ServiceNow Fundamentals Simulator (San Diego) (Course) ❯ **Task Management Activity (Content)**

Task Management Activity

Simulator Task

INSTANCE STATUS		**Your instance will expire in...**	**SIMULATOR SCORE**
Running		14 Days 1 Hour 55 Minutes	50% passed
Terminate Instance	**Open My Instance**	Request Expiry Extension	

Task Result: *Success*   Task validation successful!

Manage Tasks

A high-risk Change Request needs to be assigned fast. The customer should also be notified assistance will contact them soon.

1. Find the Change Request record with a Number of **CHG0000001** the quickest way possible.

2. Update the assignment of the Change Request to *Beth Anglin* in the *Software* group.

3. On the **Notes** tab, add a customer visible comment reading: "*Thank you for your patience. Beth Anglin, our support engineer, will be contacting you shortly to coordinate the rollback of the instance.*"

4. The customer would like to automate the assignment of some incidents by category to the specific teams responsible for those types of incidents. Use the System Policy - **Assignment Lookup Rules** *table* to configure the instance so that:
   • *Hardware* category incidents should be auto-assigned to the Hardware group.
   • *Software* category incidents should be auto-assigned to the Software group.

5. Create Incident records to verify that the newly created assignment rules work as expected.

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 > Task Management Activity** module.