g_form and g_user

Lab 2.2   20-25 minutes

Lab Objectives

You will perform the following in this lab:

- Practice writing a Client Script using g_form and g_user objects and their methods. When this lab is completed, you will be able to mark a Cloud Dimensions' Phase II requirement complete.

Business Problem

At Cloud Dimensions, a Major Incident Manager is responsible for submitting Priority-1 (P1) Incidents. This ensures the Incident adheres to strict process and communication guidelines.

Twice in the last 6 months, the on-duty Major Incident Manager was not available to perform this duty and the initial information provided in the record by the IT Analyst was not complete. This created additional havoc when management received incomplete P1 Email Notifications.

Project Requirement

A P1 Incident record is expected to have the following fields populated before it is submitted:

- Category
- Configuration item
- Assignment group
- Short description

The fields should not be mandatory in the event the information required to populate them is not known at the time of initial submission. If this is the case, details as to why the information is missing should be added to the 'Additional comments' field.

Cloud Dimensions is requesting this functionality be built into the Incident form:

- If the person creating the record is NOT a Major Incident Manager, then the agent creating a P1 Incident should be prompted to confirm the minimum Major Incident information is included in the record before it is submitted.
- Instructions on how to handle unavailable mandatory details should be included as well.

A.   Preparation

1. Create a new role for the Major Incident Manager.

   a) Navigate to User Administration > Roles.

   b) Select **New** to create a new Role.

      Name: **major_inc_mgr**
      Description: **Role required for Major Incident Managers**

   c) Select **Submit**.

2. Create a new **Major Incident Manager** Group to identify the organization's Major Incident Managers and give the Group the **major_inc_mgr** Role.

   a) Open User Administration > Groups.

   b) Select **New** to create a new Group.

      Name: **Major Incident Managers**
      Description: **Major Incident Managers**

   c) **Save** the record to remain on the form.

   d) Select the **Edit** button on the *Roles* Related List and add the **major_inc_mgr** role to the list. You may have to **Search** the Collection field for the role.

   e) Select **Save**.

   f) Select the **Edit** button on the *Group Members* Related List and add **Beth Anglin**, **Christen Mitchell,** and **Don Goodliffe** to the list.

   g) Select **Save**.

   h) Select **Update**.

B.   Use both g_form and g_user methods in a Client Script

1. Create a new Client Script.
   Name: **Lab 2.2 Confirm Major Incident Details**
   Table: **Incident [incident]**
   UI Type: **Desktop**
   Type: **onSubmit**
   Active: **Selected (checked)**
   Inherited: **Not selected (not checked)**
   Global: **Selected (checked)**
   Description: **Confirm initial P1 details are included if the Incident creator is not a Major Incident Manager**

2. Examine the pseudo-code for the script you will write:

   When the form is submitted, saved, or updated
   - If Impact and Urgency are both high and the user does not have the major_inc_mgr role
     o Create the ans variable to store the user's response in a confirmation box asking them to ensure base information is included in the record before submitting a Priority-1 incident.
   - If the user cancels the submission
     o Generate an alert stating the incident was not submitted and provide instructions to use the Additional comments field if Major Incident base information is missing.
     o Add a field message below the Category, Configuration item, Assignment group and Short description fields identifying them as Major Incident base fields.
   - Return true or false based on the confirmation box response.

3. Write the following script:

```
function onSubmit() {
    if (g_form.getValue('impact') == 1 && g_form.getValue('urgency') == 1 &&
!g_user.hasRoleExactly('major_inc_mgr')) {
        var ans = confirm("The customer is notified of all Priority-1 Incidents. Confirm basic
information is included before submitting this P1 incident.\n\nSelect Ok to submit, or Cancel
to return to the record.");
        if (!ans) {
            g_form.addInfoMessage("Incident is not submitted");
            g_form.addInfoMessage("If base information is unavailable, use the 'Additional
comments' field to document why it is missing.");
            g_form.showFieldMsg('category', "Major Incident base field");
            g_form.showFieldMsg('cmdb_ci', "Major Incident base field");
            g_form.showFieldMsg('assignment_group', "Major Incident base field");
            g_form.showFieldMsg('short_description', "Major Incident base field");
        }
        return ans;
    }
}
```

4. Select **Submit**.

C. Test Your Work

1. Create a new Incident, populate the mandatory fields, and set both the *Impact* and *Urgency* values to **1-High**.

2. **Save** the record to remain on the form.

3. When the confirmation window opens, **cancel** the submission.

4. What happened to the Incident form when you cancelled the submission? Was the Incident submitted?

   _____

   _____

5. Modify the confirmation dialog box in the script so the confirmation message includes the logged in user's first name. Which property do you need to use?

   _____

6. Test the modified script. Was the logged in user's first name included? If not, debug and re-test.

7. Impersonate a user and create a major Incident.

   a) Select the **System Administrator** avatar on the Header bar's top-right corner to display the Logged-in User's Context menu.

   b) Select Impersonate user.
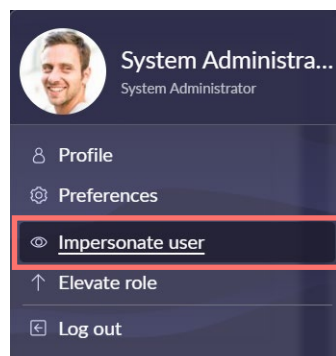
c) Enter **Beth Anglin**, **Christen Mitchell** or **Don Goodliffe** in the *Search for user* field and select the record when it appears in the drop-down list. The page refreshes and their avatar appears on the Header bar.

8. Create a new Incident, populate the mandatory fields, and set both the *Impact* and *Urgency* values to **1-High**.

9. **Save** the record to remain on the form. Did the confirmation message display? Explain why or why not:

   _____

   _____

10. Select **End Impersonation** in the Logged-in User's Context menu. You should be logged in as the System Administrator when this step is complete.

11. Make the Lab 2.2 Confirm Major Incident Details Client Script **inactive**.

Lab Completion

Great job! You have successfully used g_form and g_user methods and properties in a script, as well as practiced impersonating users to confirm the successful execution of a role based on specific role conditions.