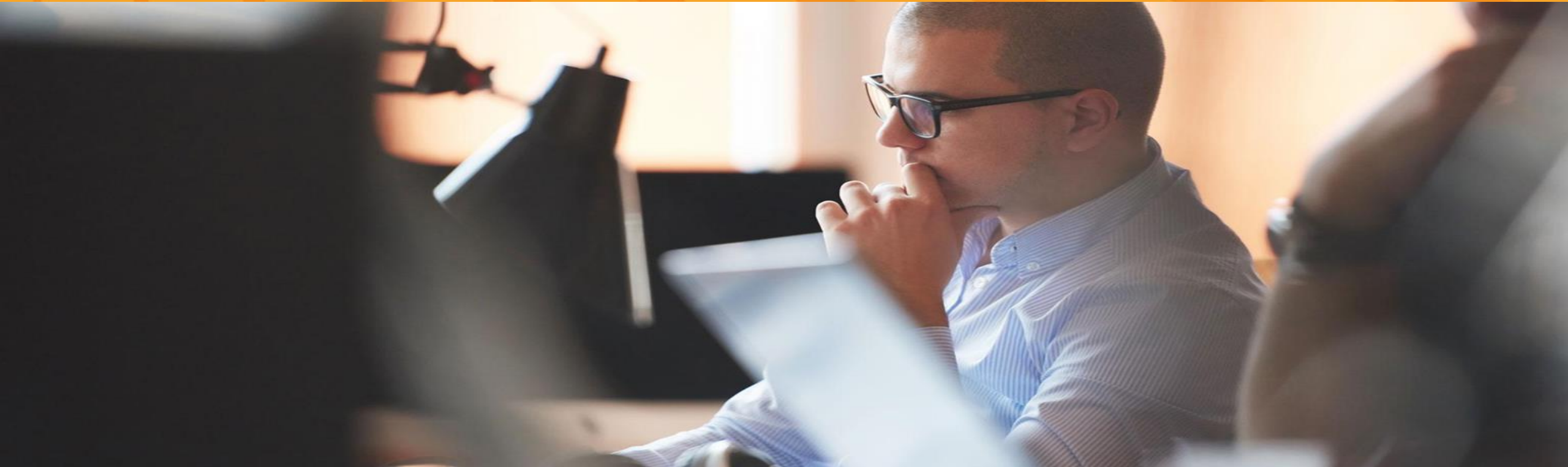


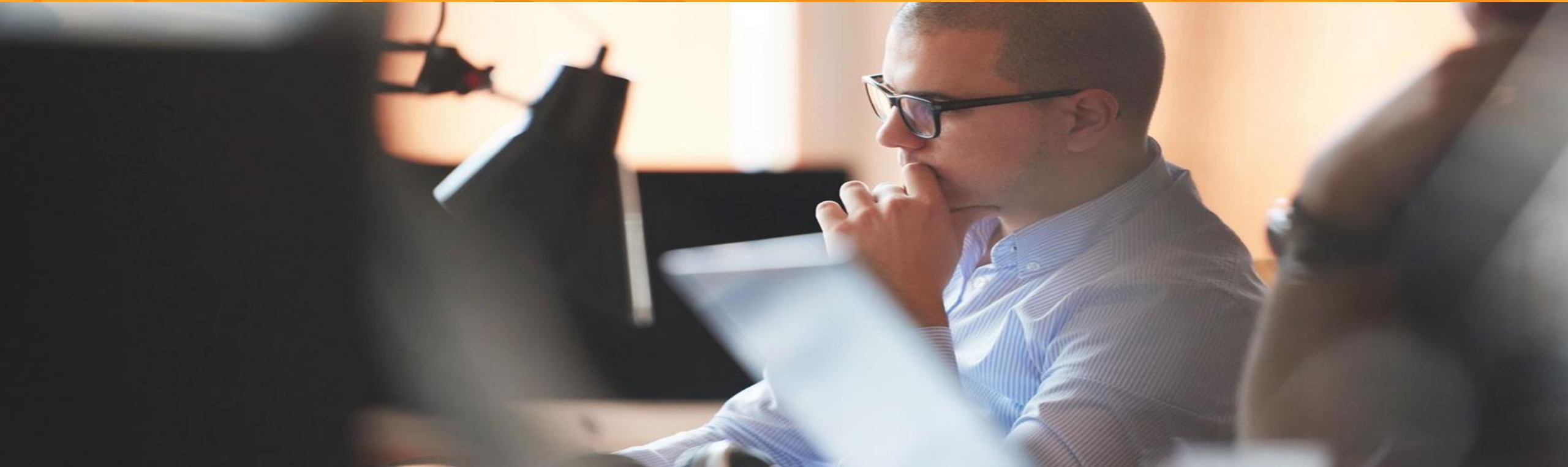


# SERVICENOW OVERVIEW





# ServiceNow – Order Guide Designing



# Order Guide Designing

- ▶ Order guides are basically used when we have multiple request items need to be catered in one request Ex: Onboarding - creating userid for user,phone assignment,Laptop request,software request.
- ▶ Thus it helps to submit the bundled request

[Order Status](#) [Back to Catalog](#) [Continue Shopping](#) [Home](#)

Thank you, your request has been submitted ✕

Order Placed: 2018-05-11 22:21:23

Request Number: [REQ0010003](#) ☆

Estimated Delivery Date of Complete Order: 2018-05-12

Description	Order guide	Delivery Date	Stage	Price (ea.)	Quantity	Total
<a href="#">test</a>	IT Request	2018-05-12	▶ <span>✓</span> <span>→</span> <span>○</span> <span>○</span>		1	
<a href="#">Laptop</a>	IT Request	2018-05-12	▶ <span>✓</span> <span>→</span> <span>○</span> <span>○</span>		1	
					Total	.

[Back to Catalog](#) [Continue Shopping](#) [Home](#)

# Order Guide Designing

- ▶ Lets include one more catalog item apart from laptop request so that it can be referenced in Order guide.
- ▶ Name : Software item Demo  
Short Description : Test
- ▶ Save it

The screenshot shows a web application interface for managing catalog items. The top navigation bar includes the word 'Management' on the left, a user profile 'System Administrator' with a dropdown arrow in the center, and search, help, and settings icons on the right. Below the navigation bar, a breadcrumb trail shows '< Catalog Item' and 'New record'. To the right of the breadcrumb are icons for a document, a list, and a menu, followed by 'Submit' and 'Try It' buttons. A light blue informational box contains the text: 'Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies. Enter a Name and Short description to display for the item. Enter a Price, approvals, variables, and other information as needed.' The form fields are arranged in two columns. The left column contains: 'Name' (text input with 'Software Item Demo'), 'Active' (checkbox checked), 'Availability' (dropdown menu with 'Desktop Only'), 'Catalogs' (button with a lock icon), 'Category' (empty text input), and 'Workflow' (text input with a search icon). The right column contains: 'Price' (currency dropdown with '\$' and value '0.00'), 'Recurring price' (currency dropdown with '\$' and value '0.00'), 'Recurring price frequency' (dropdown menu with '-- None --'), and 'Picture' (text 'Click to add...'). A yellow circle with a mouse cursor icon is positioned over the 'Recurring price frequency' dropdown.

Management System Administrator

< Catalog Item  
New record

Submit Try It

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.  
Enter a Name and Short description to display for the item.  
Enter a Price, approvals, variables, and other information as needed.

Name Software Item Demo

Price \$ 0.00

Active ☒

Recurring price \$ 0.00

Availability Desktop Only

Recurring price frequency -- None --

Catalogs

Category

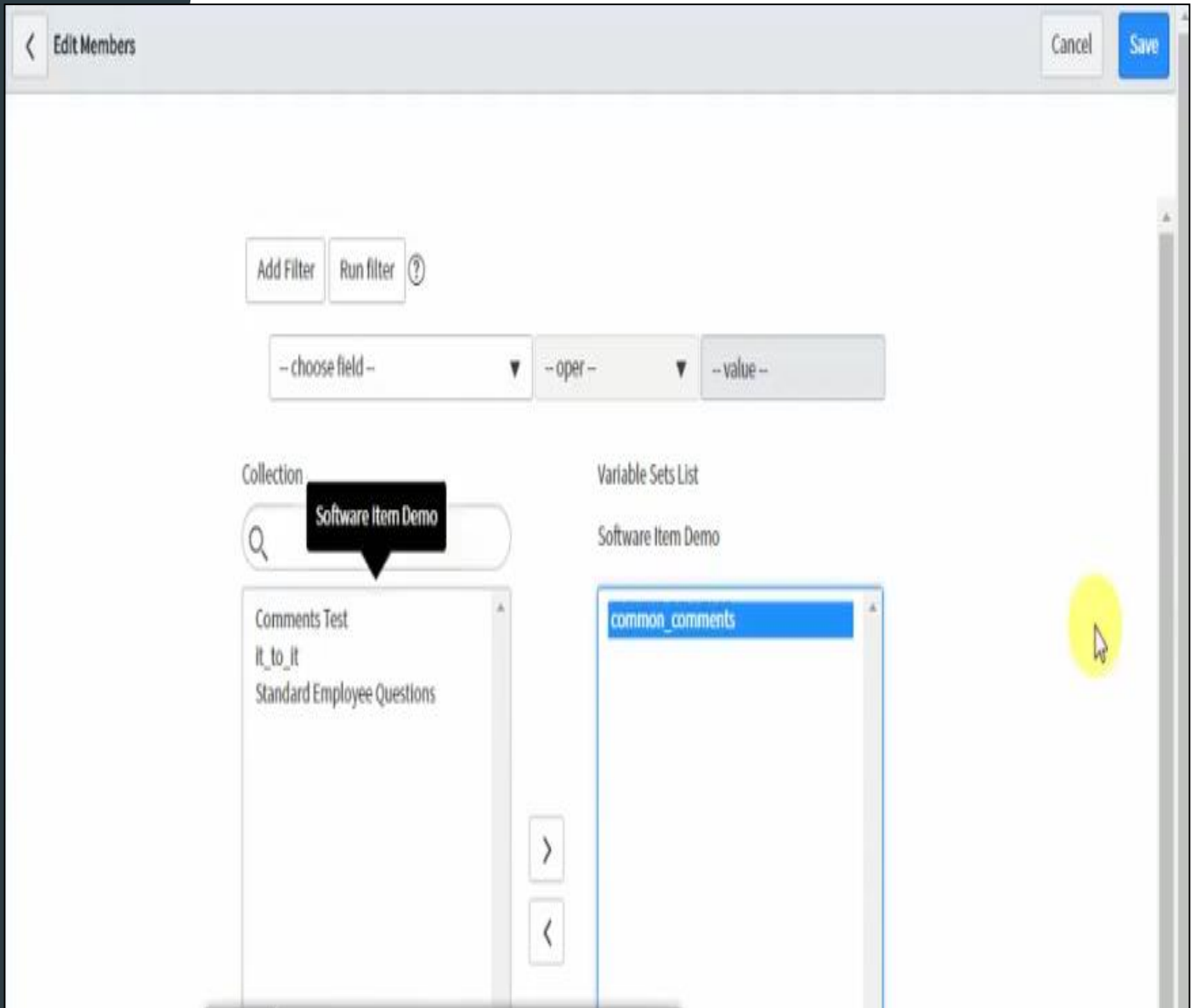
Picture Click to add...

If you want users to be able to search for this Item, add it to a Category

Workflow

# Order Guide Designing

- ▶ Lets include the variable sets common\_comments
- ▶ Include the variable set using edit option in variable sets



# Order Guide Designing

- ▶ Include the same workflow we included for laptop order

**Catalog Item**  
Software Item Demo

Catalog Items are goods or services available to order from the service catalog. Items can be office supplies.  
Enter a Name and Short description to display for the item.  
Enter a Price, approvals, variables, and other information as needed.

Name:

Active: ☒

Availability:

Catalogs:

Category:

If you want users to be able to search for this item, add it to a Category

Workflow:

maintain

Service Catalog

Workflow | ServiceNow - Google Chrome

Secure | https://dev23818.service-now.com/wf\_workflow\_list.do?sysparm\_target=sc\_cat\_item.workflow&sysparm\_target\_v...

Workflow **New** Go to Name Search

All > Name starts with test

test

Test Laptop Order

Recording... 00:02:08



# Order Guide Designing

- ▶ Lets now create Order guide
- ▶ Navigate to Service Catalog→Order Guides
- ▶ New order guide

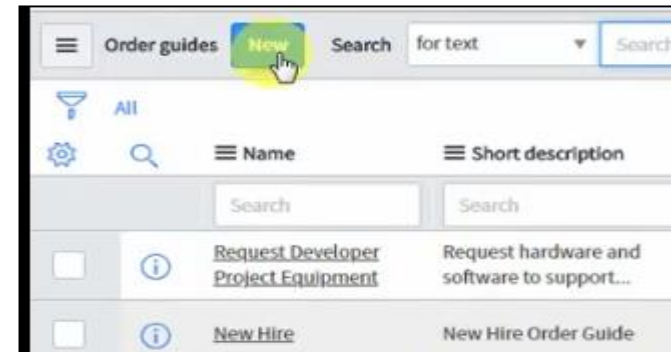
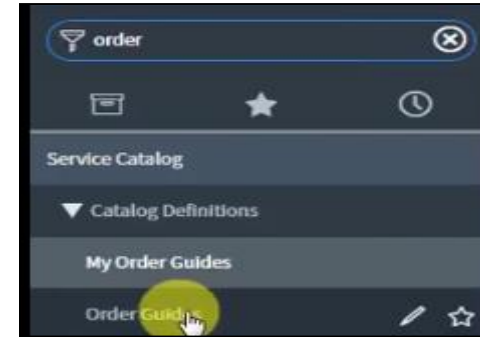
Name : IT Request

Catalog: Service Catalog

Category: Test Demo

Short Description: Order Laptop and software

Description: Order Laptop and software



Order guide New record

Name: IT Request

Application: Global

Catalogs: Service Catalog

Category: Test Demo

Icon: Click to add...

Active: ☒

Two step: ☐

Cascade Variables: ☐

Expand help for all questions: ☐

Show include Toggle (Service Portal): ☒

Short description: order laptop and software

Description: order laptop and software

# Order Guide Designing

- ▶ Cascade variables - If the same questions need to be available for all Catalog items, we include it as part of Cascade variables
- ▶ Create new variable in the variable tab.
- ▶ Question: Laptop  
Name: Laptop  
Order: 100  
Type: Checkbox
- ▶ Save it.

Two step	<input type="checkbox"/>
Cascade Variables	<input type="checkbox"/>
Expand help for all questions	<input type="checkbox"/>
Show Include Toggle (Service Portal)	<input checked="" type="checkbox"/>

Variable New record

Type

Catalog Item

Application

Mandatory ☐

Active ☒

Order

Question\* Annotation Type Specifications Default Value Availability

Specify the Question that explains the options available to the end user when ordering the item

\* Question

\* Name

Tooltip

Example Text

Submit



# Order Guide Designing

- ▶ Make another variable question
- ▶ Name: Software  
Question: Software  
Order:200  
Type: Checkbox  
Insert and Stay

The screenshot shows the ServiceNow 'Item Option' configuration page. The browser address bar displays a URL from dev23818.service-now.com. The page title is 'Variable Software'. The configuration includes a 'Map to field' checkbox, a 'Type' dropdown set to 'CheckBox', and a 'Catalog item' dropdown set to 'IT Request'. On the right, there are settings for 'Application' (Global), 'Mandatory' (unchecked), 'Active' (checked), and 'Order' (100). Below these are tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', and 'Availability'. The 'Question' tab is active, showing fields for 'Question' (Software), 'Name' (software), and 'Tooltip'. At the bottom are 'Update', 'Copy', and 'Delete' buttons.

Map to field ☐

Type

Catalog item

Application

Mandatory ☐

Active ☒

Order

Question Annotation Type Specifications Default Value Availability

\* Question

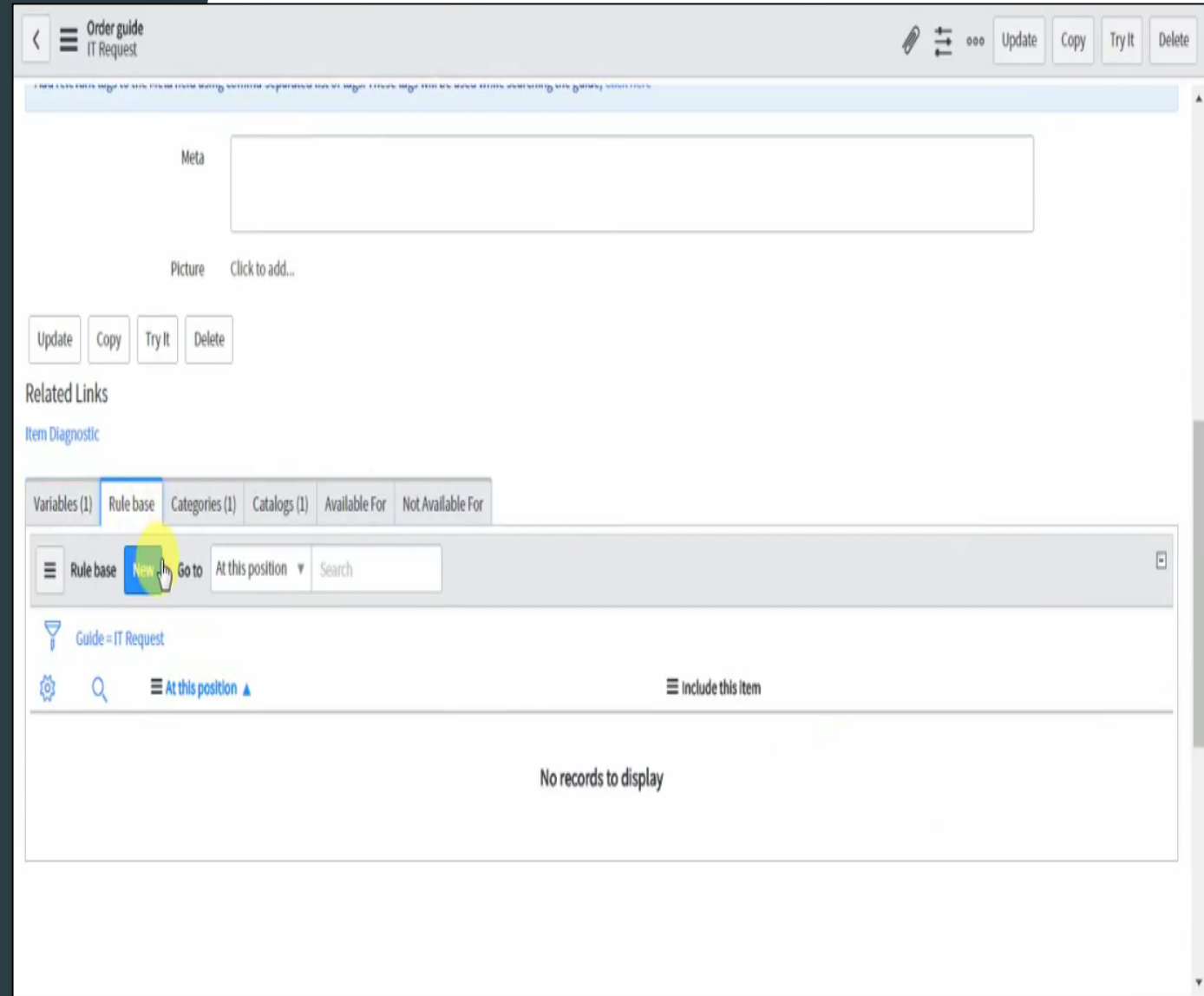
\* Name

Tooltip

Update Copy Delete

# Order Guide Designing

- ▶ Lets create Rule base.
- ▶ Rule base helps to include catalog items based on conditions



# Order Guide Designing

- ▶ Put Rule base Laptop is true  
Include this item:Order a Laptop  
At this Position :1
- ▶ Save it

The screenshot displays the 'Rule' configuration interface for 'IT Request'. The top bar includes a back arrow, a menu icon, the title 'Rule', a 'New record' link, and a 'Submit' button. The main configuration area is divided into several sections:

- Guide:** A search bar containing 'IT Request' with a magnifying glass and an information icon.
- If this condition is true:** Contains two buttons: 'Add Filter Condition' and 'Add \*OR\* Clause'.
- Condition:** A dropdown menu set to 'laptop', followed by 'Is', and another dropdown set to 'true'. To the right are buttons for 'AND', 'OR', and 'X'.
- Include this item:** A search bar containing 'Order a Laptop' with a magnifying glass and an information icon.
- Application:** A dropdown menu set to 'Global' with an information icon.
- At this position:** A text input field containing the number '1'.
- Ignore Mandatory Evaluation:** An unchecked checkbox.
- Use cart layout:** A checked checkbox.
- Quantity:** A dropdown menu set to '1'.

A yellow circle highlights the 'Use cart layout' checkbox. A blue 'Submit' button is located at the bottom left of the form.

# Order Guide Designing

- ▶ Include another rule base
- ▶ Put Rule base Software is true
- Include this item:Order a Laptop
- At this position :2
- ▶ Save it

The screenshot displays the 'Order Guide Designing' interface. At the top, there's a header bar with a back arrow, a menu icon, and the text 'Rule New record'. On the right of the header are icons for edit, share, and a 'Submit' button.

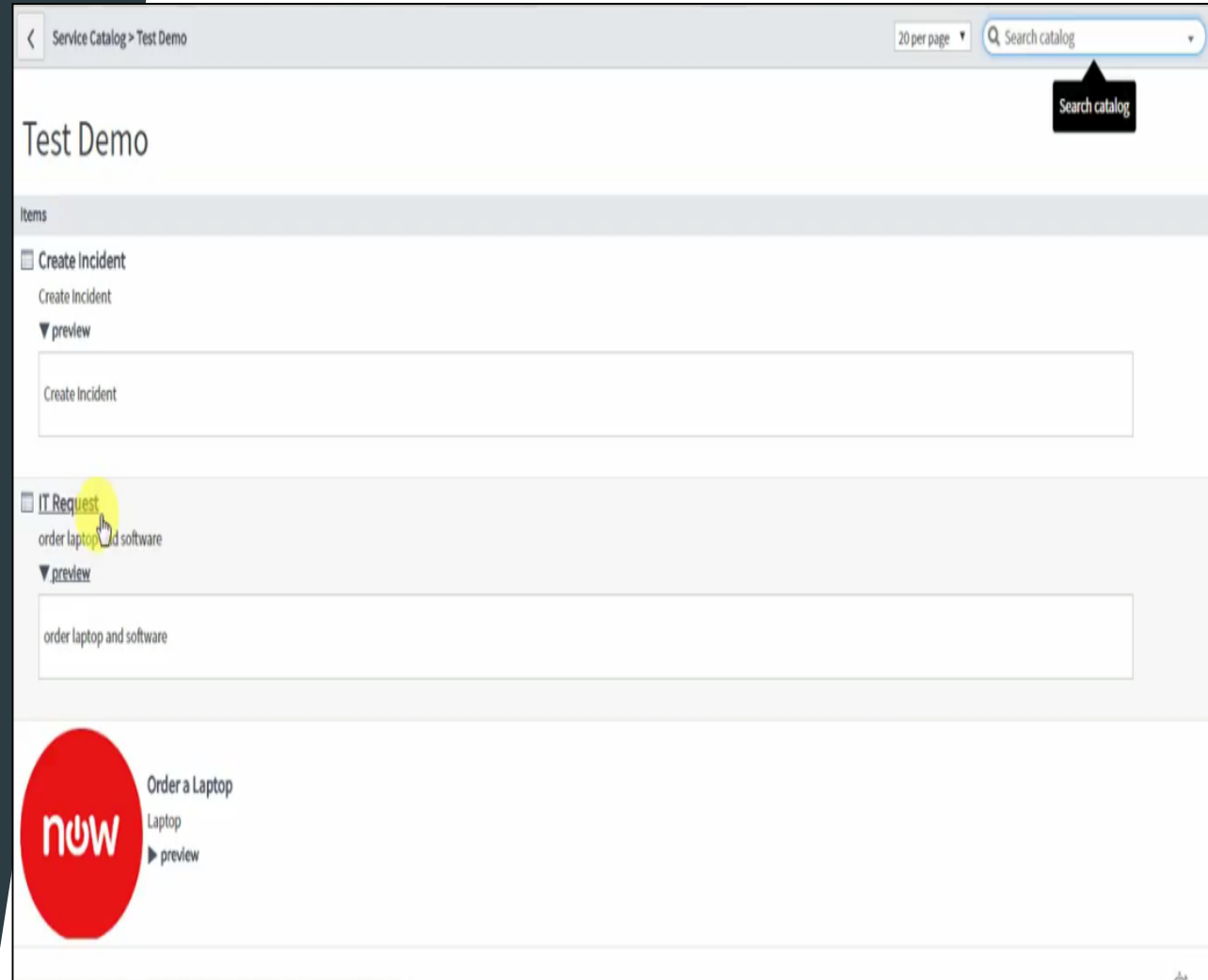
The main configuration area includes:

- Guide:** A dropdown menu set to 'IT Request'.
- If this condition is true:** Two buttons, 'Add Filter Condition' and 'Add "OR" Clause'.
- Condition:** A dropdown set to 'software', followed by 'is', and another dropdown set to 'true'. To the right are buttons for 'AND', 'OR', and 'X'.
- Include this item:** A dropdown menu set to 'Software Item Demo'.
- Application:** A dropdown menu set to 'Global'.
- At this position:** A dropdown menu set to '2'.
- Ignore Mandatory Evaluation:** An unchecked checkbox.
- Use cart layout:** A checked checkbox.
- Quantity:** A dropdown menu set to '1'.

There are two 'Submit' buttons: one in the top right corner and one in the bottom left corner. A yellow circle highlights the 'At this position' dropdown menu.

# Order Guide Designing

- ▶ Lets test using try it the order guide
- ▶ Navigate to Service Catalog
- ▶ Under Test Demo we observe IT Request



# Order Guide Designing

- ▶ Thus there will 2 option checkbox created for catalog items
- ▶ These are coming through rule base

The screenshot shows a web browser window with the URL [https://dev23818.service-now.com/com.glideapp.servicecatalog\\_cat\\_item\\_guide\\_view.do?v=1&sysparm\\_initial=true&sysparm\\_guide=edd83bcldb0a5300b7a978eebf96194d8...](https://dev23818.service-now.com/com.glideapp.servicecatalog_cat_item_guide_view.do?v=1&sysparm_initial=true&sysparm_guide=edd83bcldb0a5300b7a978eebf96194d8...). The page title is 'Order Guide - IT Request'. The navigation bar shows three steps: 'Describe Needs' (active), 'Choose Options', and 'Checkout'. The main content area displays 'order laptop and software' with a sub-header 'order laptop and software'. Below this, there are two checkboxes: 'Laptop' (checked) and 'Software' (unchecked). A yellow circle highlights the 'Options' label next to the 'Laptop' checkbox. A 'Choose Options' button is located at the bottom right of the main content area.

The screenshot shows a web browser window with the title 'Order Guide - Order a Laptop'. The navigation bar shows three steps: 'Describe Needs' (completed with a checkmark), 'Choose Options' (active), and 'Checkout'. The main content area is divided into two tabs: 'Order a Laptop' (active) and 'Software Item Demo'. Under the 'Order a Laptop' tab, there is a 'Laptop' section with a 'Laptop Order' sub-header. The 'servicenow' logo is displayed. Below the logo, there is a 'Brand of Laptop' field with a dropdown menu showing 'Lenovo'. A 'Test help' button is located below the dropdown. A 'Comments' field is also present. On the right side, there is a box labeled 'This Item' with 'Delivery time' and '1 Day'. At the bottom right, there are 'Next Tab' and 'Checkout' buttons.



# Order Guide Designing

- ▶ Hence we created 2 variables and either of variables are true add the catalog item accordingly

This screenshot shows the 'Variables' tab in the Order Guide Designer. The top navigation bar includes 'Variables (2)', 'Rule base (2)', 'Categories (1)', 'Catalogs (1)', 'Available For', 'Not Available For', 'Items', and 'Items'. The main area has a 'New' button and a search bar. Below, a table lists two variables:

	Name	Type	Question
<input type="checkbox"/>	laptop	CheckBox	laptop
<input type="checkbox"/>	software	CheckBox	Software

At the bottom, there is an 'Actions on selected rows...' dropdown and pagination controls showing '1 to 2 of 2'.

This screenshot shows the 'Rule base' tab in the Order Guide Designer. The top navigation bar is the same as the previous screenshot. The main area has a 'New' button, a 'Go to' dropdown set to 'At this position', and a search bar. Below, a table lists two rules:

	At this position	Include this item
<input type="checkbox"/>	1	Order a Laptop
<input type="checkbox"/>	2	Software Item Demo

At the bottom, there is an 'Actions on selected rows...' dropdown and pagination controls showing '1 to 2 of 2'.

# Order Guide Designing

- ▶ Now remove the rule base condition for laptop
- ▶ Still we would be able to see the laptop as Default item.
- ▶ We can delete rule base and check the availability

The screenshot shows a web-based configuration tool for a rule named "Order a Laptop". The interface includes a header with navigation icons and buttons for "Update" and "Delete". The main content area is divided into several sections:

- Guide:** A search bar containing "IT Request" with a magnifying glass icon and a help icon.
- If this condition is true:** Two buttons, "Add Filter Condition" and "Add 'OR' Clause". Below them are three input fields: "-- choose field --", "-- oper --", and "-- value --".
- Include this item:** A search bar containing "Order a Laptop" with a magnifying glass icon and a help icon.
- Application:** A dropdown menu set to "Global" with a help icon.
- At this position:** A text input field containing the number "1".
- Ignore Mandatory Evaluation:** An unchecked checkbox.
- Use cart layout:** A checked checkbox.
- Quantity:** A dropdown menu set to "1".

At the bottom left, there are two buttons: "Update" and "Delete".

# Order Guide Designing

- ▶ Hence there is option of adding rule base condition or making default conditions for catalog items to appear
- ▶ Hence we observe Variables control the questions and options to variables are controlled by rule based.

The screenshot displays a 'Shopping Cart' interface. At the top, there are navigation buttons: 'Continue Shopping', 'Choose Options' (highlighted in blue), and 'Checkout'. Below these, a progress bar shows three steps: 'Describe Needs' (checked), 'Choose Options' (checked), and 'Checkout' (active). A message asks: 'Are the contents of your cart correct? Please double check the items and remove and edit where appropriate'. Below this is a table with columns: Item, Order guide, Delivery Time, Price (ea.), Quantity, and Total. The table contains two items: 'Order a Laptop - Laptop' and 'Software Item Demo - test', both with an 'IT Request' order guide and a '1 Day' delivery time. A yellow circle highlights the '1 Day' delivery time for the second item. Below the table, a 'Total' row shows a price of '-'. At the bottom, a form section titled 'If this request is for someone other than yourself please provide detailed information in the fields provided below' contains three fields: 'Requested for' (with the value 'System Administrator'), 'Shipping address', and 'Special instructions'.

Item	Order guide	Delivery Time	Price (ea.)	Quantity	Total
<a href="#">Delete</a> <a href="#">Edit</a> ▶ Order a Laptop - Laptop	IT Request	1 Day		1	-
<a href="#">Delete</a> <a href="#">Edit</a> Software Item Demo - test	IT Request	1 Day		1	-
Total					-

If this request is for someone other than yourself please provide detailed information in the fields provided below

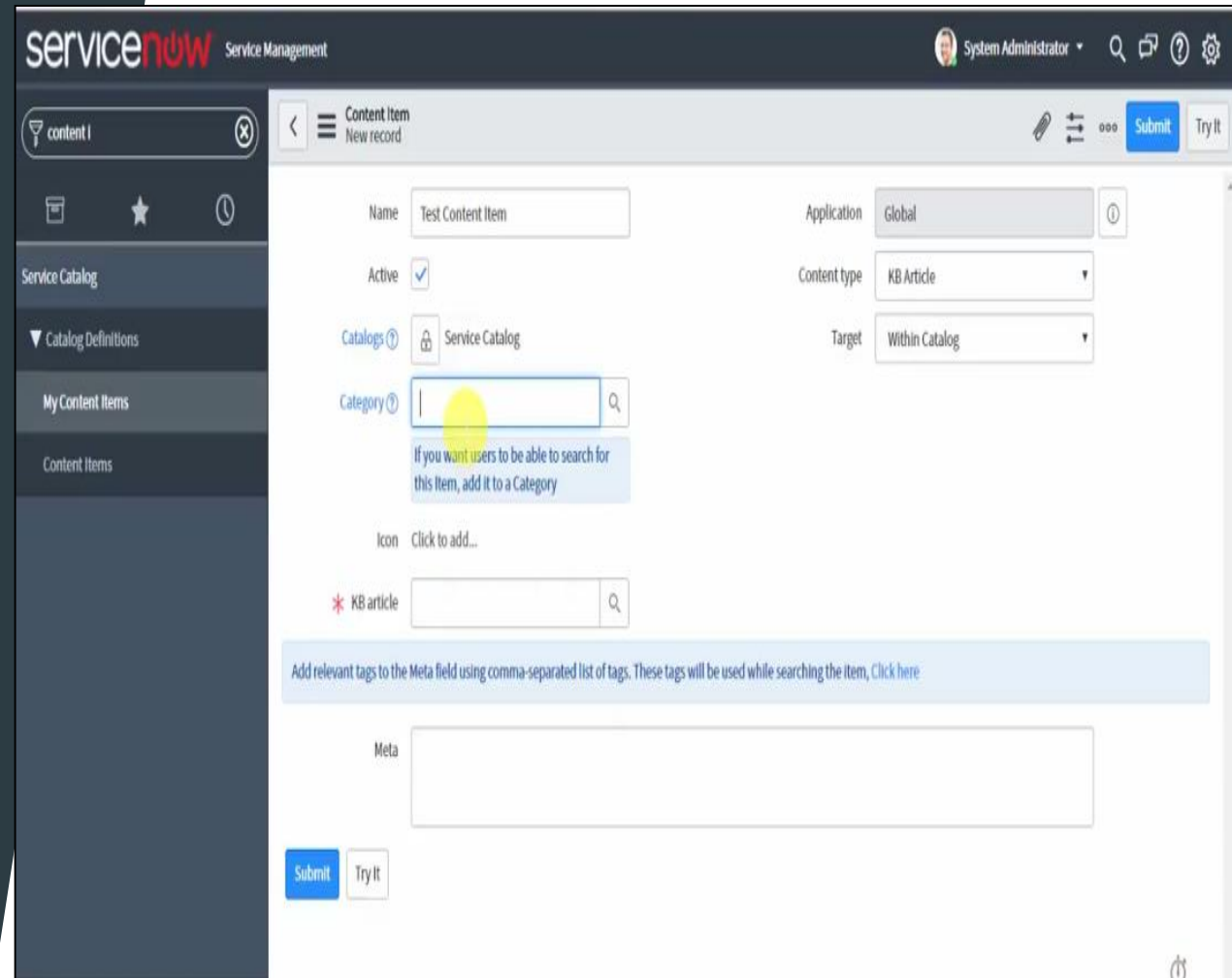
Requested for:

Shipping address:

Special instructions:

# Design Content item in Service Catalog

- ▶ Content item are used when we would need to navigate to other link provided as part of content item Ex:Navigating to another module,Third party website link(for example to reset password)
- ▶ Navigate to My content items and create new content item



The screenshot shows the 'Content Item' form in the ServiceNow interface. The left sidebar contains navigation links: 'Service Catalog', 'Catalog Definitions', 'My Content Items', and 'Content Items'. The main form area is titled 'Content Item New record' and includes the following fields:

- Name:** Text input field containing 'Test Content Item'.
- Active:** Checkmark field, currently checked.
- Catalogs:** Select field showing 'Service Catalog'.
- Category:** Searchable text input field with a yellow highlight and a tooltip that reads: 'If you want users to be able to search for this item, add it to a Category'.
- Icon:** Text input field with the placeholder 'Click to add...'.
- \* KB article:** Searchable text input field.
- Application:** Select field showing 'Global'.
- Content type:** Select field showing 'KB Article'.
- Target:** Select field showing 'Within Catalog'.
- Meta:** Large text input field for meta-data.

At the bottom of the form are 'Submit' and 'Try It' buttons. A blue banner above the 'Meta' field contains the text: 'Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item, Click here'.

# Design Content item in Service Catalog

## ► Lets create New Content item

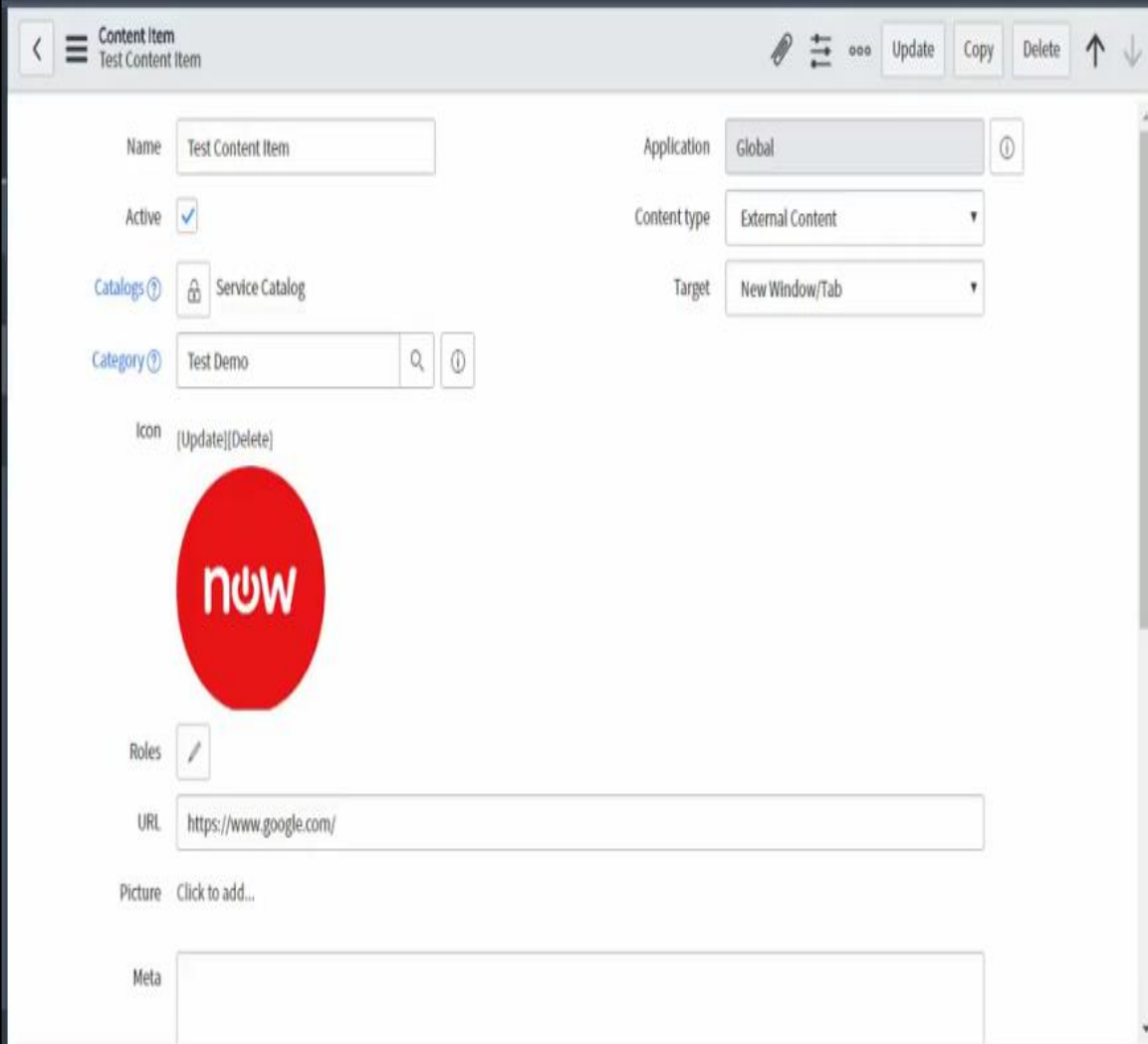
Name :Test Content item

Catalog :Service catalog

Category:Test Demo

Content Type:External Content

URL:https://www.google.com/



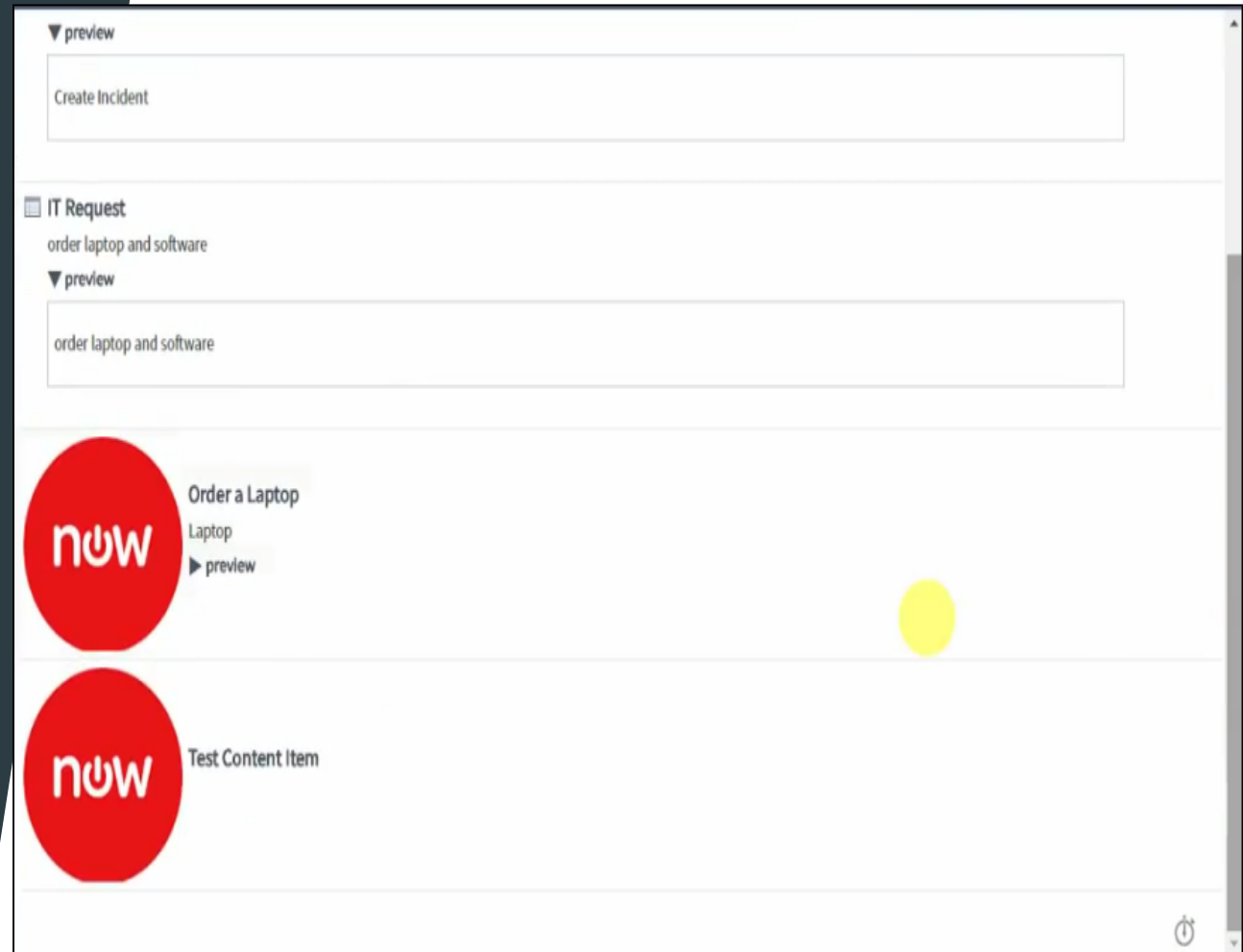
The screenshot shows a web-based form for creating a new content item. The form is titled 'Content Item' and 'Test Content Item'. It includes several fields and controls:

- Name:** A text input field containing 'Test Content Item'.
- Active:** A checkbox that is checked.
- Catalogs:** A dropdown menu showing 'Service Catalog'.
- Category:** A text input field containing 'Test Demo'.
- Application:** A dropdown menu showing 'Global'.
- Content type:** A dropdown menu showing 'External Content'.
- Target:** A dropdown menu showing 'New Window/Tab'.
- Icon:** A red circular icon with the word 'now' in white.
- Roles:** A text input field.
- URL:** A text input field containing 'https://www.google.com/'.
- Picture:** A text input field with the placeholder 'Click to add...'.
- Meta:** A text input field.

The form also features a toolbar at the top with buttons for 'Update', 'Copy', 'Delete', and navigation arrows.

# Design Content item in Service Catalog

- ▶ Navigate to Service Catalog and we can observe Test Content Item
- ▶ If we test it it would navigate to google.com





# Design Content item in Service Catalog

- ▶ Lets use Content type as KB article and associate with a known kb article
- ▶ Save it
- ▶ It will navigate to KB article

Content Item  
Test Content Item

Name: Test Content Item

Active: ☒

Catalogs: Service Catalog

Category: Test Demo

Icon: [Update][Delete]

Application: Global

Content type: KB Article

Target: New Window/Tab

\* KB article: KB0000033

Meta:

Update Copy Delete

Lookup using list

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. [Click here](#)

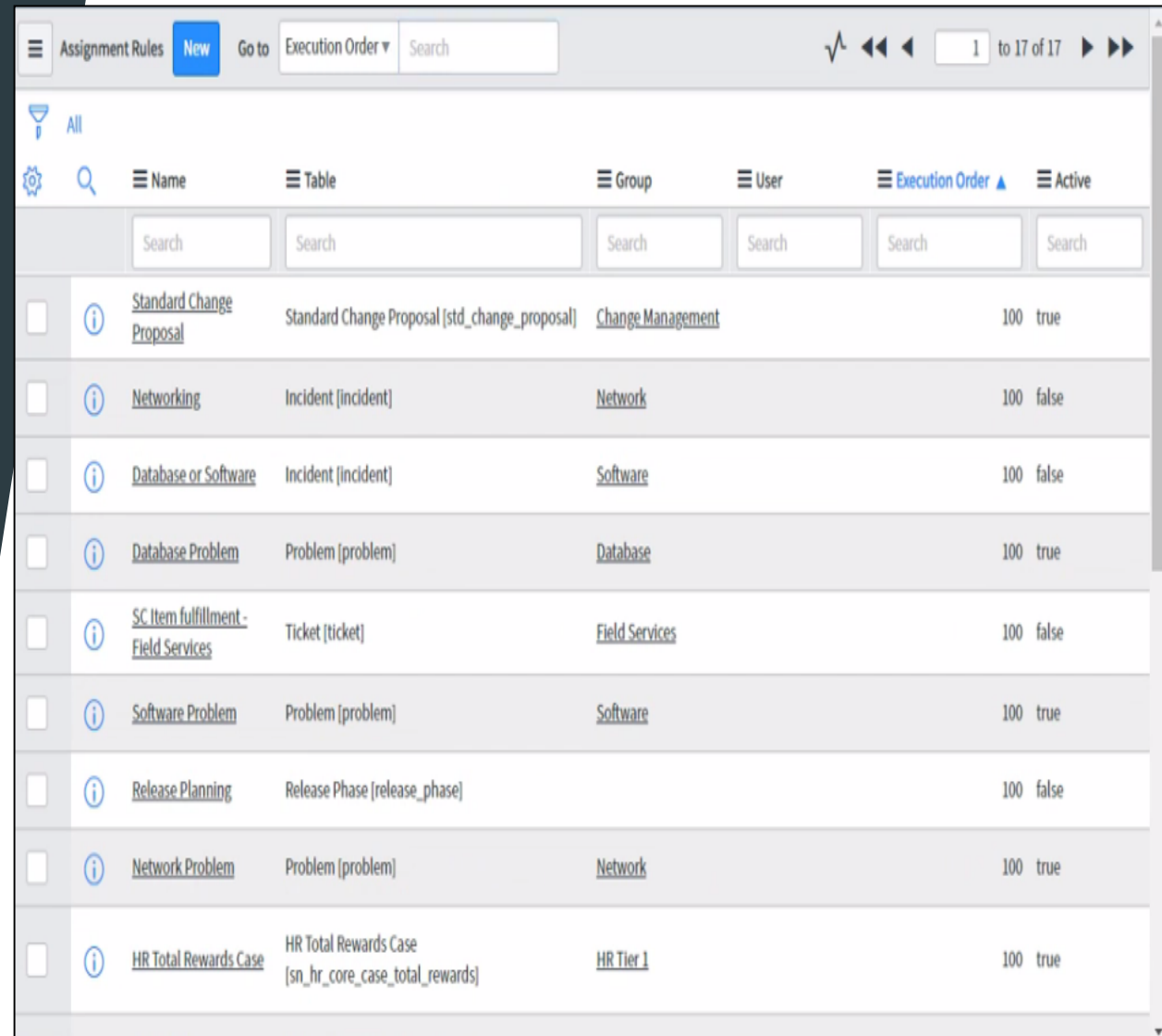


# ServiceNow – Use cases of Assignment rules



# Assignment Rules

- ▶ If we need to assign tickets to users or groups based on certain conditions, we go ahead and create assignment rules
- ▶ Navigate to Routing and Assignment → Assignment rule
- ▶ We can observe out of box rules



	Name	Table	Group	User	Execution Order	Active
<input type="checkbox"/>	<a href="#">Standard Change Proposal</a>	Standard Change Proposal [std_change_proposal]	<a href="#">Change Management</a>		100	true
<input type="checkbox"/>	<a href="#">Networking</a>	Incident [incident]	<a href="#">Network</a>		100	false
<input type="checkbox"/>	<a href="#">Database or Software</a>	Incident [incident]	<a href="#">Software</a>		100	false
<input type="checkbox"/>	<a href="#">Database Problem</a>	Problem [problem]	<a href="#">Database</a>		100	true
<input type="checkbox"/>	<a href="#">SC Item fulfillment - Field Services</a>	Ticket [ticket]	<a href="#">Field Services</a>		100	false
<input type="checkbox"/>	<a href="#">Software Problem</a>	Problem [problem]	<a href="#">Software</a>		100	true
<input type="checkbox"/>	<a href="#">Release Planning</a>	Release Phase [release_phase]			100	false
<input type="checkbox"/>	<a href="#">Network Problem</a>	Problem [problem]	<a href="#">Network</a>		100	true
<input type="checkbox"/>	<a href="#">HR Total Rewards Case</a>	HR Total Rewards Case [sn_hr_core_case_total_rewards]	<a href="#">HR Tier 1</a>		100	true

# Assignment Rules

- ▶ Before that lets navigate to incident
- ▶ We will look at use case where for particular category and sub category we will have specific group to be automatically assigned the values

Ex:If Category : Database  
and Sub category:Oracle  
then Assignment group:  
Database

The screenshot displays a web interface for managing incidents. At the top, a header bar shows the incident number 'INC0010028' and navigation icons. Below the header, the form is organized into two columns of fields. The left column includes 'Number' (INC0010028), 'Caller' (Test ACL), 'Manager' (empty), 'Category' (Database), 'Subcategory' (Oracle), 'Business service' (empty), and 'Configuration item' (empty). The right column includes 'Contact type' (Self-service), 'State' (New), 'Impact' (3 - Low), 'Urgency' (2 - Medium), 'Priority' (4 - Low), 'Assignment group' (empty), and 'Assigned to' (empty). The 'Manager' field is highlighted with a blue border. At the bottom right, a URL is visible: <https://dev51060.service-now.com/incident.do?>

# Assignment Rules

- Create New assignment rule

Name:Database Assignment

Applies to :

Conditions :Category is Database

Sub Category is Oracle

Assign to:

Group:Database

The screenshot shows the 'Assignment Rule' configuration page. At the top, there's a header with a back arrow, a menu icon, the text 'Assignment Rule New record', and a 'Submit' button. Below the header is a light blue banner with the text 'Use Assignment Rules to automatically assign tasks to users and groups. [More Info](#)'. The main form area contains several fields: 'Name' (Database Assignment), 'Application' (Global), 'Execution Order' (100), and 'Active' (checked). Below these is a tabbed interface with 'Applies To', 'Assign To', and 'Script' tabs. The 'Applies To' tab is active, showing a light blue box with instructions: 'Select a Table and specify the Conditions that must be met before the task is assigned to the user or group. The rule is applied only if the task is not already assigned to another user or group.' Below this, there's a 'Table' dropdown set to 'Incident [Incident]'. Under 'Conditions', there are buttons for 'Add Filter Condition' and 'Add "OR" Clause'. A note states 'All of these conditions must be met'. Two conditions are listed: 'Category is Database' and 'Subcategory is Oracle'. Each condition has a dropdown for the field, a dropdown for the operator (set to 'is'), a dropdown for the value, and buttons for 'AND', 'OR', and 'X' to manage the logic.

Assignment Rule  
New record

Submit

Use Assignment Rules to automatically assign tasks to users and groups. [More Info](#)

Name: Database Assignment

Application: Global

Execution Order: 100

Active: ☒

Applies To: Assign To Script

Select a Table and specify the Conditions that must be met before the task is assigned to the user or group. The rule is applied only if the task is not already assigned to another user or group.

Table: Incident [Incident]

Conditions: Add Filter Condition Add "OR" Clause

All of these conditions must be met

Category is Database

Subcategory is Oracle

AND OR X

AND OR X

# Assignment Rules

- If we have specific requirement that the conditions are not fulfilling using normal conditions we can script as well

The screenshot shows the 'Assignment Rule' configuration page. At the top, there's a header with a back arrow, a menu icon, and the text 'Assignment Rule' and 'New record'. On the right, there are icons for a document, a list, and a 'Submit' button. Below the header, a light blue banner contains the text: 'Use Assignment Rules to automatically assign tasks to users and groups. [More Info](#)'. The main form has several fields: 'Name' with the value 'Database Assignment', 'Application' with a dropdown set to 'Global', 'Execution Order' with a value of '100', and an 'Active' checkbox that is checked. Below these fields are three tabs: 'Applies To', 'Assign To', and 'Script'. The 'Script' tab is selected, showing a text area for entering a script. Above the text area is a light blue banner with the text: 'Enter a script to further customize the assignment rule. Scripts provide access to current.variable\_pool variables.' The script text area contains the following code:

```
Script
/**
 * Example:
 * The following script requires personalizing the instance to add the Malware category and the Security assignment group.
 * If (current.category == "Hardware")
 *   current.assignment_group.setDisplayValue("Hardware");
 * else if (current.category == "Software")
 *   current.assignment_group.setDisplayValue("Software");
 * else if (current.category == "Malware")
 *   current.assignment_group.setDisplayValue("Security");
 *
 * Another Example:
 * Release Planning Example, which assigns the last person assigned to a release to the current release.
 * current.release.product.service.assigned_to;
 */
```



# Assignment Rules

- ▶ Test it on Incident form.
- ▶ Save it and we can observe Assignment group is directly populated with Database group

The screenshot shows the 'Incident' form in ServiceNow. The form is titled 'Incident New record'. A 'Save' dropdown menu is open, showing options: 'Save record and remain here', 'Create Child Incident', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys\_id', and 'Reload form'. The form fields are as follows:

Field	Value
Number	INC0010029
* Caller	Abel Tuter (architect)
Manager	
Category	Database
Subcategory	Oracle
Business service	
Configuration item	
Tactic type	-- None --
State	New
Impact	3 - Low
Urgency	3 - Low
Priority	5 - Planning
Assignment group	
Assigned to	
URL	<a href="https://dev51060.service-now.com/incident.do?sys_id=">https://dev51060.service-now.com/incident.do?sys_id=</a>
* Short description	test
Description	

At the bottom, there is a 'Related Search Results' section with a search bar containing 'test'.

# Assignment Rules

- ▶ Lets take another use case where When creating catalog item, every catalog item needs to be assigned to Service desk group and further task can be assignment group
- ▶ It is better to write assignment rule on sc\_req\_item table instead of assigning workflow in RITM table

	Name	Table	Group	User	Execution Order	Active
<input type="checkbox"/>	<a href="#">Standard Change Proposal</a>	Standard Change Proposal (std_change_proposal)	<a href="#">Change Management</a>		100	true
<input type="checkbox"/>	<a href="#">Networking</a>	Incident (incident)	<a href="#">Network</a>		100	false
<input type="checkbox"/>	<a href="#">Database or Software</a>	Incident (incident)	<a href="#">Software</a>		100	false
<input type="checkbox"/>	<a href="#">Database Problem</a>	Problem (problem)	<a href="#">Database</a>		100	true

# Assignment Rules

- ▶ Lets create one default assignment rule on sc\_req\_item table

Name : Default RITM assignment

Table:sc\_req\_item

Assign to : Group : Service Desk

- ▶ Save it

The screenshot shows the 'Assignment Rule' configuration page in ServiceNow. The page title is 'Assignment Rule' with a subtitle 'New record'. There is a 'Submit' button in the top right corner. Below the title bar, there is a light blue banner with the text: 'Use Assignment Rules to automatically assign tasks to users and groups. [More Info](#)'. The main form contains the following fields: 'Name' (Default RITM Assignment), 'Application' (Global), 'Execution Order' (100), and 'Active' (checked). Below these fields, there are tabs for 'Applies To', 'Assign To', and 'Script'. The 'Applies To' tab is selected, showing a light blue box with the instruction: 'Select a Table and specify the Conditions that must be met before the task is assigned to the user or group. The rule is applied only if the task is not already assigned to another user or group.' Below this instruction, there is a 'Table' dropdown menu set to 'Requested Item [sc\_req\_item]'. Under the 'Conditions' section, there are buttons for 'Add Filter Condition' and 'Add "OR" Clause'. Below these buttons, there are three input fields: '-- choose field --', '-- oper --', and '-- value --'. A 'Submit' button is located at the bottom left of the form.

# Assignment Rules

- ▶ If we create a email account from Service Catalog
- ▶ We can observe it has automatically assigned RITM to assignment group Service desk

The screenshot shows the 'New Email Creation' page in the Service Catalog. The breadcrumb navigation is 'Service Catalog > Office > Services > New Email Account'. The page features a Microsoft Exchange logo on the left. The 'Service Overview' section states: 'Creation of a new email account within our Microsoft Exchange environment. Creation of your email address will also create your Active Directory account.' On the right, there is a 'Quantity' dropdown set to '1', a 'Delivery time' of '2 Days', and buttons for 'Order Now' and 'Add to Cart'. Below these is a 'Shopping Cart' section showing 'Empty'. At the bottom, there is a 'Preferred Email address' field with the value 'test@test.com'.

The screenshot shows the 'Requested Item' page for item 'RITM0010010'. The page is divided into two main sections. The left section contains fields for 'Number' (RITM0010010), 'Item' (New Email Account), 'Request' (REQ0010010), 'Requested for' (System Administrator), 'Due date' (2018-10-24 09:57:09), 'Configuration item', and 'Watch list'. The right section contains fields for 'Opened' (2018-10-22 09:57:09), 'Opened by' (System Administrator), 'Stage' (Fulfillment), 'State' (Open), 'Assignment group' (Service Desk), 'Quantity' (1), 'Estimated delivery', 'Backordered' (checkbox), and 'Order Guide'. The page includes a top navigation bar with a menu icon, the item name, and action buttons like 'Follow', 'Update', and 'Delete'.

# Assignment Rules

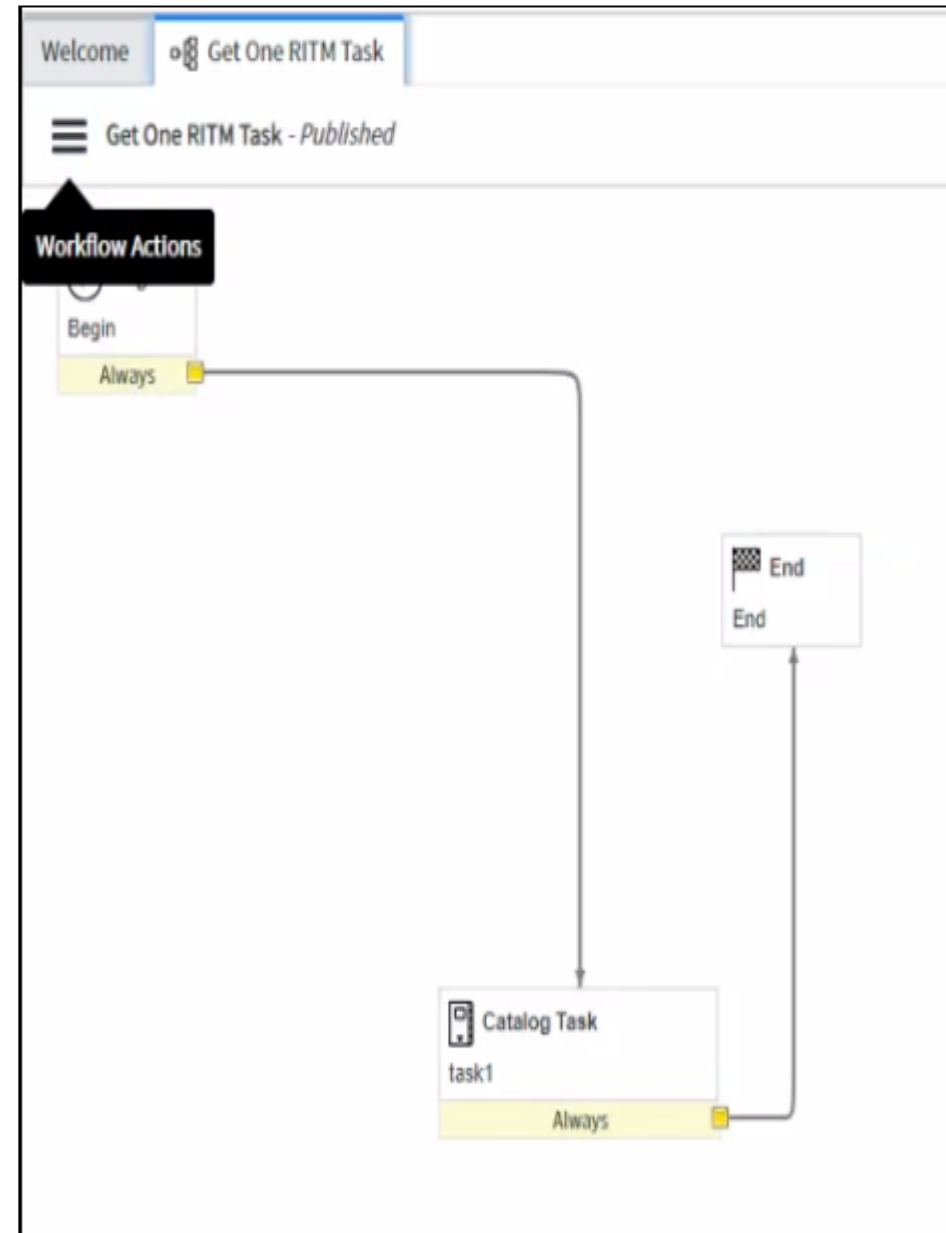
- ▶ Lets check the use case where Catalog items are assigned assignment rules
- ▶ Create Catalog items test1 and test 2
- ▶ Lets not put any variables
- ▶ Create test 2 with insert and stay

The screenshot shows the configuration interface for a catalog item named 'test1'. The form is organized into two main columns. The left column contains fields for 'Name' (test1), 'Active' (checked), 'Availability' (Desktop Only), 'Catalogs' (Service Catalog), 'Category' (Services), 'Workflow' (empty), 'Execution Plan' (DEFAULT), 'Icon' (Click to add...), 'Short description' (empty), 'Description' (empty), and 'Meta' (empty). The right column contains fields for 'Application' (Global), 'Price' (\$ 0.00), 'Recurring price' (\$ 0.00), 'Recurring price frequency' (-- None --), 'Omit price in cart' (unchecked), 'Roles' (empty), and 'Picture' (Click to add...). At the top right, there are buttons for 'Update', 'Copy', 'Try It', and 'Delete'.

Field	Value
Name	test1
Active	<input checked="" type="checkbox"/>
Availability	Desktop Only
Catalogs	Service Catalog
Category	Services
Workflow	
Execution Plan	DEFAULT
Icon	Click to add...
Short description	
Description	
Meta	
Application	Global
Price	\$ 0.00
Recurring price	\$ 0.00
Recurring price frequency	-- None --
Omit price in cart	<input type="checkbox"/>
Roles	
Picture	Click to add...

# Assignment Rules

- ▶ Create a workflow
- ▶ Name: Get one RITM task  
Table: sc\_req\_item
- ▶ Create one Catalog task  
Short Description: As per request
- ▶ Publish the workflow





# Assignment Rules

- ▶ Go to the Catalog item test2 and attach the workflow
- ▶ Update the catalog item
- ▶ Go to the Catalog item test1 and attach the workflow
- ▶ Update the catalog item

The screenshot shows the 'Catalog Item test2' configuration page. At the top, there's a header with a back arrow, a menu icon, the title 'Catalog Item test2', and action buttons: 'Update', 'Copy', 'Try It', and 'Delete'. Below the header is a light blue informational box with text: 'Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies. Enter a Name and Short description to display for the Item. Enter a Price, approvals, variables, and other information as needed.'

The main form contains several fields and sections:

- Name:** A text input field containing 'test2'.
- Active:** A checkbox that is checked.
- Availability:** A dropdown menu showing 'Desktop Only'.
- Catalogs:** A section with a lock icon and a dropdown menu showing 'Service Catalog'.
- Category:** A text input field containing 'Services' with a search icon and an information icon.
- Workflow:** A text input field containing 'Get One RITM Task' with a search icon, a warning icon, and an information icon.
- Application:** A dropdown menu showing 'Global' with an information icon.
- Price:** A dropdown menu showing '\$' and a text input field containing '0.00' with a pencil icon.
- Recurring price:** A dropdown menu showing '\$' and a text input field containing '0.00' with a pencil icon.
- Recurring price frequency:** A dropdown menu showing '-- None --'.
- Picture:** A text input field with the placeholder 'Click to add...'.
- Icon:** A text input field with the placeholder 'Click to add...'.
- Short description:** A text input field.
- Description:** A text input field with expand/collapse buttons (- and +).

At the bottom, there is a rich text editor toolbar with buttons for bold (B), italic (I), underline (U), link, unlink, font family, font size, text color, background color, and other formatting options.

# Assignment Rules

- ▶ Lets now create Assignment rule for RITM
- ▶ Create new assignment rule  
Name: RITM Test1 Assignment  
Assign to → Group :ACME Refrigerator group  
Applies to → Table: sc\_task  
Conditions :Show related Fields  
Request item=>Request item fields  
item is test1

The screenshot shows the 'Assignment Rule' configuration page. At the top, there's a header with a back arrow, a menu icon, and the text 'Assignment Rule New record'. On the right, there are icons for a pencil, a list, and a 'Submit' button. Below the header, a blue banner contains the text 'Use Assignment Rules to automatically assign tasks to users and groups. [More Info](#)'. The main form has two input fields: 'Name' with the value 'RITM Test1 Assignment' and 'Execution Order' with the value '100'. To the right of these fields is a 'Global' checkbox which is checked. A dropdown menu is open, showing options: 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys\_id', and 'Reload form'. Below the input fields, there are three tabs: 'Applies To', 'Assign To', and 'Script'. The 'Applies To' tab is active, showing a light blue box with the instruction: 'Select a Table and specify the Conditions that must be met before the task is assigned to the user or group. The rule is applied only if the task is not already assigned to another user or group.' Below this instruction, there's a 'Table' dropdown menu set to 'Catalog Task [sc\_task]'. Under the 'Conditions' section, there are two buttons: 'Add Filter Condition' and 'Add "OR" Clause'. Below these, a condition is defined: 'Item' (from a dropdown) 'is' (from a dropdown) 'test1' (in a text input). To the right of the text input are search, AND, OR, and X buttons. At the bottom left of the form is a blue 'Submit' button.

# Assignment Rules

- ▶ Now create assignment rule for test1
- ▶ Change assignment Group :ACME Support
- ▶ Insert and Stay

The screenshot shows the 'Assignment Rule' configuration page for 'RITM Test1 Assignment'. The page has a header with a back arrow, a menu icon, the title 'Assignment Rule RITM Test1 Assignment', and action buttons for 'Update' and 'Delete'. Below the header is a blue banner with the text 'Use Assignment Rules to automatically assign tasks to users and groups. [More Info](#)'. The main form contains the following fields:

- Name:** RITM Test1 Assignment
- Execution Order:** 100
- Applies To:** A tabbed interface with 'Applies To', 'Assign To', and 'Script' tabs. The 'Assign To' tab is active.
- User:** An empty text input field.
- Group:** ACME Support

At the bottom of the form are 'Update' and 'Delete' buttons. A context menu is open over the 'Assign To' tab, listing the following options: Save, Insert, Insert and Stay (highlighted), Show File Properties, Move to Application..., Show Latest Update, Configure, Export, View, Create Favorite, Copy URL, Copy sys\_id, Show XML, History, and Reload form.

# Assignment Rules

- ▶ Now go Catalog item test 1 and try it
- ▶ Submit the request

Catalog Item test1

Name: test1

Active: ☒

Availability: Desktop Only

Catalogs: Service Catalog

Category: Services

Workflow: Get One RITM Task

Icon: Click to add...

Short description:

Description:

Application: Global

Price: \$ 0.00

Recurring price: \$ 0.00

Recurring price frequency: -- None --

Omit price in cart: ☐

Roles:

Picture: Click to add...

Order Status

Thank you, your request has been submitted

Order Placed: 2018-10-22 10:08:27

Request Number: [REQ0010012](#)

Estimated Delivery Date of Complete Order: 2018-10-23

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
	2018-10-23			1	
				Total	.

Back to Catalog Continue Shopping Home

# Assignment Rules

- We can observe assignment group is ACME Refrigerator Support

The screenshot displays a software interface for managing request items. At the top, a header bar shows the request item ID 'RITM0010012' and action buttons like 'Follow', 'Update', and 'Delete'. Below this, a box contains metadata: Impact (3 - Low), Opened by (System Administrator), Priority (4 - Low), and State (Open). Further down, there are 'Update' and 'Delete' buttons, and links for 'Show Workflow' and 'Workflow Context'.

The main section is titled 'Catalog Tasks (1)' and includes tabs for 'Catalog Tasks', 'Approvers', and 'Group approvals'. The 'Catalog Tasks' tab is active, showing a table with the following columns: Number, Assignment group, Assigned to, Short description, State, and Order. A single task is listed with the number 'SCTASK0010031', assignment group 'ACME Refrigerator Support', and state 'Open'. The table has pagination controls at the bottom, showing '1 to 1 of 1'.

Number	Assignment group	Assigned to	Short description	State	Order
SCTASK0010031	ACME Refrigerator Support		As per request	Open	

# Assignment Rules

- ▶ Similarly on the test 2 item we observe it is auto assigned to ACME Support

Requested Item  
RITM0010013

Follow Update Delete

Post

Activities: 1

System Administrator  
Field changes • 2018-10-22 10:09:10

Impact 3 - Low  
Opened by System Administrator  
Priority 4 - Low  
State Open

Update Delete

Related Links  
[Show Workflow](#)  
[Workflow Context](#)

Catalog Tasks (1) Approvers Group approvals

Catalog Tasks New Go to Number Search 1 to 1 of 1

Request Item = RITM0010013

	Number	Assignment group	Assigned to	Short description	State	Order
	<a href="#">SCTASK0010032</a>	<a href="#">ACME Support</a>		As per request	Open	

# Assignment Rules

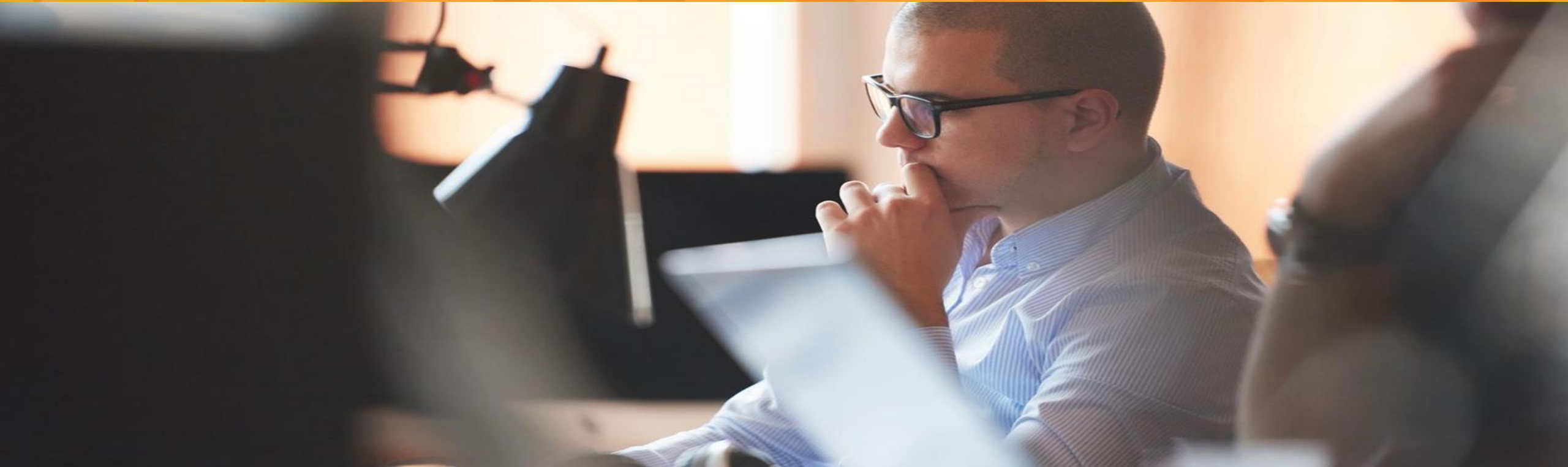
- ▶ Also we observe Assignment group is Service desk for RITM request created on both the Catalog items
- ▶ Thus we can create assignment rules on Assignment group as well as task records

The screenshot displays the 'Requested Item' form for RITM0010012. The form is organized into two columns of fields. The top bar includes navigation icons and buttons for 'Follow', 'Update', and 'Delete'. The left column contains fields for 'Number' (RITM0010012), 'Item' (test1), 'Request' (REQ0010012), 'Requested for' (System Administrator), 'Due date' (2018-10-23 00:08:27), 'Configuration item', and 'Watch list'. The right column contains fields for 'Opened' (2018-10-22 10:08:27), 'Opened by' (System Administrator), 'Stage' (Request Approved), 'State' (Open), 'Assignment group' (Service Desk), 'Quantity' (1), 'Estimated delivery', 'Backordered' (checkbox), and 'Order Guide'.

Field	Value
Number	RITM0010012
Item	test1
Request	REQ0010012
Requested for	System Administrator
Due date	2018-10-23 00:08:27
Configuration item	
Watch list	
Opened	2018-10-22 10:08:27
Opened by	System Administrator
Stage	Request Approved
State	Open
Assignment group	Service Desk
Quantity	1
Estimated delivery	
Backordered	<input type="checkbox"/>
Order Guide	



# ServiceNow – Webservices





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Thankyou