Cargo Trailers Incorporated

Requirements:

Stage 1:

- Create a visual representation of the flow of the portal – Jang
- Use agile framework to split responsibility and track sprint flows - Miles
- Build Service Catalog pages – Fred
- Order guide for new employee onboarding - Awad
- Create Service catalog item to enable managers to submit requests for the next budget period - Awad

- Logins for requesters, fulfillers, approvers, admins, and employees with specific access – Ryan?
- Create Assignment Groups of: Operations Center, PMO, HR, and Maintenance team (https://docs.servicenow.com/bundle/geneva-service-management-for-the-enterprise/page/product/planning_and_policy/concept/c_AssignmentGroups.html) - Luis?

- Create a knowledge base with technical documentation and manuals – Liz?

Stage 2:

- For service requests get number of service request records submitted by employees, and display the information after the employee submits a request
- Display a schema map of your table extending task table
- Use update sets to create different versions of your code development and move it to another instance including data of all tables
- Put an SLA for completed and closed service request as 4 days
- Configure SLA for change and incident management
- Create workflows for customer purchase, customer repair requests, employee requests, and new hire - Sydney
- Workflow must send an email notification for the state changes of a service request form – Sydney
- Use script include to addinfo message (refer example discussed during class) - Trevor
- Use script includes using gliderecords to get number of records (SERVICE REQUEST requests) submitted and display in client form using client scripts using glide records and glide ajax method. - Trevor
- Service catalog must have the feature of importing new trailer information from an external excel sheet using import sets and data sources -
- Use Data Policy in the maintenance and repair form to make some fields mandatory, read only, or visible on fields imported from the task table – Adam
- Use UI policy to make other fields not visible with a message displayed – Adam
- Implement a REST API to use OAuthentication for employees to access ServiceNow Portal - Adam

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- Use Client Scripts to create specific alerts (ex: employee captures information from trailer buyers about trailer repairs)
- Use GlideForm methods (ex: get values from a field and display the values)
- Use GlideForm to filter out type based on validation of previous fields
- Configure reports separately for approved change, other requests, rejected requests, onhold requests, and schedule it to run the reports and mail to the approvers - Will
- Create pie charts to graphically display the tasks and phases for the company's operations and incident/change management - Will