

Project Title:

Auto-Generate Problem Records for Priority 1 Incidents

Objective & Overview:

The objective of this project is to enhance the efficiency and effectiveness of incident management by implementing an automated process that creates a Problem record whenever a Priority 1 Incident is created in ServiceNow. The Problem record will inherit the same short description as the Incident. This automation ensures that critical issues are promptly tracked and managed at both the Incident and Problem levels, reducing manual effort, improving response times, and ensuring consistent and thorough handling of high-priority incidents.

Technology Stack Used:

- **ServiceNow:** Business Rules, Incident Management, Problem Management
- **JavaScript:** For writing the Business Rule script

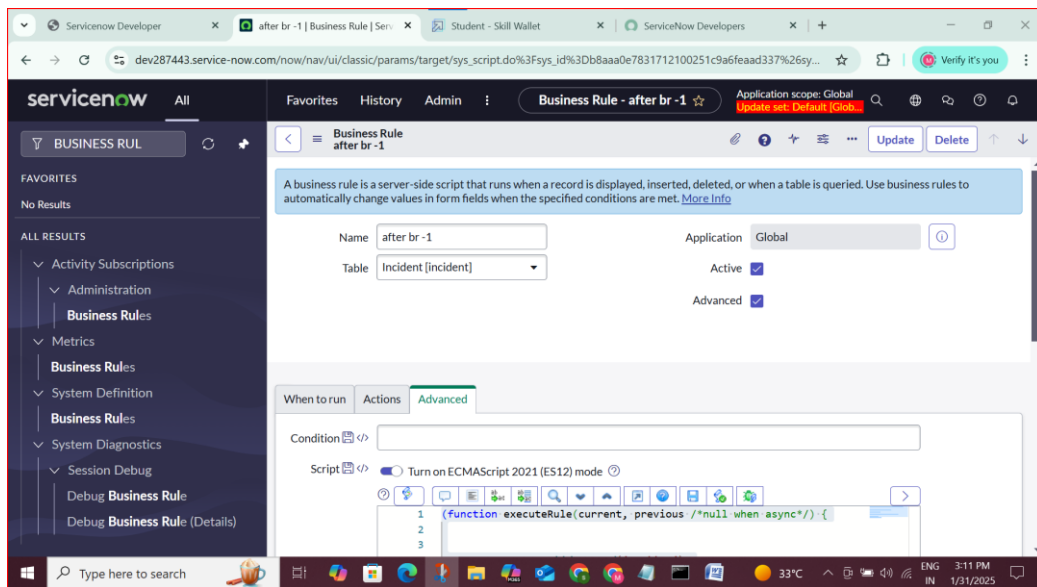
Skills Used:

- Business Rules
- ServiceNow Administration

Implementation Details:

Step 1: Open ServiceNow Developer Instance

1. Click on **All >> Type Business Rule.**
2. Open **Business Rules.**
3. Enter the details as follows:
 - **Name:** After br -1
 - **Table:** Select **Incident Table**
 - **Active:** Ensure the checkbox is **True.**
 - **Advanced:** Check the checkbox

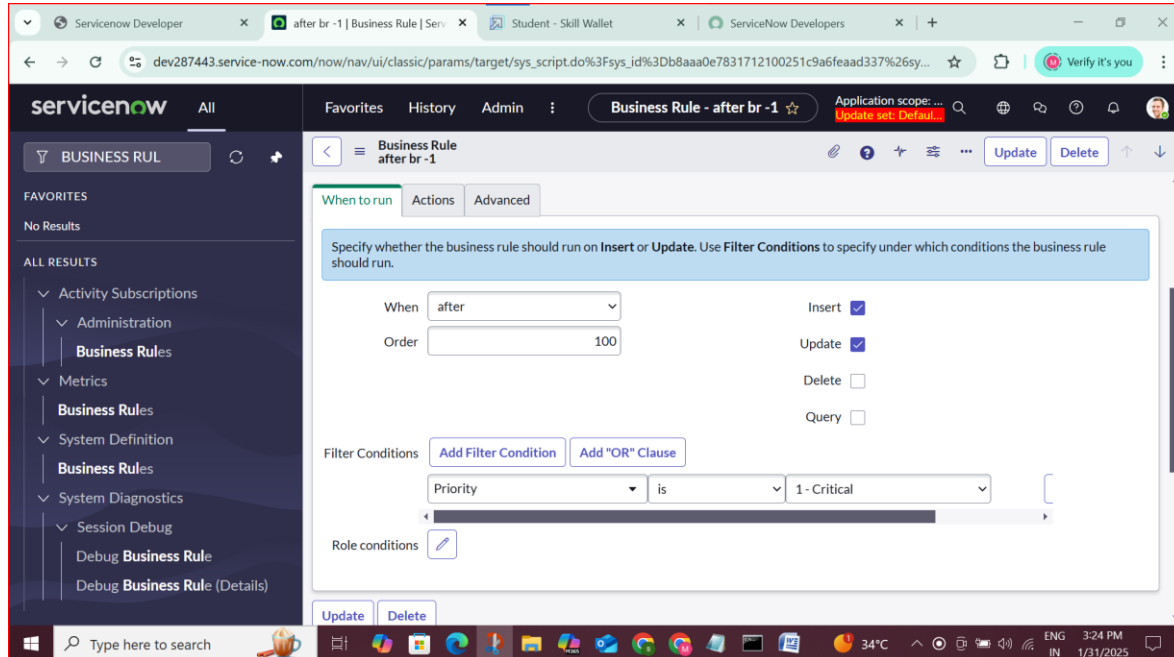


4. Scroll down to **When to run:**

- In **When**, select **After**
- In **Operations**, select **Insert, Update**

5. **Filter Conditions:**

- **Priority** → is → **1-Critical**



6. **For Advanced Script**, enter the following code:

```
(function executeRule(current, previous /*null when async*/) {  
  
    // gs.sleep(20000);
```

```

var gr = new GlideRecord('problem');

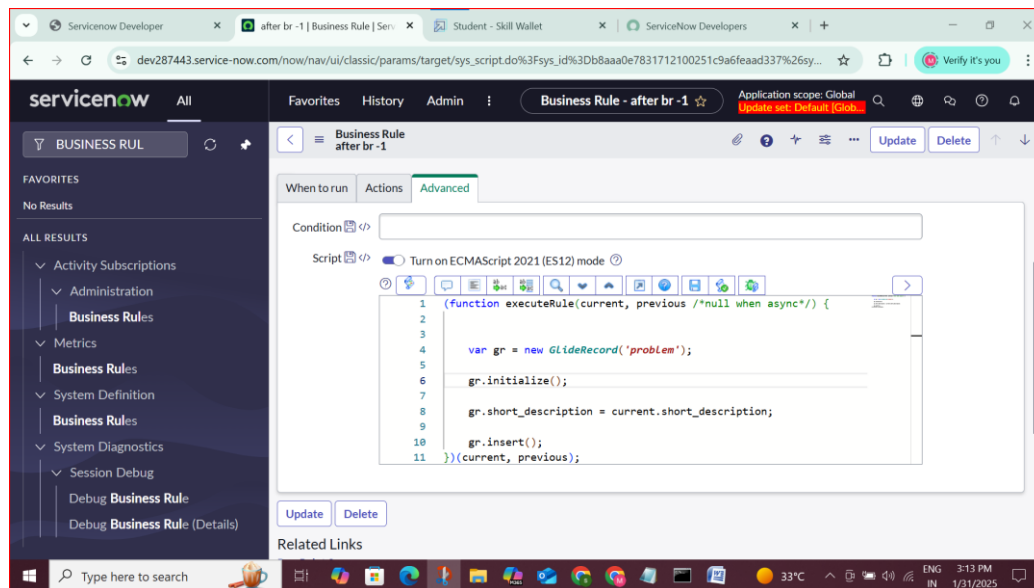
gr.initialize();

gr.short_description = current.short_description;

gr.insert();

})(current, previous);

```

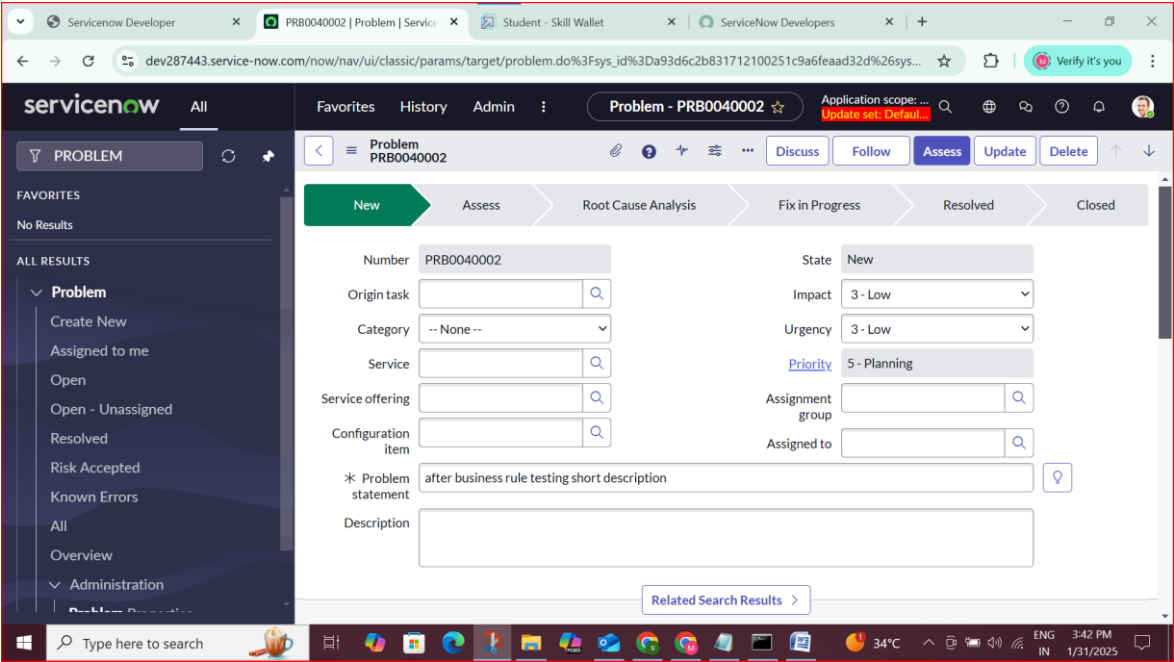
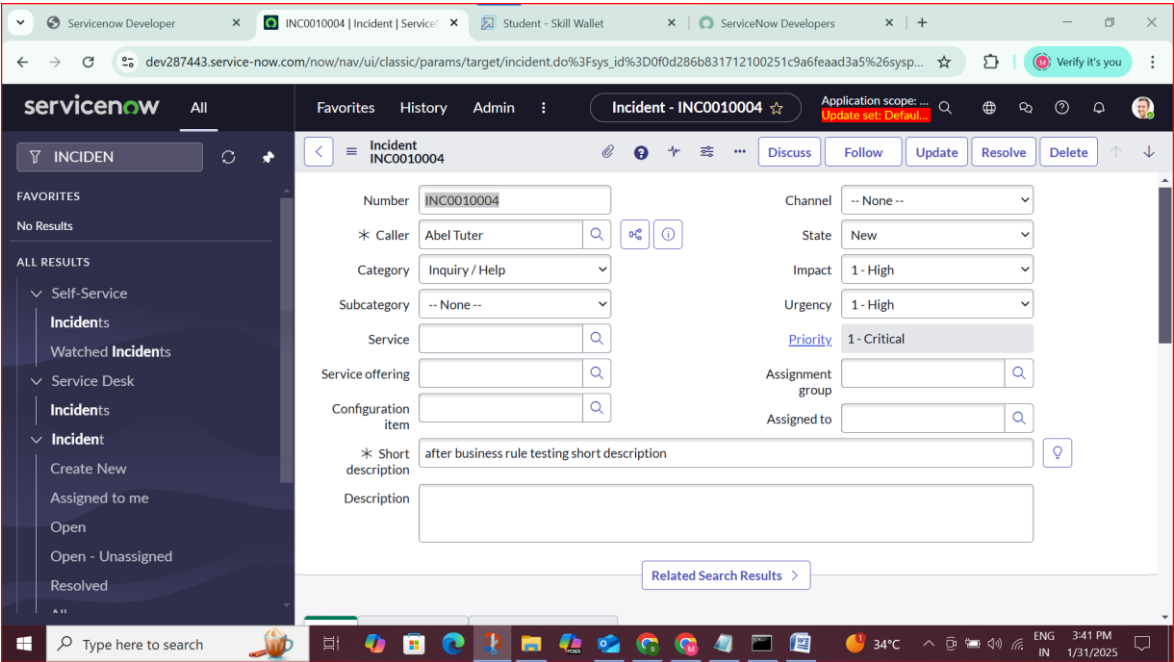


7. Click on **Submit**.

Result:

1. Navigate to **Incident > New**.
2. Create an **Incident record** with:
 - **Priority:** 1-Critical
 - **Short Description:** (Provide relevant details)
 - Fill in the mandatory details and click on **Submit**.
3. **Outcome:**
 - A **Problem record** is automatically created with the same short description as the Incident.
 - This ensures high-priority issues are immediately tracked at both Incident and Problem levels.

RESULT:



GITHUBLINK: <https://github.com/Muntaj18/auto-generate-problem-records-for-priority-1>