

Requirements:

- Logins for requesters, fulfillers, approvers, admins, and employees with specific access
- Implement a REST API to use OAuthentication for employees to access ServiceNow Portal
- 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
- Use UI Policy in the maintenance and repair form to make some fields mandatory, read only, or visible on fields imported from the task table
- Use UI policy to make other fields not visible with a message displayed
- Create groups of: Operations Center, PMO, HR, and Maintenance team
- 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
- Put an SLA for completed and closed service request as 4 days
- Service catalog must have the feature of importing new trailer information from an external excel sheet using import sets and data sources
- Workflow must send an email notification for the state changes of a service request form
- Use Glide Aggregate in Client Scripts to display trends of weekly submissions of service requests
- Use script include to addinfo message (refer example discussed during class)
- 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.
- Use update sets to create different versions of your code development and move it to another instance including data of all tables
- Configure reports separately for approved change, other requests, rejected requests, onhold requests, and schedule it to run the reports and mail to the approvers
- Order guide for new employee onboarding
- Configure SLA for change and incident
- Create pie charts to graphically display the tasks and phases for the company's operations and incident/change management
- Create Service catalog item to enable managers to submit requests for the next budget period
- Create a knowledge base with technical documentation and manuals
- Create a visual representation of the flow of your portal
- Use agile framework to split responsibility and track sprint flows