

[ServiceNow Fundamentals Simulator \(San Diego\) \(Course\)](#) > **Visual Task Board Activity (Content)**

# Visual Task Board Activity

Simulator Task

<b>INSTANCE STATUS</b> Running <a href="#">Terminate Instance</a>	<b>Open My Instance</b>	<b>Your instance will expire in...</b> 14 Days 51 Minutes <a href="#">Request Expiry Extension</a>	<b>SIMULATOR SCORE</b> 70% passed
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**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.

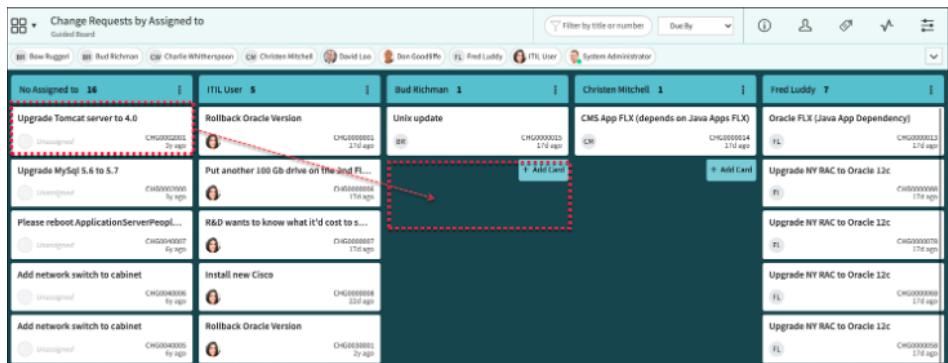
**HINT:** Filter the **Change Request** list and quickly create the Visual Task Board from the **Assigned to** field on the list.

The screenshot displays a Visual Task Board titled 'Change Requests by Assigned to'. The board is organized into columns based on the assigned user. The columns are: 'No Assigned to' (16 items), 'ITIL User' (5 items), 'Bud Richman' (1 item), 'Christen Mitchell' (1 item), and 'Fred Luddy' (7 items). Each column contains a list of Change Request cards. Each card shows the request title, the assigned user's profile picture, the request ID, and the time it was assigned. For example, under 'No Assigned to', there are requests like 'Upgrade Tomcat server to 4.0', 'Upgrade MySQL 5.6 to 5.7', and 'Please reboot Application Server PeopleSoft...'. Under 'Fred Luddy', there are requests like 'Oracle FLX (Java App Dependency)', 'Upgrade NY RAC to Oracle 12c', and 'Install new Cisco'.

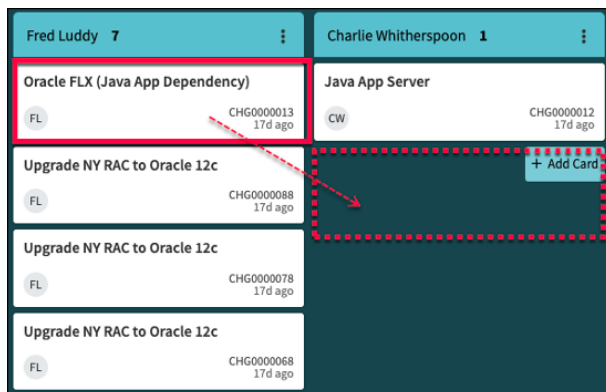
No Assigned to: 16	ITIL User: 5	Bud Richman: 1	Christen Mitchell: 1	Fred Luddy: 7
Upgrade Tomcat server to 4.0 CHG0000001 3y ago	Rollback Oracle Version CHG0000001 27d ago	Unix update CHG0000001 27d ago	CMS App FLX (depends on Java Apps FLX) CHG0000001 27d ago	Oracle FLX (Java App Dependency) CHG0000001 27d ago
Upgrade MySQL 5.6 to 5.7 CHG0000001 3y ago	Put another 100 Gb drive on the 2nd FL... CHG0000001 17d ago			Upgrade NY RAC to Oracle 12c CHG0000001 17d ago
Please reboot Application Server PeopleSoft... CHG0000001 3y ago	R&D wants to know what it'd cost to s... CHG0000001 17d ago			Upgrade NY RAC to Oracle 12c CHG0000001 17d ago
Add network switch to cabinet CHG0000001 3y ago	Install new Cisco CHG0000001 22d ago			Upgrade NY RAC to Oracle 12c CHG0000001 17d ago
Add network switch to cabinet CHG0000001 3y ago	Rollback Oracle Version CHG0000001 2y ago			Upgrade NY RAC to Oracle 12c CHG0000001 17d ago

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.