REVATURE

SERVICENOW OVERVIEW

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 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

Order Guide Designing

- ▶ Lets include the variable sets common_comments

- ▶ Include the variable set using edit option in variable sets
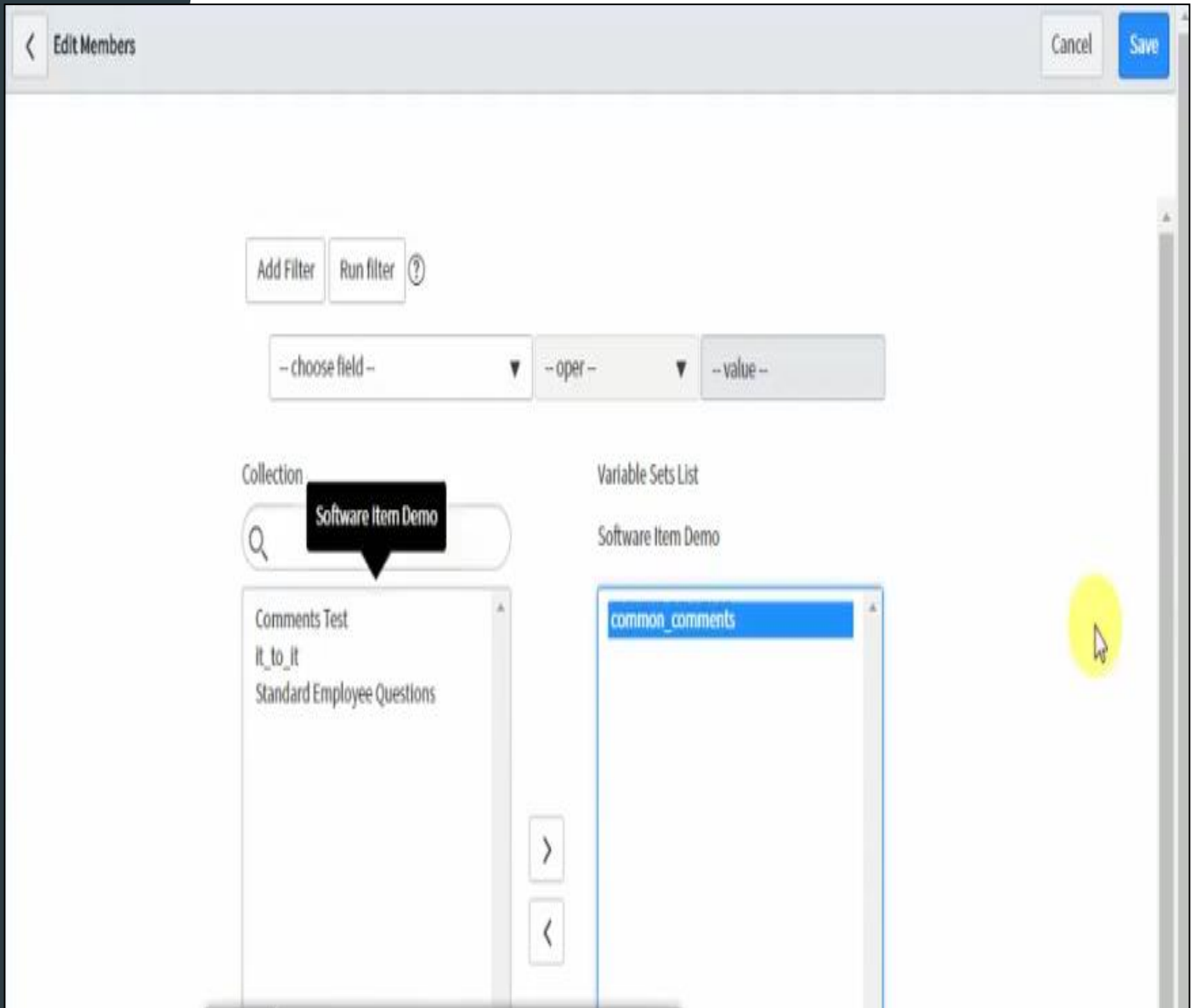
Order Guide Designing

▶ **Include the same workflow we included for laptop order**

Order Guide Designing

- ▶ **Lets now create Order guide**

- ▶ **Navigate to Service Catalog→Order Guides**
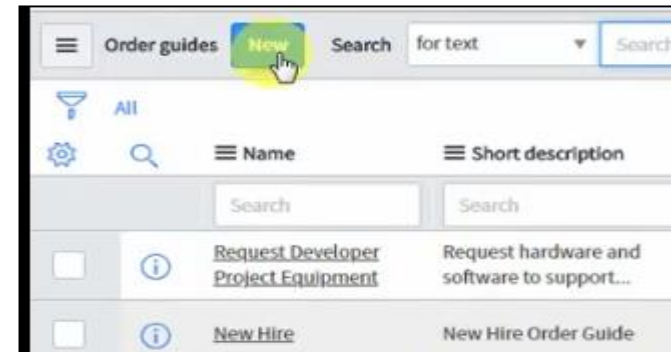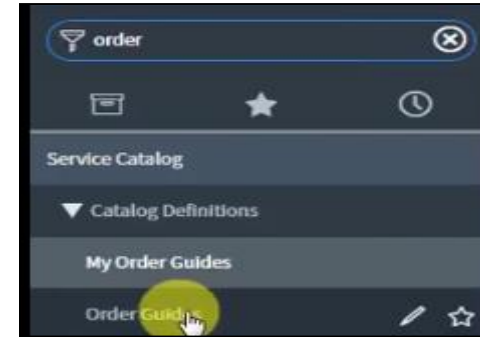
- ▶ **New order guide**

  Name : IT Request

  Catalog: Service Catalog

  Category: Test Demo

  Short Description: Order Laptop and software

  Description: Order Laptop and software

Order Guide 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.**

Order Guide Designing

▶ **Make another variable question**

▶ **Name: Software**

Question: Software

Order:200

Type: Checkbox

Insert and Stay

Order Guide Designing

▶ **Lets create Rule base.**

▶ **Rule base helps to include catalog items based on conditions**
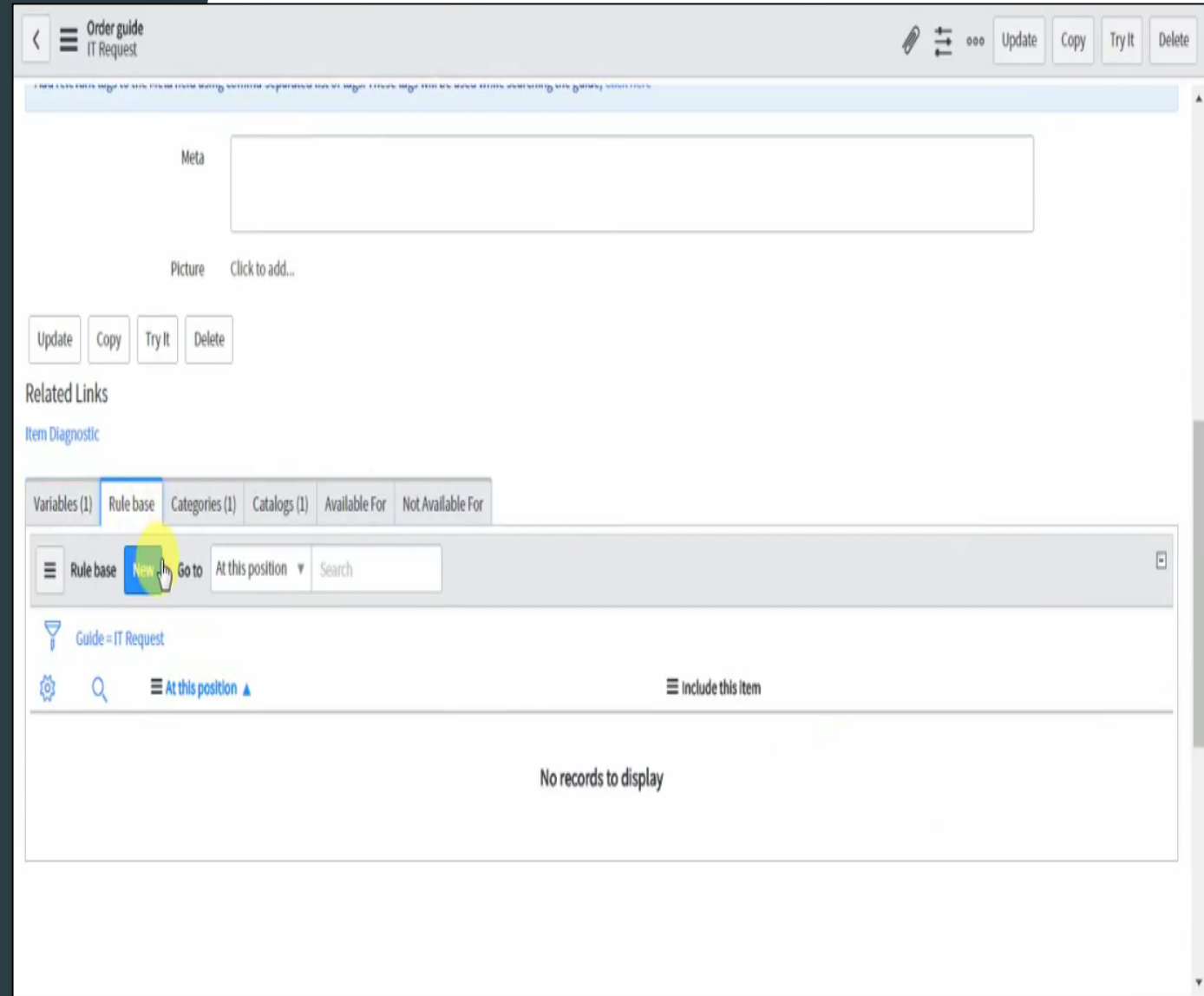
Order Guide Designing

▶ **Put Rule base Laptop is true**

Include this item:Order a Laptop

At this Position :1

▶ **Save it**

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**

Order Guide Designing

▶ **Lets test using try it the order guide**

▶ **Navigate to Service Catalog**

▶ **Under Test Demo we observe IT Request**
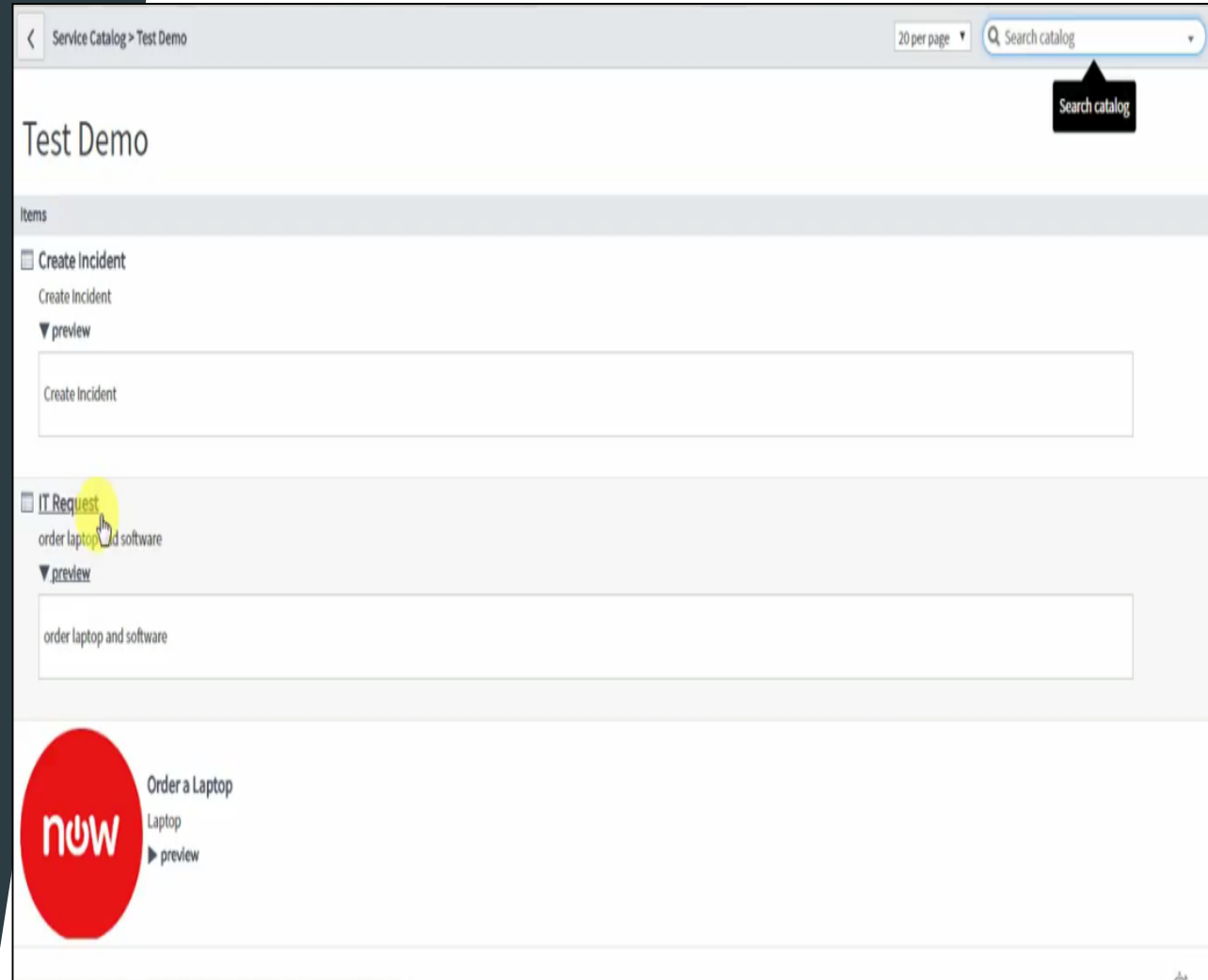
Order Guide Designing

▶ Thus there will 2 option checkbox created for catalog items

▶ These are coming through rule base

Order Guide Designing

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

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

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.**

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**

Design Content item in Service Catalog

▶ **Lets create New Content item**

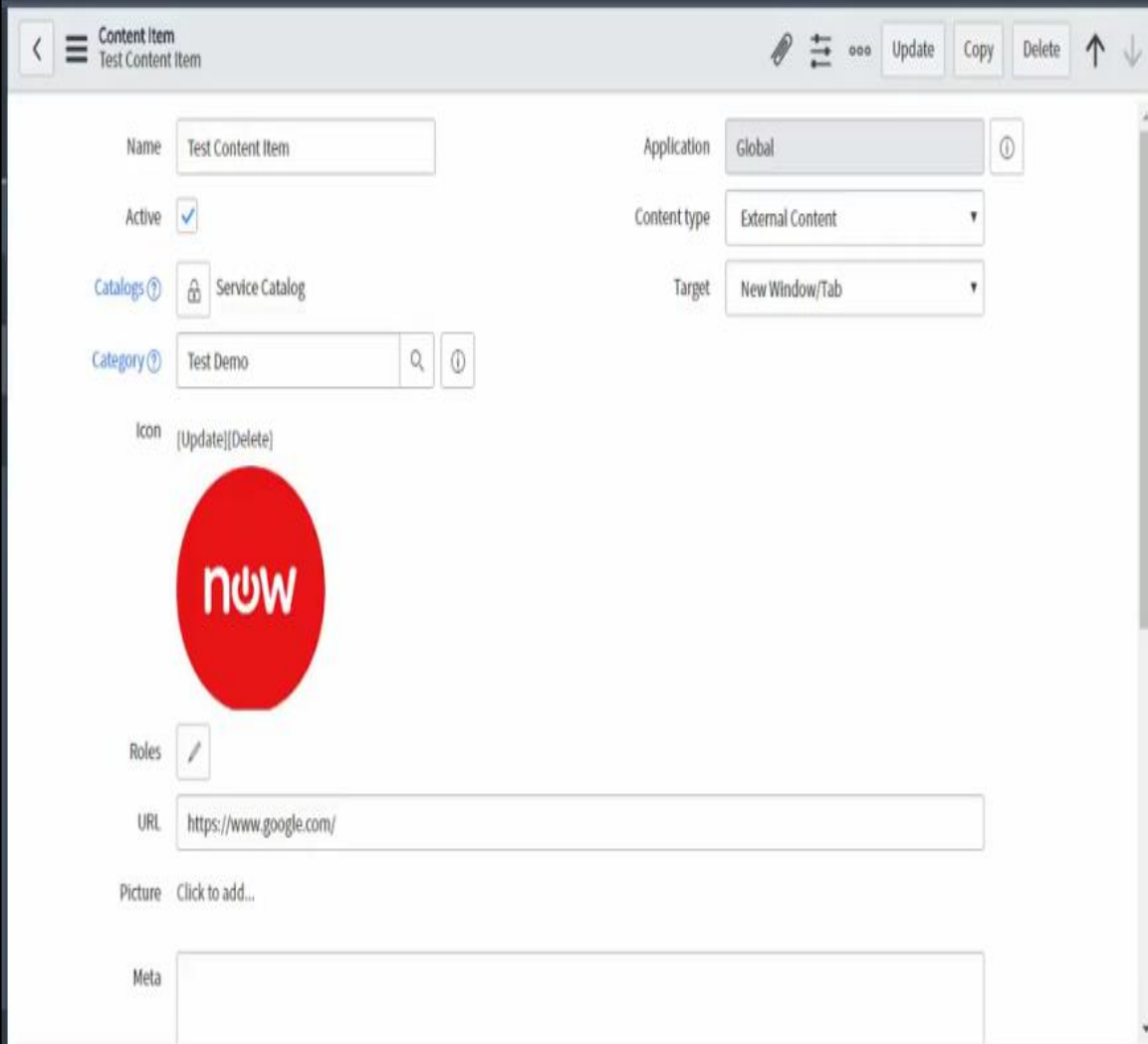**Name :Test Content item**

Catalog :Service catalog

Category:Test Demo
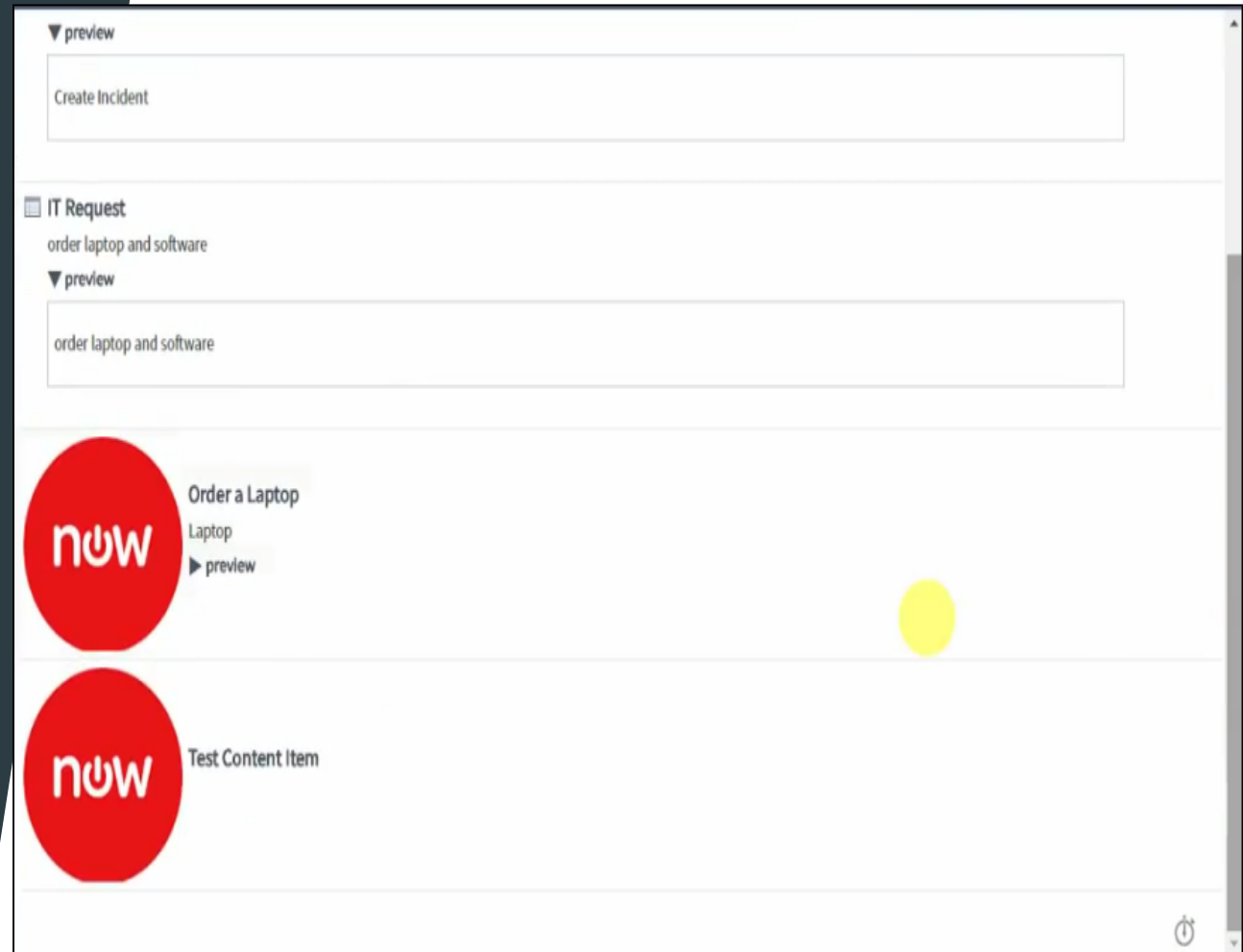
Content Type:External Content

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

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
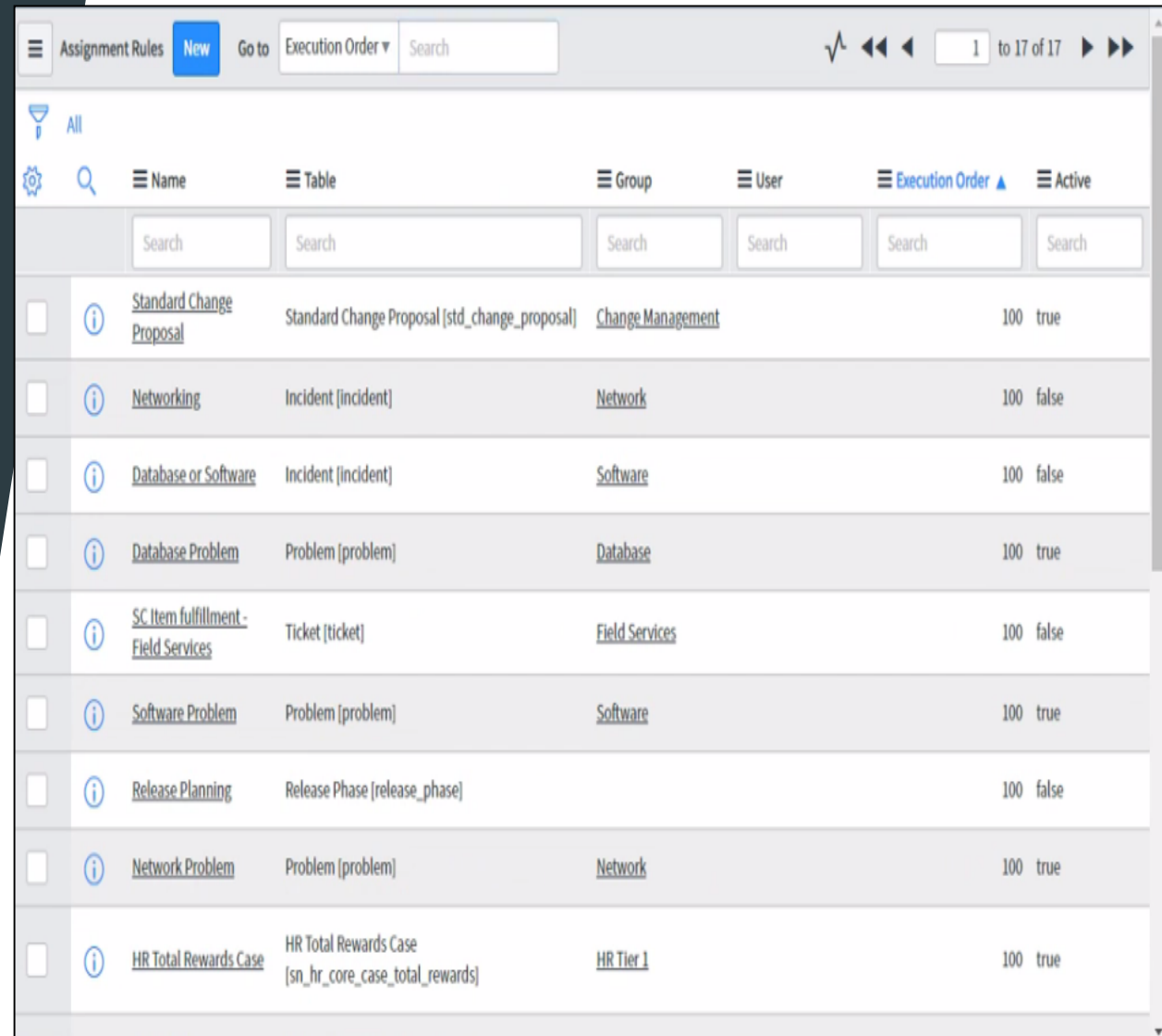
▶ Save it

▶ It will navigate to KB article

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**

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

Assignment Rules

▶ Create New assignment rule

Name:Database Assignment

Applies to :

Conditions :Category is Database

          Sub Category is Oracle

Assign to:

Group:Database

Assignment Rules

▶ **If we have specific requirement that the conditions are not fullfilling using normal conditions we can script as well**

Assignment Rules

▶ **Test it on Incident form.**

▶ **Save it and we can observe Assignment group is directly populated with Database group**

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**

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**

Assignment Rules

- ▶ If we create a email account from Service Catalog

- ▶ We can observe it has automatically assigned RITM to assignment group Service desk
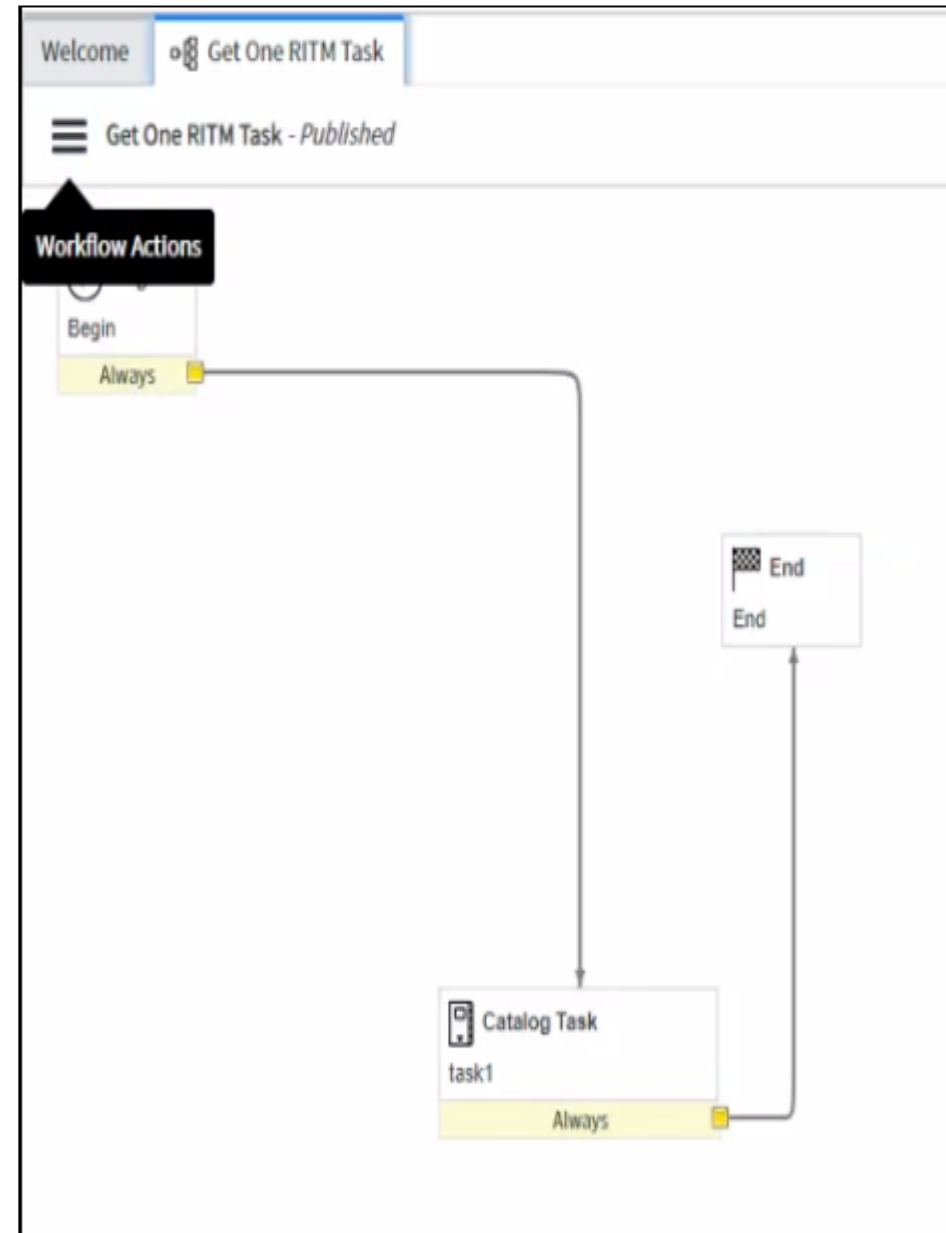
Assignment Rules

- **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**

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**

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

Assignment Rules

▶ Now create assignment rule for test1

▶ Change assignment Group :ACME Support

▶ Insert and Stay

Assignment Rules

▶ Now go Catalog item test 1 and try it

▶ Submit the request

Assignment Rules

▶ **We can observe assignment group is ACME Refrigerator Support**

Assignment Rules

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

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**

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Thankyou