

## Notifications

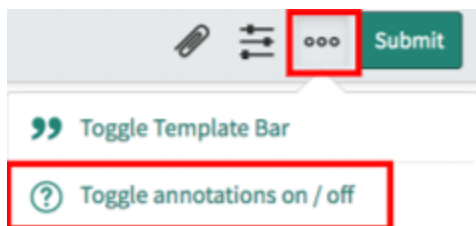
**Scenario:** Buster Wubbel, the manager of Infinity Security, has asked you to create a notification that alerts him whenever there is a critical Infinity incident, which is active and categorized with Security. Also, the notification should notify any manager of the assigned group so that the incident may be viewed as urgent.

### A. Develop a Notification

In this role, you will work as the System Administrator. Buster Wubbel has shared the notification requirements with you (System Administrator).

Go to **System Notification > Email > Notifications**

1. **Select New**
2. Go to **More options** menu, click **Toggle annotations on/off** (Tip: Annotations contain useful information so read them before toggling them off.)



3. Set the **Name** to **P1 Infinity Incident**.

Name

*(Note: This will help inform the Infinity Security group and assignment group manager whenever a critical (Priority 1) employee Infinity security incident has been created or updated, therefore, active.)*

4. Select **Incident [incident]** from the **Table** field.

After the table has been identified, start configuring the other notifications such as *When to send*, *Who will receive*, and *What it will contain*.

5. Go to the **When to send** tab and set the following values:

Inserted: **[checked]**

Updated: **[checked]**

Conditions:

**Active | is | True** **AND**  
**Priority | is | 1 - Critical** **AND**  
**Category | is | Hardware** **AND**  
**Short Description | contains | Infinity** **OR**  
**Short description | contains | infinity**

When to send Who will receive What it will contain

Send when Record inserted or updated Updated ☒

Inserted ☒

Conditions Add Filter Condition Add "OR" Clause

All of these conditions must be met

Active is true AND OR X

Priority is 1 - Critical AND OR X

Category is Security AND OR X

Short description contains Infinity AND OR X

or Short description contains infinity X

7. Go to the **Who will receive** tab.
8. Click the **Unlock** icon (closed lock) for **Users/Groups in fields**.

When to send Who will receive What it will contain

Users ☐ ☐

Users/Groups in fields ☐

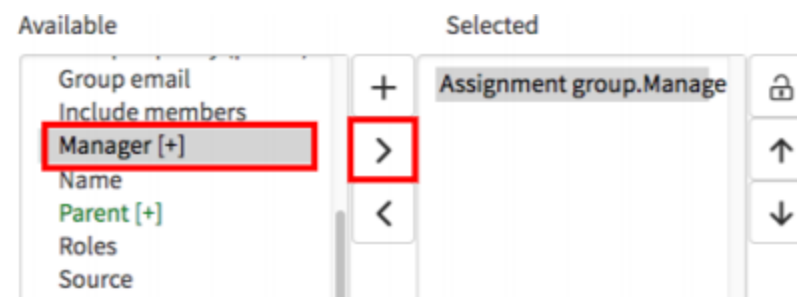
(Note: Instead of selecting a user by name and hardcoding a specific user to the notification, select a field that contains the data of a user account. Doing so will require dot-walking tables.)

9. Select **Assignment group (+)** under the **Available** bucket and click the **(+)** to expand.



(Note: (+) indicates a field is a reference field, which can be used to dot-walk from one table to another.)

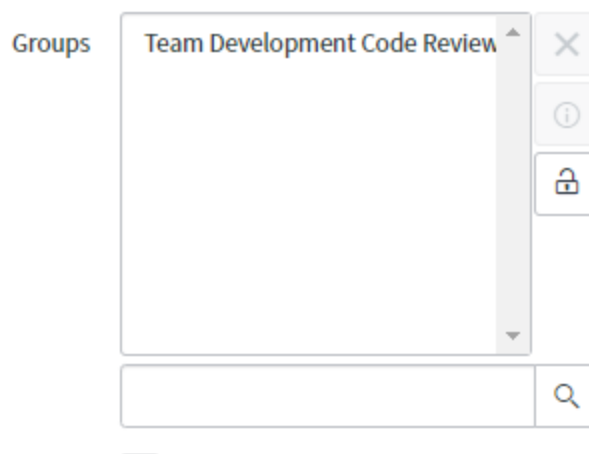
10. Scroll down and select **Manager (+)** under **Assignment group** and click > (**Add item** icon)



11. Click the **Lock Users/Groups in fields** button (open lock) to lock the selection. A notification will be sent to the manager of the incident's assignment group.
12. Click the **Edit Groups** icon (closed lock) on the Groups field.



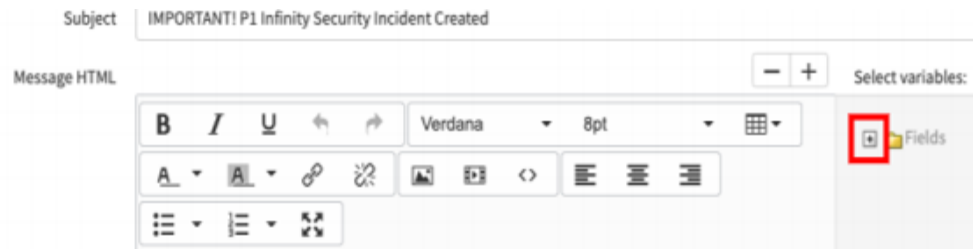
13. Type **Team** in the Search box and select **Team Development Code Reviewers**.



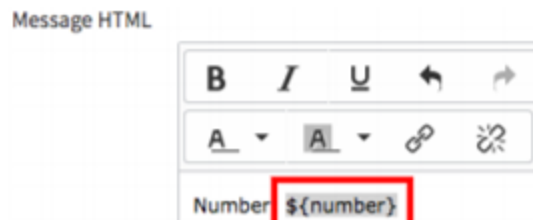
14. Select the **Lock Groups** button (open lock) to lock the selection.

Configure **what** the email notification will contain.

1. Select the **What it will contain** tab.
2. Type the following into the **Subject** field:  
**IMPORTANT! P1 Infinity Security Incident Created**
3. Add a dynamic value placeholder to the subject:
  - i. Go to the **Select variables**, click the **+** icon to expand the **Fields**.



- ii. Scroll down and select the **Number** field variable.
- iii. Highlight the **\${number}** in the **Message HTML** field and copy the text to your clipboard.



- iv. Place the cursor at the end of the text in the **Subject** field, press **spacebar** on your keyboard once then paste the **\${number}**.



*(Note: The **\${number}** placeholder is dynamic meaning it will automatically populate with the incident number value of the record that triggers the notification.)*

4. Update the Message HTML field to the text below  
**Critical Incident \${URI\_REF} has been created with an Infinity Security category.**  
*(Note: The **\${URI\_REF}** placeholder includes an upper-case "i" after the "UR" text.)*
5. Click **Submit**.

## B. Test & Verify the Notification

*Note: Email is not enabled for the ServiceNow Lab instance.*

1. As **System Administrator**, go to **Incident** then **Create New**.

2. Fill out the record as follows:

Caller: **Buster Wubbel**

Category: **Hardware**

Impact: **1 - High**

Urgency: **1 - High**

Priority: **1 - Critical** (autofills)

Assignment group: **Service Desk**

Short description: **Testing P1 Infinity Security Notification**

Number	INC0010019	State	New
Contact type	-- None --	Impact	1 - High
* Caller	Buster Wubbel	Urgency	1 - High
Employee	<input type="checkbox"/>	Priority	1 - Critical
Location	Karmelitska 2, Lesser Town, Pragu	Assignment group	Service Desk
Category	Software	Assigned to	
Subcategory	-- None --	Created by	
Configuration item		Updated	
		Updated by	
* Short description	Testing P1 Infinity Security Notification		
Description			

3. **Submit** the Incident.