

RCA Attached: Problem and Child Incidents

Lab 7.2

20-25 minutes

Lab Objectives

You will perform the following in this lab:

- Create a Business Rule to update related Problem and Child Incident records.
- Mark a Cloud Dimensions' Phase II requirement complete.



Business Problem

The Problem Management team currently updates Problems and Child Incidents manually with the Root Cause Analysis (RCA) details from Parent Incident records. The team is requesting automation be put in place to relieve them of the tedious and time-consuming updates.

Project Requirement

Create a Business Rule to update Problem and Child Incident records with RCA details from the Parent Incident. To ensure the RCA details are finalized, ensure the Business Rule only executes when the State of the Parent Incident changes to Closed.

A. Create a Business Rule

1. Create a new Business Rule.

Name: **Lab 7.2 RCA Update PRB and Child INCs**

Table: **Incident [incident]**

Active: **Selected (checked)**

Advanced: **Selected (checked)**

When: **after**

Order: **100**

Insert: **Selected (checked)**

Update: **Selected (checked)**

Condition (in the Advanced tab):

current.state.changesTo(IncidentState.CLOSED)

2. Examine the pseudo-code for the script you will write:
 - When the value of State changes to Closed
 - If the Problem field has a value
 - Create a new GlideRecord object for the Problem table.
 - Get the current Problem into the new GlideRecord object.
 - Update the Problem's Work notes with the RCA source and current value of RCA.
 - Create a new GlideRecord object for the Incident table.
 - Query for incidents where the value of Parent Incident is the same as the current Incident.
 - Query the database.
 - While there are records returned
 - Update the Child Incident's RCA field to indicate the RCA source and current value of RCA.
3. Write the script:

```
1 (function executeRule(current, previous /*null when async*/) {  
2  
3 if(!current.problem_id.nil()) {  
4     var prbRecord = new GlideRecord('problem');  
5     prbRecord.get(current.problem_id);  
6     prbRecord.work_notes += "\n\nRCA from " + current.number + ": " + current.u_rca;  
7     prbRecord.update();  
8 }  
9  
10 var childIncs = new GlideRecord('incident');  
11 childIncs.addQuery("parent_incident", current.sys_id);  
12 childIncs.query();  
13  
14 while (childIncs.next()){  
15     childIncs.u_rca += "RCA from " + current.number + ": " + current.u_rca;  
16     childIncs.update();  
17 }  
18  
19 })(current, previous);
```

4. Select **Submit**.

B. Test Your Work

1. Create a new Incident.
 - a) Configure the record:
Caller: **<Select any User of your choice>**
Short description: **THIS IS MY PARENT INCIDENT**
Problem (*Related Records tab*): **<Select any "active" Problem record>**
 - b) Write the Problem number you chose here: _____.
 - c) Write the Incident number here: _____.
 - d) Select **Submit**.
2. Create another new Incident.
 - a) Configure the record:
Caller: **<Select any User of your choice>**
Short description: **This is Child Incident #1**
Set **Parent Incident** to the Incident from step 1.
 - b) Select **Submit**.
3. Create another new Incident.
 - a) Configure the record:
Caller: **<Select any User of your choice>**
Short description: **This is Child Incident #2**
Set **Parent Incident** to the Incident from step 1.
 - b) Select **Submit**.
4. Open the Parent Incident from step 1.
5. Navigate to the **Child Incidents** Related List and confirm both of your Child Incidents appear in the list. If not, review your Child Incident records and ensure the Parent Incident is identified in both records.
6. Update these fields:
RCA: **Parent Incident RCA field contents**
State: **Closed**
Resolution code (**Resolution Information tab**): **Solution provided**
Resolution notes (**Resolution Information tab**): **Resolution notes from my Parent Incident**
7. Select **Update**.

8. Open the Problem you recorded in step 1b. Do you see the Root Cause Analysis data in the Activity list? If not, debug and re-test.

The screenshot shows a web interface with a tabbed header: 'Notes' (active), 'Analysis Information', 'Resolution Information', and 'Other Information'. Below the tabs, there's a 'Work notes list' with a lock icon and a refresh icon. A 'Work notes' section contains a text input field with the placeholder 'Work notes' and a 'Post' button. Below this, an 'Activities: 2' section shows a single activity by 'System Administrator' with a timestamp of '2022-01-06 16:00:56'. The activity content is 'RCA from INC0010001: Parent Incident RCA field contents', which is highlighted with a red rectangular box.

9. Open each of the Child Incident records. Are the RCA fields populated? If not, debug and re-test.
10. Make the Business Rule **inactive**.

Lab Completion

Well done! You have successfully updated records on two different tables using one Business Rule.