

# Jeopardy Management

Time: 30 minutes

ServiceNow Telecom, Media, and Technology (TMT)

## Lab instance credentials

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

## Lab objectives

You will achieve the following objectives:

- Review the configuration and flows to enable Jeopardy for different products and services.
- Create a customer order and see the Jeopardy values for order tasks, domain orders, order lines, and customer orders.
- Fulfill the order tasks and notice the Jeopardy value changing for order tasks, domain orders, line items, and customer orders.

## Scenario

In order to fulfil orders within the committed timeline, SPs require a monitoring and tracking framework for the order process. ServiceNow's SLA framework enables CSPs (Communication Service Providers) to define the SLA for task objects. But to track the Progress at non-task objects such as Order line items and customer orders, OMT supports additional features to track the order fulfilment process.

Flash Telecom has decided to use ServiceNow's cloud-based low-code, no-code Telecom Service Management & Order Management solution to build Products and orchestrate fulfillment.

Flash Telecom wants to configure logic in the ServiceNow Order Management application to proactively know if there could be any delay/Jeopardy to the order's current fulfillment process.

- In this lab, you will learn the controls and configurations required to enable jeopardy features for products and services and create an order to see how the jeopardy values are calculated for order tasks, domain orders, order line items, and customer orders.

## Personas

- System Admin
- Mike Davis, Order Fulfilment Manag

# Section 1 Validate your ServiceNow Instance

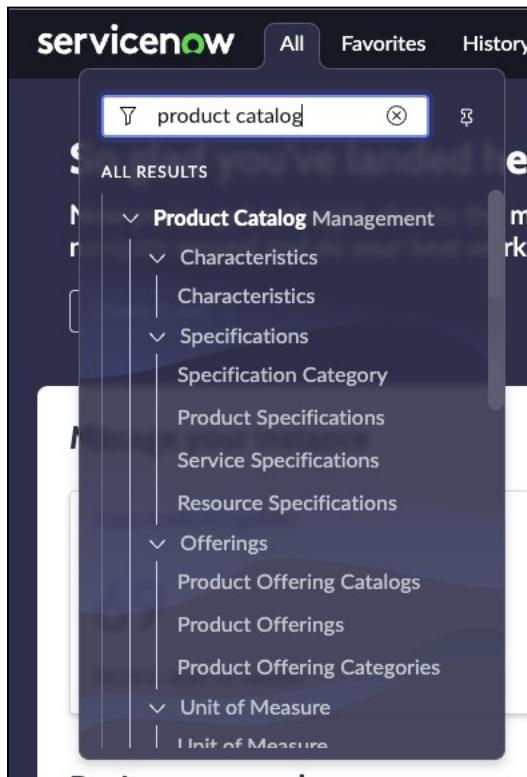
## Section 1.1 Login & Validate

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

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

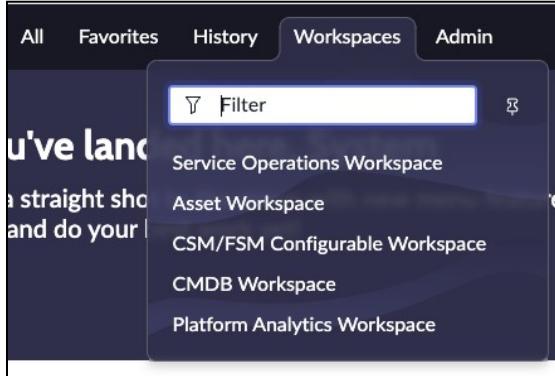
2. Click on **All** and type '**Product Catalog.**'

**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 are not available in the instance, **please flag this!**

## Section 2 Configuration to enable and calculate Jeopardy.

### Section 2.1 Browse and configure the decision tables.

1. The Jeopardy feature requires certain configurations in decision tables, data models, and workflows for the products and services. The system administrator would be able to enable Jeopardy for required products and services.
2. To view the decision table, log in as the **System Administrator**.
4. Navigate to **All > Decision Builder**.
5. On the landing page, search for decision tables with the Jeopardy keyword in the name. Select **Order Jeopardy Enablement Policy** decision table.

Name	Answer table	Class	Application	Updated	Updated by
Order Jeopardy Enablement Policy	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2023-05-19 21:56:51	admin
Order Line Item Jeopardy Level Calculation Policy	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2023-05-19 21:57:35	admin
Order Task Jeopardy Level Calculation Policy	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2023-05-19 21:57:17	admin

Showing 1-3 of 3

Filter
  

  
 10 rows per page

Name	Answer table	Class	Application	Updated	Updated by
Order Jeopardy Enablement Policy	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2023-05-19 14:56:51	admin
Order Line Item Jeopardy Level Calculation Policy	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2023-05-19 14:57:35	admin
Order Task Jeopardy Level Calculation Policy	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2023-05-19 14:57:17	admin

Showing 1-3 of 3

Create new decision table
  
(C) (S) (Y) Delete

6. Notice that the **Order Jeopardy Enablement Policy** decision table supports the specification table as an input. A System Administrator can enable Jeopardy for the specifications she needs. An order is Jeopardy enabled only if Jeopardy is enabled for all OLI specifications in the order.

Order Jeopardy Enablement Policy

Created: 2023-04-14 22:13:51 | Application: Order Management for Telecom, Media & Tech | Properties | Close

**Inputs**

Label	Type	Reference	Mandatory
Specification	Reference	Specification [sn_prd_pm_specification]	<input checked="" type="checkbox"/>

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

Conditions		Results
1	Ethernet Edge Device	Jeopardy Enabled
2	Network Interface Profile Service	true
3	EVC Configuration Service	true
		Default result <a href="#">(i)</a>

Showing 1-3 of 3 [Show more](#)

7. Navigate to the Decision Builder landing page and select **Order Task Jeopardy Level Calculation Policy** decision table.

This decision table assigns a Jeopardy value to an order task based on SLA progression and time elapsed for the task. Notice that the result column shows the Jeopardy value for the order task request type. The higher the SLA progression/ percentage complete, the Jeopardy value.

For example, if an order task is not completed even after SLA has elapsed (progression >99%), the jeopardy value for that scenario is configured to be **Critical**.

Order Task Jeopardy Level Calculation Policy

Created: 2023-09-28 14:51:30 | Application: Order Management for Telecom, Media & Tech | Properties | Close

**Inputs** [Add](#)

Label	Type	Reference	Mandatory
Order task	Reference	Order Task [sn_ord_tmtr_order_task]	<input checked="" type="checkbox"/> <a href="#">Add condition column</a> 1
Percentage complete	Decimal		<input checked="" type="checkbox"/> <a href="#">Add condition column</a> 1

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

Conditions		Results			
SLA progression Percentage complete	Order task request type Order Task   Order Task # Request type	Order line item account Order Task   Order Task # Order line item # Account	jeopardy level		
Min	Max				
1	0	60	Approve Service Design	Funco Intl	Medium
2	0	60	is not "Approve Service Design"	Funco Intl	Low
3	0	60	Approve Service Design	is not "Funco Intl"	Low
4	0	60	is not "Approve Service Design"	is not "Funco Intl"	None
5	60	99	Approve Service Design	Funco Intl	High
6	60	99	is not "Approve Service Design"	Funco Intl	Medium
7	60	99	Approve Service Design	is not "Funco Intl"	Medium
8	60	99	is not "Approve Service Design"	is not "Funco Intl"	Medium
9	greater than 99		is not empty	is not empty	Critical
			Default result <a href="#">(i)</a>		
			<a href="#">Add new decision row</a>		

Showing 1-9 of 9 [Show more](#)

8. Navigate back to the Decision Builder landing page and select **Order Line-Item Jeopardy Level Calculation Policy**.

This decision table assigns Jeopardy value for the Order line item based on delayed percentage. As the Order line item is a non-task object, the SLA definition could not be mapped to the order line item object. To calculate the Jeopardy value for an Order line item, the system calculates the delays (Expected end date – Planned End date) in terms of percentage to assign a Jeopardy value.

Order Line Item Jeopardy Level Calculation Policy

Created: 2023-05-11 14:51:21 | Application: Order Management for Telecom, Media & Tech | Properties | Close | Open

**Inputs**

Label	Type	Reference	Mandatory
Order Line Item	Reference	Order Line Item [sn.ind_tmt_orm_order_line_item]	<input checked="" type="checkbox"/> Add condition column
Delayed Percentage	Decimal		<input checked="" type="checkbox"/> Add condition column

[Add an input](#)

**Decision table** | Export | Import | History

**Conditions**

	Delayed Percentage	Min	Max	Results
1	less than 10			Ethernet Edge Device
2	10	25		Ethernet Edge Device
3	25	50		Ethernet Edge Device
4	greater than 50			Ethernet Edge Device

[Add new decision row](#)

**Results**

Jeopardy Level
Low
Medium
High
Critical

[Default result](#)

Show more

Showing 1-4 of 4

## 9. Navigate back to the Decision Builder landing page and select **Order Task Duration Assignment Policy**.

This decision table assigns duration to order task using request definition and other attributes. This is used to calculate the planned state and end date for order tasks.

Order Task Duration Assignment Policy

Created: 2023-03-28 14:39:50 | Application: Order Management for Telecom, Media & Tech | Properties | Close | Open

**Inputs**

Label	Type	Reference	Mandatory
Order task	Reference	Order Task [sn.ind_tmt_orm_order_task]	<input checked="" type="checkbox"/> Add condition column

[Add an input](#)

**Decision table** | Export | Import | History

**Conditions**

	Request type	Order task account	Results
1	Approve Service Design	Funco Intl	0.1
2	Ship CPE	Funco Intl	24
3	Prepare and Build EVC Configuration	Funco Intl	0.1
4	Prepare and Build Network Interface Profile	Funco Intl	6
5	Create Interface Profile	Funco Intl	2
6	Assign Interface Profile to UNI	Funco Intl	3
7	Configure EVC Service	Funco Intl	0.1
8	Assign EVC Configuration to Customer EVC	Funco Intl	0.1
9	Complete EVC Configuration	Funco Intl	2
10	Configure Modem Settings and Store Activation Server	Funco Intl	3
11	Complete UNI Configuration	Funco Intl	5
12	Install CPE at Customer Premise	Funco Intl	12
13	Test and Activate Edge Device	Funco Intl	1
14	Configure UNI Speed	Funco Intl	2
15	Approve Profile Configuration Change	Funco Intl	3
16	Deactivate Interface Profile	Funco Intl	2
17	Deactivate EVC Configuration Service	Funco Intl	3
18	Deallocate MAC Address	Funco Intl	2
19	Disconnect All Services	Funco Intl	4

[Add new decision row](#)

**Results**

Duration
0.1
24
6
2
3
5
12
1
2
3
2
3
2
4

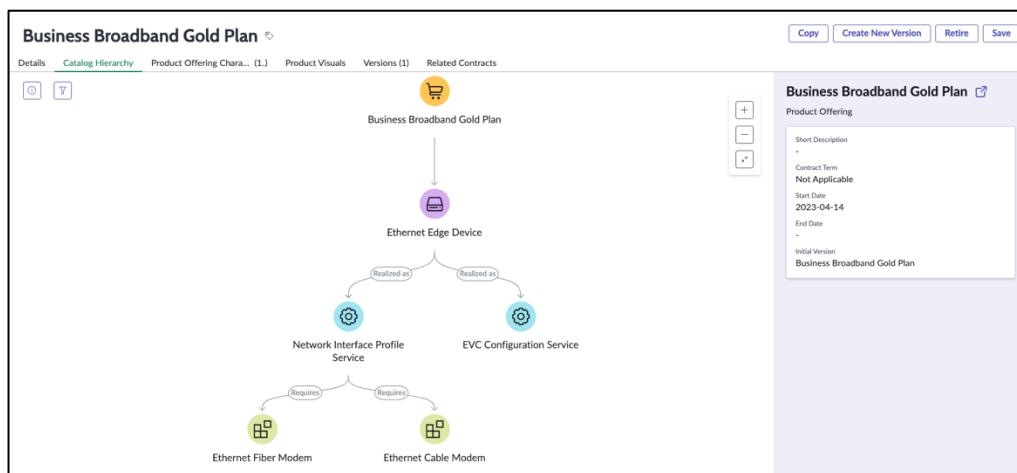
## Section 2.2 Product offering for Jeopardy orders.

- The values shown in the decision tables are configured as part of the OOTB (Out of the Box) demo data.

We will create orders for the Funco Intl account for this lab exercise using the **Business Broadband Gold Plan** Product offering. To view that, navigate to the Product offering list on the CSM/FSM configurable workspace and Select the **Business Broadband Gold plan**.

Lists	My Lists	Product Offerings [12]							
		Last refreshed just now							
		Number	Display name	Version	Product specification	Monthly recurring charges	Non recurring charges	Contract term	State
		PRDOF00001	Premium Unlimited mobile plan	1	Mobile Plan	£48.2576	£0.00	12 months	Published
		PRDOF00002	All in one mobile plan starting from \$39/month	1	Mobile Plan	£31.8991	£0.00	24 months	Published
		PRDOF00003	All in one mobile plan starting from \$49/month	1	Mobile Plan	£40.0783	£0.00	24 months	Published
		PRDOF00004	Premium SD-WAN Offering	1	SD-WAN Service Package	£408.9627	£817.9253	12 months	Published
		PRDOF00005	SD-WAN Gold Plan	1	SD-WAN Service Package	£408.9627	£817.9253	12 months	Published
		PRDOF00006	SD-WAN Bronze Plan	1	SD-WAN Service Package	£408.9627	£817.9253	12 months	Published
		PRDOF00007	Premium SD-WAN Offering v2	2	SD-WAN Service Package v2	£408.9627	£817.9253	12 months	Published
		PRDOF00100	Premium Home Internet starting from \$29	1	Home Internet	£23.7198	£0.00	Not Applicable	Published
		PRDOF00102	Premium Connected Navigation Single Tenant	1	Connected Vehicle	£262.3087	£724.1911	Not Applicable	Published
		PRDOF01001	Business Broadband Gold Plan	1	Ethernet Edge Device	£0.00	£0.00	Not Applicable	Published
		PRDOF01001	offering 2	1	SD-WAN Security v2	£0.00	£0.00	Not Applicable	Published
		PRDOF01003	offering 1	1	SD-WAN Service Package	£0.00	£0.00	Not Applicable	Published

5. Navigate to the **Catalog Hierarchy** tab to view the complete hierarchy of the product offering.



## Section 2.3 Sub-flows configuration

OMT requires subflows to create order tasks for each decomposed order for different Order Fulfillment scenarios such as new change, disconnect, etc.

To fulfill the Business Broadband Gold plan product offering, multiple sub-flows are created for product, service, and resource specifications in OMT as demo data.

For the Jeopardy feature to work, the sub-flows for domain orders need to be defined in a specific format.

1# The order tasks should be created using Create planned order task Action so that the task processor and relationship type can be defined.

2# All the tasks should be created upfront in a Draft state and later in the flow, the state transaction approach for the order tasks.

- To view one of the sub-flows created for the **Business Broadband Gold plan product offering**, log in as **System Administrator** and Select **All-> Flow Designer**.



- On the Flow Designer landing page, select **Subflows** tab.

Flow Designer							
Flows	Subflows	Actions	Executions	Connections	Help	New	
<input type="text"/> Search Name <input type="button" value="Search"/>							
All	Name	Internal name	Application	Status	Active	Updated	Updated by
	<input type="text"/> Search	<input type="text"/> Search	<input type="text"/> Search	<input type="text"/> Search	<input type="text"/> Search	<input type="text"/> Search	<input type="text"/> Search
	Activate Plugin	cicd_activate_plugin	Continuous Integration and Continuous Deployment	Published	true	2021-03-23 07:15:46	maint
	Add a Pause	add_a_pause	Global	Published	true	2021-03-17 11:46:53	admin
	Application Template Subflow	application_template_subflow	Global	Draft	true	2020-09-14 07:45:12	admin
	Apply Changes From Source Control With ID	import_application_with_id	Continuous Integration and Continuous Deployment	Published	true	2023-07-05 23:21:41	system

- On the name field, enter **Ethernet Edge device** and hit **Enter** to search the sub-flows created for Ethernet Edge device product specification.

Flow Designer							
Flows	Subflows	Actions	Executions	Connections	Help	New	
<input type="text"/> Search Name <input type="button" value="Search"/>							
All	Name	Internal name	Application	Status	Active	Updated	Updated by
	<input type="text"/> Search	<input type="text"/> Search	<input type="text"/> Search	<input type="text"/> Search	<input type="text"/> Search	<input type="text"/> Search	<input type="text"/> Search
	Ethernet Edge dev	cicd_activate_plugin	Continuous Integration and Continuous Deployment	Published	true	2021-03-23 07:15:46	maint
	Add a Pause	add_a_pause	Global	Published	true	2021-03-17 11:46:53	admin
	Application Template Subflow	application_template_subflow	Global	Draft	true	2020-09-14 07:45:12	admin
	Apply Changes From Source Control With ID	import_application_with_id	Continuous Integration and Continuous Deployment	Published	true	2023-07-05 23:21:41	system

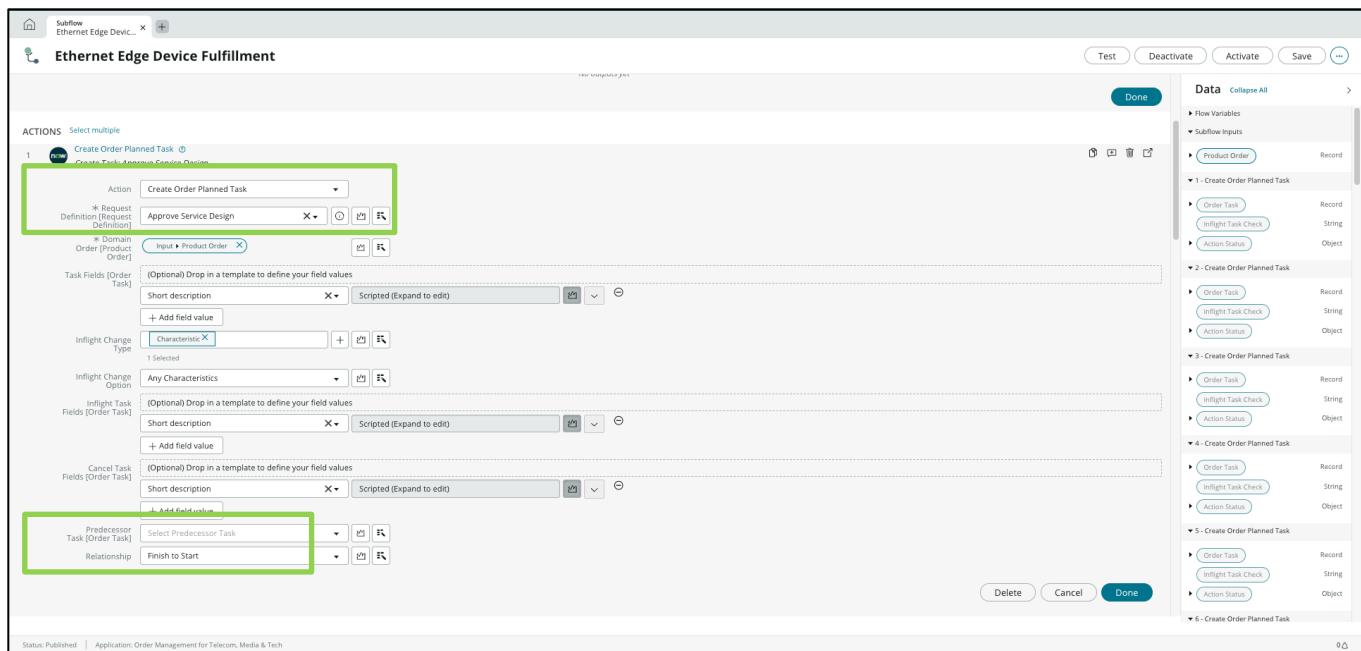
4. Open the **Ethernet Edge Device fulfillment** Sub flow.

The screenshot shows the ServiceNow Subflows page. The top navigation bar includes 'Flows', 'Subflows' (which is selected and highlighted in blue), 'Actions', 'Executions', 'Connections', and 'Help'. A 'New' button is located in the top right corner. Below the navigation is a search bar with 'Search' and 'Name' dropdown. A breadcrumb trail 'All > Name starts with Ethernet Edge device' is visible. The main area displays a table with columns: Name, Internal name, Application, Status, Active, Updated, and Updated by. One row is selected, highlighted with a green border, and its details are shown in the table header: 'Ethernet Edge de' (Internal name), 'Search' (Application), 'Published' (Status), 'true' (Active), '2023-08-31 03:43:06' (Updated), and 'sapankumar.behera@snc' (Updated by). A 'Actions on selected rows...' dropdown menu is open at the bottom left of the table. The bottom right of the table shows pagination controls: '1 to 1 of 1'.

5. On the Subflow form, notice all the steps (from step 1 to step 8) required to create tasks upfront in the **Draft** state are available. In the later part, starting from the 25th step, the state transition for these order tasks is managed.

The screenshot shows the 'Ethernet Edge Device Fulfillment' subflow form. At the top right are 'Test', 'Deactivate', and 'Done' buttons. The main area is titled 'ACTIONS Select multiple' and lists eight steps, each with a circular icon and a task name. Step 1: 'Create Order Planned Task' (Approve Service Design). Step 2: 'Create Task: Ship CPE'. Step 3: 'Create Task: Prepare and Build EVC Configuration'. Step 4: 'Create Task: Prepare and Build Network Interface Profile'. Step 5: 'Create Task: Complete UNI Configuration'. Step 6: 'Create Task: Install CPE at Customer Premise'. Step 7: 'Create Task: Test and Activate Edge Device'. Step 8: 'Create Task: Get Customer Acceptance'.

6. Expand the **Create Order Planned Task** for the Approve service design task available in Step 1. Notice the following configuration.
- The action **Create order Planned Task** is an Order for the creation of an order task.
  - The **Predecessor** and **Relationship** fields are available to configure the relationship of the task with a predecessor.
  - As the Approve service design is the first task in the sub-flow, the predecessor field doesn't have value for this order task.



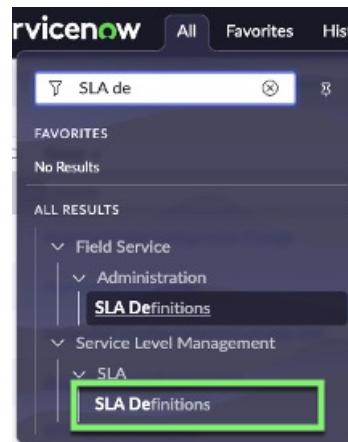
7. You can also search and view the Subflows created for remaining product, service, and resource specifications.

## Section 2.4 SLA definitions for order tasks

The Jeopardy feature tracks the Progress of the fulfillment using the SLA definitions for order tasks.

All the order tasks defined in the sub flows for associated with SLA Definitions. SLA definitions are instantiated, and SLA tracking is triggered when order task is created to track the time it takes to complete the order task.

1. To view SLA definitions, Continue as **System Administrator** and select **All -> Service Level Management > SLA > SLA Definitions**.



2. Select the **Approve Service Design** SLA definition. This SLA definition is used to create an SLA record for the **Approve Service design** order task we reviewed in the previous Subflow section.

Name	Type	Target	Duration	Table	Updated
Approve Profile Configuration Change	SLA	Resolution	3 Hours	Order Task [sn_ind_tmt_orm_order_task]	2023-05-04 11:49:27
Approve Service Design	SLA	Resolution	6 Minutes	Order Task [sn_ind_tmt_orm_order_task]	2023-05-17 20:35:46
Assign EVC Configuration to Customer EVC	SLA	Resolution	6 Minutes	Order Task [sn_ind_tmt_orm_order_task]	2023-05-17 20:36:43
Assign Interface Profile to UNI	SLA	Resolution	3 Hours	Order Task [sn_ind_tmt_orm_order_task]	2023-05-02 17:34:49
ATF - test all conditions	SLA	Resolution	1 Hour	Incident [incident]	2019-11-25 16:32:11
ATF - test start/pause/stop conditions	SLA	Response	1 Hour	Incident [incident]	2019-11-25 16:32:11
Complete EVC Configuration	SLA	Resolution	2 Hours	Order Task [sn_ind_tmt_orm_order_task]	2023-05-02 17:34:50
Complete UNI Configuration	SLA	Resolution	5 Hours	Order Task [sn_ind_tmt_orm_order_task]	2023-05-02 17:34:49
Configure EVC Service	SLA	Resolution	6 Minutes	Order Task [sn_ind_tmt_orm_order_task]	2023-05-17 20:36:17
Configure Modem Settings and Store Activ	SLA	Resolution	3 Hours	Order Task [sn_ind_tmt_orm_order_task]	2023-05-02 17:34:49
Configure UNI Config	SLA	Resolution	2 Hours	Order Task [sn_ind_tmt_orm_order_task]	2023-05-04 12:25:40

3. On SLA definition form, review the following configuration.

- a. The SLA definition is for Order task table (**sn\_ind\_tmt\_orm\_order\_task**)
- b. The **duration** applicable for the Order task/Request type to which this would be applicable.
- c. **Start condition** defined using Request type and State values. In this case the SLA is kicked off for Request type = **Approve Service Design** and when the order task moves to **InProgress** state.

This screenshot shows the SLA Definition form for the 'Approve Service Design' service. The form includes fields for Name (Approve Service Design), Type (SLA), Target (Resolution), Application (Order Management for Telecom, Media & Tech), Duration (6 Minutes), Schedule source (SLA definition), Schedule (24 x 7), and Timezone source (The caller's time zone). A green box highlights the 'Table' field set to 'Order Task [sn\_ind\_tmt\_orm\_order\_task]' and the 'Flow' field set to 'SLA processing flow for Order Task'. Another green box highlights the 'Schedule source' and 'Schedule' fields. Below the main details, there are tabs for 'Start condition', 'Pause condition', 'Stop condition', and 'Reset condition'. The 'Pause condition' tab is selected, showing conditions like 'Request type = Approve Service Design AND State = In progress' and 'When to cancel: Cancel conditions are met'. The 'Stop condition' tab shows 'Cancel condition: State = Canceled'. At the bottom, there are related links for 'Show Schedule' and 'Validate SLA Definition', and a search bar for 'SLA Breakdown definitions'.

4. Select the **Pause condition** and **Stop condition** tabs to see that the SLA timer is paused when the Order task moves to **on hold** state and is stopped when it is Resolved and **Closed** complete.

You can edit the SLA definition by selecting the **here** link at the top of the form.

This screenshot shows the same SLA Definition form for 'Approve Service Design', but with the 'Pause condition' tab selected. The 'Pause condition' section displays the condition 'State = On hold'. The other tabs ('Start condition', 'Stop condition', 'Reset condition') are visible but not selected. The rest of the form and its settings remain the same as in the previous screenshot.

5. On the SLA definition form, you can edit the details and select **Save**.

For the current lab exercise, we will keep this SLA definition as it is.

The screenshot shows the 'SLA Definition' configuration page for the 'Approve Service Design' task. Key settings include:

- Name:** Approve Service Design
- Type:** SLA
- Target:** Resolution
- Table:** Order Task [un\_instd\_mstr\_order\_task]
- Flow:** SLA processing flow for Order Task
- Duration:** User specified duration (0 days, 0 hours, 06 minutes)
- Schedule:** SLA definition (24x7)
- Timezone source:** The caller's time zone
- Status:** Active

The 'Start condition' tab is selected, showing a complex logical expression involving Request type (Is) Approve Service Design AND State (Is) In progress. Other tabs include 'Pause condition', 'Stop condition', and 'Reset condition'.

6. **Optional:** If interested you can open other SLA definitions for the Order task and view/update the configuration as needed.

## Section 3 Submit an Order from Workspace

### Section 3.1 Create a new order via order capture UI.

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

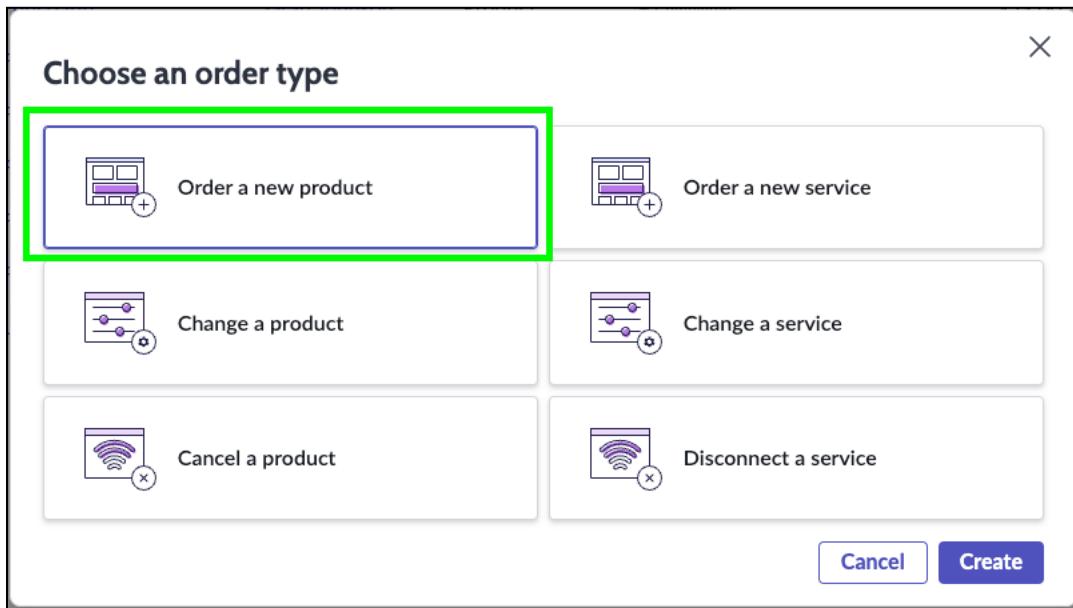
The screenshot shows the ServiceNow Accounts list page. The left sidebar is expanded, showing categories like 'Template', 'Specifications', 'Offerings', 'Compatibility Rule', and 'Customer'. Under 'Customer', the 'Accounts' link is highlighted with a green box. The main area displays a table of accounts with columns: Number, Name, Phone, Primary Contact, City, Zip / Postal code, and Updated. The first account listed is 'Funco Intl'.

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

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

The screenshot shows the ServiceNow Account form for 'Funco Intl'. The top navigation bar includes links for Details, Account Information, Install Base, Contacts, Account Addresses, Cases, Assets, Contracts, Entitlements, Accounts, Account Relationships, and More. The main form has sections for Account details (Name, Number, Primary Contact, Parent Account, Registration Code), Customer information, and Address details (Street, City, State / Province, Zip / Postal code, Country). In the top right corner, there is a blue button labeled 'Create Order' with a green box around it.

- A pop-up window with the option to choose an Order Type. Select **Order a new product** and click on the **Create** 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 the Location is added, click on **Add**. Notice the location getting added to the Order in the left pane.

**C. Select Products -**

- i. Under Product Offerings, select the Offering = **<Business Broadband Gold Plan>**
- ii. Quantity = 1, remains unchanged.
- iii. Click on **Configure Items**

The screenshot shows the 'New product order' interface. In the top right corner, there are four buttons: 'Create order', 'Select products' (which is currently active), 'Configure products', and 'Review order'. Below these buttons, a green callout box displays the message 'Locations have been added to the order'. The main area is divided into sections: 'Add products' (Locations: 3000 Main Street, Santa Clara, CA), 'Location Contact' (First Name, Last Name, Email, Mobile Number fields), and 'Product offerings' (Offering: Business Broadband Gold Plan, Quantity: 1). At the bottom left of the 'Product offerings' section is a blue button labeled 'Add Product Offering'.

**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 **Add Order** tab to continue with the ordering journey.

**New product order**

Account: Funco Intl Contact: Sarah Johnson

Create order Select products Configure products Review order

**Configure items**

**Order line items (1)**

- 3000 Main Street, Santa Clara, CA
  - Ethernet Edge Device Missing Info

**Ethernet Edge Device**

Details Characteristics Related Items

**Order line item**

Number: ORDL0001498 Location: 3000 Main Street, Santa Clara, CA

Product offering: Business Broadband Gold Plan Product specification: Ethernet Edge Device

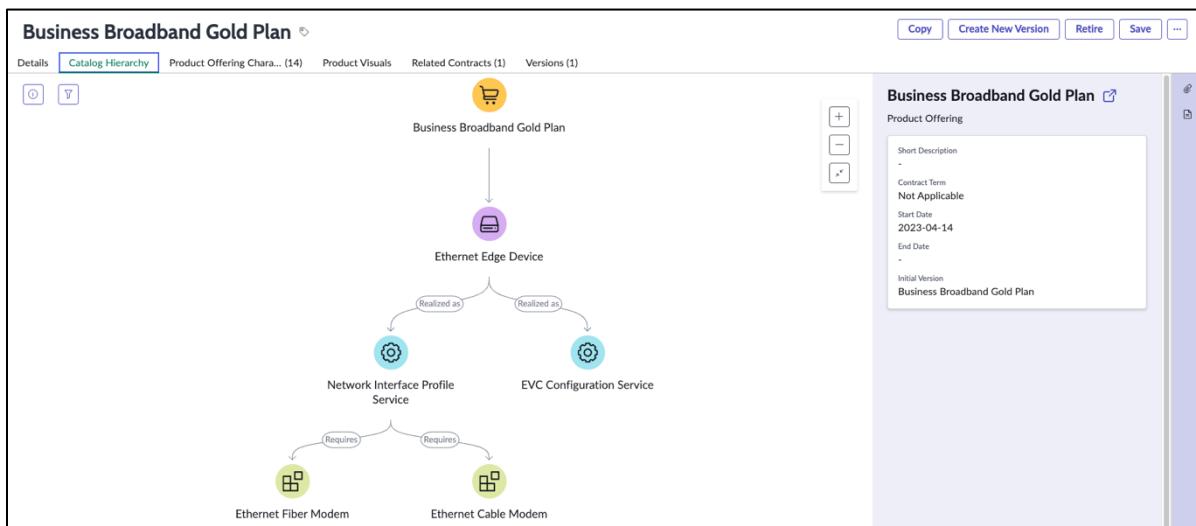
Ordered quantity: 1

**Pricing**

Monthly recurring charges per unit: USD (\$0.00) Total price: USD (\$0.00)

Non recurring charges per unit: USD (\$0.00)

**Back Save**



## 2. Order line-item configuration

a. For the **Ethernet Edge Device** Order Line Item, click on the **Characteristics** tab –

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

The screenshot shows the 'New product order' interface. In the center, there's a table for 'Ethernet Edge Device'. The 'Characteristics' tab is selected. Under the 'Characteristic' column, 'Network Interface' is listed with '(empty)' under 'Characteristic value'. A preview icon (a small circular arrow) is visible next to 'Network Interface'.

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

The screenshot shows the same 'New product order' interface. Now, 'UNI Speed' is selected in the main table under 'Characteristic'. A modal dialog is open on the right, titled 'Network Interface'. It shows 'Characteristic' as 'Network Interface' and 'Characteristic option' as 'ENN'. The 'Update' button at the bottom of the modal is highlighted.

3. Hover the mouse on the '**UNI Speed**' characteristic, this makes the preview icon visible. Click on the icon to set a value.
4. Select **Update** to save your selection.

New product order

Account Contact  
Funco Intl Sarah Johnson

Create order Select products Configure products Review order

Configure items

Order line items (1)		Ethernet Edge Device	
		Details  Characteristics  Related Items	
↴ 3000 Main Street, Santa Clara, CA Ethernet Edge Device   Missing Info		Characteristic Network Interface ENNI UNI Speed (empty)	Characteristic value ENNI (empty)
		<b>UNI Speed</b> Order Characteristic Characteristic * UNI Speed  Characteristic option 1 Gbps	

- Click on the Review action button in the top right, after updating the characteristic value.
  - The review page shows the Order Line Items and pricing information.
  - Ignore the information message for the “**Compatibility rule**.”

New product order

Account Contact  
Funco Intl Sarah Johnson

Create order Select products Configure products Review order

Configure items

Order line items (1)		Ethernet Edge Device	
		Details  Characteristics  Related Items	
↴ 3000 Main Street, Santa Clara, CA Ethernet Edge Device		Characteristic Network Interface ENNI UNI Speed 1 Gbps	

- Click on the **Submit** action button to submit the order.
  - A pop-up returns the Order Number value.
  - 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 (1) <a>Show all</a>	ORDL0001498	Business Broadband Gold Plan	Ethernet Edge Device	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	£0.00
Non Recurring Charges	£0.00
<b>Total Price</b>	£0.00

### 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 (1) <a>Show all</a>	ORDL0001498	Business Broadband Gold Plan	Ethernet Edge Device	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**

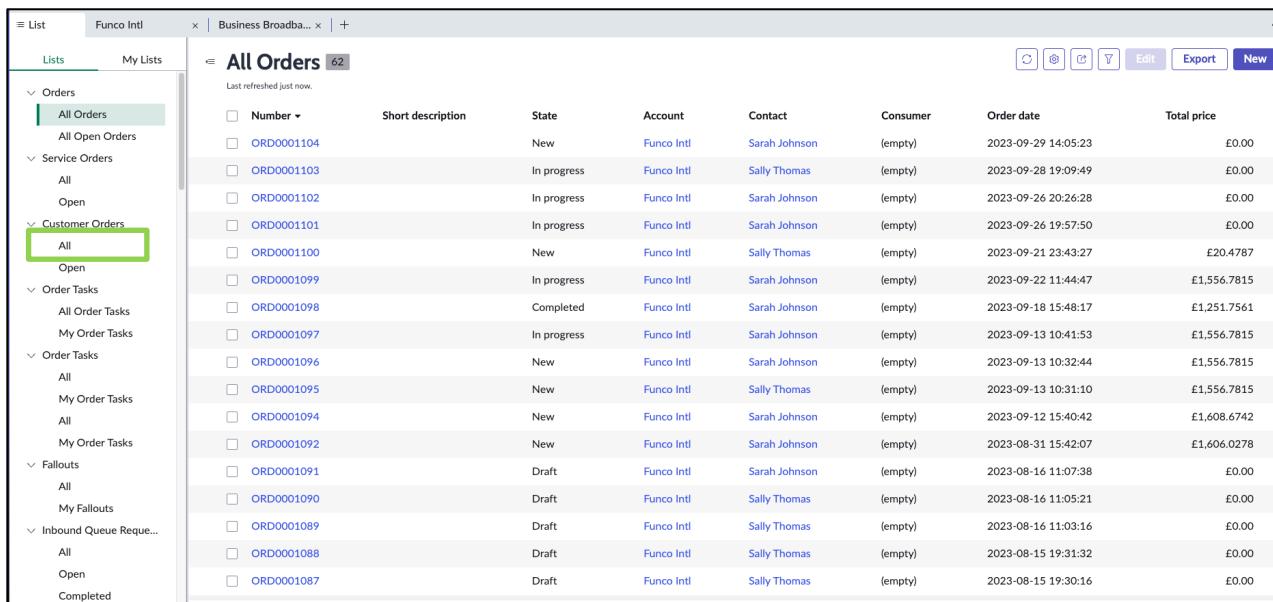
Monthly Recurring Charges	£0.00
Non Recurring Charges	£0.00
<b>Total Price</b>	£0.00

**Order submitted!**  
The order number is ORD0001104

View orders

## Section 5.2 View and Approve Order

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



Number	Short description	State	Account	Contact	Consumer	Order date	Total price
ORD0001104		New	Funco Intl	Sarah Johnson	(empty)	2023-09-29 14:05:23	£0.00
ORD0001103		In progress	Funco Intl	Sally Thomas	(empty)	2023-09-28 19:09:49	£0.00
ORD0001102		In progress	Funco Intl	Sarah Johnson	(empty)	2023-09-26 20:26:28	£0.00
ORD0001101		In progress	Funco Intl	Sarah Johnson	(empty)	2023-09-26 19:57:50	£0.00
ORD0001100		New	Funco Intl	Sally Thomas	(empty)	2023-09-21 23:43:27	£20.4787
ORD0001099		In progress	Funco Intl	Sarah Johnson	(empty)	2023-09-22 11:44:47	£1,556.7815
ORD0001098		Completed	Funco Intl	Sarah Johnson	(empty)	2023-09-18 15:48:17	£1,251.7561
ORD0001097		In progress	Funco Intl	Sarah Johnson	(empty)	2023-09-13 10:41:53	£1,556.7815
ORD0001096		New	Funco Intl	Sarah Johnson	(empty)	2023-09-13 10:32:44	£1,556.7815
ORD0001095		New	Funco Intl	Sally Thomas	(empty)	2023-09-13 10:31:10	£1,556.7815
ORD0001094		New	Funco Intl	Sarah Johnson	(empty)	2023-09-12 15:40:42	£1,608.6742
ORD0001092		New	Funco Intl	Sarah Johnson	(empty)	2023-08-31 15:42:07	£1,606.0278
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

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)

4. The **Order Line Items** tab shows the line items submitted as part of this Order. Select the **Order number** for the **Ethernet Edge Device** to see the details.

Number	Product specification	Location	Ordered quantity	Order line action	Priority	State	Parent line item	Monthly recurring charges per unit	Non recurring
ORDL0001498	Ethernet Edge Device	3000 Main Street, Santa Clara, CA	1	Add	4 - Low	New	(empty)	£0.00	

5. Also, also noticed that the date fields don't have any values. After the order line is decomposed all these dates fields will have value based on order-level SLA definitions.

**Dates**

Planned start date	Actual start date
YYYY-MM-DD HH:mm:ss	YYYY-MM-DD HH:mm:ss
Planned end date	Actual end date
YYYY-MM-DD HH:mm:ss	YYYY-MM-DD HH:mm:ss
Estimated start date	Estimated due date
YYYY-MM-DD HH:mm:ss	YYYY-MM-DD HH:mm:ss
Estimated end date	
YYYY-MM-DD HH:mm:ss	

6. Navigate back to the **Details** tab of the Order and click on the **Approve** 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.

**Customer Order**

Number: ORD0001104  
Account: Funco Intl  
Contact: Sarah Johnson  
Order date: 2023-09-29 14:05:23

Order type: Product  
State: New  
Fulfillment type: Deliver  
Priority: 4 - Low  
Version: 1  
Revision operation: None

**Pricing**

Non Recurring Charges: USD (\$0.00)  
Monthly Recurring Charges: USD (\$0.00)

Contract: Total price: USD (\$0.00)

**Compose**

Type your Comments here

Everyone can see this comment Post Comments

**Activity**

- sapankumar.behera@snc Field changes • 2023-09-29 01:56:23 State: New was Draft
- sapankumar.behera@snc Additional comments • 2023-09-29 01:56:02 No compatibility rule defined for orderline item specifications.
- sapankumar.behera@snc Field changes • 2023-09-29 01:35:25 Fulfillment type: Deliver Monthly Recurring Char... £0.00 Version: 1 Contact: Sarah Johnson Show more

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

After Order is approved, the Order decomposition process kicks off the domain orders are created, and sub-flows required for the 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 **Ethernet Edge Device** Order line item.

Number	Product specification	Location	Ordered quantity	Order line action	Priority	State	Parent line item	Monthly recurring charges per unit	Non rec
ORDL0001498	Ethernet Edge Device	3000 Main Street, Santa Clara, CA	1	Add	4 - Low	In progress	(empty)	£0.00	

2. On **Ethernet Edge Device** order line-item form, select the **Product Orders** tab to view the decomposed product orders.

**ORDL0001498**

Product Orders (1)

**Order Line Item**

Number: ORDL0001498

Account: Funco Intl

Order type: Product

State: In progress

Location: 3000 Main Street, Santa Clara, CA

Priority: 4 - Low

Version: 1

Revision operation: None

**Compose**

Type your Comments here

Everyone can see this comment

**Activity**

- System: Field changes • 2023-09-29 21:53:42  
State: In progress was Acknowledged
- System: Field changes • 2023-09-29 21:53:38  
State: Acknowledged was New
- sapankumar.behera@snc: Field changes • 2023-09-29 01:56:23  
State: New was Draft
- sapankumar.behera@snc: Field changes • 2023-09-29 01:36:32

### 3. Select the Product Order created for the **Ethernet Edge Device**.

**ORDL0001498**

Product Orders (1)

Number	Short description	Priority	State	Assignment group	Assigned to
PO0001525	Product Order for Ethernet Edge Device	4 - Low	In progress	(empty)	(empty)

### 4. On **Ethernet Edge Device product order** form, select **Order tasks** tab to view order tasks created.

Notice that all the order tasks except the **Approve service design** task are in **Draft** state. This is because the sub-flow triggered for this domain order has steps to create all the required tasks upfront. The approved Service design task which is the first task in the sub-flow was created in **Draft** state and later moved to the **in-progress** state.

Select the **Approve Service Design** task.

Product Order for Ethernet Edge Device						
Order Tasks		Order Tasks (8)				
Number	Short description	Priority	SLA due	State	Assigned to	Task type
OMTASK000002273	Prepare and Build EVC Configuration	4 - Low	UNKNOWN	Draft	(empty)	Order Task
OMTASK000002279	Install CPE at Customer Premise	4 - Low	UNKNOWN	Draft	(empty)	Order Task
OMTASK000002271	Approve Service Design	4 - Low	UNKNOWN	In progress	(empty)	Order Task
OMTASK000002278	Complete UNI Configuration	4 - Low	UNKNOWN	Draft	(empty)	Order Task
OMTASK000002276	Prepare and Build Network Interface Profile	4 - Low	UNKNOWN	Draft	(empty)	Order Task
OMTASK000002272	Ship CPE	4 - Low	UNKNOWN	Draft	(empty)	Order Task
OMTASK000002281	Get Customer Acceptance	4 - Low	UNKNOWN	Draft	(empty)	Order Task

5. On the **Approve Service Design** task order task, notice that Date fields are assigned value based on SLA definition, Order task created time, and time elapsed so far. You will also notice the Jeopardy value assigned based on the SLA elapsed.

Select on **Task SLA** tab.

Approve Service Design						
Order Task		Task SLAs (1)				
Number	Short description	State	Priority	Assignment group	Assigned to	Activity
OMTASK000002271	Approve Service Design	In progress	4 - Low			<p>Compose</p> <p>Type your Comments here</p> <p>Everyone can see this comment</p> <p>Post Comments</p> <p>Activity</p> <p>System Field changes • 2023-09-29 21:53:52 State In progress was Draft</p> <p>System Field changes • 2023-09-29 21:53:44 State Draft was Opened by Empty</p>
Accrued	Funco Int'l					
Primary contact	Sarah Johnson					
Parent	P00001525					
Jeopardy level	Critical					
Dates	Planned start date	Actual start date	Planned end date	Actual end date	Estimated start date	Estimated end date
	2023-09-29 21:53:42	2023-09-29 21:53:52		YYYY-MM-DD HH:mm:ss		
Notes						

6. Notice that the SLA is kicked off as the order task has moved to **In Progress**.

Approve Service Design						
Task SLAs		Task SLAs (1)				
SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage
Approve Service Design	SLA	Resolution	In progress	0 Seconds	14 Minutes	242.22

7. Navigate back to the **Ethernet Edge Device** Order line-item form and notice that the **Jeopardy** value and date fields have corresponding values.

**ORDLO001498**

Details Order Orchestration Order Characteristics (8) Order Line Item Contacts Order Line Related Items Product Orders (1) Order Tasks (14) External product inventories Save

**Order Line Item**

Product offering	Business Broadband Gold Plan	Location	3000 Main Street, Santa Clara, CA
Product specification	Ethernet Edge Device	Priority	4 - Low
Ordered quantity	1	Version	1
PONR	Jeopardy level Low	Revision operation	None
Short description			

**Pricing**

**Dates**

Planned start date	2023-09-29 21:53:42	Actual start date	2023-09-29 21:53:42
Planned end date	2023-10-01 15:59:52	Actual end date	YYYY-MM-DD HH:mm:ss
Estimated start date	2023-09-29 21:53:42	Committed due date	YYYY-MM-DD HH:mm:ss
Estimated end date	2023-10-01 15:59:52		

**Shipping Address**

Shipping street	
-----------------	--

**Compose**

**Activity**

- System Field changes • 2023-09-29 21:53:42 State In progress was Acknowledged
- System Field changes • 2023-09-29 21:53:38 State Acknowledged was New
- sapankumar.behera@snc Field changes • 2023-09-29 01:36:23 State New was Draft
- sapankumar.behera@snc Field changes • 2023-09-29 01:36:32 Monthly recurring charges per unit £0.00 Version 1 Ordered quantity 1 PONR false Show more

8. Navigate back to the **Customer Order** form and notice that the **Jeopardy** value and date fields have corresponding values. Select the **Order Orchestration** tab.

**ORD0001104**

Details Order Orchestration Order Line Items (1) Validate Related Items Re-calculate Save ...

**Customer Order**

Number	ORD0001104	Order type *	Product
Account	Funco Int'l	State	In progress <span style="color: red;">● Acknow...</span>
Contact	Sarah Johnson	Fulfillment type *	Deliver
Order date	2023-09-29 14:05:23	Priority	4 - Low
PONR	Jeopardy level Low	Version	1
Revision operation			

**Pricing**

**Dates**

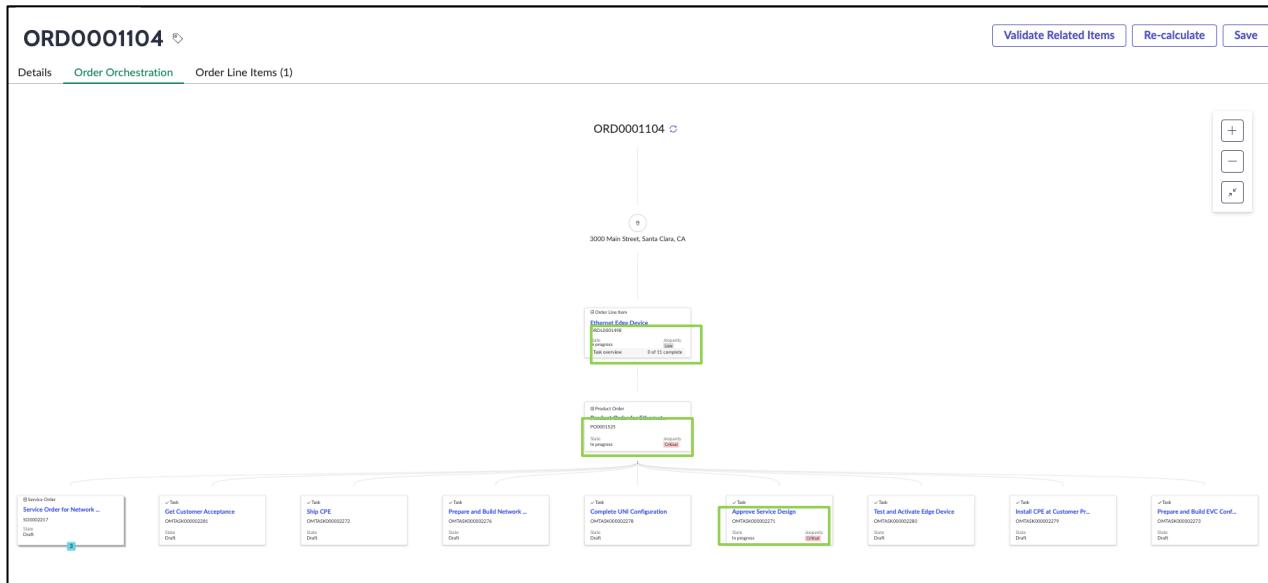
Planned start date	2023-09-29 21:53:42	Actual start date	2023-09-29 21:53:37
Planned end date	2023-10-01 15:59:52	Actual end date	YYYY-MM-DD HH:mm:ss
Expected start date	YYYY-MM-DD HH:mm:ss	Committed due date	YYYY-MM-DD HH:mm:ss
Expected end date	YYYY-MM-DD HH:mm:ss		

**Compose**

**Activity**

- sapankumar.behera@snc Field changes • 2023-09-29 21:53:37 State Acknowledged was New
- sapankumar.behera@snc Field changes • 2023-09-29 01:56:23 State New was Draft
- sapankumar.behera@snc Additional comments • 2023-09-29 01:56:02 No compatibility rule defined for orderline item specifications.
- sapankumar.behera@snc Field changes • 2023-09-29 01:36:25 Fulfillment type Deliver Monthly Recurring Charges £0.00 Version 1 Contact Sarah Johnson Show more

9. Expand the order Orchestration UI order view the Jeopardy value for Order line item, decomposed product order, and Order tasks.



**Congratulations! You have completed this lab.**