

Managing slice order fulfillment

Time: 50 minutes

ServiceNow Telecom, Media, and Technology (TMT)

Lab instance credentials

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

Lab objectives

You will achieve the following objectives:

- Learn about specification templates.
- Create templates and manage the lifecycle of templates.
- Create specifications using templates.
- Create a slice order for the connected Navigation product offering and fulfill that with TNI flow.

Scenario

Funco Intl., a communication service provider, wants to launch 5G services for Connected navigation. Their services will primarily be used in Smart and self-driving cars, where customers would have different types of Network slices for other use cases. In the case of the Connected Navigation scenario, Funco Intl targets to support the following use cases using different network slice types.

1. **Autonomous driving** requires Ultra Reliable low latency(uRLLC) network to ensure a safe and reliable driving experience.
2. **Connected live apps-** In this case, a network must connect multiple apps that send or receive a small volume of data using Massive Machine Type Communications(mMTC) slice type.
3. **Infotainment-** This use case requires a high bandwidth network for streaming and gaming-type usage. Funco Intl wants to support this service with an Enhanced Mobile Broadband(eMBB) slice type.

Funco Intl has decided to follow the industry standard approach to defining a slice using the standard set of attributes as per the GST (Generic Slice Template). They have created templates used to generate slice specifications. A new product offer, "Premium Connected Navigation, has been launched, and Orders are captured from the Web self-service (WSS) portal and submitted to OMT for fulfillment. OMT gets support from the Telecom Network Inventory (TNI) application to create the Slice. Later, OMT sends the slice details to the southbound Network orchestration system to activate the network slice and complete the order fulfillment process.

You will explore the templates in this lab **and create and fulfill a slice order**. You will also explore **the OMT to TNI integration and the outbound service order feature** to send the service orders from OMT to an external system for service orchestration and activation.

Personas

- System Admin
- Susan Wilson- Product Catalog Administrator
- James Smith – Product Catalog Manager
- Mike Davis- Order Fulfilment Manager

Section 1 Validate your ServiceNow Instance

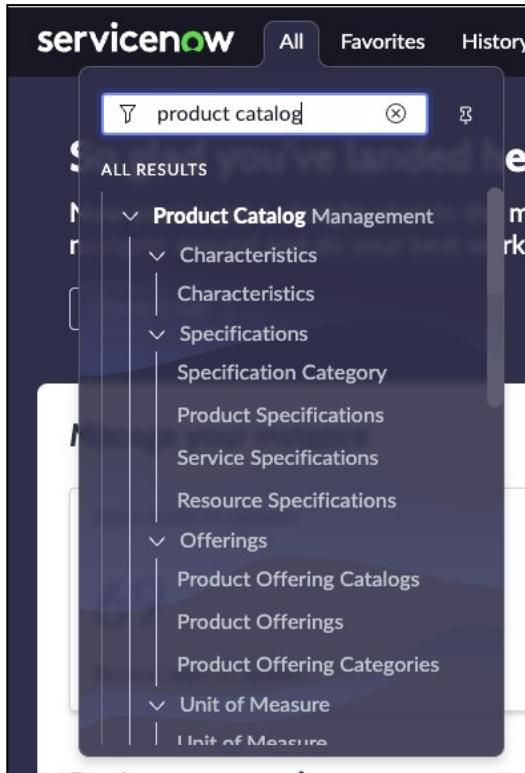
Section 1.1 Login & Validate

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

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

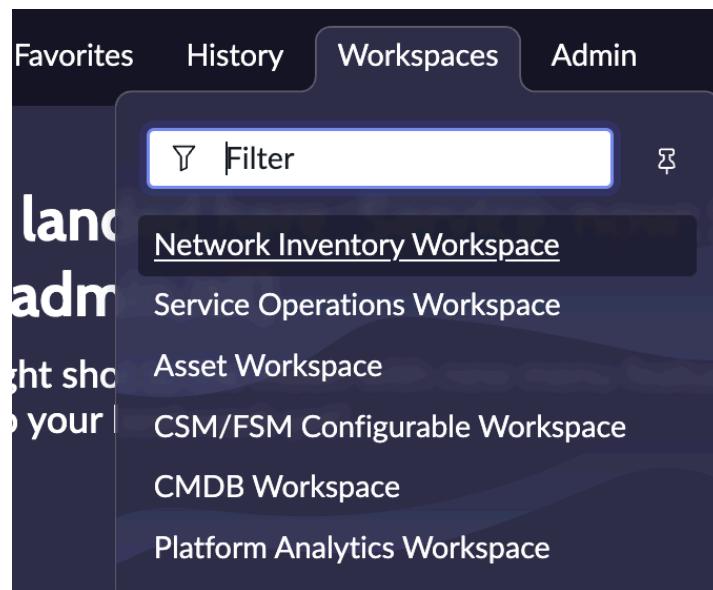
2. Click on **All** and type 'Product Catalog,'

Validate Product Catalog Management module displays.



- Click on **Workspaces**,

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



Please flag this if the CSM/FSM Configurable Workspace is not available in the assigned instance! !

Section 2 Create template and Product specification using Template.

Section 2.1 Create Template.

1. Login as **System Administrator**.
2. Impersonate **Susan Wilson** -the *Product catalog Administrator*.
3. Navigate to **Workspaces** -> **CSM/FSM configurable workspaces**.
4. To view the list of Templates available in the system, Select **Template** -> **All**. To view a **template**, select the Template number.
5. Select **New** to create a new template.

The screenshot shows the 'Template' list page. On the left, there's a sidebar with 'Characteristics' expanded, showing 'Template' and 'Specifications'. Under 'Template', 'All' is selected and highlighted with a green box. On the right, a table lists six templates with columns for Number, Name, and State. The 'New' button in the top right corner is also highlighted with a green box.

Number	Name	State
TMPL00001	Generic slice template	Published
TMPL00002	Slice template for mMTC	Published
TMPL00003	Slice template for eMBB	Published
TMPL00004	Slice template for URLLC	Published
TMPL01001	Broadband template	Published
TMPL01002	Broadband over 5G	Published

4. Enter a **Name** and **Description** for the Template and select **Save**. You can enter any name you choose but remember the name for future lab steps.
 - a. **Name:** *Broadband Slice template*
 - b. **Description:** *Broadband Slice template*

The screenshot shows the 'Create New Template' form. The 'Details' tab is active. In the 'Template' section, the 'Number' field is 'TMPL01006' and the 'Name' field is 'Broadband Slice template'. The 'Description' field also contains 'Broadband Slice template'. The 'Save' button in the top right corner is highlighted with a green box.

5. Once **Saved**, the Template characteristic tab will be next to the Details tab. **Select** it to add one or more Characteristics to the Template.

6. Select **New** to add a new characteristic.

Broadband Slice template

Template Characteristics [0]

No records to display.

0 records 20 rows per page

7. Select characteristics to be added to the Template. For this lab exercise, search, add **Speed** characteristics, and **save** the record.

Create New Template Characteristic

Details

Template Characteristic

Number: TMPLC0001008

Characteristic: speed

Template: Broadband Slice template

Mandatory

Save

8. Once the Characteristic record is created, the **Template characteristic option** tab is available to add one or more characteristic options. Select the **Template Characteristic option** and Select **New**.

Speed

Template Characteristic Options [0]

New

9. Select the **Characteristic options** applicable for the Speed Characteristic one by one and **Save** the record.

Create New Template Characteristic Option

Details

Template Characteristic Option

Number: TMPLCO0001010

Template characteristic *: Speed

Characteristic option *:

Recent Selections: High
Medium

Save



Speed

Details Template Characteristic ... (1)

Template Characteristic Options (1)

Last refreshed just now.

Number	Characteristic option
TMPLCO0001010	High

Save ...



10. You can add additional characteristics and characteristic options. Once you add all the characteristics, navigate to the **Template details**, and select **Publish** UI action to Publish the Template.

Broadband Slice template

Details Template Characteristics (1)

Template

Number: TMPL01006

Name *: Broadband Slice template

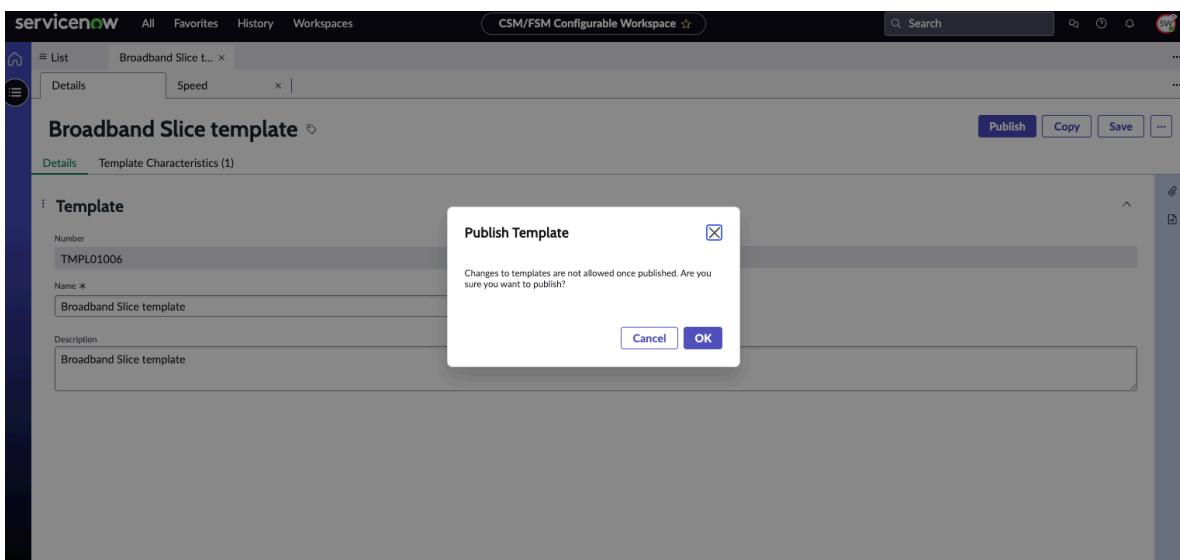
Description: Broadband Slice template

State: Draft

Publish Copy Save ...



11. Select **OK** on the pop-up window to **publish** the Template.



12. Notice that the State of the Template has changed to “Published.”

Section 2.1 Map the Template to a category

1. End impersonation and log in as the **System Administrator**.
2. Navigate to **All > Decision Builder**.
3. On the landing page, look for the **Template Selection Policy** decision table.

Hi Service-now: Sapankumar Behera [maint,admin,itil], welcome to Decision Builder

Create new decision table

Last refreshed just now.

Decision table 27

Let's make some decisions. [Learn more](#).

Name	Answer table	Class	Application	Updated	Updated by
Order Task Duration Assignment Policy	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2023-05-19 14:57:52	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
Product Order Fulfilment Policy	sys_hub_flow	Decision Table	Order Management for Telecom, Media & Tech	2021-03-09 03:43:22	admin
Resource Order Fulfilment Policy	sys_hub_flow	Decision Table	Order Management for Telecom, Media & Tech	2021-03-09 04:05:39	admin
Service Order Fulfilment Policy	sys_hub_flow	Decision Table	Order Management for Telecom, Media & Tech	2021-03-09 04:05:33	admin
Service Order Outbound Policy	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2023-02-19 22:29:10	admin
Template Selection Policy	sys_decision_multi_result	Decision Table	Product Catalog Management Core	2023-03-23 01:31:08	admin
TNI Change Model To Record Producer Policy	sys_decision_multi_result	Decision Table	Network Inventory Core	2023-03-27 05:24:24	admin
TNI CI Deletion Policy	sys_decision_multi_result	Decision Table	Network Inventory Core	2022-06-01 01:19:26	admin
TNI CI Relationship Definition Policy	sys_decision_multi_result	Decision Table	Network Inventory Core	2022-09-06 03:07:39	admin

Showing 11-20 of 27

10 rows per page

4. Select the **Template Selection Policy** decision table. This decision table is used to auto select a template for a specification when created. Out of the box, the specification category field is used as a condition for the Template. For example, while creating a slice product specification of the “mMTC” category, the template field would be auto selected with “Slice template for mMTC.”

Category	Template
Specification category	
Default	Generic slice template
uRLLC	Slice template for URLLC
eMBB	Broadband over 5G
mMTC	Slice template for mMTC
eMBB	Slice template for eMBB

Note: The system administrator can use additional inputs and columns to define conditions per business requirement by selecting the **Add new decision row** option.

5. Add a new decision row to map the **Broadband Service** specification category with the “**Broadband Slice template**” we created in the previous section and **save** the decision table.

Category	Template
Specification category	
Default	Generic slice template
uRLLC	Slice template for URLLC
mMTC	Slice template for mMTC
eMBB	Slice template for eMBB
Broadband Service	Broadband Slice template

Section 2.2 Create product specifications using a template.

1. Impersonate **James Smithson** - *Product Catalog Manager*.
2. Navigate to **Workspaces** -> **CSM/FSM configurable workspaces**.
3. To view the list of Service Specifications available in the system, Select **Service Specifications**.
4. Select **New** to create a new Service Specification.

Number	Display name	Version	Category	State	Start date	End date
SERSP00001	Mobile Service	1	Mobile Service	Published	2022-10-10	2027-10-10
SERSP00002	Mobile Voice Service	1	Mobile Voice Service	Published	2022-10-10	2027-10-10
SERSP00003	Mobile Data Service	1	Mobile Data Service	Published	2022-10-10	2027-10-10
SERSP00004	Mobile SMS Service	1	Mobile SMS Service	Published	2022-10-10	2027-10-10
SERSP00005	SD-WAN Routing	1	SD-WAN Routing	Published	2022-09-18	2028-09-17
SERSP00006	SD-WAN Controller Service	1	SD-WAN Controller Service	Published	2022-09-18	2028-09-17
SERSP00007	IP Sec Tunnel	1	SD-WAN IP Sec Tunnel	Published	2022-09-18	2028-09-17
SERSP00008	Routing and Configuration	1	SD-WAN Routing and Configuration	Published	2022-09-18	2028-09-17
SERSP00009	Deduplication and Compression	1	SD-WAN Deduplication and Compression	Published	2022-09-18	2028-09-17
SERSP00010	SD WAN Optimization Service	1	SD WAN Optimization Service	Published	2023-08-19	2028-09-17
SERSP00011	SD WAN Security Service	1	SD-WAN Security Service	Published	2023-08-19	2028-08-18
SERSP00012	Managed Firewall Service	1	Managed Firewall	Published	2023-06-29	
SERSP00013	Firewall Administration	1	Firewall Management	Published	2023-06-29	
SERSP00014	Firewall & DMZ	1	Firewall Zones	Published	2023-06-29	
SERSP00015	Threat and Intrusion Prevention Service	1	Managed Security	Published	2023-06-29	
SERSP00016	Firewall & DMZ v2	2	Firewall Zones	Published	2024-09-16	
SERSP00017	Managed Firewall Service v2	2	Managed Firewall	Published	2024-09-16	
SERSP00018	Managed Firewall Service v3	3	Managed Firewall	Published	2026-05-08	
SERSP00100	Broadband Service	1	Broadband Service	Published	2022-10-07	2023-10-07
SERSP00101	Fiber Access Service	1	Access Service	Published	2022-10-07	2023-10-07

5. On the Service Specification form, fill in the required details. Select **Broadband Service** in the category field.
6. To create a **Slice type** service specification, Select **Subtype as Slice**.
 - **Name:** 5G Wireless Home Broadband
 - **Display Name:** 5G Wireless Home Broadband
 - **Category:** Broadband Service
 - **Type:** Customer Facing
 - **Sub type:** Slice
 - **Start date:** Current date
 - **Description:** 5G Wireless Home Broadband

Create New Service Specification

Details

Service Specification

Number: SERSP0106

Name: 5G Wireless Home Broadband

Category: Broadband Service

Type: Customer Facing

Sub type: Slice

Start date: 2024-05-31

Template: 5G Wireless Home Broadband

Save | Create New Version

7. Once the Subtype value **slice** is selected, notice that the template field is populated with **11**

Broadband over 5G. This comes from the decision table we reviewed and configured to map the **Broadband Service category** with **Broadband over 5G template**.

Create New Service Specification

Details

Service Specification

Version	Line
1	
Display name *	Cost to company
5G Wireless Home Broadband	
Category	Composite
Broadband Service	
Type	<input type="checkbox"/> Installation required
Customer Facing	
Sub type	<input type="checkbox"/> Location specific
Slice	
Start date *	Initial version
2023-10-03	-
End date	Previous version
YYYY-MM-DD	-
Template	
Broadband Slice template	
Description *	
5G Wireless Home Broadband	

8. Open the **Template** to view the details by selecting the information icon against the template name.

Service Specification

Version 1

Display name * 5G Wireless Home Broadband

Category * Broadband Service

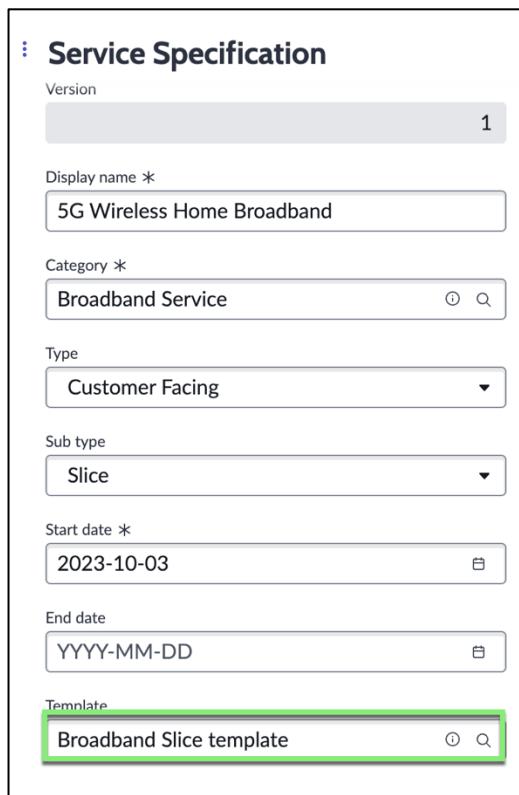
Type Customer Facing

Sub type Slice

Start date * 2023-10-03

End date YYYY-MM-DD

Template **Broadband Slice template**



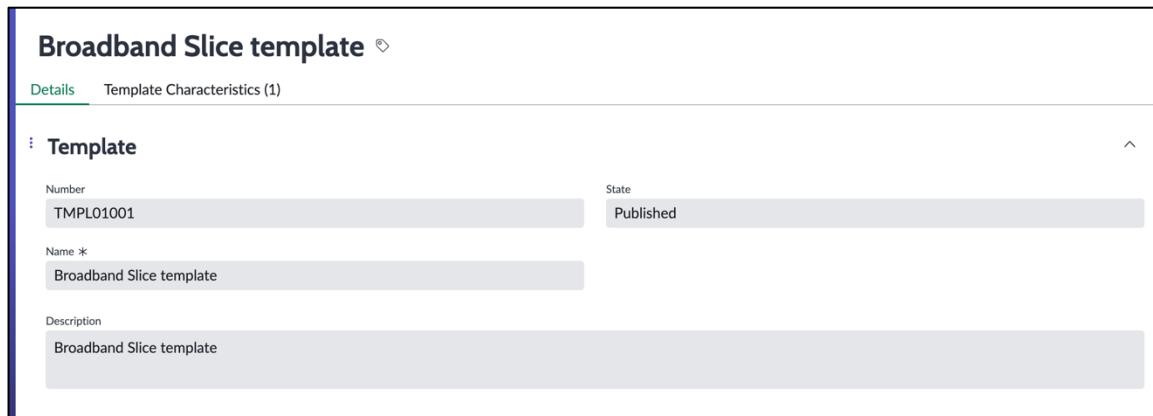
9. View the **Template** and the list of template characteristics available for the Template.

Broadband Slice template

Details Template Characteristics (1)

Template

Number	TMPL01001	State	Published
Name *	Broadband Slice template		
Description	Broadband Slice template		

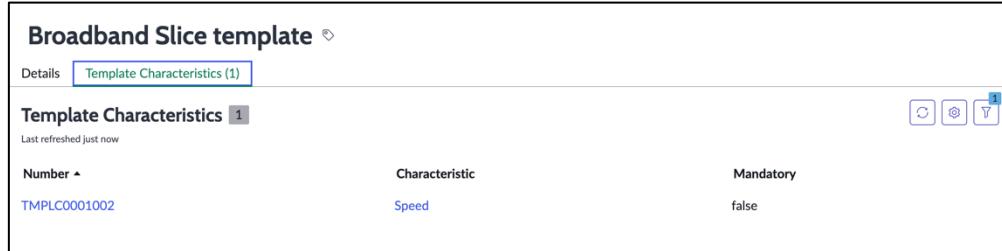


Broadband Slice template

Details **Template Characteristics (1)**

Template Characteristics 1

Number	Characteristic	Mandatory
TMPLC0001002	Speed	false



10. Navigate back to the Service specification form and select **Save** to create the Service specification.

11. Notice that the Service Specification is created, and all the template characteristics and options are added to the specification automatically.

Note: You can remove non-mandatory characteristics from the specification before publishing the service specification.

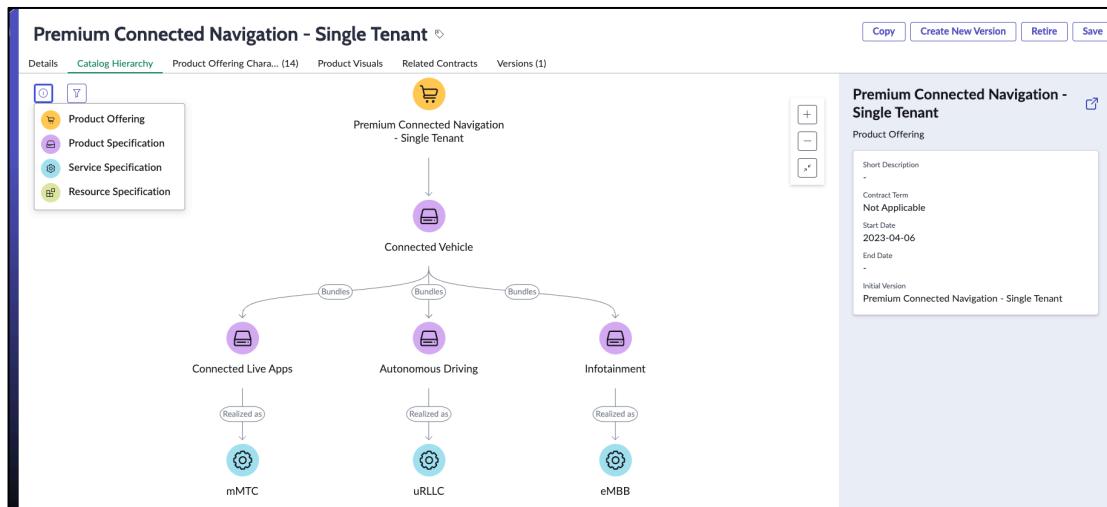
12. To Publish, Select **Publish** on the Service specification form and select OK to confirm.

Note: Using a Template to create service specifications enables organizations to follow the industry standards by creating specifications using a standard set of characteristics for slice definition.

6. For this lab exercise, we will create orders for the Funco Intl account using a slice Product offering **Premium Connected Navigation- Single Tenant**. To view that, navigate to the Product offering list and Select the **Premium Connected Navigation- Single Tenant**.

Number	Display name	Version	Product specification	Monthly recurring charges	Non recurring charges	Contract term	State
PRDOF00001	Premium Unlimited mobile plan	1	Mobile Plan	£60.683	£0.00	12 months	Published
PRDOF00002	All in one mobile plan starting from \$39/month	1	Mobile Plan	£40.1125	£0.00	24 months	Published
PRDOF00003	All in one mobile plan starting from \$49/month	1	Mobile Plan	£50.3978	£0.00	24 months	Published
PRDOF00004	Premium SD-WAN Offering	1	SD-WAN Service Package	£514.2632	£1,028.5263	12 months	Published
PRDOF00005	SD-WAN Gold Plan	1	SD-WAN Service Package	£514.2632	£1,028.5263	12 months	Published
PRDOF00006	SD-WAN Bronze Plan	1	SD-WAN Service Package	£514.2632	£1,028.5263	12 months	Published
PRDOF00007	Premium SD-WAN Offering v2	2	SD-WAN Service Package v2	£514.2632	£1,028.5263	12 months	Published
PRDOF00100	Premium Home Internet starting from £27	1	Home Internet	£29.8272	£0.00	Not Applicable	Published
PRDOF00201	Premium Connected Navigation - Single Tenant	1	Connected Vehicle	£329.8484	£910.6572	Not Applicable	Published
PRDOF00402	Business Broadband Gold Plan	1	Ethernet Edge Device	£0.00	£0.00	Not Applicable	Published
PRDOF01001	Enterprise SD-wan product offeing	1	Enterprise SD-wan service	£0.00	£0.00	Not Applicable	Published

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



Section 3 Submit an Order from Workspace

Section 3.1 Create a new order via order capture UI.

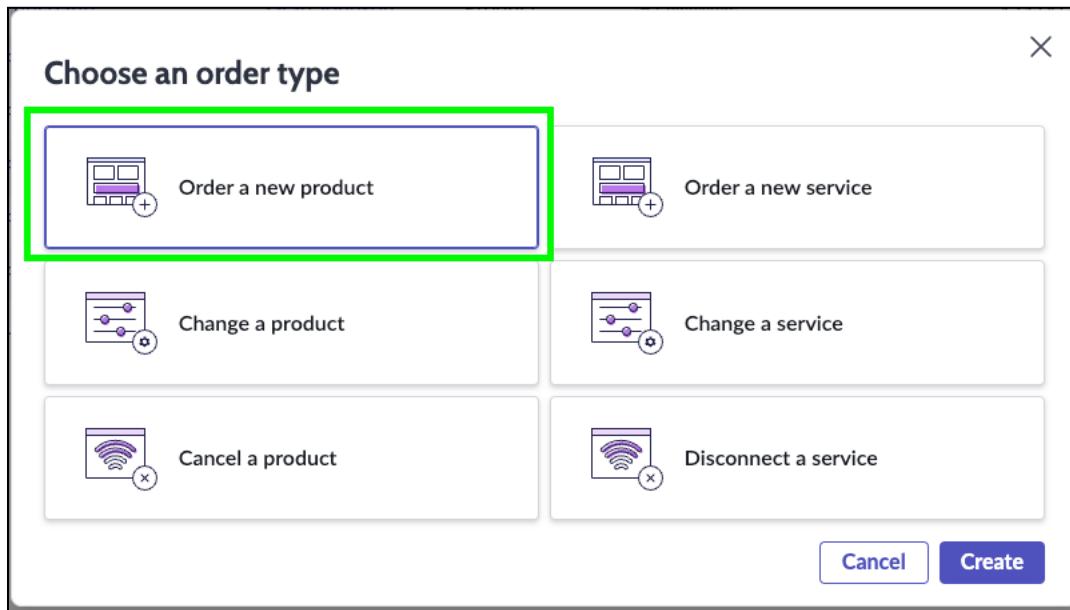
1. Impersonate **Mike Davis** (Order Fulfilment manager)
2. Navigate to **Workspaces -> CSM/FSM Configurable Workspace**.
3. Navigate to **Customer -> Accounts**. And open the Funco Intl.

The screenshot shows the ServiceNow interface for the CSM/FSM Configurable Workspace. The left sidebar has a 'Customer' section with 'Accounts' selected, indicated by a green box. The main area displays a list of accounts with one row for 'Funco Intl' highlighted by a green box. The account details shown are: Number: ACCT0001000, Name: Funco Intl, Primary Contact: Sally Thomas, City: Salem, Zip / Postal code: 94555, Updated: 2023-08-30 01:14:20.

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

The screenshot shows the ServiceNow Account form for 'Funco Intl'. The top navigation bar includes tabs like Details, Account Information, Install Base, Contacts, etc. In the top right corner, there is a blue 'Create Order' button, which is highlighted with a green box. The form itself contains fields for Name, Number, Primary Contact, Parent Account, Registration Code, and various location and contact details.

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



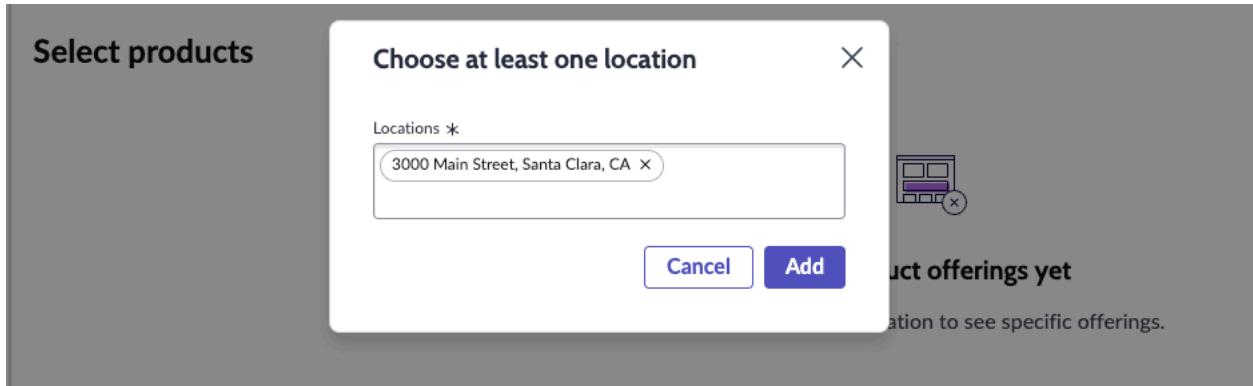
1. Clicking **Create** loads a guided ordering flow. Fill in the details as follows –

- 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**.
 - iii. Notice the Location getting added to the Order in the left pane.



C. Select Products -

- i. Under Product Offerings, select the Offering = **Premium Connected Navigation - Single Tenant**
- ii. Quantity = 1 remains unchanged.
- iii. Click on **Configure Items**

d. Order line-item configuration

Notice the missing info indicator against Order line items. This means there are characteristics that require values for order submission. Select the order line items one by one and add the characteristic value.

For the **Connected Vehicle** Order Line Item, click on the **Characteristics** tab –

1. Hover the mouse on the '**Slice Type**' characteristic; this makes the **preview** icon visible. Click on the icon to set a value.

New product order

Configure items

Order line items (4)

Connected Vehicle

Characteristic	Characteristic value
Slice type	(empty)

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

New product order

Configure items

Order line items (4)

Connected Vehicle

Characteristic	Characteristic value
Slice type	(empty)

Slice type

Characteristic *	Characteristic option
Slice type	Managed

- After all the values are assigned for an order line item, the missing info warning goes away.

New product order

Configure items

Order line items (4)

Connected Vehicle

Characteristic	Characteristic value
Slice type	Managed

3. For the **Autonomous Driving** Order Line Item, click the Characteristics tab and **update** the characteristic values. For this lab scenario, you can select any characteristic value.

The screenshot shows the 'New product order' screen. On the left, under 'Configure items', there is a tree view of 'Order line items (4)'. One item, 'Autonomous Driving', is selected and highlighted in green. The main panel displays the details for this item, including its characteristic values. A modal window titled 'Roaming' is open, showing the 'Characteristics' tab with a single entry: 'Roaming' under 'Characteristic' and '(empty)' under 'Characteristic value'. To the right of the modal, another smaller window titled 'Order Characteristic' shows a list of options: 'Roaming' and 'National'. The bottom right corner of the screen has buttons for 'Cancel' and 'Update'.

4. For the **Connected Live Apps** Order Line Item, click the Characteristics tab and update the characteristic values. For this lab scenario, you can select any characteristic value.

The screenshot shows the 'New product order' screen. The 'Order line items (4)' tree view on the left shows 'Connected Live Apps' as the selected item, highlighted in green. The main panel displays the details for this item, including its characteristic values. A modal window titled 'Number of apps' is open, showing the 'Characteristics' tab with a single entry: 'Number of apps' under 'Characteristic' and 'Always' under 'Characteristic value'. To the right of the modal, another smaller window titled 'Order Characteristic' shows a list of options: 'Number of apps' and '5-10'. The bottom right corner of the screen has buttons for 'Cancel' and 'Update'.

5. Similarly, click on the Characteristics tab for the **Infotainment** Order Line Item and select **Update** to update the characteristic values. For this lab scenario, you can select any characteristic value.

New product order

Account Contact
Funco Intl Sarah Johnson

Create order Select products Configure products Review order

Configure items

Order line items (4)

- 3000 Main Street, Santa Clara, CA
- Connected Vehicle
 - Autonomous Driving
 - Connected Live Apps
 - Infotainment

Infotainment

Details Characteristics Related Items

Characteristic	Characteristic value
Number of devices	7-10
Slice usage type	(empty)

Slice usage type

Characteristics

Characteristic *	Characteristic option
Slice usage type	Gaming and Streaming

Cancel Update

6. Once all characteristic values are entered, the missing info warning against the order line items will disappear.
 - a. Click 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**.

New product order

Account Contact
Funco Intl Sarah Johnson

Create order Select products Configure products Review order

Configure items

Order line items (4)

- 3000 Main Street, Santa Clara, CA
- Connected Vehicle
 - Autonomous Driving
 - Connected Live Apps
 - Infotainment

Infotainment

Details Characteristics Related Items

Characteristic	Characteristic value
Number of devices	7-10
Slice usage type	Gaming and Streaming

Review

- 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: Funco Intl Contact: 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
ORDL0001487	Premium Connected Navigation - Single Tenant	Autonomous Driving	1	3000 Main Street, Santa Clara, CA	£0.00	£0.00	£0.00
ORDL0001486	Premium Connected Navigation - Single Tenant	Connected Live Apps	1	3000 Main Street, Santa Clara, CA	£0.00	£0.00	£0.00
ORDL0001488	Premium Connected Navigation - Single Tenant	Infotainment	1	3000 Main Street, Santa Clara, CA	£0.00	£0.00	£0.00
ORDL0001485	Premium Connected Navigation - Single Tenant	Connected Vehicle	1	3000 Main Street, Santa Clara, CA	£328.2453	£906.2313	£1,234.4765

Show 1-1 of 1 20 rows per group

Order summary

Monthly Recurring Charges	£328.2453
Non Recurring Charges	£906.2313
Total Price	£1,234.4765

New product order

Account: Funco Intl Contact: 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
ORDL0001487	Premium Connected Navigation - Single Tenant	Autonomous Driving	3000 Main Street, Santa Clara, CA	£0.00	£0.00	£0.00
ORDL0001486	Premium Connected Navigation - Single Tenant	Connected Live Apps	3000 Main Street, Santa Clara, CA	£0.00	£0.00	£0.00
ORDL0001488	Premium Connected Navigation - Single Tenant	Infotainment	3000 Main Street, Santa Clara, CA	£0.00	£0.00	£0.00
ORDL0001485	Premium Connected Navigation - Single Tenant	Connected Vehicle	3000 Main Street, Santa Clara, CA	£328.2453	£906.2313	£1,234.4765

Show 1-1 of 1 20 rows per group

Order summary

Monthly Recurring Charges	£328.2453
Non Recurring Charges	£906.2313
Total Price	£1,234.4765

Order submitted!
The order number is ORDL0001498
View orders

Section 3.1 View and Approve the Order

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

Number	Short description	State	Account	Contact	Consumer	Order date	Total price
ORD0001098		New	Funco Intl	Sarah Johnson	(empty)	2023-09-18 15:48:17	£1,234.4765
ORD0001097		In progress	Funco Intl	Sarah Johnson	(empty)	2023-09-13 10:41:53	£1,535.2913
ORD0001096		New	Funco Intl	Sarah Johnson	(empty)	2023-09-13 10:32:44	£1,535.2913
ORD0001095		New	Funco Intl	Sally Thomas	(empty)	2023-09-13 10:31:10	£1,535.2913
ORD0001094		New	Funco Intl	Sarah Johnson	(empty)	2023-09-12 15:40:42	£1,586.4677
ORD0001092		New	Funco Intl	Sarah Johnson	(empty)	2023-08-31 15:42:07	£1,583.8578
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
ORD0001081		In progress	Funco Intl	Sally Thomas	(empty)	2023-07-18 10:20:26	£0.00
ORD0001080		In progress	Funco Intl	Sarah Johnson	(empty)	2023-07-18 08:56:43	£1,583.8578
ORD0001079		In progress	Funco Intl	Sally Thomas	(empty)	2023-07-17 03:42:40	£20.196
ORD0001078		Completed	Funco Intl	Sally Thomas	(empty)	2023-07-17 03:28:57	£20.196

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)

Customer Order

Number: ORD0001098
Order type: Product
State: New
Fulfillment type: Deliver
Priority: 4 - Low
Version: 1
Revision operation: None

Pricing

Non Recurring Charges: USD (\$1,121.7952)
Monthly Recurring Charges: USD (\$406.3245)

Dates

Actual start date

Compose

Type your Comments here

Everyone can see this comment

Post Comments

Activity

- sapankumar.behera@snc Field changes • 2023-09-18 21:40:09 State: New was Draft
- sapankumar.behera@snc Additional comments • 2023-09-18 21:39:36 No compatibility rule defined for orderline item specifications.
- sapankumar.behera@snc Field changes • 2023-09-18 03:19:55 Non Recurring Charges £903.9198 was £0.00 Monthly Recurring Charges £327.408 was £0.00
- sapankumar.behera@snc Field changes • 2023-09-18 03:18:18 Fulfillment type: Deliver Non Recurring Charges £0.00 Monthly Recurring Charges £0.00 Version: 1

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

Number	Product specification	Location	Ordered quantity	Order line action	Priority	State	Parent line item	Monthly recurring charges per unit	Non recurring charges per unit	Version
ORDL0001487	Autonomous Driving	3000 Main Street, Santa Clara, CA	1	Add	4 - Low	New	ORDL0001485	£0.00	£0.00	
ORDL0001486	Connected Live Apps	3000 Main Street, Santa Clara, CA	1	Add	4 - Low	New	ORDL0001485	£0.00	£0.00	
ORDL0001488	Entertainment	3000 Main Street, Santa Clara, CA	1	Add	4 - Low	New	ORDL0001485	£0.00	£0.00	
ORDL0001485	Connected Vehicle	3000 Main Street, Santa Clara, CA	1	Add	4 - Low	New	(empty)	£328.2453	£906.2313	

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.

Customer Order

- Number: ORDO0001098
- Account: Funco Int'l
- Contact: Sarah Johnson
- Order date: 2023-09-18 15:48:17
- Fulfillment type: Deliver
- Priority: 4 - Low
- Version: 1
- Review options: None

Pricing

- Non Recurring Charges: USD (\$1,121.7952)
- Monthly Recurring Charges: USD (\$406.3245)
- Total price: USD (\$1,528.1197)

Dates

- Expected start date
- Actual start date

Compose

Type your Comments here

Everyone can see this comment

Post Comments

Activity

- sapankumar.behera@snc Field changes • 2023-09-18 21:40:09 State: New was Draft
- sapankumar.behera@snc Added new comments • 2023-09-18 21:39:36 No compatibility rule defined for orderline item specifications.
- sapankumar.behera@snc Field changes • 2023-09-18 00:19:55 Non Recurring Charges £903.9198 was £0.00 Monthly Recurring Charges £327.4008 was £0.00
- sapankumar.behera@snc Field changes • 2023-09-18 00:18:18 Fulfillment type: Deliver Non Recurring Charges £0.00 Monthly Recurring Charges £0.00 Version: 1

Section 3.2 Fulfill decomposed orders and order tasks.

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

1. End the impersonation of **Mike Davis** and return to the **System Administrator** role.
2. Navigate to the **CSM/FSM Configurable Workspace** and find the Order record created in **Section 3** above.
3. Open the **Connected Vehicle** Order line item and select the **Product Orders** tab.

The screenshot shows the ServiceNow Order Line Item form for record ORDL0001485. The 'Product Orders' tab is active and highlighted with a green box. The form includes sections for Order Line Item (Number: ORDL0001485, Order: ORD0001098, Parent line item: -, Product offering: Premium Connected Navigation - Single Tenant, Product specification: Connected Vehicle, Ordered quantity: 1), Pricing (Monthly recurring charges per unit: USD (\$406.3245), Unit net price: USD (\$ 0.00), Non recurring charges per unit: USD (\$1,121.7952), Total price: USD (\$1,528.1197)), and Activity (a list of system and user comments).

4. Select the **Product Order** created for Connected Vehicle.

The screenshot shows the ServiceNow Product Orders list for Order ORDL0001485. A single product order is listed with the number P00001515, which is highlighted with a green box. The list includes columns for Number, Short description, Priority, State, Assignment group, and Assigned to.

5. On the **Connected Vehicle Product Order** form, select Product Orders to view the child product orders created. Select the **Product Order for Connected Live Apps**.

This screenshot shows the 'Product Order for Connected Vehicle' form. The 'Product Orders' tab is selected, displaying a list of three orders. The first order, PO0001516, is highlighted with a green border. The table columns include Number, Short description, Priority, State, Assigned to, Task type, and Record version.

Number	Short description	Priority	State	Assigned to	Task type	Record version
PO0001516	Product Order for Connected Live Apps	4 - Low	In progress	(empty)	Product Order	1
PO0001517	Product Order for Autonomous Driving	4 - Low	In progress	(empty)	Product Order	1
PO0001518	Product Order for Infotainment	4 - Low	In progress	(empty)	Product Order	1

- Select the **Service Orders** tab on the Product Order for **Connected Live apps** form to view the decomposed Service Orders.

This screenshot shows the 'Product Order for Connected Live Apps' form with the 'Service Orders' tab selected. It displays a single service order, PO0001516, which is decomposed from the product order. The form includes fields for Number, Short description, Priority, State, Account, Primary contact, Order line item, Location, Product inventory, Assignment group, Assigned to, Parent, Record version, and Description.

- The connected live apps product order is decomposed into mMTC service order. To view that, select the Service order number.

This screenshot shows the 'Product Order for Connected Live Apps' form with the 'Service Orders' tab selected. A single service order, SO0002208, is listed. The table columns include Number, Short description, Priority, State, Assigned to, and Task type.

Number	Short description	Priority	State	Assigned to	Task type
SO0002208	Service Order for mMTC	4 - Low	In progress	(empty)	Service Order

- On the **mMTC service order** form, select the **Order Tasks** tab to view the order tasks created to fulfill

the mMTC service order. Select the **Design mMTC slice** task.

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

- On the **Design mMTC slice** task, select the **Change Request** tab to view the change request created in the Telecom Inventory application for the Design mMTC slice task.

Number	Short description	Type	Planned start date	Planned end date	Assigned to
CHG0030105	Create slice model	New			(empty)

Note: The OMT to TNI integration is supported to have change requests created in TNI for OMT order tasks for different use cases. This configuration is managed in the **TNI Request Type to Record Producer Policy** decision table.

- Enter details for the following fields and select **Close** to close the Change request.
 Assigned group.
 Assigned to
 Close code
 Close note

The screenshot shows the ServiceNow Change Request creation interface. The main form includes fields for Number (CHG0030105), Type (None), State (New), Assignment group (Application Development), Assigned to (Andrew Och), Risk (Moderate), Priority (4 - Low), Impact (3 - Low), and a short description area containing 'Create slice model'. On the right side, there's a 'Compose' panel with a 'Comments' tab and an 'Activity' panel showing a recent system field change. The 'Closure Information' section at the bottom left is also highlighted with a green box.

11. Once the change request is closed, notice that the corresponding Design mMTC slice Order task is auto-closed.

The screenshot shows the ServiceNow Order Task interface for a task named 'Design mMTC slice'. The 'State' dropdown is highlighted with a green box and set to 'Closed complete'. The 'Compose' pane on the right shows a comment from 'System' stating 'Change Request, CHG0030105, is created.' Below it, another comment from 'System' indicates field changes at 2023-09-19 22:38:13.

10. In the next step, we will trigger an outbound request to external NSMF (Network Slice Management function) to provision and activate Slice for mMTC.

OMT supports the triggering of outbound service orders via API. For this lab scenario, we will trigger outbound requests and use a mock response to have a successful response from the external NSMF system.

To trigger an outbound fulfillment request, Select **Create Outbound Fulfillment Request** on the Service order for mMTC form and confirm to proceed.

The screenshot shows the ServiceNow Service Order for mMTC screen. A modal dialog titled 'Initiate Fulfillment Request' is open, containing the message 'Want to trigger outbound fulfillment request for the service order SO0002208?'. The 'OK' button in the dialog is highlighted with a green box. The 'Compose' pane on the right shows activity logs related to the service order, including field changes and configuration item updates.

12. Select **Save** and notice that a new tab is added for **outbound requests**. Select the tab to see the

30

*newly created Outbound request. You may need to access the **Save** button using the **More Actions** menu.*

Notice that the State of the fulfillment request got updated to fulfilled State. This is based on the mock response OMT received for the outbound request sent.

The screenshot shows the 'Service Order for mMTC' page. The 'Outbound Requests' tab is selected, displaying one item. The request details are as follows:

- Number:** OBR0001016
- Request id:** bdc5ae0f4719f910621a5fac416d4352
- State:** Fulfilled (highlighted with a green box)
- Created:** 2023-09-20 00:21:05
- Updated:** 2023-09-20 00:21:14

13. Navigate back to the Details tab of the **Service order for mMTC** notice that the service order is auto-closed.

The screenshot shows the 'Service Order for mMTC' page with the 'Details' tab selected. The 'State' field is highlighted with a green box and shows 'Closed complete'. The right side of the screen displays the 'Compose' and 'Activity' panels, which show system activity logs related to the state change.

14. Navigate back to the Details tab of **Product Order for Connected Live apps** and notice that the product order is auto-closed. This concludes the fulfillment of the **Connected live apps** product and the **mMTC slice** required to support that.

The screenshot shows the 'Product Order for Connected Live Apps' form. The 'State' field is highlighted with a green box and contains the value 'Closed complete'. A tooltip 'system has modified this field value' is visible next to the dropdown. The right side of the screen displays a 'Compose' panel with activity logs and a 'Comments' section.

15. Similarly, to fulfill the **Product Order for Autonomous Driving**, On the **Connected vehicle product order** form, select Product Orders to view the child product orders created. Select Product order for **Autonomous driving**.

The screenshot shows the 'Product Order for Connected Vehicle' form. The 'Product Orders' tab is selected, displaying a list of three items. The second item, 'PO0001517 Product Order for Autonomous Driving', is highlighted with a green box.

Number	Short description	Priority	State	Assigned to	Task type	Record version
PO0001516	Product Order for Connected Live Apps	4 - Low	In progress	(empty)	Product Order	1
PO0001517	Product Order for Autonomous Driving	4 - Low	In progress	(empty)	Product Order	1
PO0001518	Product Order for Infotainment	4 - Low	In progress	(empty)	Product Order	1

16. Select the Service Orders tab on the Product Order for **Autonomous Driving** form to view the decomposed service orders.

Product Order for Autonomous Driving

Service Orders (1)

Product Order

Number: PO0001517 | State: In progress

Priority: 4 - Low | Action: Add

Account: Funco Intl | Product inventory: Autonomous Driving PI0004432

Primary contact: Sarah Johnson | Assignment group:

Order line item #: ORDL0001487 | Assigned to:

Location: 3000 Main Street, Santa Clara, CA | Parent: PO0001515 | Record version: 1

Short description: Product Order for Autonomous Driving

Description:

Notes

Additional comments (Customer visible):

Compose

Type your Comments here

Everyone can see this comment

Post Comments

Activity

System: Field changes • 2023-09-19 22:38:06
Order line item ORDL0001487
Short description Product Order for Autonomous Driving
Opened by Empty
Priority 4 - Low

Show more

17. The Autonomous driving product order is decomposed into the uRLLC service order. To view that, select the Service order number.

Product Order for Autonomous Driving

Service Orders (1)

Number	Short description	Priority	State	Assigned to	Task type
SO0002209	Service Order for uRLLC	4 - Low	In progress	(empty)	Service Order

18. On the **uRLLC service order form**, select the **Order Tasks** tab to view the order tasks created to fulfill the uRLLC service order. Select the **Design uRLLC slice task**.

Service Order for uRLLC

Order Tasks (1)

Number	Short description	Priority	State	Assigned to	Task type
OMTASK00002226	Design uRLLC slice	4 - Low	In progress	(empty)	Order Task

19. On the Design **uRLLC slice** task, select the **Change Request** tab to view the change request created in the Telecom Network Inventory application for the **Design uRLLC slice task**.

Design URLLC slice

Details Order Task Characterist... (65) Work Orders Task SLAs Change Requests (1)

Order Task

Number: OMTASK000002226 State: In progress

Account: Funco Int'l Priority: 4 - Low

Primary contact: Sarah Johnson Assignment group:

Parent: SO0002209 Assigned to:

Short description: Design URLLC slice

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 Work notes • 2023-09-19 22:38:27

Change Request, CHG0030104, is created.

System Field changes • 2023-09-19 22:38:11

Opened by: Empty

Priority: 4 - Low

State: In progress

Parent: SO0002209

Show more

Note: The OMT to TNI integration is supported to have a Change Request created in TNI for OMT order tasks for different use cases. This configuration is managed in the TNI Request Type to Record Producer Policy decision table.

Select the change request number to open the change request form.

Design URLLC slice

Details Order Task Characterist... (65) Work Orders Task SLAs Change Requests (1)

Change Requests [1]

Last refreshed just now.

Number	Short description	Type	State	Planned start date	Planned end date	Assigned to
CHG0030104	Create slice model		New			(empty)

20. Enter details for the following fields and select Close to close the Change request.

- Assigned group.
- Assigned to
- Close code
- Close note

The screenshot shows the 'Create slice model' step in the 'Change Request' creation process. The 'Closure Information' section is highlighted with a green box. It contains fields for 'Close code' (set to 'Successful') and 'Close notes' (set to 'closed').

21. Once the change request is closed, notice that the corresponding Design uRLLC slice Order task is auto-closed.

The screenshot shows the 'Design URLLC slice' Order Task creation interface. The 'State' dropdown is highlighted with a green box, showing 'Closed complete'. A tooltip indicates 'system has modified this field value'. The 'Activity' panel on the right shows a system message: 'Change Request, CHG0030104, is created.'

22. In the next step, we will trigger an outbound request to external NSMF (Network Slice Management function) to provision and activate Slice for mMTC.

OMT supports the triggering of outbound service orders via API. For this lab scenario, we will trigger outbound requests and use a mock response to have a successful response from the external NSMF system.

To trigger an outbound fulfillment request, Select **Create Outbound Fulfillment Request** on the **Service order for uRLLC** form and confirm to proceed.

The screenshot shows the 'Service Order for uRLLC' form. At the top right, there is a button labeled 'Create Outbound Fulfillment Request' which is highlighted with a green box. Below this, there are several other buttons: 'Discuss', 'Assign to me', 'Close', 'Create work order', 'Save', and '...'.

In the center of the screen, a modal dialog box titled 'Initiate Fulfillment Request' is displayed. It contains the message: 'Want to trigger outbound fulfillment request for the service order S00002209?' with two buttons: 'Cancel' and 'OK'. The 'OK' button is also highlighted with a green box.

On the right side of the screen, there is a 'Compose' section for comments and a 'Activity' section showing system field changes and order details.

23. Select **Save** and notice that a new tab is added for **outbound requests**. Select the tab to see the newly created Outbound request.

Notice that the State of the fulfillment request got updated to fulfilled State. This is based on the mock response OMT received for the outbound request sent.

The screenshot shows the 'Outbound Requests' tab of the 'Service Order for uRLLC' form. The tab is highlighted with a green box. There is one item listed in the table:

Number	Request id	State	Created	Updated
OBR0001017	493f26474759f910621a5fac416d43cb	Fulfilled	2023-09-20 01:02:15	2023-09-20 01:02:22

24. Navigate back to the Details tab of the **Service order for uRLLC**, and notice that the service order is auto-closed.

Service Order for uRLLC

Service Order

Number: SO0002209
Priority: 4 - Low
Account: Func Intl
Primary contact: Sarah Johnson
Order line item: ORDL0001487
Location: 3000 Main Street, Santa Clara, CA

Short description: Service Order for uRLLC

Notes

Additional comments: (0) customer visible

Compose

Comments: Type your Comments here
Work notes (Private):
Everyone can see this comment
Post Comments

Activity

- System: Field changes • 2023-09-20 01:02:22
State: Closed complete was in-progress
- System: Additional comments • 2023-09-20 01:02:20
Outbound Request OBR0001017 has been accepted.
- System: Additional comments • 2023-09-20 01:02:16
Outbound Request OBR0001017 is initiated.
- System: Field changes • 2023-09-20 00:57:31
Configuration item uRLLC SO0002209 was Empty
- System: Field changes • 2023-09-19 22:38:11
State: In progress was Draft

25. Navigate back to the Details tab of the **Product order for Autonomous Driving** and notice that the product order is auto-closed. This concludes the fulfillment of the **Autonomous Driving** product and the **uRLLC slice** required to support that.

Product Order for Autonomous Driving

Product Order

Number: PO0001517
Priority: 4 - Low
Account: Func Intl
Primary contact: Sarah Johnson
Order line item: ORDL0001487
Location: 3000 Main Street, Santa Clara, CA

Short description: Product Order for Autonomous Driving

Compose

Comments: Type your Comments here
Work notes (Private):
Everyone can see this comment
Post Comments

Activity

- System: Field changes • 2023-09-19 22:38:06
State: In progress was Draft
- System: Field changes • 2023-09-19 22:37:54
Order line item: ORDL0001487
Short description: Product Order for Autonomous Driving
Opened by: Empty
Priority: 4 - Low
Show more

26. Similarly, to fulfill the product order for Infotainment, On the **Connected vehicle product order** form, select Product Orders to view the child product orders created. Select **Product order for Infotainment**.

This screenshot shows the 'Product Order for Connected Vehicle' form. The 'Product Orders' tab is selected, displaying three entries. The third entry, 'PO0001518 Product Order for Infotainment', is highlighted with a green border.

Number	Short description	Priority	State	Assigned to	Task type	Record version
PO0001516	Product Order for Connected Live Apps	4 - Low	In progress	(empty)	Product Order	1
PO0001517	Product Order for Autonomous Driving	4 - Low	In progress	(empty)	Product Order	1
PO0001518	Product Order for Infotainment	4 - Low	In progress	(empty)	Product Order	1

27. Select the Service Orders tab on the Product Order for **Infotainment** form to view the decomposed service orders.

This screenshot shows the 'Product Order for Infotainment' form with the 'Service Orders' tab selected. It displays one service order entry.

Number	Short description	Priority	Action	Product inventory	Assignment group	Assigned to	Parent	Record version
PO0001518	Product Order for Infotainment	4 - Low	Add	Infotainment PI0004434			PO0001515	1

The right panel shows the 'Compose' and 'Activity' sections, which are typically used for tracking comments and system changes.

28. The **Infotainment** product order is decomposed into an **eMBB** service order. To view that, select the **Service order number**.

This screenshot shows the 'Product Order for Infotainment' form with the 'Service Orders' tab selected. It displays one service order entry.

Number	Short description	Priority	State	Assigned to	Task type
SO0002210	Service Order for eMBB	4 - Low	In progress	(empty)	Service Order

29. On **eMBB service order** form, select the **Order Tasks** tab to view the order tasks created to fulfill the eMBB service order. Select the **Design eMBB slice task**.

Service Order for eMBB

Order Tasks (1)

Number	Short description	Priority	State	Assigned to	Task type
OMTASK000002228	Design eMBB slice	4 - Low	In progress	(empty)	Order Task

30. On the **Design eMBB slice** task, select the **change request** tab to view the change request created in the Telecom Inventory application for the **Design eMBB slice task**.

Design eMBB slice

Change Requests (1)

Number	Short description	Type	State	Opened by	Priority	Planned start date	Planned end date	Assigned to
CHG0030106	Create slice model	New	In progress	Empty	4 - Low			(empty)

Note: The OMT to TNI integration is supported to have a Change Request created in TNI for OMT order tasks for different use cases. This configuration is managed in the TNI Request Type to Record Producer Policy decision table.

31. Select the **change request number** to open the change request form.

Design eMBB slice

Change Requests (1)

Number	Short description	Type	State	Planned start date	Planned end date	Assigned to
CHG0030106	Create slice model	New	In progress			(empty)

32. Enter details for the following fields and select **Close** to close the Change request.

- Assigned group.
- Assigned to

- c. Close code
- d. Close note

The screenshot shows the 'Create slice model' interface. On the left, a 'Change Request' form is displayed with various fields like Requested by, Category, Service, Service offering, Configuration item, Priority, Impact, Short description, and Description. A green box highlights the 'Assignment group' field which is set to 'New' and 'Application Development'. Below it, the 'Assigned to' field is set to 'Andrew Och'. The 'Risk' field is set to 'Moderate'. On the right, a 'Compose' panel is open, showing a comment section with a placeholder 'Type your Comments here' and an activity feed. The activity feed shows a system message: 'Field changes • 2023-09-19 22:38:27' followed by 'State New', 'Opened by Empty', 'Impact 3 - Low', and 'Priority 4 - Low'. A blue box highlights the 'Slice created' entry in the closure information section.

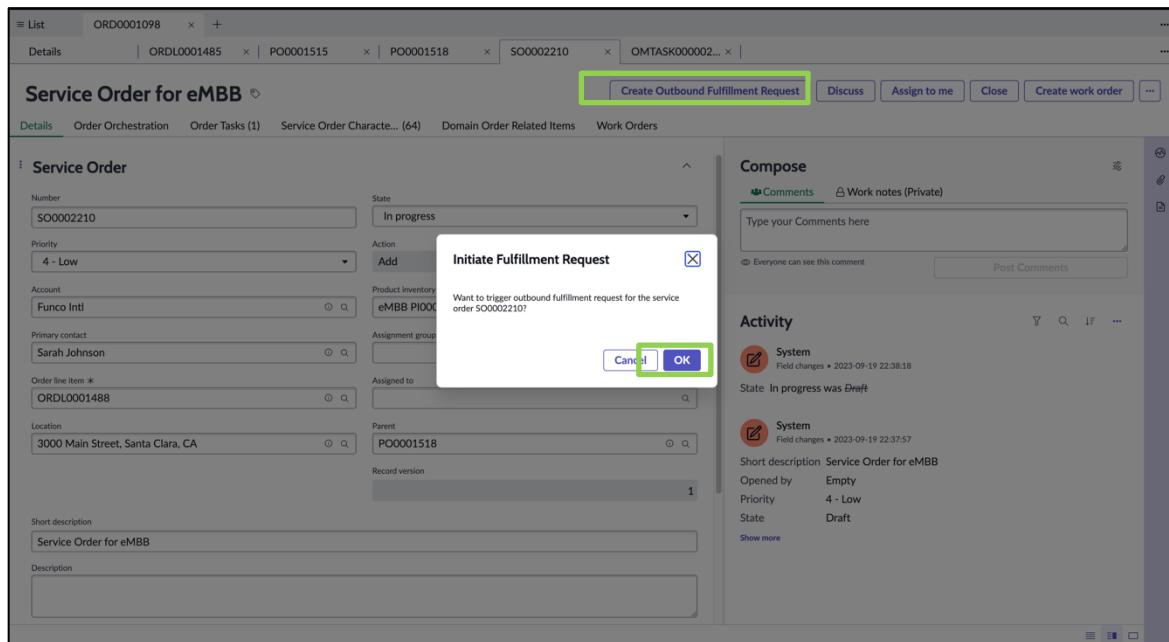
33. Once the change request is closed, notice the hat corresponding **Design eMBB slice** Order task auto-closed.

The screenshot shows the 'Design eMBB slice' interface. On the left, an 'Order Task' form is displayed with fields like Number (OMTASK000002228), Account (Funco Int'l), Primary contact (Sarah Johnson), Parent (SO0002210), Short description (Design eMBB slice), and Notes. A green box highlights the 'State' dropdown which is set to 'Closed complete'. On the right, a 'Compose' panel is open, showing a comment section with a placeholder 'Type your Comments here' and an activity feed. The activity feed shows a system message: 'Work notes • 2023-09-19 22:38:27' followed by 'Change Request, CHG0030106, is created.' A blue box highlights the 'In progress' status in the activity feed.

In the next step, we will trigger an outbound request to external **NSMF** (Network Slice Management function) to provision and activate Slice for mMTC.

OMT supports the triggering of outbound Service Orders via API. For this lab scenario, we will trigger outbound requests and use a mock response to have a successful response from the external NSMF system.

To trigger an outbound fulfillment request, Select **Create Outbound fulfillment request on the Service Order for the eMBB** form and confirm to proceed.



34. Select Save and notice that a new tab is added for **Outbound Requests**. Select the tab to see the newly created Outbound request.

Notice that the State of the fulfillment request got updated to fulfilled State. This is based on the mock response OMT received for the outbound request sent.

Service Order for eMBB					Details	Order Orchestration	Order Tasks (1)	Service Order Characte... (64)	Domain Order Related Items	Outbound Requests (1)	Work Orders	Discuss	Save	...
Outbound Requests 1					Last refreshed just now.								New	
Number	Request id	State	Created	Updated										
OBR0001018	0ec187474799f910621a5fac416d4370	Fulfilled	2023-09-20 02:23:25	2023-09-20 02:23:26										

35. Navigate back to the Details tab of the **Service order for eMBB** notice that the service order is auto-closed.

Service Order for eMBB

Service Order

Number: SO0002210
Priority: 4 - Low
Account: Funco Int'l
Primary contact: Sarah Johnson
Order line item: ORDL0001488
Location: 3000 Main Street, Santa Clara, CA
Short description: Service Order for eMBB

Compose

Type your Comments here

Activity

System: Field changes • 2023-09-20 02:23:27
State: Closed complete was *in-progress*
System: Additional comments • 2023-09-20 02:23:26
Outbound Request OBR0001018 is initiated.
System: Additional comments • 2023-09-20 02:23:26
Outbound Request OBR0001018 has been accepted.
System: Field changes • 2023-09-20 02:20:10
Configuration item eMBB SO0002210 was *Empty*

36. Navigate back to the Details tab of the **Product Order for Infotainment** notice that the product order is auto closed. This concludes the fulfillment of the **infotainment** product and the **eMBB slice** required to support that.

Product Order for Infotainment

Product Order

Number: PO0001518
Priority: 4 - Low
Account: Funco Int'l
Primary contact: Sarah Johnson
Order line item: ORDL0001488
Location: 3000 Main Street, Santa Clara, CA
Short description: Product Order for Infotainment

Compose

Type your Comments here

Activity

System: Field changes • 2023-09-19 22:38:12
State: In progress was *Draft*
System: Field changes • 2023-09-19 22:37:57
Opened by: Empty
Priority: 4 - Low
State: Draft
Short description: Product Order for Infotainment

37. Navigate to the **Product Order for Connected Vehicle** tab and select the **Order Tasks** tab.

Product Order for Connected Vehicle

Product Order

Number: PO0001515 State: In progress

Priority: 4 - Low Action: Add

Account: Funco Intl Product inventory: Connected Vehicle PI0004429

Primary contact: Sarah Johnson Assignment group:

Order line item *: ORDL0001485 Assigned to:

Location: 3000 Main Street, Santa Clara, CA Parent:

Record version: 1

Short description: Product Order for Connected Vehicle

Description:

Compose

Activity

System: Field changes • 2023-09-19 22:38:02
State: In progress was Draft

System: Field changes • 2023-09-19 22:37:50
Short description: Product Order for Connected Vehicle
Opened by: Empty
Priority: 4 - Low
State: Draft

Show more

38. Select the **Perform Test and Turn Up** the order task number.

Product Order for Connected Vehicle

Order Tasks 1

Number	Short description	Priority	State	Assigned to	Task type
OMTASK000002229	Perform Test and Turn Up	4 - Low	In progress	(empty)	Order Task

39. Close the task by selecting **Close**.

Perform Test and Turn Up

Order Task

Number	OMTASK00000229	State	In progress
Account	Funco Intl	Priority	4 - Low
Primary contact	Sarah Johnson	Assignment group	
Parent	PO0001515	Assigned to	
Short description	Perform Test and Turn Up		

Notes

Additional comments (Customer visible)	
Work notes (Private)	

Compose

Activity

System Field changes • 2023-09-20 02:23:27
Opened by Empty
Priority 4 - Low
State In progress
Parent PO0001515
Show more

40. Navigate to the Order Tasks tab on the **Product Order for Connected Vehicle** form and Select the **Complete delivery of connected vehicle products** order task number. You may need to refresh the list to see the Order Task record.

Product Order for Connected Vehicle

Order Tasks [2]

Number	Short description	Priority	State	Assigned to	Task type
OMTASK000002230	Complete delivery of connected vehicle product	4 - Low	In progress	(empty)	Order Task
OMTASK000002227	Perform Test and Turn Up	4 - Low	Closed complete	(empty)	Order Task

41. Close the task by selecting **Close**.

Complete delivery of connected vehicle product

Details Order Task Characterist... (1) Work Orders Task SLAs

Order Task

Number	OMTASK000002230	State	In progress
Account	Funco Int'l	Priority	4 - Low
Primary contact	Sarah Johnson	Assignment group	
Parent	PO0001515	Assigned to	
Short description	Complete delivery of connected vehicle product		

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 • 2023-09-20 02:38:41

Opened by Empty
Priority 4 - Low
Short description Complete delivery of connected vehicle product
State In progress

Show more

42. Notice that on the closure of the previous task, all the Order line items, and the customer order will be auto-closed.

Details ORDL0001485 PO0001515 |

ORD0001098

Details Order Orchestration Order Line Items (4)

Order Line Items 4

Last refreshed 4m ago.

Number	Product specification	Location	Ordered quantity	Order line action	Priority	State	Parent line item	Monthly recurring charges per unit
ORDL0001487	Autonomous Driving	3000 Main Street, Santa Clara, CA	1	Add	4 - Low	Completed	ORDL0001485	£0.00
ORDL0001486	Connected Live Apps	3000 Main Street, Santa Clara, CA	1	Add	4 - Low	Completed	ORDL0001485	£0.00
ORDL0001488	Infotainment	3000 Main Street, Santa Clara, CA	1	Add	4 - Low	Completed	ORDL0001485	£0.00
ORDL0001485	Connected Vehicle	3000 Main Street, Santa Clara, CA	1	Add	4 - Low	Completed	(empty)	£327.16

Refresh List Qualify Order Revise Order Line New

ORD0001098

Customer Order

Number: ORD0001098

Order type: Product

State: Completed (In progress)

Account: Funco Intl

Contact: Sarah Johnson

Order date: 2023-09-18 15:48:17

PONR

Pricing

Non Recurring Charges: USD (\$1,121.7952)

Monthly Recurring Charges: USD (\$406.3245)

Total price: USD (\$1,528.1197)

Compose

Type your Comments here

Post Comments

Activity

- System: Field changes • 2023-09-20 02:43:50. State: Completed was In progress
- System: Field changes • 2023-09-19 23:21:10. PONR true was false
- System: Field changes • 2023-09-19 22:37:49. State: In progress was Acknowledged
- sapankumar.behera@snc: Field changes • 2023-09-19 22:37:46. State: Acknowledged was New

Congratulations! You have completed this lab.