Make all existing SLA inactive.

A screenshot of a computer

AI-generated content may be incorrect.

A screenshot of a computer

AI-generated content may be incorrect.

Make the following SLAs

**Create 5 Custom SLAs** (screenshots for documentation):

* Example SLA definitions:
  + *Incident Priority 1 – Response within 15 mins, Resolution within 4 hrs*
  + *Incident Priority 2 – Resolution within 8 hrs*
  + *Request – Response within 4 hrs, Resolution within 2 days*
  + *Change – Normal Change Approval SLA = 1 day*
  + *Change – Emergency Change Resolution SLA = 4 hrs*

**Implement ACLs so only “Support Group Managers” can update high-priority custom incidents.**

1. Create a table u\_custom\_incident extends task
2. Edit existing ACL Rule to prevent update on high priority incidents
3. Create ACL rule that allows only support group managers to edit high priority (1 and 2) incidents in the u\_custom\_incident

ACL Added on u\_custom\_incident table (SysId of the ACL is 3312a8bb839ba6107ffb1630ceaad34f)

Process

1. Click on user icon
2. Click on “Elevate Role”
3. Select security\_admin

Navigate to System Security 🡪 Access Control (ACL) or type sys\_security\_acl.LIST in the search box and hit enter

**Create a Catalog Client Script that auto-fills “Requested For” with the logged-in user.**

Open an existing catalog item (for example **Catalog Item 🡪 Apple iPhone 13 pro)**

Add variable Requested For (type reference 🡪 sys\_user)

In the related list, select Catalog Client Scripts and add New (name: Default Requested For, Active: true, Select client script type: onload)

**Add a Catalog UI Policy that hides irrelevant fields**

Open an existing catalog item (for example **Catalog Item 🡪 Apple iPhone 13 pro)**

Add variable ‘Replacement reason’ (type ‘Multiple Choice’, tool tip ‘Why do you need to replace the phone?’, Question ‘Replacement reason’, Name ‘replacement\_reason’)

In the related list, select Catalog UI Policies and add New (Short description: ‘Show or hide replacement\_reason’, Active: true, Catalog item ‘Apple iPhone 13’, Select condition, and select the UI Policy Action)

**Write a Background Script with *GlideRecord* to copy incidents of high priority into a custom table**

|  |
| --- |
| var grIncident = new GlideRecord('incident');  grIncident.addEncodedQuery('priorityIN1,2^state!=7^ORstate=NULL')  grIncident.query();  while (grIncident.next()) {      var grCustomIncident = new GlideRecord('u\_custom\_incident');      grCustomIncident.initialize();      // copying common fields      grCustomIncident.u\_short\_description = grIncident.short\_description;      grCustomIncident.u\_priority = grIncident.priority;      grCustomIncident.u\_state = grIncident.state;      grCustomIncident.u\_opened\_at = grIncident.opened\_at;      grCustomIncident.u\_assigned\_to = grIncident.assigned\_to;      grCustomIncident.u\_caller = grIncident.caller\_id;      grCustomIncident.insert();  } |

**Create a Scripted REST API that retrieves all open P1 incidents in JSON format**

Create a New Scripted REST API(the API Definition is 'Retrieve P1 incidents', Name is 'get\_all\_p1\_incidents', Relative Path is '/get\_all\_p1\_incidents', HTTP Method is 'GET', Resource Path is '/api/1821729/retrieve\_p1\_incidents/get\_all\_p1\_incidents')

Sample incident JSON

|  |
| --- |
| {    "records": [      {        "number": "INC0000060",        "short\_description": "Unable to connect to email",        "priority": "3",        "state": "7",        "assigned\_to": "5137153cc611227c000bbd1bd8cd2007",        "opened\_at": "2016-12-12 15:19:57",        "sys\_id": "1c741bd70b2322007518478d83673af3"      }    ]  } |

Code:

|  |
| --- |
| (function process(/\*RESTAPIRequest\*/ request, /\*RESTAPIResponse\*/ response) {      // Retrieve all incidents with Priority 1 and return as a JSON      var result = [];      var grIncident = new GlideRecord('incident');      // Priority 1 and Active = true      grIncident.addQuery('priority', 1);      grIncident.addQuery('active', true);      grIncident.query();      while (grIncident.next()) {          var record = {};          // Add fields you want to return          record.number = grIncident.getValue('number');          record.short\_description = grIncident.getValue('short\_description');          record.priority = grIncident.getValue('priority');          record.state = grIncident.getValue('state');          record.assigned\_to = grIncident.getDisplayValue('assigned\_to');          record.opened\_at = grIncident.getValue('opened\_at');          record.sys\_id = grIncident.getUniqueValue();          result.push(record);      }      return {          records: result      };  })(request, response); |

Use Postman and create a new HTTP GET Request

URL: <https://dev339182.service-now.com/api/1821729/retrieve_p1_incidents/get_all_p1_incidents>

Authentication: Basic (Admin credentials) and below is the result

|  |
| --- |
| {      "result": {          "records": [              {                  "number": "INC0000015",                  "short\_description": "I can't launch my VPN client since the last software update",                  "priority": "1",                  "state": "2",                  "assigned\_to": "Don Goodliffe",                  "opened\_at": "2025-03-11 23:38:46",                  "sys\_id": "46e2fee9a9fe19810049b49dee0daf58"              },              {                  "number": "INC0000016",                  "short\_description": "Rain is leaking on main DNS Server",                  "priority": "1",                  "state": "2",                  "assigned\_to": "ITIL User",                  "opened\_at": "2025-03-06 23:40:23",                  "sys\_id": "46e3e949a9fe19810069b824ba2c761a"              },              {                  "number": "INC0000017",                  "short\_description": "How do I create a sub-folder",                  "priority": "1",                  "state": "3",                  "assigned\_to": "Fred Luddy",                  "opened\_at": "2015-08-12 23:41:00",                  "sys\_id": "46e482d9a9fe198101d3e3f3e2a14459"              },              {                  "number": "INC0000018",                  "short\_description": "Sales forecast spreadsheet is READ ONLY",                  "priority": "1",                  "state": "2",                  "assigned\_to": "ITIL User",                  "opened\_at": "2025-03-12 23:42:46",                  "sys\_id": "46e57642a9fe1981000b96a5dca501ff"              },              {                  "number": "INC0000025",                  "short\_description": "Need to add more memory to laptop",                  "priority": "1",                  "state": "2",                  "assigned\_to": "ITIL User",                  "opened\_at": "2025-03-04 23:53:46",                  "sys\_id": "46f09e75a9fe198100f4ffd8d366d17b"              },              {                  "number": "INC0000031",                  "short\_description": "Need help with Remedy. Can we configure UI?",                  "priority": "1",                  "state": "2",                  "assigned\_to": "David Loo",                  "opened\_at": "2025-02-28 00:18:03",                  "sys\_id": "47064b68a9fe19810186793eefffc9b7"              },              {                  "number": "INC0010004",                  "short\_description": "Testing P1 SLA is done q",                  "priority": "1",                  "state": "3",                  "assigned\_to": "Beth Anglin",                  "opened\_at": "2025-08-18 03:50:06",                  "sys\_id": "743bd833839ba6107ffb1630ceaad3f5"              },              {                  "number": "INC0000007",                  "short\_description": "Need access to sales DB for the West",                  "priority": "1",                  "state": "3",                  "assigned\_to": "David Loo",                  "opened\_at": "2015-08-12 23:08:24",                  "sys\_id": "8d6353eac0a8016400d8a125ca14fc1f"              },              {                  "number": "INC0000002",                  "short\_description": "Network file shares access issue",                  "priority": "1",                  "state": "3",                  "assigned\_to": "Howard Johnson",                  "opened\_at": "2025-03-19 23:07:12",                  "sys\_id": "9d385017c611228701d22104cc95c371"              },              {                  "number": "INC0000051",                  "short\_description": "Manager can't access SAP Controlling application",                  "priority": "1",                  "state": "2",                  "assigned\_to": "Don Goodliffe",                  "opened\_at": "2025-06-04 20:48:32",                  "sys\_id": "d7158da0c0a8016700eef46c8d1f3661"              },              {                  "number": "INC0000052",                  "short\_description": "SAP Financial Accounting application appears to be down",                  "priority": "1",                  "state": "2",                  "assigned\_to": "Fred Luddy",                  "opened\_at": "2025-06-04 20:48:40",                  "sys\_id": "d7195138c0a8016700fd68449cfcd484"              },              {                  "number": "INC0000053",                  "short\_description": "The SAP HR application is not accessible",                  "priority": "1",                  "state": "2",                  "assigned\_to": "Beth Anglin",                  "opened\_at": "2025-06-04 20:48:46",                  "sys\_id": "d71b3b41c0a8016700a8ef040791e72a"              },              {                  "number": "INC0000054",                  "short\_description": "SAP Materials Management is slow or there is an outage",                  "priority": "1",                  "state": "3",                  "assigned\_to": "",                  "opened\_at": "2015-11-02 20:49:08",                  "sys\_id": "d71da88ac0a801670061eabfe4b28f77"              },              {                  "number": "INC0000055",                  "short\_description": "SAP Sales app is not accessible",                  "priority": "1",                  "state": "2",                  "assigned\_to": "Beth Anglin",                  "opened\_at": "2025-06-05 04:47:23",                  "sys\_id": "d71f7935c0a8016700802b64c67c11c6"              },              {                  "number": "INC0000003",                  "short\_description": "Wireless access is down in my area",                  "priority": "1",                  "state": "2",                  "assigned\_to": "Beth Anglin",                  "opened\_at": "2025-03-26 23:07:30",                  "sys\_id": "e8caedcbc0a80164017df472f39eaed1"              },              {                  "number": "INC0009005",                  "short\_description": "Email server is down.",                  "priority": "1",                  "state": "2",                  "assigned\_to": "",                  "opened\_at": "2018-09-01 04:35:21",                  "sys\_id": "ed92e8d173d023002728660c4cf6a7bc"              },              {                  "number": "INC0000050",                  "short\_description": "Can't access Exchange server - is it down?",                  "priority": "1",                  "state": "2",                  "assigned\_to": "Beth Anglin",                  "opened\_at": "2025-06-04 21:58:24",                  "sys\_id": "ef43c6d40a0a0b5700c77f9bf387afe3"              },              {                  "number": "INC0007001",                  "short\_description": "Employee payroll application server is down.",                  "priority": "1",                  "state": "1",                  "assigned\_to": "",                  "opened\_at": "2018-10-17 05:47:10",                  "sys\_id": "f12ca184735123002728660c4cf6a7ef"              }          ]      }  } |

Close the Update Set and export