

Customizing incident form

Objective:

ServiceNow administrators want to customise the incident form to hide the related list specifically for records categorised under "network." This will ensure that users working with network-related incidents can focus on pertinent information without being overwhelmed by irrelevant details.

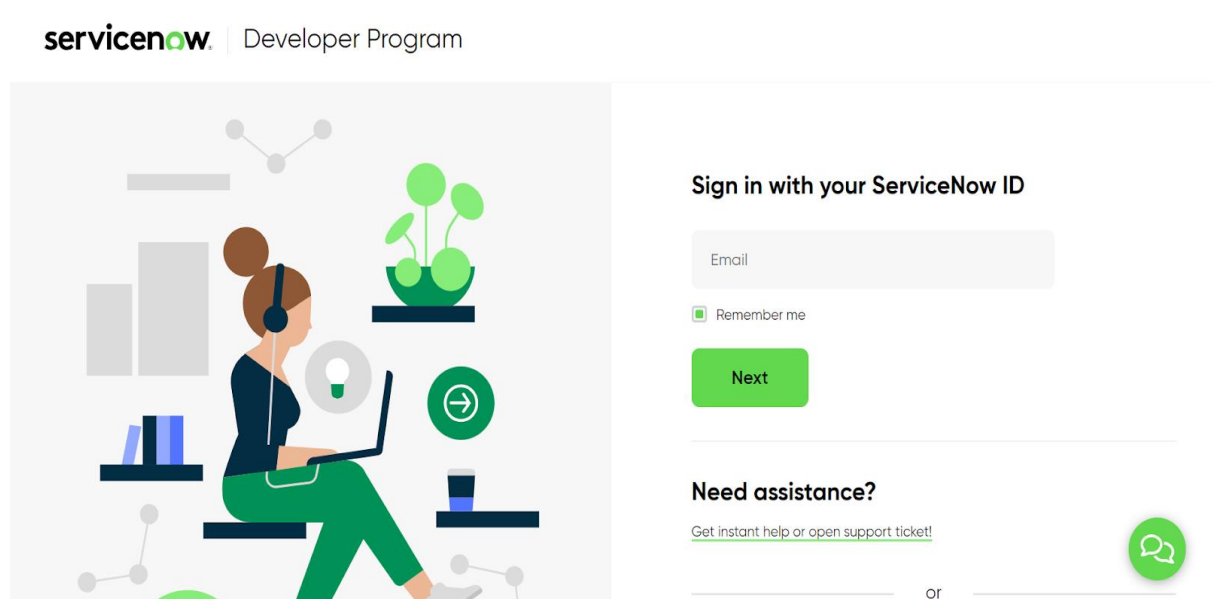
Skills:

Knowledge on: Form, Tables.

Knowledge on: Functions, Client Script.

Implementation:

Step 1: Sign in to Service now



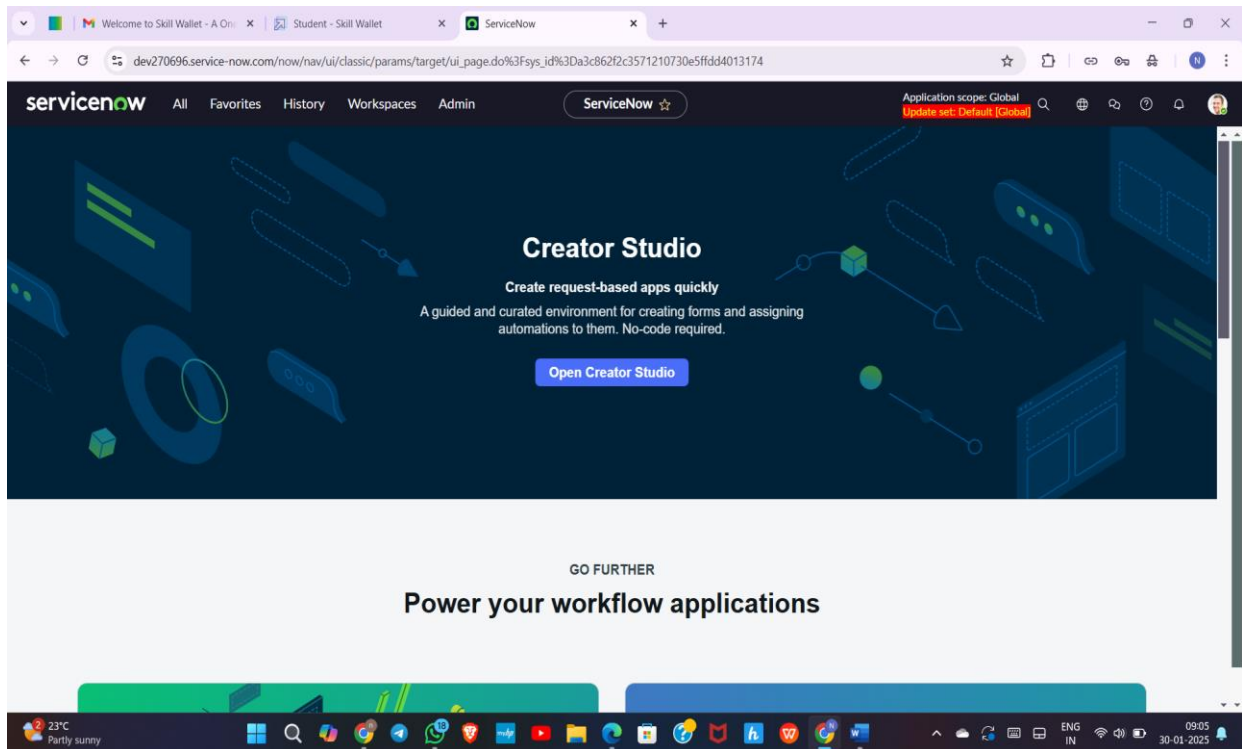
Step 2: Sign up for a developer account on the ServiceNow Developer site "<https://developer.servicenow.com>".

Step 3: Once logged in, navigate to the "Personal Developer Instance" section. Click on "Request Instance" to create a new ServiceNow instance.

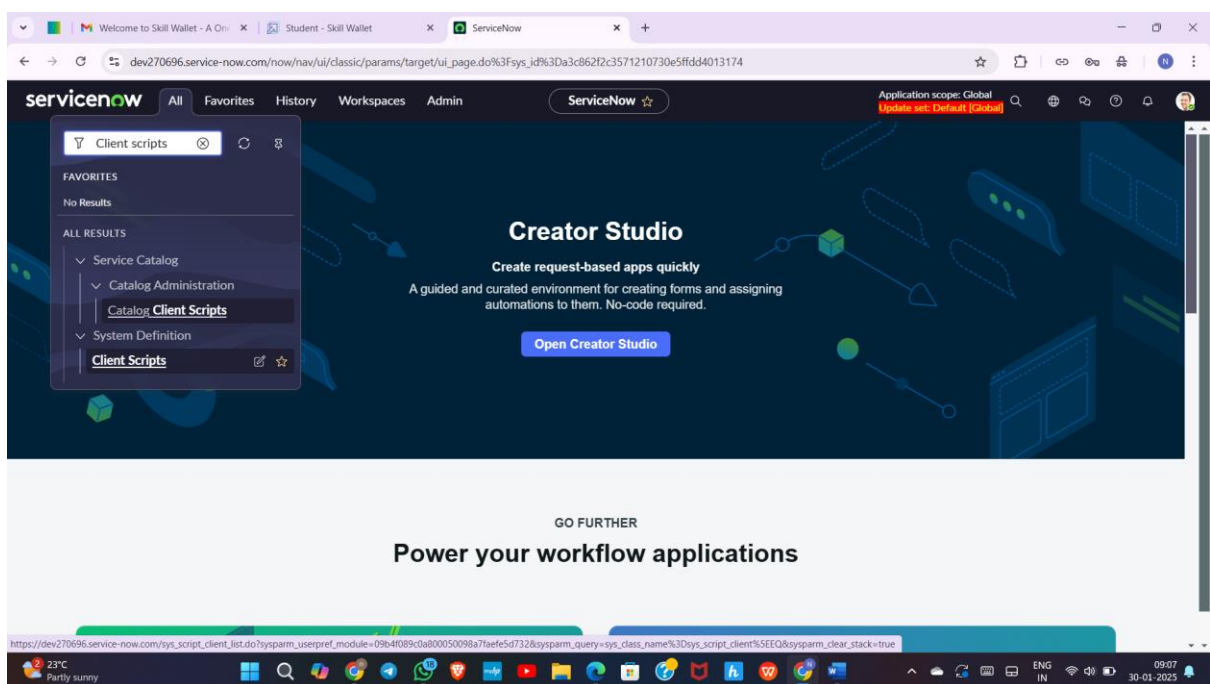
Step 4: Fill out the required information and submit the request.

Step 5: You'll receive an email with the instance details once it's ready.

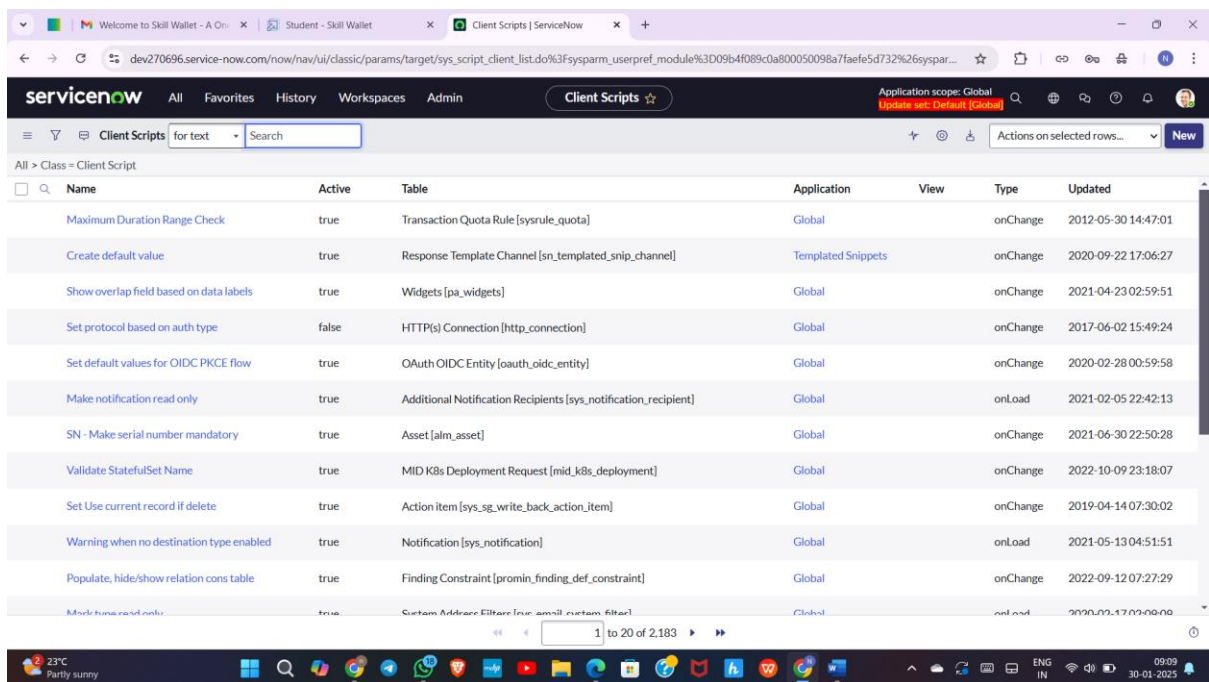
Step 6: Log in to your ServiceNow instance using the provided credentials.
Now you will navigate to the ServiceNow.



Step 7: Open “Client Scripts”.



Step 8: Click “New”.



The screenshot shows the ServiceNow interface for the 'Client Scripts' list. The table contains the following data:

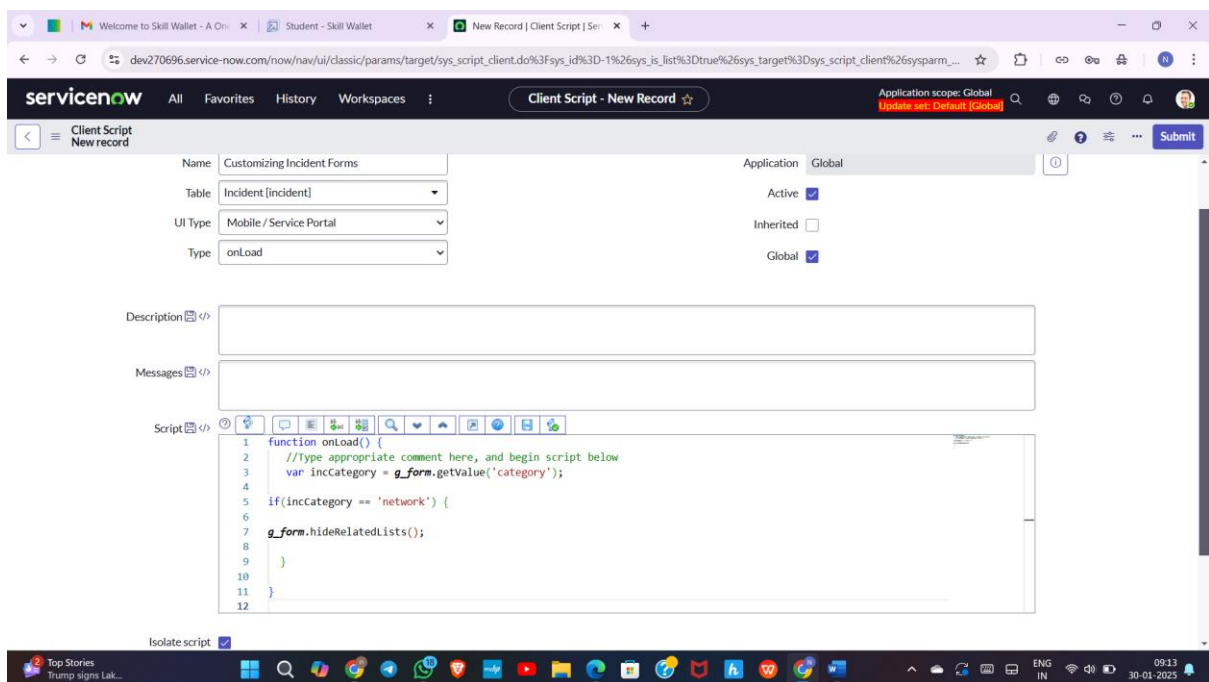
Name	Active	Table	Application	View	Type	Updated
Maximum Duration Range Check	true	Transaction Quota Rule [sysrule_quota]	Global		onChange	2012-05-30 14:47:01
Create default value	true	Response Template Channel [sn_templated_snip_channel]	Templated Snippets		onChange	2020-09-22 17:06:27
Show overlap field based on data labels	true	Widgets [pa_widgets]	Global		onChange	2021-04-23 02:59:51
Set protocol based on auth type	false	HTTP(s) Connection [http_connection]	Global		onChange	2017-06-02 15:49:24
Set default values for OIDC PKCE flow	true	OAuth OIDC Entity [oauth_oidc_entity]	Global		onChange	2020-02-28 00:59:58
Make notification read only	true	Additional Notification Recipients [sys_notification_recipient]	Global		onLoad	2021-02-05 22:42:13
SN - Make serial number mandatory	true	Asset [alm_asset]	Global		onChange	2021-06-30 22:50:28
Validate StatefulSet Name	true	MID K8s Deployment Request [mid_k8s_deployment]	Global		onChange	2022-10-09 23:18:07
Set Use current record if delete	true	Action Item [sys_sg_write_back_action_item]	Global		onChange	2019-04-14 07:30:02
Warning when no destination type enabled	true	Notification [sys_notification]	Global		onLoad	2021-05-13 04:51:51
Populate, hide/show relation cons table	true	Finding Constraint [promin_finding_def_constraint]	Global		onChange	2022-09-12 07:27:29
Make form read only	true	Custom Address Filter [true_email_custom_filter]	Global		onLoad	2020-07-17 02:00:00

The bottom of the screen shows a Windows taskbar with the date 30-01-2025 and time 09:09.

Step 9: Fill out the details in the form as below

Name: Customizing Incident Form, **Table:** Incident[incident],

UI Type: Mobile/Service Portal and **Type:** OnLoad



The screenshot shows the 'Client Script - New Record' form in ServiceNow. The form fields are filled as follows:

- Name: Customizing Incident Forms
- Table: Incident [incident]
- UI Type: Mobile / Service Portal
- Type: onLoad
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

The Description field is empty. The Messages field is empty. The Script field contains the following code:

```
1 function onLoad() {  
2     //Type appropriate comment here, and begin script below  
3     var incCategory = g_form.getValue('category');  
4  
5     if(incCategory == 'network') {  
6  
7         g_form.hideRelatedLists();  
8     }  
9  
10 }  
11  
12
```

The bottom of the screen shows a Windows taskbar with the date 30-01-2025 and time 09:13.

Step 10: Enter the given Code Below >> Enable Isolate script >> Save.

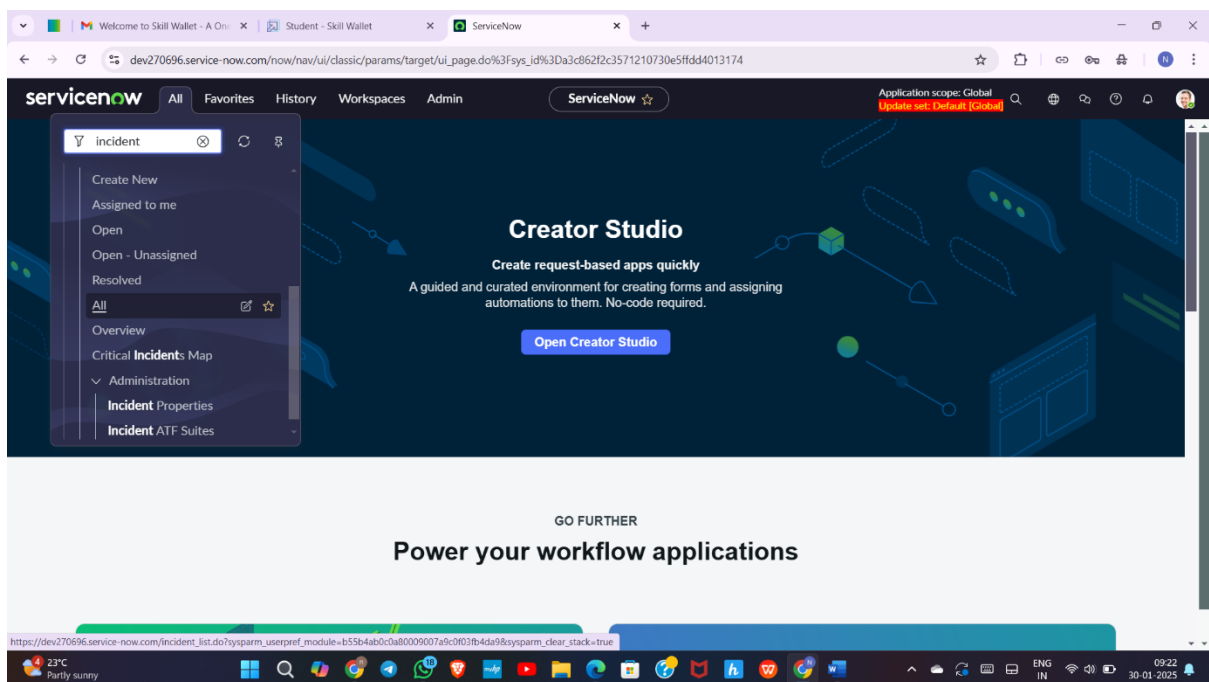
Script:

```
var in Category = g_form.getValue('category');  
if (inCategory == 'network') {  
g_form.hideRelatedLists();  
}
```

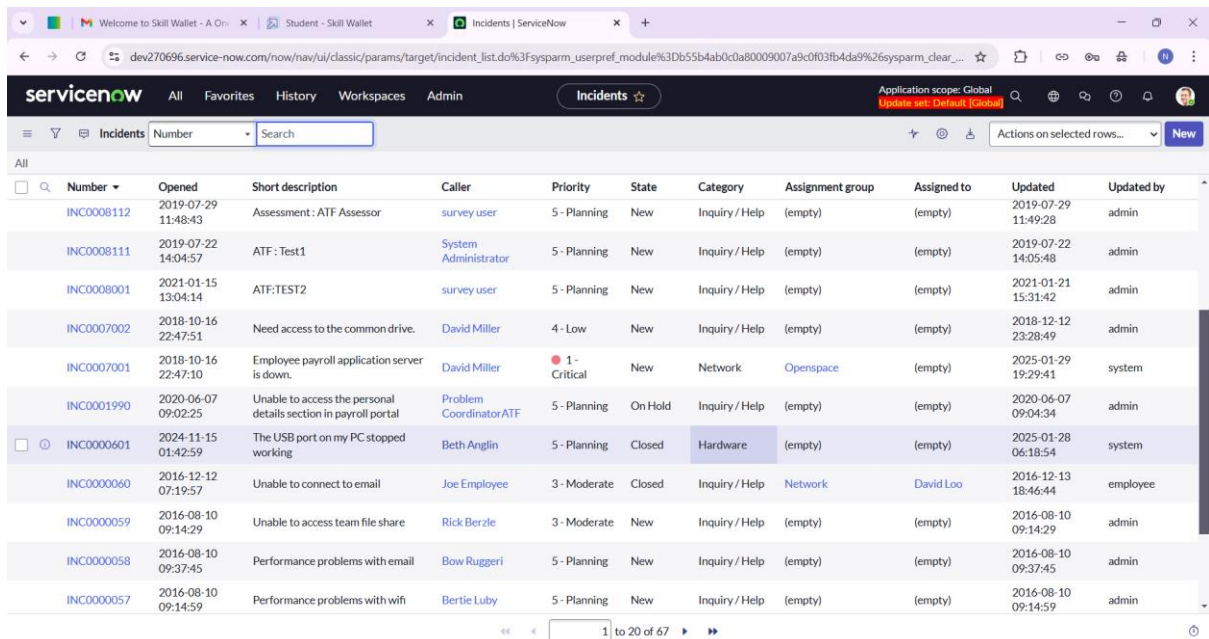
Result:

Now let us check for the result:

Step 1: Open incident and then open All

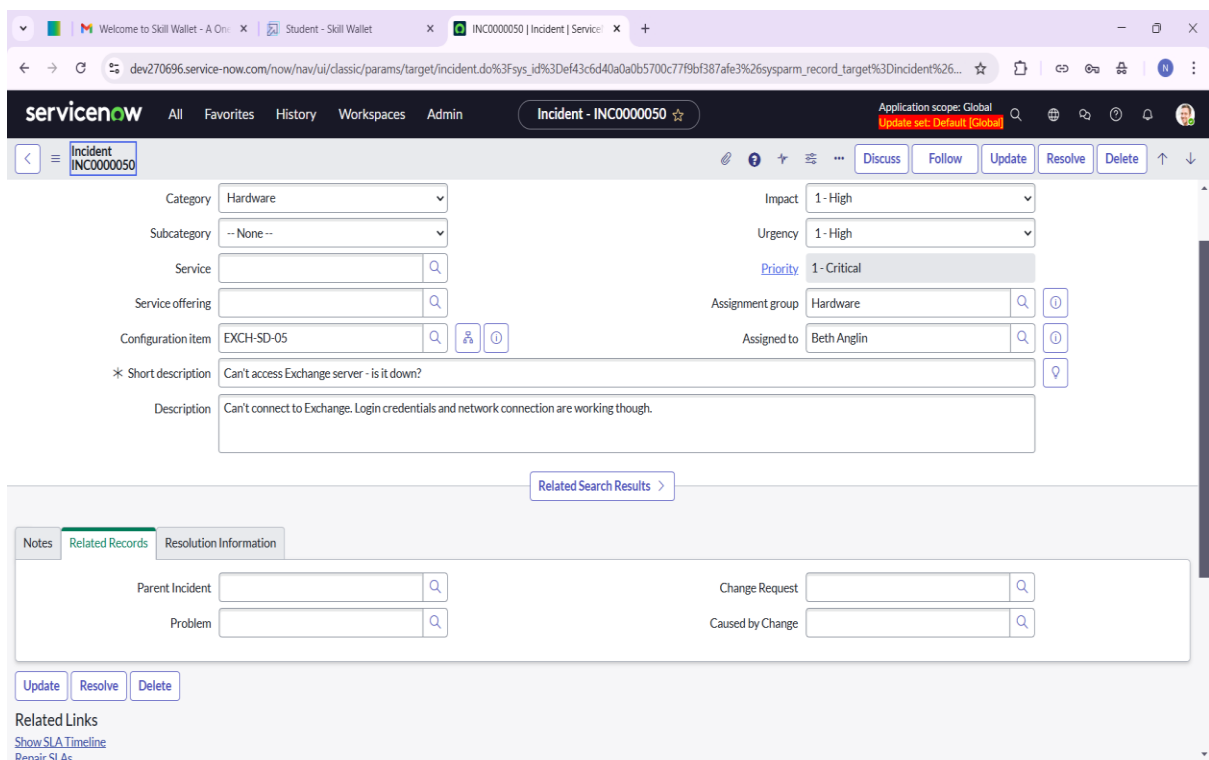


Step 2: Open any Record which category is like “Hardware”.



	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0008112	2019-07-29 11:48:43	Assessment : ATF Assessor	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-29 11:49:28	admin
	INC0008111	2019-07-22 14:04:57	ATF : Test1	System Administrator	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-22 14:05:48	admin
	INC0008001	2021-01-15 13:04:14	ATF:TEST2	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2021-01-21 15:31:42	admin
	INC0007002	2018-10-16 22:47:51	Need access to the common drive.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:28:49	admin
	INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	David Miller	1 - Critical	New	Network	Openspace	(empty)	2025-01-29 19:29:41	system
	INC0001990	2020-06-07 09:02:25	Unable to access the personal details section in payroll portal	Problem CoordinatorATF	5 - Planning	On Hold	Inquiry / Help	(empty)	(empty)	2020-06-07 09:04:34	admin
	INC0000601	2024-11-15 01:42:59	The USB port on my PC stopped working	Beth Anglin	5 - Planning	Closed	Hardware	(empty)	(empty)	2025-01-28 06:18:54	system
	INC0000060	2016-12-12 07:19:57	Unable to connect to email	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2016-12-13 18:46:44	employee
	INC0000059	2016-08-10 09:14:29	Unable to access team file share	Rick Berzle	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:14:29	admin
	INC0000058	2016-08-10 09:37:45	Performance problems with email	Bow Ruggeri	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:37:45	admin
	INC0000057	2016-08-10 09:14:59	Performance problems with wifi	Bertie Luby	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:14:59	admin

Step 3: In the figure below, it is apparent that when the Category is set to "Hardware", the Related List is visible at the bottom.



Incident - INC0000050

Category: Hardware

Subcategory: --None--

Service: [Search]

Service offering: [Search]

Configuration item: EXCH-SD-05

* Short description: Can't access Exchange server - is it down?

Description: Can't connect to Exchange. Login credentials and network connection are working though.

Impact: 1 - High

Urgency: 1 - High

Priority: 1 - Critical

Assignment group: Hardware

Assigned to: Beth Anglin

Related Search Results

Notes | Related Records | Resolution Information

Parent Incident: [Search]

Problem: [Search]

Change Request: [Search]

Caused by Change: [Search]

Update | Resolve | Delete

Related Links

Show SLA Timeline

Repair SLAs

Step 4: Change category from “Hardware” to “Network” of the same record.

The screenshot shows the ServiceNow Incident form for INC0000050. The form is divided into two main sections: the top section for incident details and the bottom section for related records.

Incident Details:

- Number:** INC0000050
- Channel:** Phone
- State:** In Progress
- Impact:** 1 - High
- Urgency:** 1 - High
- Priority:** 1 - Critical
- Assignment group:** Hardware
- Assigned to:** Beth Anglin
- Category:** Network (highlighted with a blue border)
- Subcategory:** -- None --
- Service:**
- Service offering:**
- Configuration item:** EXCH-SD-05
- Short description:** Can't access Exchange server - is it down?
- Description:** Can't connect to Exchange. Login credentials and network connection are working though.

Related Search Results:

The bottom section of the form is titled "Related Search Results" and contains three tabs: "Notes", "Related Records", and "Resolution Information". The "Related Records" tab is currently selected. It displays a table with the following columns:

Parent Incident	Change Request
Problem	Caused by Change

In the figure above, it is apparent that when the Category is set to "Network", the Related List is Hide at the bottom.