

Auto-Generate Problem Records for Priority 1 Incidents

User Story:

As a ServiceNow user, I want a Problem record to be automatically created whenever a Priority 1 Incident is created, with the same short description as the Incident. This will ensure that critical issues are promptly tracked and managed at both the Incident and Problem levels.

Skills:

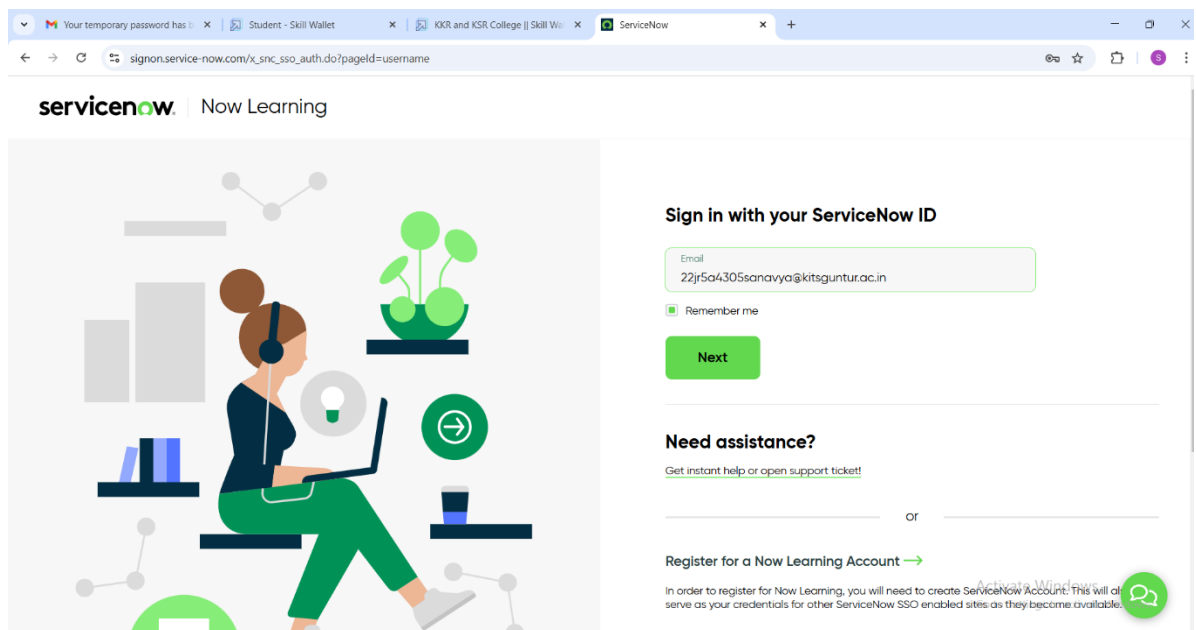
- Knowledge on Service Now.
- Knowledge on Business Rules.

Skills used to solve the problem statement :

- Business Rules.
- Service Now Administration.

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.

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

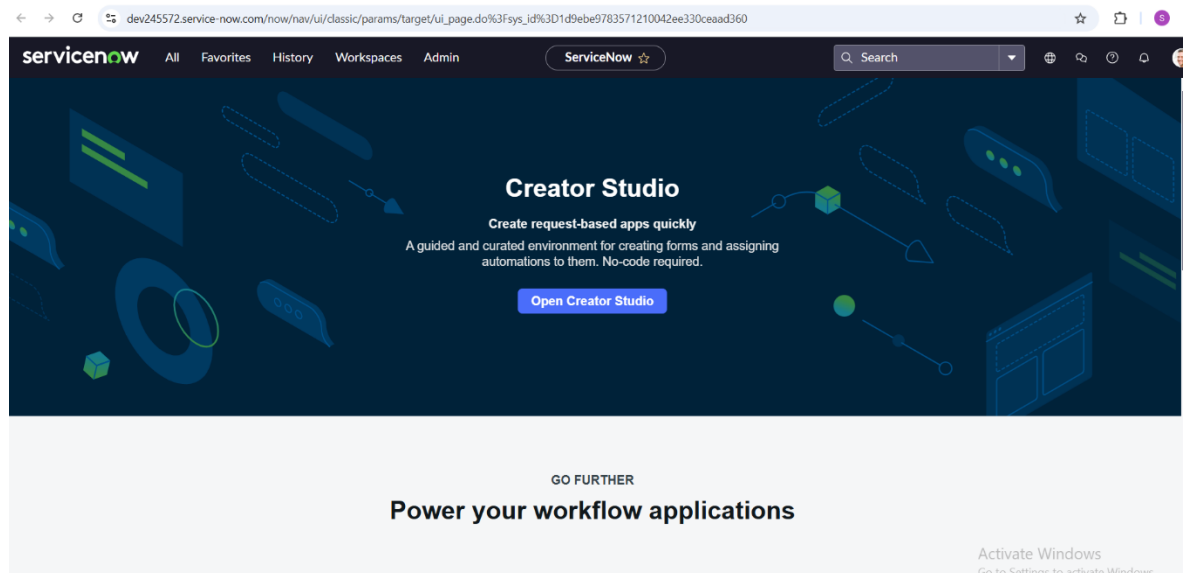
Fill out the required details and submit your request.

Step 5: Receive Instance Details

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

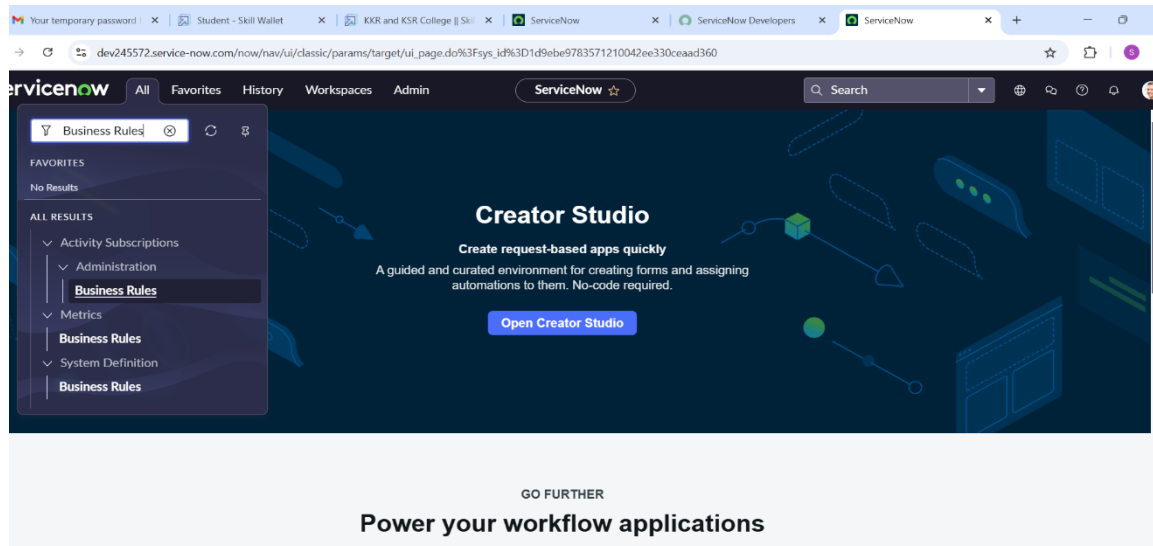
Step 6: Access Your ServiceNow Instance

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



Step 7: Go to All Navigator and search for Business Rules

- Navigate to **Business Rules** and click **New**.



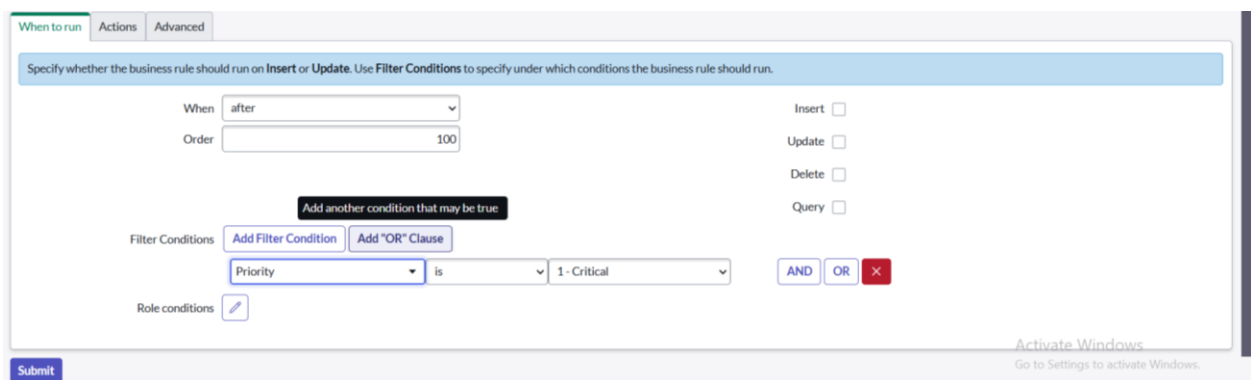
Step 8: Open Business Rules

- Fill in the necessary details.



Step 9: Add the filter Condition

Filter Conditions
Priority >> is >> 1-critical.

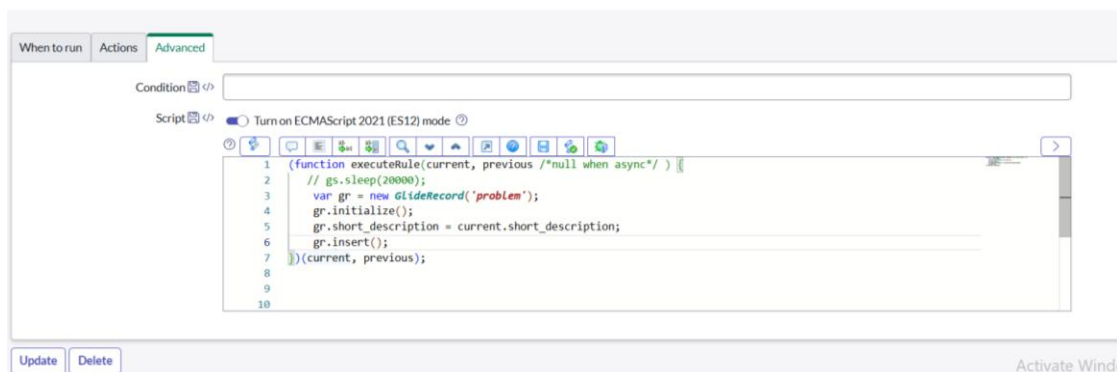


Step 11: Run the client script

Add the Following Script

```
(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);
```

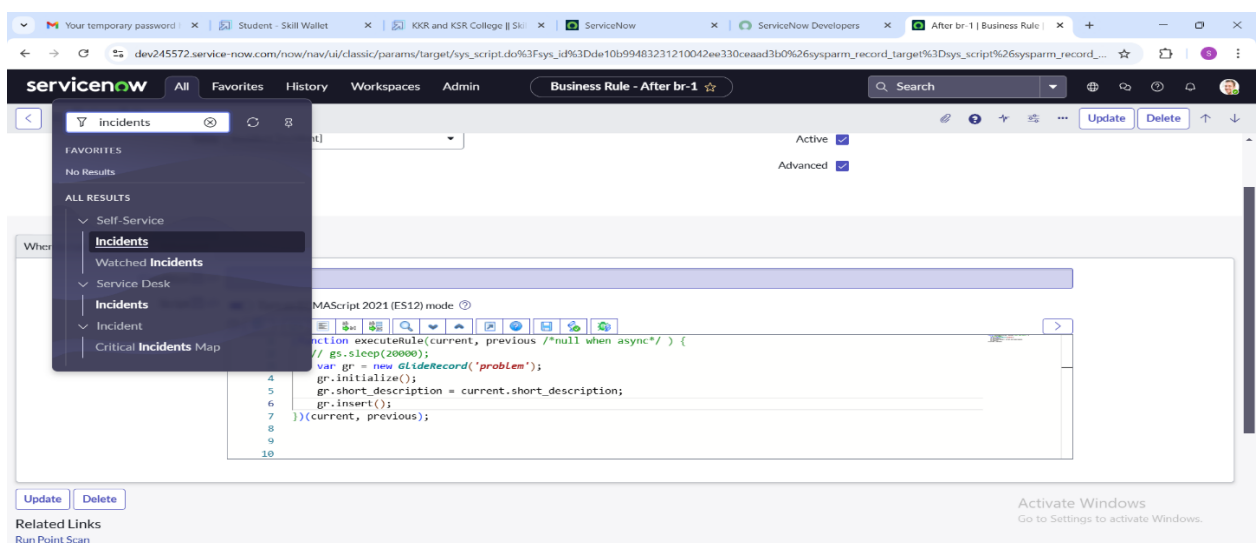
And click on submit.



Result :

Step 1:

- Navigate to **Incident > All**.



Step 2:

- Open any incident record and fill the all mandatory details. And set the priority to 1-Critical.

The screenshot shows the 'Incident - Create INC0010010' form in ServiceNow. The form is divided into two main sections: 'Incident' and 'Problem'. The 'Incident' section includes fields for Number (INC0010010), Caller (Abraham Lincoln), First reported by, Category (Inquiry / Help), Subcategory (None), Service, Service offering, Configuration item, Short description (after business rule testing for short description), and Description. The 'Problem' section includes fields for Channel (None), State (New), Impact (1 - High), Urgency (1 - High), Priority (3 - Moderate), Assignment group, and Assigned to. A 'Related Search Results' button is visible at the bottom of the form.

It automatically creates a related problem record with the same Problem statement.

The screenshot shows the 'Problem PRB0040016' form in ServiceNow. The form is divided into two main sections: 'Problem' and 'Incident'. The 'Problem' section includes fields for Number (PRB0040016), State (New), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group, and Assigned to. The 'Incident' section includes fields for First reported by, Category (Recent selections), Service, Service offering, Configuration item, Problem statement (after business rule testing for short description), and Description. A 'Related Search Results' button is visible at the bottom of the form.

