

OMT integration with FSM

Time: 25 minutes

ServiceNow Telecom, Media, and Technology (TMT)

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Lab instance credentials

Field	Value
Username	admin
Password	As provided with your lab instance / Magic link

Lab objectives

You will achieve the following objectives:

- Review the data model and configuration required to support OMT to FSM integration.
- Create Customer Orders via Agent Workspace
- Decompose and view the FSM work orders created for decomposed orders and order tasks.
- View the work order updates from FSM in OMT.

Scenario

Communication service providers mostly provide network connectivity services which in most of cases require equipment installation and activation at the customer's location. In order to carry out field activities, CSPs need their order management and Field service management system to work seamlessly so that end-to-end order fulfilment process involving field activities can be efficiently managed.

Flash Telecom has decided to use ServiceNow's cloud-based low-code no-code Telecom Order Management solution and ServiceNow Field service management solution to build Products and orchestrate the fulfillment and field service activities.

Flash Telecom wants to configure logic in the ServiceNow Order Management application to automatically create work orders for the site survey and equipment installation activities to be conducted at customer sites for SD-WAN service.

In this lab, you will **learn the approach and configurations required to create work orders automatically and manually for decomposed orders and order tasks for the order fulfillment process.**

Personas

- System Admin
- Mike Davis, Order Fulfilment Manager

Section 1 Validate your ServiceNow Instance

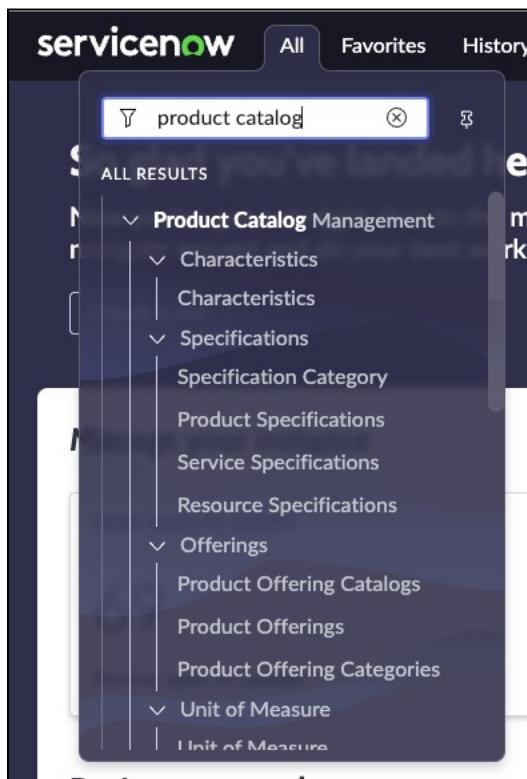
Section 1.1 Login & Validate

1. Log in to the student lab instance using the **Magic Link** provided via email.

Note: *The user is logged in as Admin.*

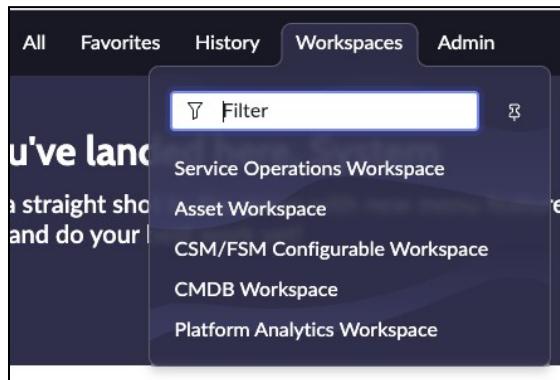
2. Click on **All** and type 'Product Catalog',

Validate: *Product Catalog Management module displays.*



3. Click on **Workspaces**,

Validate: *CSM/FSM Configurable Workspace displays in the list.*



If the Product Catalog modules and/or Workspace is not available in the assigned instance, **please flag this!**

Section 2 Configuration to create the work order for OMT domain orders and order tasks.

Section 2.1 Browse and configure the decision tables.

1. The order management fulfillment process requires Work orders to be created automatically for the decomposed product, service and resource order and order tasks for the field service activities.
2. OMT supports design time configuration using decision tables to map product, service, and resource specifications to work order template to create work orders for fulfillment process.
3. To view the decision table Login as System Administrator
4. Navigate to All > Decision Builder.
5. On the landing page, look for the following two decision tables used for mapping specifications and request definitions to the work order template.
 - a. Work order policy for Domain Order
 - b. Work order policy for Order task

The screenshot shows the ServiceNow Decision Builder interface. At the top, it says "Hi Service-now: Sapankumar Behera [maint,admin,itil], welcome to Decision Builder". There is a "Create new decision table" button. Below that, a message says "Let's make some decisions. [Learn more.](#)". The main area is a table listing decision tables:

Name	Answer table	Class	Application	Updated	Updated by
TNI Logical Interface Name Policy	sys_decision_multi_result	Decision Table	Network Inventory Advanced	2023-05-03 13:33:51	admin
TNI Rack policy	sys_decision_multi_result	Decision Table	Network Inventory Advanced	2022-08-30 10:02:03	admin
TNI Record Producer and Change Model Policy	sys_decision_multi_result	Decision Table	Network Inventory Advanced	2022-08-17 13:57:52	admin
TNI Record Producer Variable Policy	sys_decision_multi_result	Decision Table	Network Inventory Advanced	2022-08-17 14:04:23	admin
TNI Request Type To Record Producer Policy	sys_decision_multi_result	Decision Table	Network Inventory Core	2023-03-29 22:08:06	admin
Work Order Policy for Domain Order	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2023-04-27 02:43:46	admin
Work Order Policy for Order Task	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2023-04-27 02:43:21	admin

At the bottom, it says "Showing 21-27 of 27" and has a page navigation bar with "10 rows per page".

6. Select the **Work order policy for Domain Order** decision table.

Note: This decision table is used to decide which product, service, and resource domain order requires work order for the order fulfillment process. The result field in this case in a work order template which is used to create a work order when a new decomposed order is created for the product, service, and resource specification.

< Work Order Policy for Domain Order

Created: 2023-04-02 02:39:08 | Application: Order Management for Telecom, Media & Tech | Properties | Close | Save | ...

Label	Type	Reference	Mandatory
Domain Order	Reference	Domain Order [sn_ind_tmt_orm_domain_order]	<input checked="" type="checkbox"/> Add condition column
+ Add an input			

▼ Decision table [Export](#) | [Import](#) | [History](#)

Conditions		Results	
		Specification Domain Order (Domain Order ▶ Specification)	Domain Order Action Domain Order (Domain Order ▶ Action)
1		SD-WAN Service Package	Add
2		SD-WAN Edge Device	Add
3		SD-WAN Controller	Add
4		Customer Premise SD-WAN Router	Add
		+ Add new decision row	

Showing 1-4 of 4 [Show more](#)

The values in the decision table are configured as part of the OOTB demo data.

7. We will create a new product order for the lab exercise for Premium SD-WAN offering V2 with SD-WAN service package v2, SD-WAN Controller, and SD-WAN Edge Device V2 product specification.
 8. Change the specification values to the following values and **save** the updates to the decision table.
 - a. **Change SD-WAN Service Package to SD-WAN Service Package V2.**
 - b. **Change SD-WAN Edge Device to SD-WAN Edge Device V2.**
- Save** the updates.

Work Order Policy for Domain Order

Created: 2023-04-02 02:39:08 | Application: Order Management for Telecom, Media & Tech | [Properties](#) | [Close](#) [Save](#)

Label	Type	Reference	Mandatory
Domain Order	Reference	Domain Order [sn_ind_tmt_orm_domain_order]	<input checked="" type="checkbox"/> Add condition column ⋮
Add an input			

Decision table [Export](#) | [Import](#) | [History](#)

Conditions		Results	
	Specification Domain Order (Domain Order ▶ Specification)	Domain Order Action Domain Order (Domain Order ▶ Action)	WO Template Work Order Model (cmdb_workorder_pr...)
1	SD-WAN Service Package v2	Add	SD WAN site survey
2	SD-WAN Edge Device v2	Add	Install SD-WAN service
3	SD-WAN Controller	Add	Install SD-WAN service
4	Customer Premise SD-WAN Router	Add	Install SD-WAN service
Add new decision row			

Showing 1-4 of 4 [Show more](#)

9. Navigate back to the decision table list and select **Work Order Policy for Order Task** decision table.

Decision table [27](#)

Last refreshed just now.

Name	Answer table	Class	Application	Updated	Updated by
TNI Logical Interface Name Policy	sys_decision_multi_result	Decision Table	Network Inventory Advanced	2023-05-03 13:33:51	admin
TNI Rack policy	sys_decision_multi_result	Decision Table	Network Inventory Advanced	2022-08-30 10:02:03	admin
TNI Record Producer and Change Model Policy	sys_decision_multi_result	Decision Table	Network Inventory Advanced	2022-08-17 13:57:52	admin
TNI Record Producer Variable Policy	sys_decision_multi_result	Decision Table	Network Inventory Advanced	2022-08-17 14:04:23	admin
TNI Request Type To Record Producer Policy	sys_decision_multi_result	Decision Table	Network Inventory Core	2023-03-29 22:08:06	admin
Work Order Policy for Domain Order	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2023-04-27 02:43:46	admin
Work Order Policy for Order Task	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2023-04-27 02:43:21	admin

Showing 21-27 of 27 [10 rows per page](#)

Note: OMT supports work orders for both domain orders and order tasks. This decision table is used to configure conditions to create work orders for request definitions based on which order tasks are created.

For example, if you want to create a work order for a site survey for an LLD design order task for SD-WAN Service, we can define that in this decision table. So, when an LLD design task is created, the SD-WAN site survey work order is created automatically for the field service team.

10. Add the new **Conditions** record for **LLD Creation** shown below and **save** the update.

Work Order Policy for Order Task

Created: 2023-04-02 09:27:17 | Application: Order Management for Telecom, Media & Tech | Properties | Close | Save | [...](#)

Inputs [Add](#)

Label	Type	Reference	Mandatory
Order Task	Reference	Order Task [sn_ind_tmt_orm_order_task]	<input checked="" type="checkbox"/> Add condition column ...
Domain Order	Reference	Domain Order [sn_ind_tmt_orm_domain_order]	<input checked="" type="checkbox"/> Add condition column ...
Add an input			

Decision table [Export](#) | [Import](#) | [History](#)

Conditions			Results	
	<input checked="" type="checkbox"/> Specification Domain Order (Domain Order ▶ Specificatio...)	<input checked="" type="checkbox"/> Domain Order Action Domain Order (Domain Order ▶ Action)	<input checked="" type="checkbox"/> Request Type Order Task (Order Task ▶ Request type)	<input checked="" type="checkbox"/> WO Template Work Order Model [cmdb_wor...]
1	SD WAN Optimization Service	Add	Service Design For Optimization	Install SD-WAN service
2	SD-WAN Service Package v2	Add	LLD Creation	SD WAN site survey
3				

- Specification: **SD-WAN Service Package v2**
- Domain Order Action: **Add**
- Request Type: **LLD Creation**
- WO Template: **SD WAN site survey**

Section 3 Submit an Order from Workspace

Section 3.1 Create a new order via order capture UI.

1. Login as System Administrator
2. Impersonate to **Mike Davis** (Order Fulfilment manager)
3. Navigate to **Workspaces** -> **CSM/FSM Configurable Workspace**.
4. Navigate to **Customer -> Accounts**. And open the Funco Intl record.

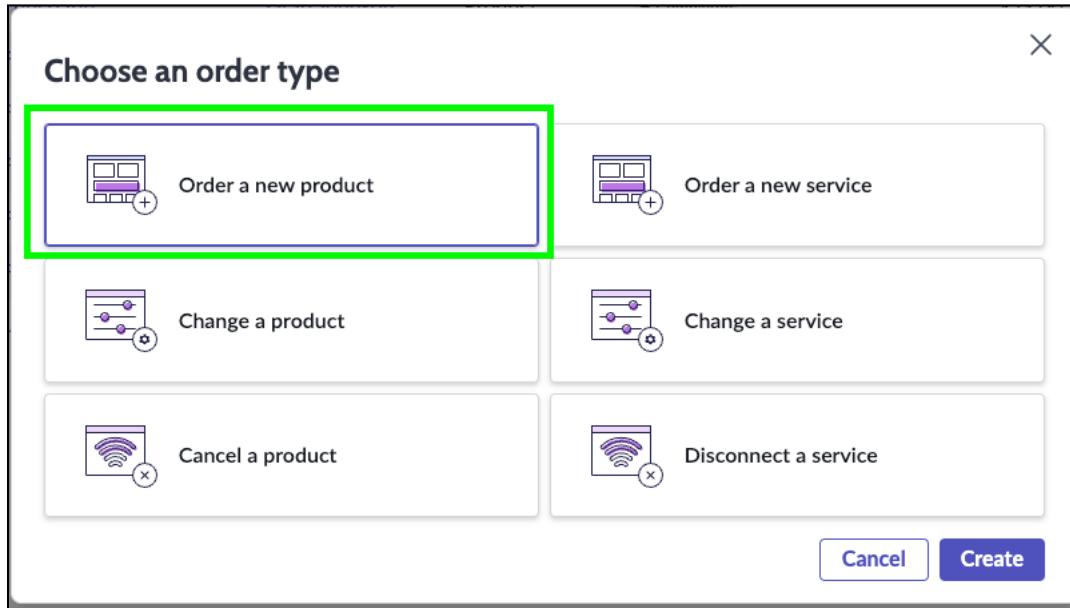
The screenshot shows the ServiceNow interface for the CSM/FSM Configurable Workspace. The left sidebar is expanded, showing sections like 'Template', 'Offerings', 'Compatibility Rule', and 'Customer'. Under 'Customer', 'Accounts' is selected and highlighted with a green box. The main area displays a table of accounts with columns: Number, Name, Phone, Primary Contact, City, Zip / Postal code, and Updated. The first account listed is 'ACCT0001000' with the name 'Funco Intl', which is also highlighted with a green box.

Number	Name	Phone	Primary Contact	City	Zip / Postal code	Updated
ACCT0001000	Funco Intl		Sally Thomas		2023-08-30 01:14:20	
ACCT0010002	Omega Communications	(510) 007-0007	(empty)	Salem	94555	2023-05-23 01:41:49
ACCT0010212	Advances Super Computing	(408) 839-2810	Amy Chen	Santa Clara	95050	2018-08-15 14:01:59

5. On the Account form, select **Create Order** UI action.

The screenshot shows the ServiceNow Account form for 'Funco Intl'. The form has tabs at the top: Details, Account Information, Install Base, Contacts (2), Account Addresses (3), Cases, Assets, Install Base Items (332), Contracts (1), Entitlements, Accounts, Account Relationships, and More. The 'Details' tab is selected. The form fields include Name (Funco Intl), Number (ACCT0001000), Primary Contact (Sally Thomas), Parent Account, Registration Code, Customer, Partner, Notes, Website, Phone, Street, City, State / Province, Zip / Postal code, and Country (USA). The 'Create Order' button is located in the top right corner of the form area, highlighted with a green box.

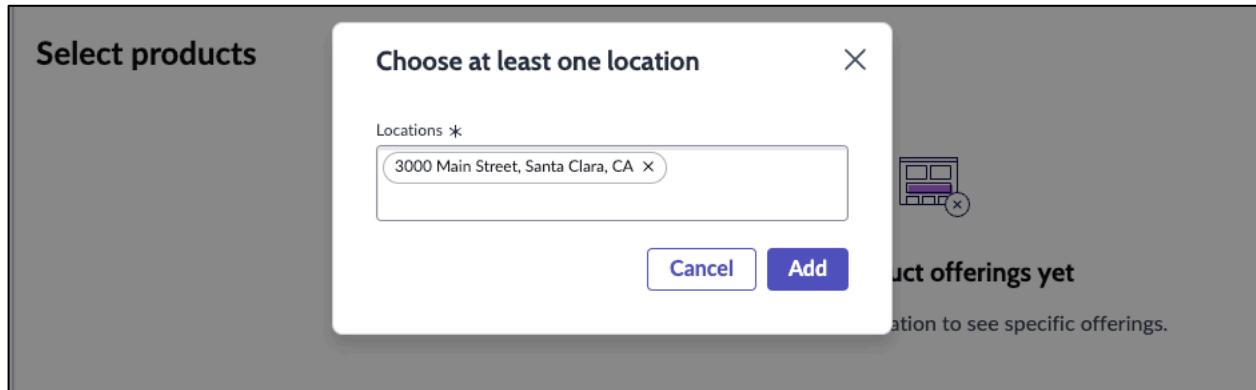
6. A pop-up window with option to choose Order Type appears. Select '**Order a new product**' and click on the **Create** action button.



1. Clicking **Create** loads a guided ordering flow. Fill in the details as follows –
 a. **Enter Account information** –
 i. Account = <**Funco Intl**> &
 ii. Contact = <**Sarah Johnson**>.

Click on **Continue**.

- b. A pop-up to select a **location** appears (if it does not, refresh the browser)
 i. Click in the **Locations** box and select one of the locations from the list that appears.
 ii. Once Location is added, click on **Add**.
 iii. Notice the location getting added to the Order in the left pane.



C. Select Products -

- i. Under Product Offerings, select the Offering = <Premium SD-WAN Offering v2>
- ii. Quantity = 1, remains unchanged.
- iii. Click on **Configure Items**.

d. View product offering Hierarchy -

- i. Based on the Offering selected, observe the Order Line Items (Product Specifications) that were added
 1. Validate these by navigating to the **Product Offering > Catalog Hierarchy** by clicking on the info icon next to the Offering name as shown below.
 2. Once validated, switch back to the **Configure products** tab to continue with the ordering journey.

New product order

Account: Contact: Funco Intl Sarah Johnson

1 Create order 2 Select products 3 Configure products 4 Review order

Configure items

Order line items (3)

- 3000 Main Street, Santa Clara, CA
- SD-WAN Service Package v2
- SD-WAN Controller
- SD-WAN Edge Device v2

SD-WAN Service Package v2

Details Characteristics Related Items

Order line item

Number: ORDL0001473 Location: 3000 Main Street, Santa Clara, CA

Product offering: Premium SD-WAN Offering v2 Product specification: SD-WAN Service Package v2

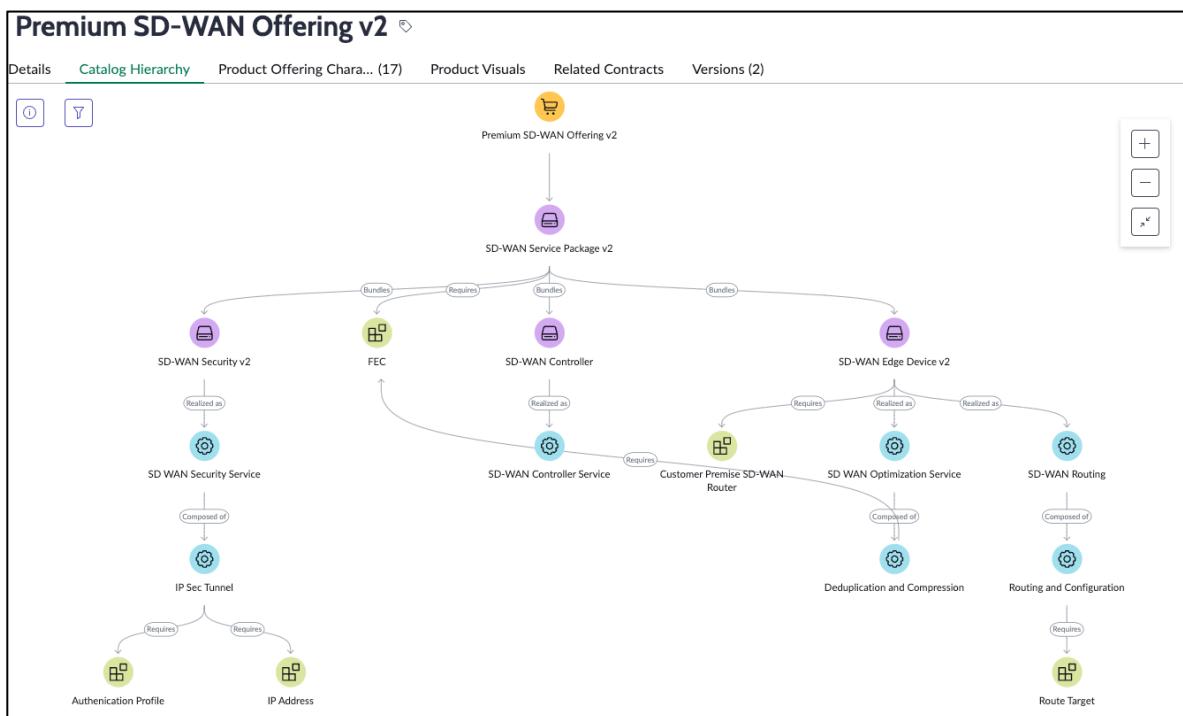
Ordered quantity: 1

Pricing

Monthly recurring charges per unit: USD (\$633.4963) Total price: USD (\$1,900.4889)

Non recurring charges per unit: USD (\$1,266.9926)

Save **Back** **Review**



Order line-item configuration

e. For the **SD-WAN Controller** Order Line Item, click on the **Characteristics** tab –

1. Hover the mouse on the **Tenancy** characteristic, this makes the **preview** icon visible. Click on the icon to set a value.

The screenshot shows the ServiceNow interface for creating a new product order. The top navigation bar includes 'List', 'Funco Intl', 'Premium SD-WAN...', and a search field 'ORD0001094'. Below the navigation is a breadcrumb trail: 'New product order' > 'Account' > 'Funco Intl' > 'Sarah Johnson'. The main area is titled 'Configure items' and shows 'Order line items (3)'. One item is expanded: 'SD-WAN Service Package v2' containing 'SD-WAN Controller' and 'SD-WAN Edge Device v2'. To the right, a panel for 'SD-WAN Controller' is open, showing the 'Characteristics' tab selected. It lists a single characteristic: 'Tenancy' with a value 'Base (10 site)'. A preview icon is visible next to the characteristic name. At the bottom right of the panel are 'Save' and 'Review' buttons.

2. Click in the Characteristic option box, select a value and click on **Update**.

The screenshot shows the same ServiceNow interface as the previous one, but with a modal dialog open over the 'SD-WAN Controller' panel. The dialog is titled 'Order Characteristic' and contains a table with two rows: 'Characteristic *' (Tenancy) and 'Characteristic option' (Premium (>50 sites)). The 'Characteristic option' row has a search icon. At the bottom right of the dialog are 'Cancel' and 'Update' buttons.

- f. For the **SD-WAN Edge Device v2** Order Line Item, click on the **Characteristics** tab and update the characteristic values if needed. For this lab scenario, you can keep the default characteristic value.

New product order

Account Contact
Funco Intl Sarah Johnson

Create order Select products Configure products Review order

Back Review

Save

Configure items

Order line items (3)

- 3000 Main Street, Santa Clara, CA
- SD-WAN Service Package v2
- SD-WAN Edge Device v2

SD-WAN Edge Device v2

Characteristic	Characteristic value
CPE Model	ISR
CPE Type	Physical
Routing	Base
WAN Optimization	Base

Showing 1-4 of 4

1 20 rows per page

- g. Click on the **Review** action button in the top right after updating the characteristic value.
 1. The review page shows the Order Line Items and pricing information.
 2. Ignore the information message for the 'Compatibility Rule.'

- ii. Click on the **Submit** action button to submit the order.
 1. A pop-up returns the Order Number.
 2. Click on **View Orders** to continue.

New product order

Account Contact
Funco Int'l Sarah Johnson

Create order Select products Configure products Review order (4)

Order summary

No compatibility rule defined for orderline item specifications.

>	Number	Product offering	Product specification	Ordered quantity	Location	Monthly recurring charges per unit	Non recurring charges per unit	Total price	
▼	Location: 3000 Main Street, Santa Clara, CA (3) Show all	ORDL0001474	Premium SD-WAN Offering v2	SD-WAN Controller	1	3000 Main Street, Santa Clara, CA	\$63.3496	\$0.00	\$63.3496
	ORDL0001473	Premium SD-WAN Offering v2	SD-WAN Service Package v2		1	3000 Main Street, Santa Clara, CA	\$633.4963	\$1,266.9926	\$1,900.4889
	ORDL0001475	Premium SD-WAN Offering v2	SD-WAN Edge Device v2		1	3000 Main Street, Santa Clara, CA	\$0.00	\$0.00	\$0.00

Showing 1-1 of 1 1 20 rows per group

Order summary

Monthly Recurring Charges	\$696.8459
Non Recurring Charges	\$1,266.9926
Total Price	\$1,963.8385

New product order

Account Contact
Funco Int'l Sarah Johnson

Create order Select products Configure products Review order (4)

Order summary

No compatibility rule defined for orderline item specifications.

>	Number	Product offering	Product specification	Location	Monthly recurring charges per unit	Non recurring charges per unit	Total price		
▼	Location: 3000 Main Street, Santa Clara, CA (3) Show all	ORDL0001474	Premium SD-WAN Offering v2	SD-WAN Controller	1	3000 Main Street, Santa Clara, CA	\$63.3496	\$0.00	\$63.3496
	ORDL0001473	Premium SD-WAN Offering v2	SD-WAN Service Package v2		1	3000 Main Street, Santa Clara, CA	\$633.4963	\$1,266.9926	\$1,900.4889
	ORDL0001475	Premium SD-WAN Offering v2	SD-WAN Edge Device v2		1	3000 Main Street, Santa Clara, CA	\$0.00	\$0.00	\$0.00

Showing 1-1 of 1 1 20 rows per group

Order summary

Monthly Recurring Charges	\$696.8459
Non Recurring Charges	\$1,266.9926
Total Price	\$1,963.8385

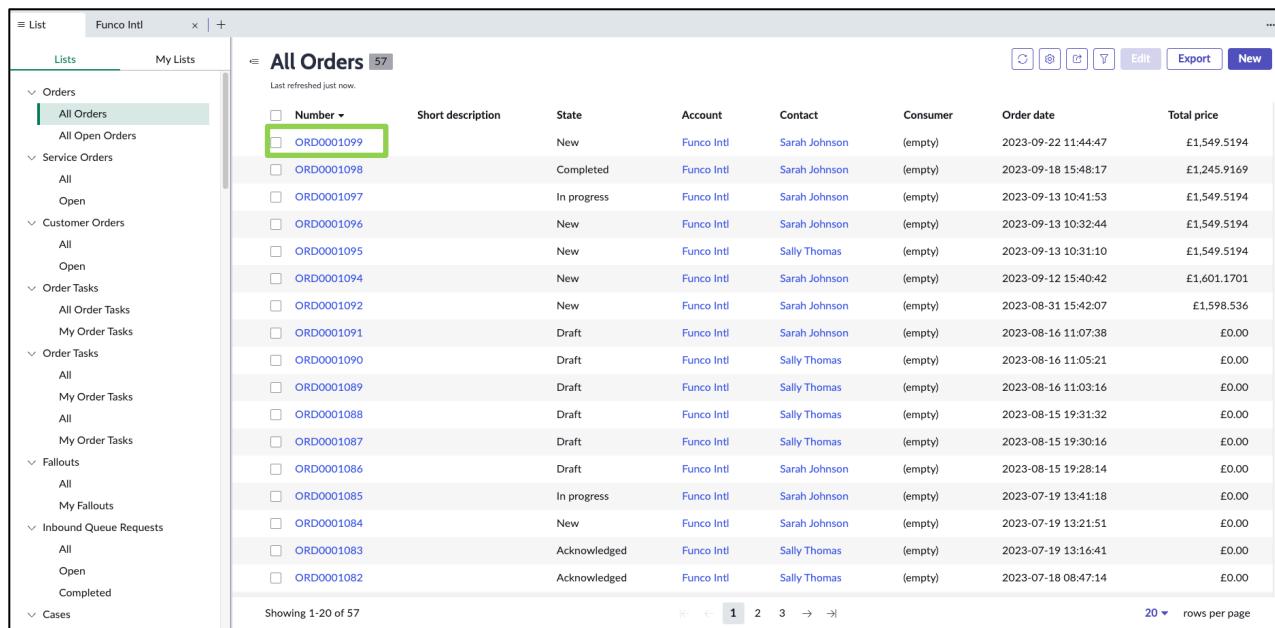
Order submitted!

The order number is ORDL0001094

[View orders](#)

Section 5.2 View and Approve Order

1. Continue as **Mike Davis**, the *Fulfilment Manager*.
2. In the **Workspace > All Customer Orders** list, identify the order submitted in the previous section and click on its number to open it.



Number	Short description	State	Account	Contact	Consumer	Order date	Total price
ORD0001099		New	Funco Intl	Sarah Johnson	(empty)	2023-09-22 11:44:47	£1,549,5194
ORD0001098		Completed	Funco Intl	Sarah Johnson	(empty)	2023-09-18 15:48:17	£1,245,9169
ORD0001097		In progress	Funco Intl	Sarah Johnson	(empty)	2023-09-13 10:41:53	£1,549,5194
ORD0001096		New	Funco Intl	Sarah Johnson	(empty)	2023-09-13 10:32:44	£1,549,5194
ORD0001095		New	Funco Intl	Sally Thomas	(empty)	2023-09-13 10:31:10	£1,549,5194
ORD0001094		New	Funco Intl	Sarah Johnson	(empty)	2023-09-12 15:40:42	£1,601,1701
ORD0001092		New	Funco Intl	Sarah Johnson	(empty)	2023-08-31 15:42:07	£1,598,536
ORD0001091		Draft	Funco Intl	Sarah Johnson	(empty)	2023-08-16 11:07:38	£0.00
ORD0001090		Draft	Funco Intl	Sally Thomas	(empty)	2023-08-16 11:05:21	£0.00
ORD0001089		Draft	Funco Intl	Sally Thomas	(empty)	2023-08-16 11:03:16	£0.00
ORD0001088		Draft	Funco Intl	Sally Thomas	(empty)	2023-08-15 19:31:32	£0.00
ORD0001087		Draft	Funco Intl	Sally Thomas	(empty)	2023-08-15 19:30:16	£0.00
ORD0001086		Draft	Funco Intl	Sarah Johnson	(empty)	2023-08-15 19:28:14	£0.00
ORD0001085		In progress	Funco Intl	Sarah Johnson	(empty)	2023-07-19 13:41:18	£0.00
ORD0001084		New	Funco Intl	Sarah Johnson	(empty)	2023-07-19 13:21:51	£0.00
ORD0001083		Acknowledged	Funco Intl	Sally Thomas	(empty)	2023-07-19 13:16:41	£0.00
ORD0001082		Acknowledged	Funco Intl	Sally Thomas	(empty)	2023-07-18 08:47:14	£0.00

3. On the **Details** tab, observe the following –
 - a. Account for which the Order is raised.
 - b. State of the Order. Is it **New**?
 - c. Version – is it **1**?
 - d. PONR flag (Point of No Return – is it unchecked?)
 - e. Revision Operation – is it **None**?
 - f. Priority value (Evaluated and assigned)

ORD0001099

Details Order Orchestration Order Line Items (3)

Customer Order

Number	ORD0001099	Order type *	Product
Account	Funco Intl	State	New
Contact	Sarah Johnson	Fulfillment type *	Deliver
Order date	2023-09-22 11:44:47	Priority	3 - Moderate
PONR		Version	1
		Revision operation	None

Pricing

Non Recurring Charges	USD (\$1,266.9926)	Contract	
Monthly Recurring Charges	USD (\$633.4963)	Total price	USD (\$1,900.4889)

Compose

Type your Comments here

Everyone can see this comment Post Comments

Activity

sapankumar.behera@snc Field changes • 2023-09-21 23:15:13 State New was Draft

sapankumar.behera@snc Additional comments • 2023-09-21 23:15:10 No compatibility rule defined for orderline item specifications.

sapankumar.behera@snc Field changes • 2023-09-21 23:15:04 Non Recurring Charges £1,033.013 was £0.00 Monthly Recurring Char... £516.5065 was £0.00

sapankumar.behera@snc Field changes • 2023-09-21 23:14:48

4. The **Order Line Items** tab shows the line items submitted as part of this Order.

ORD0001099

Details Order Orchestration Order Line Items (3)

Order Line Items

Number	Product specification	Location	Ordered quantity	Order line action	Priority	State	Parent line item	Monthly recurring charges per unit
ORDL0001490	SD-WAN Controller	3000 Main Street, Santa Clara, CA	1	Add	3 - Moderate	New	ORDL0001489	£0.00
ORDL0001489	SD-WAN Service Package v2	3000 Main Street, Santa Clara, CA	1	Add	4 - Low	New	(empty)	£516.5065
ORDL0001491	SD-WAN Edge Device v2	3000 Main Street, Santa Clara, CA	1	Add	3 - Moderate	New	ORDL0001489	£0.00

5. Navigate back to the **Details** tab of the Order and click on the **Approve** action button on the top right.

Notice the Order state changes from **New** to **Acknowledged** to **In Progress**.

Note: Orders can be auto-approved as well. For this lab setup we will approve the order manually.

ORD0001099

Details Order Orchestration Order Line Items (3)

Customer Order

Number	ORD0001099	Order type	Product
Account	Funco Ind	State	New
Contact	Sarah Johnson	Fulfillment type	Deliver
Order date	2023-09-22 11:44:47	Priority	3 - Moderate
		Version	1
		Revision operation	None

Pricing

Non Recurring Charges	USD (\$1,266.9926)	Contact	
Monthly Recurring Charges	USD (\$1633.4963)	Total price	USD (\$1,900.4889)

Compose

Type your Comments here

(@) Everyone can see this comment Post Comments

Activity

sapankumar.behera@snc Field changes • 2023-09-21 23:15:10 State: New was Draft

sapankumar.behera@snc Additional comments • 2023-09-21 23:15:10 No compatibility rule defined for orderline item specifications.

sapankumar.behera@snc Field changes • 2023-09-21 23:15:04 Non Recurring Charges £1,033.013 was £0.00 Monthly Recurring Char... £516.5065 was £0.69

sapankumar.behera@snc Field changes • 2023-09-21 23:14:46

Section 5.3 View the decomposed orders, order tasks, and corresponding work orders.

After Order is approved, the decomposition process kicks off and the domain orders are created, and sub-flows required for fulfillment process are triggered to create order tasks.

1. Navigate back to the Order line items tab on the customer order form and select the **SD-WAN Service Package V2** Order line item.

Number	Product specification	Location	Ordered quantity	Order line action	Priority	State	Parent line item	Monthly recurring charges per unit
ORDL0001490	SD-WAN Controller	3000 Main Street, Santa Clara, CA	1	Add	3 - Moderate	In progress	ORDL0001489	£0.00
ORDL0001489	SD-WAN Service Package v2	3000 Main Street, Santa Clara, CA	1	Add	4 - Low	In progress	(empty)	£516.5065
ORDL0001491	SD-WAN Edge Device v2	3000 Main Street, Santa Clara, CA	1	Add	3 - Moderate	In progress	ORDL0001489	£0.00

2. On **SD-WAN Service package V2** order line-item form, select the **Product Orders** tab to view the decomposed Product Orders.

Number	Short description	Unit net price	Total price
USD (\$633.4963)	USD (\$0.00)	USD (\$1,900.4889)	

3. Select the **Product Order** created for **SD-WAN Service Package V2**.

Number	Short description	Priority	State	Assignment group	Assigned to
PO0001519	Product Order for SD-WAN Service Package v2	4 - Low	In progress	(empty)	(empty)

4. On **SD-WAN Service Package V2 product order** form, select **Order Tasks** tab to view order tasks created. Select the **Perform Order Validation** task. You may need to refresh to see this Order Task record.

Number	Short description	Priority	State	Assigned to	Task type
OMTASK000002231	Perform Order Validation	4 - Low	In progress	(empty)	Order Task

5. On the **Perform Order Validation** order task, Select **Close** to close the Order Task.

Order Task

Number: OMTASK000002231 State: In progress

Account: Funco Intl Priority: 4 - Low

Primary contact: Sarah Johnson Assignment group:

Parent: PO0001519 Assigned to:

Short description: Perform Order Validation

Notes

Additional comments (Customer visible):

Work notes (Private):

Compose

Comments Work notes (Private)

Type your Comments here

Everyone can see this comment Post Comments

Activity

System Field changes • 2023-09-21 23:20:59

Parent: PO0001519 Opened by: Empty Priority: 4 - Low State: In progress

Show more

6. Navigate back to Order Tasks tab of **SD-WAN Service Package v2** Product Order and select the **Refresh** icon to see the next task created. Select the **LLD creation** Order task.

Number	Short description	Priority	State	Assigned to	Task type
OMTASK000002232	LLD Creation	4 - Low	In progress	(empty)	Order Task
OMTASK000002231	Perform Order Validation	4 - Low	Closed complete	(empty)	Order Task

7. On the **LLD creation** Order task, notice that a Work Order tab is created. A Work Note related to the Work Order is created with the details.

LLD Creation

Work Orders (1)

Order Task

Number: OMTASK000002232 State: In progress

Account: Funco Intl Priority: 4 - Low

Primary contact: Sarah Johnson Assignment group:

Parent: PO0001519 Assigned to:

Short description: LLD Creation

Notes

Additional comments (Customer visible):

Work notes (Private):

Compose

Type your Comments here

Comments Work notes (Private)

Activity

System Additional comments • 2023-09-22 21:21:43
Work Order WOO010067 has been created.

System Field changes • 2023-09-22 21:21:42
Parent: PO0001519
Opened by: Empty
Priority: 4 - Low
State: In progress
Show more

- The work order is automatically created based on the decision table configuration for the LLD creation task. Select the **Work Order** to view the details.

Service Order for mMTC

Order Tasks (1)

Number	Short description	Priority	State	Assigned to	Task type
OMTASK00002227	Design mMTC slice	4 - Low	In progress	(empty)	Order Task

- Select the work order to view the details. Notice that the work order is automatically created with the following order and order task details.
 - Customer name
 - Contact
 - Location
 - Template (as per the decision table configuration)
 - Initiated from(the LLD creation task id)

SD WAN site survey - LLD Creation for SD-WAN Service Package

Work Order

Number: WO0010067

Opened: 2023-09-22 21:21:43

Priority: 4 - Low

Contact: Sarah Johnson

Asset:

Affected Cl:

Location: 3000 Main Street, Santa Clara, CA

Template: SD WAN site survey

Short description: SD WAN site survey - LLD Creation for SD-WAN Service Package

Description: SD WAN site survey
Work order for OMTASK000002232: LLD Creation to Add SD-WAN Service Package

Work notes:

Additional comments (Customer visible):

Compose

Work notes (Private) Comments

Type your Work notes (Private) here

Activity

System Field changes • 2023-09-22 21:21:43
Opened by Empty was Empty

System Field changes • 2023-09-22 21:21:43
Opened by Empty

10. All the related work orders of an order task or domain order are either closed or canceled prior to the order task and domain order closure. To view the warning message, navigate back to the **LLD Creation** order task details form and select **Close**.

LLD Creation

Order Task

Number: OMTASK000002232

State: In progress

Account: Funco Int'l

Priority: 4 - Low

Primary contact: Sarah Johnson

Parent: PO0001519

Assigned to:

Short description: LLD Creation

Notes

Additional comments (Customer visible):

Work notes (Public):

Compose

Comments Work notes (Private)

Type your Comments here

Activity

System Additional comments • 2023-09-22 21:21:43
Work Order WO0010067 has been created.

System Field changes • 2023-09-22 21:21:43
Parent: PO0001519
Opened by Empty
Priority: 4 - Low
State: In progress

11. ServiceNow will show the error message regarding the work orders. Close the error messages.

The screenshot shows the 'Order Task' section of the 'LLD Creation' form. It includes fields for Number (DMTASK000002232), State (In progress), Priority (4 - Low), and Assignment group. The 'Notes' section contains a note about the work order being open. An 'Activity' panel on the right shows a system comment about a work order being created.

Note: Once the work order is created, it is managed and fulfilled in the Field service management flow based on the type of work order and the workflows applicable to the work order.

The work order fulfillment process is not in the scope of OMT. Hence it is not covered in the lab exercise. To proceed with the next step, we will cancel the work order to bring it to an acceptable final stage. In an ideal scenario, the cancellation of the work order is done by FSM users. For the lab exercise, we will continue with System Administrator credentials so that we can perform both OMT and FSM-related tasks.

12. To cancel enter a cancellation reason to the **Work Notes** field and select **Cancel**.

The screenshot shows the 'SD WAN site survey - LLD Creation for SD-WAN Service Package' form. The 'Work notes' field contains the text 'Cancelling this Work Order'. The top right corner features a 'Cancel' button.

13. Notice that the Work Order state has changed to **Cancelled**.
14. Navigate back to the Order task form and view the work notes related to the cancellation of the work order. Select **Close** to close the **LLD Creation** Order task record.

LLD Creation

Order Task

Number	OMTASK000002232	Status	In progress
Account	Funco Int'l	Priority	4 - Low
Primary contact	Sarah Johnson	Assignment group	
Parent	P00001519	Assigned to	
Short description	LLD Creation		
Notes			
Additional comments (Customer visible)			
Work notes (Private)			

Compose

Activity

- sapankumar.behera@nrc Work Order WO0010067 has been updated from Draft state to Cancelled state.
- System Work Order WO0010067 has been created.

System

Field changes • 2023-09-23 23:25:42
Parent P00001519
Opened by Empty
Priority 4 - Low
State In progress

15. Navigate back to Order Tasks tab of the **SD-WAN Service Package v2** product order and select the Refresh icon to see the next task created. Select the **Reserve Resource** Order task.

Product Order for SD-WAN Service Package v2

Order Tasks

Number	Short description	Priority	State	Assigned to	Task type
OMTASK000002232	LLD Creation	4 - Low	Closed complete	(empty)	Order Task
OMTASK000002231	Perform Order Validation	4 - Low	Closed complete	(empty)	Order Task
OMTASK000002233	Reserve Resource	4 - Low	In progress	(empty)	Order Task

16. OMT provides the option to manually create a work order for an order task and domain order. Create work order UI action is available to all In Progress order tasks and domain orders.

Select **Create work order** to create a work order for the **Reserve Resource** order task and Select **Create** on confirmation pop-up window.

Reserve Resource

Order Task

Number	OMTASK000002233	Status	In progress
Account	Funco Int'l	Priority	4 - Low
Primary contact	Sarah Johnson	Assignment group	
Parent	P00001519	Assigned to	
Short description	Reserve Resource		
Notes			
Additional comments (Customer visible)			
Work notes (Private)			

Compose

Create work order?

Create

Activity

System Field changes • 2023-09-23 04:16:12
Parent P00001519
Opened by Empty
Priority 4 - Low
State In progress

17. Notice that a work order is created with the details from OMT order tasks. Make required changes to the work order if needed as select **Save**.

Reserve Resource for SD-WAN Service Package

Details Affected Cls Work Order Tasks Part Requirements Task SLAs (1) Attached Knowledge Relationships

Work Order

Number	WO0010068	Opened	2023-09-25 02:59:54
Company	Funco Intl	Priority	4 - Low
Contact	Sarah Johnson	State	Draft
Asset		Qualification group	
Affected CI		Initiated from	OMTASK000002233
Location	3000 Main Street, Santa Clara, CA		<input type="checkbox"/> Billable
Template			
Short description *	Reserve Resource for SD-WAN Service Package		
Description	Work order for OMTASK000002233: Reserve Resource to Add SD-WAN Service Package		

Compose

Work notes (Private) Comments

Type your Work notes (Private) here

Activity

sapankumar.behera@snc Field changes • 2023-09-25 02:59:54
Opened by Empty

18. Navigate back to the **Reserve Resource** Order task form and Select **Save**. Notice that a work note is created with the work order task.

Reserve Resource

Details Order Task Characteristics V... Work Orders Task SLAs

Order Task

Number	OMTASK000002233	State	In progress
Account	Funco Intl	Priority	4 - Low
Primary contact	Sarah Johnson	Assignment group	
Parent	PO0001519	Assigned to	
Short description	Reserve Resource		

Notes

Additional comments (Customer visible)

Work notes (Private)

Compose

Comments Work notes (Private)

Type your Comments here

Activity

sapankumar.behera@snc Additional comments • 2023-09-25 02:59:54
Work Order WO0010068 has been created.

System Field changes • 2023-09-23 04:16:12
Parent PO0001519
Opened by Empty
Priority 4 - Low
State In progress

19. Select the **Work Orders** tab to see the work order created and associated to the order task.

Reserve Resource

Details Order Task Characteristics V... **Work Orders (1)** Task SLAs

Work Orders 1

Last refreshed 2m ago.

Number	State	Created	Expected end
WO0010068	Draft	2023-09-25 02:59:54	

20. Navigate back to Work Order form and **cancel** the work order by adding the cancellation reason in the **work note** field and selecting **Cancel**. As mentioned earlier, the fulfillment of the work order is managed in FSM, to proceed with OMT flow for the lab exercise, we will cancel the work order to bring it to a final state.

21. Navigate back to the **Reserve resource** order task and select **Close**.

22. Navigate back to the Order tasks tab of **SD-WAN Service Package v2 product order** and select the Refresh icon to see the next task created. Select the **LLD Signoff** Order task.

23. On **LLD Signoff** order task form, select **Close**.

LLD Signoff

Details	Order Task Characteristics V...	Work Orders	Task SLAs	Discuss	Assign to me	Close	Create work order	Save	Cancel																								
Order Task <table border="1"> <tr> <td>Number</td> <td>OMTASK000002234</td> <td>State</td> <td>In progress</td> </tr> <tr> <td>Account</td> <td>Funco Int'l</td> <td>Priority</td> <td>4 - Low</td> </tr> <tr> <td>Primary contact</td> <td>Sarah Johnson</td> <td>Assignment group</td> <td></td> </tr> <tr> <td>Parent</td> <td>P00001519</td> <td>Assigned to</td> <td></td> </tr> <tr> <td>Short description</td> <td>LLD Signoff</td> <td colspan="2"></td> </tr> <tr> <td colspan="4">Notes</td> </tr> </table>					Number	OMTASK000002234	State	In progress	Account	Funco Int'l	Priority	4 - Low	Primary contact	Sarah Johnson	Assignment group		Parent	P00001519	Assigned to		Short description	LLD Signoff			Notes				Compose <input type="text" value="Comments"/> <input type="checkbox"/> Work notes (Private) Type your Comments here <small>(Everyone can see this comment)</small> <input type="button" value="Post Comments"/>				
Number	OMTASK000002234	State	In progress																														
Account	Funco Int'l	Priority	4 - Low																														
Primary contact	Sarah Johnson	Assignment group																															
Parent	P00001519	Assigned to																															
Short description	LLD Signoff																																
Notes																																	
					Activity System Field changes • 2023-09-25 03:22:07 Parent P00001519 Opened by Empty Priority 4 - Low State In progress <small>Show more</small>																												

- 24.** Navigate back to the **Product Order for SD-WAN Service Package v2** form and select on **Product orders** tab to view the decomposed child product orders. Select **Product order for SD-WAN Edge Device v2**.

Product Order for SD-WAN Service Package v2

Details	Order Orchestration	Order Tasks (4)	Product Orders (2)	Resource Orders (1)	Product Order Characterist...	Domain Order Related Items	Composedof items	Work Orders	Discuss	Assign to me	Close	Create work order	Save	Cancel	...																			
Product Orders 2 Last refreshed just now. <table border="1"> <thead> <tr> <th>Number</th> <th>Short description</th> <th>Priority</th> <th>State</th> <th>Assigned to</th> <th>Task type</th> <th>Record version</th> </tr> </thead> <tbody> <tr> <td>P00001520</td> <td>Product Order for SD-WAN Controller</td> <td>3 - Moderate</td> <td>In progress</td> <td>(empty)</td> <td>Product Order</td> <td>1</td> </tr> <tr> <td>P00001521</td> <td>Product Order for SD-WAN Edge Device v2</td> <td>3 - Moderate</td> <td>In progress</td> <td>(empty)</td> <td>Product Order</td> <td>1</td> </tr> </tbody> </table>														Number	Short description	Priority	State	Assigned to	Task type	Record version	P00001520	Product Order for SD-WAN Controller	3 - Moderate	In progress	(empty)	Product Order	1	P00001521	Product Order for SD-WAN Edge Device v2	3 - Moderate	In progress	(empty)	Product Order	1
Number	Short description	Priority	State	Assigned to	Task type	Record version																												
P00001520	Product Order for SD-WAN Controller	3 - Moderate	In progress	(empty)	Product Order	1																												
P00001521	Product Order for SD-WAN Edge Device v2	3 - Moderate	In progress	(empty)	Product Order	1																												

- 25.** On **Product Order for SD-WAN Edge Device v2** form, select the **Work Orders** tab to view the work orders created automatically based on the decision table configuration.

Product Order for SD-WAN Edge Device v2

Details	Order Orchestration	Order Tasks (2)	Service Orders (2)	Resource Orders (1)	Product Order Characterist... (6)	Domain Order Related Items	Composedof items	Work Orders (1)	Discuss	Assign to me	Close	Create work order	Save	Cancel	...						
Work Orders 1 Last refreshed just now. <table border="1"> <thead> <tr> <th>Number</th> <th>State</th> <th>Created</th> <th>Expected end</th> </tr> </thead> <tbody> <tr> <td>W00010065</td> <td>Draft</td> <td>2023-09-21 23:21:02</td> <td></td> </tr> </tbody> </table>														Number	State	Created	Expected end	W00010065	Draft	2023-09-21 23:21:02	
Number	State	Created	Expected end																		
W00010065	Draft	2023-09-21 23:21:02																			

- 26.** You can view the details of the work order created for the decomposed order and update it if needed. You can also create the work order manually from product, service, and resource orders. The flow is similar to that of the Order task flow we verified.

Congratulations! You have completed this lab.