ServiceNow Fundamentals Simulator (San Diego) (Course) ❯ Visual Task Board Activity (Content)

Visual Task Board Activity

Simulator Task

INSTANCE STATUS		Your instance will expire in...	SIMULATOR SCORE
Running	**Open My Instance**	14 Days 1 Hour 39 Minutes	60% passed
Terminate Instance		Request Expiry Extension	

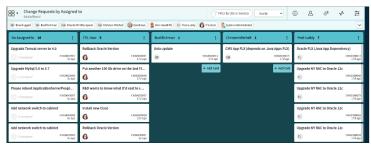**Task Result:** *Success*   Task validation successful!

Create Visual Task Boards

The Change Request coordinator wants to ensure the workload is divided effectively across all available engineers. She suspects there might be some existing bottlenecks to mitigate.

You will support the Change Request coordinator by creating a Visual Task Board to help manage the resolution of these tasks.

1. Base the Visual Task Board on open requests in the Change application. Organize it to easily verify the Change Requests assigned to each engineer. Make sure only Change Requests where **State IS NOT ONE OF** *Review*, *Closed*, or *Canceled* are included. Note: when using the 'is not one of' operator, you can select multiple values from the list.
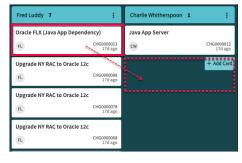
   HINT: Filter the **Change Request** list and quickly create the Visual Task Board from the **Assigned to** field on the list.

2. Acting as the Change Request coordinator, begin to even out the workload using your Visual Task Board as follows:

   • Assign the currently unassigned 'Upgrade Tomcat server to 4.0' Change Request to **Bud Richman.**

   • Looks like Fred Luddy is swamped. Re-assign his 'Oracle FLX (Java App Dependency)' Change Request to **Charlie Whitherspoon**.

Upon completion of these tasks, select the **Validate Task** button. If the validation fails, refer to the recommendations for hints.

If you continue to have difficulties completing the activity, you can find additional hints by going to your Simulator Instance and navigating to the **Simulator Task Information > Visual Task Board Activity** module.