

Customising Incident Forms

User Story:

As a ServiceNow administrator, I want to customize the **Incident Form** to automatically hide the related list when an incident is categorized under "**network.**" This ensures that users handling network-related incidents can focus on relevant information without distractions from unnecessary details.

Skills:

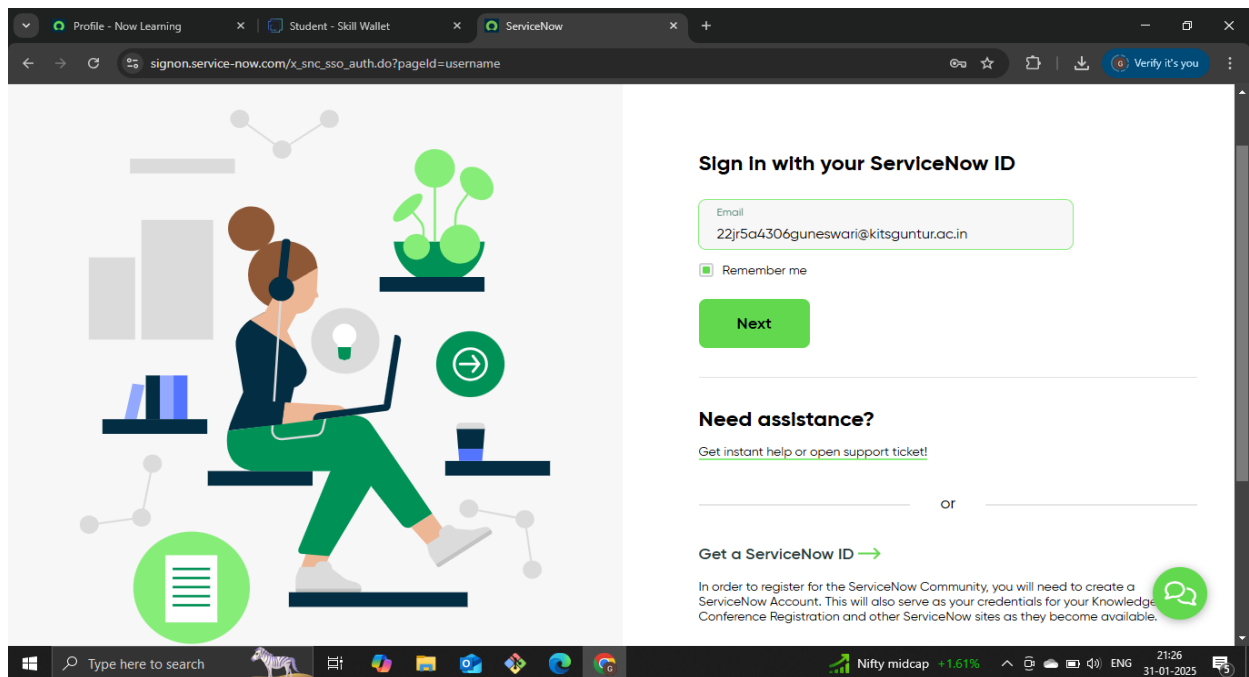
Knowledge on: Form, Tables.

Knowledge on: Functions, Client Script.

Implementation:

Step 1: Sign in to ServiceNow

Log in to your ServiceNow account.



Step 2: Sign up for a Developer Account

- Visit the [ServiceNow Developer site](#).
- Create an account if you don't already have one.

Step 3: Request a Personal Developer Instance

- After logging in, navigate to the **Personal Developer Instance** section.
- Click **Request Instance** to create a new ServiceNow instance.

Step 4: Submit the Request

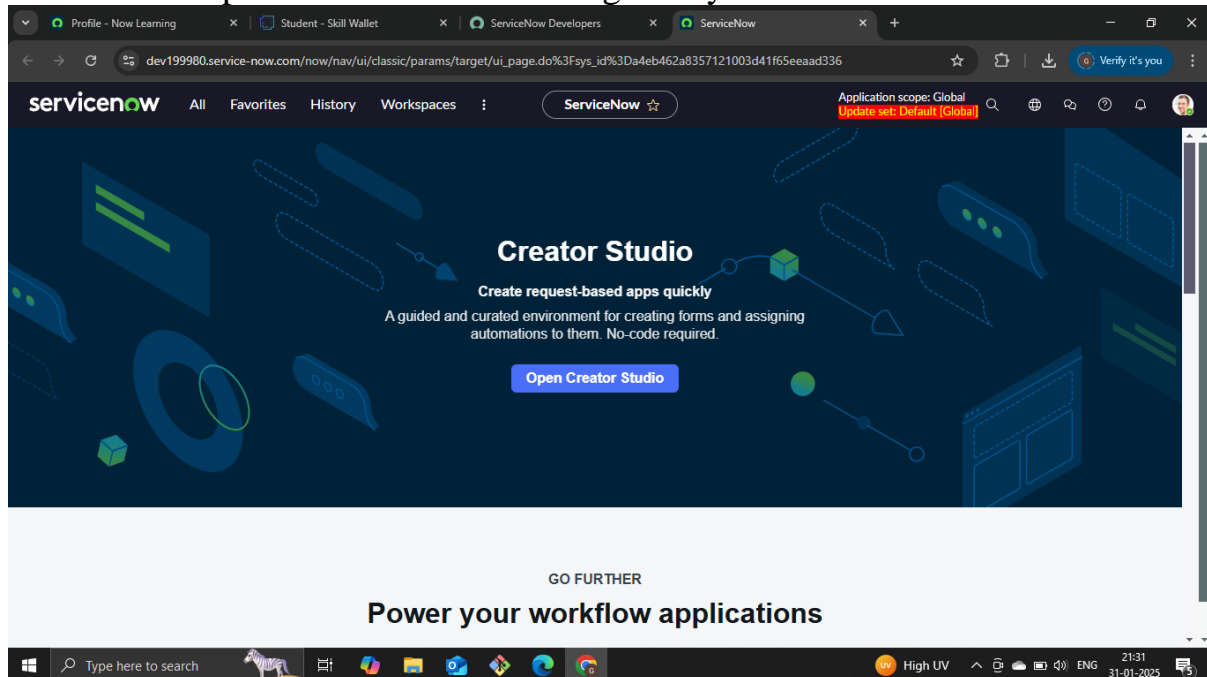
Fill out the required details and submit your request.

Step 5: Receive Instance Details

- Once your instance is ready, you'll receive an email with login credentials.

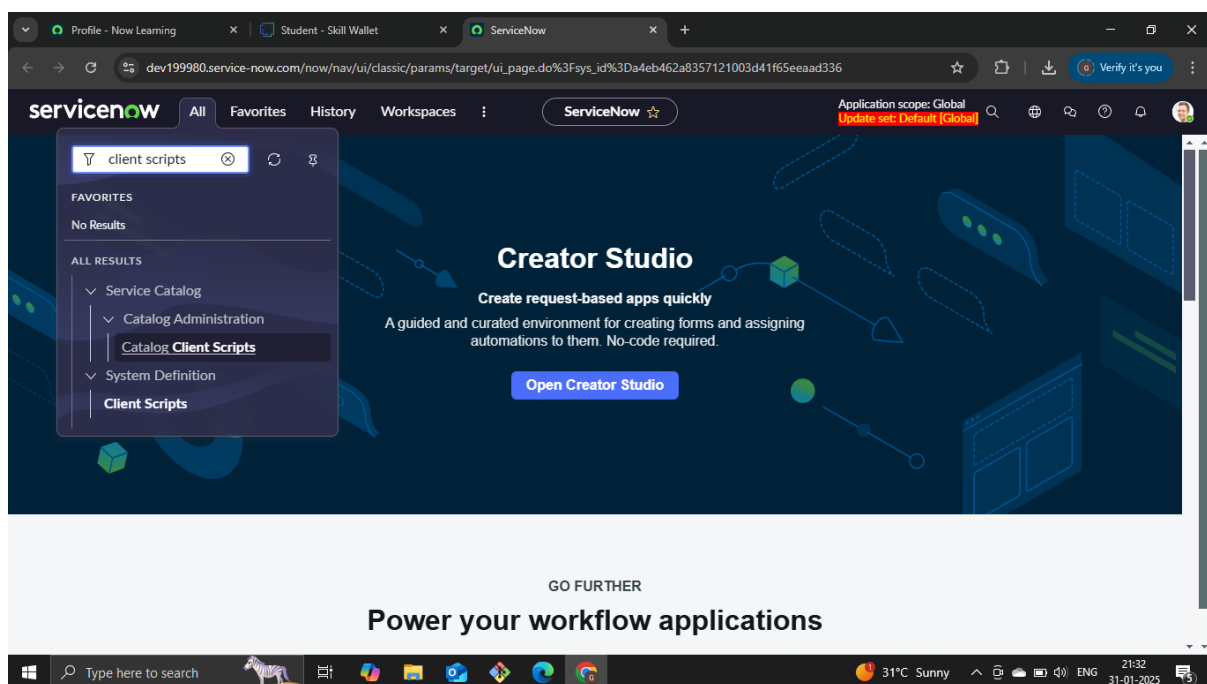
Step 6: Access Your ServiceNow Instance

- Use the provided credentials to log in to your instance.



Step 7: Create a Client Script

- Navigate to **Client Scripts** and click **New**.



Step 8: Configure the Client Script

- Fill in the necessary details.

The screenshot shows the ServiceNow interface for configuring a Client Script. The browser address bar shows the URL: `dev199980.service-now.com/now/nav/ui/classic/params/target/sys_script_client.do?3Fsys_id%3D918f863383df921003d41f65eead396%26sysp...`. The page title is "Client Script - customizing Incident ...". The "Application" is set to "Global". The "Table" is "Incident[Incident]". The "UI Type" is "Mobile / Service Portal". The "Type" is "onLoad". The "Active" checkbox is checked. The "Inherited" checkbox is unchecked. The "Global" checkbox is checked. The "Description" field is empty. The "Messages" field is empty. The "Script" field contains the following code:

```
1 function onLoad() {
2   //Type appropriate comment here, and begin script below
3   var incCategory = g_form.getValue('category');
4   if(incCategory == 'network') {
5     g_form.hideRelatedLists();
6   }
7 }
```

Step 9: Add the Following Script

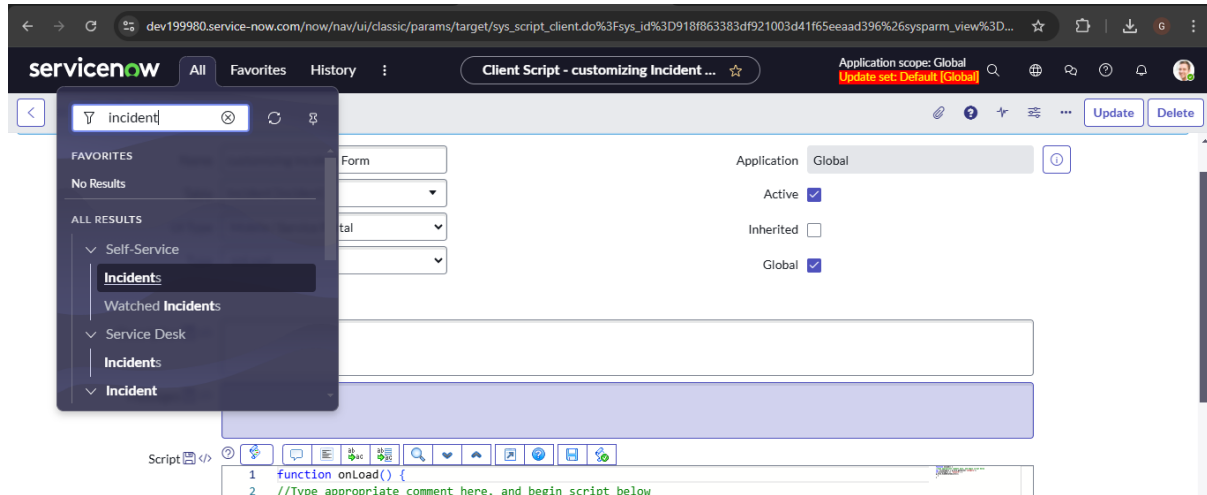
- Enable **Isolate Script** and save.

```
function onLoad() {
  //Type appropriate comment here, and begin script below
  var incCategory = g_form.getValue('category');
  if(incCategory == 'network') {
    g_form.hideRelatedLists();
  }
}
```

Result :

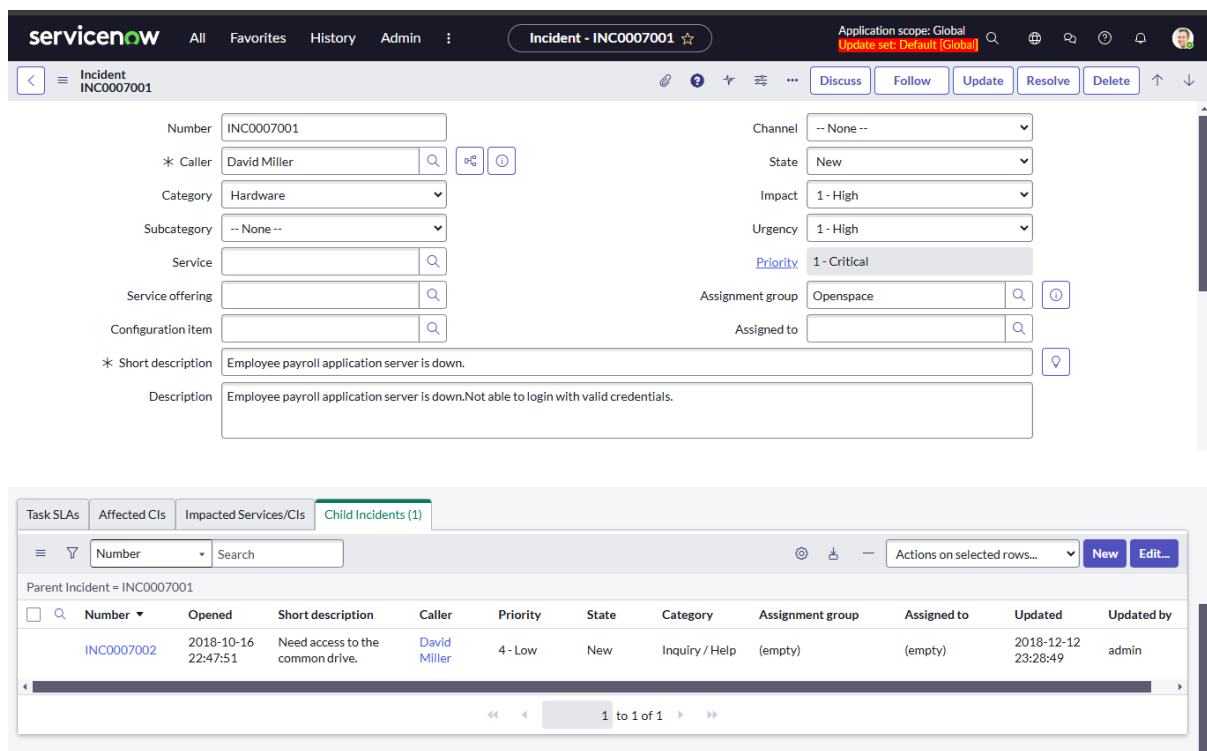
Step 1:

- Navigate to **Incident > All**.



Step 2:

- Open any incident record where the **Category** is set to "**Hardware**."
- As shown in the figure, the **Related List** is visible at the bottom.



Step 3:

- Change the **Category** from "**Hardware**" to "**Network**" for the same record.
- The figure illustrates that once the Category is set to "**Network**," the **Related List** is hidden at the bottom.

The screenshot displays the ServiceNow Incident form for INC0007001. The form is titled "Incident - INC0007001" and includes a navigation bar with "All", "Favorites", "History", and "Admin". The "Application scope" is set to "Global". The form fields are organized into two columns. The left column contains fields for "Number" (INC0007001), "Caller" (David Miller), "Category" (Network), "Subcategory" (-- None --), "Service", "Service offering", "Configuration item", "Short description" (Employee payroll application server is down.), and "Description" (Employee payroll application server is down. Not able to login with valid credentials.). The right column contains fields for "Channel" (-- None --), "State" (New), "Impact" (1 - High), "Urgency" (1 - High), "Priority" (1 - Critical), "Assignment group" (Openspace), and "Assigned to". A "Related Search Results" button is located below the form fields. At the bottom of the form, there are tabs for "Notes", "Related Records", and "Resolution Information". The "Notes" tab is selected, and it shows a "Watch list" and a "Work notes list". The "Related List" is hidden at the bottom of the form.

servicenow All Favorites History Admin Incident - INC0007001 Application scope: Global Update set: Default (Global)

Incident INC0007001 Discuss Follow Update Resolve Delete

Number INC0007001 Channel -- None --

* Caller David Miller State New

Category Network Impact 1 - High

Subcategory -- None -- Urgency 1 - High

Service Priority 1 - Critical

Service offering Assignment group Openspace

Configuration item Assigned to

* Short description Employee payroll application server is down.

Description Employee payroll application server is down. Not able to login with valid credentials.

Related Search Results >

Notes Related Records Resolution Information

Watch list Work notes list

Type here to search 24°C Clear 22:03 31-01-2025

