment group

Configuration item

Assigned to

* Problem statement
This is the first one for the mini project task

Description