

Order Fallout, In-Flight Attribute Propagation Lab Guide

Lab 6.0

90 minutes

Table of contents (Remove for ILT labs)

Lab objectives	1
Scenarios	1
Requirements summary	1
Section 1.0 Create and Resolve Order Fallouts	3
Section 2.0 Inflight Change Order.....	9
Section 3.0 Attribute Propagation.....	20

Lab objectives

You will achieve the following objectives:

- Create and resolve order fallouts
- Submit and fulfill an inflight changes
- Define attribute mapping and propagate attribute information among domain orders

 **Lab Dependency:** This is foundational for all subsequent lab exercises. Do not skip.

Scenarios

During the order fulfillment process, an order can encounter issues and errors that must be registered and resolved to resume the order fulfillment process. The Fallout Management module provides features to create, assign and resolve fallouts. Customers can incorporate revisions into inflight product/service orders. The Inflight change order feature offers various features to capture and manage the order revisions received for an inflight order.

Requirements summary

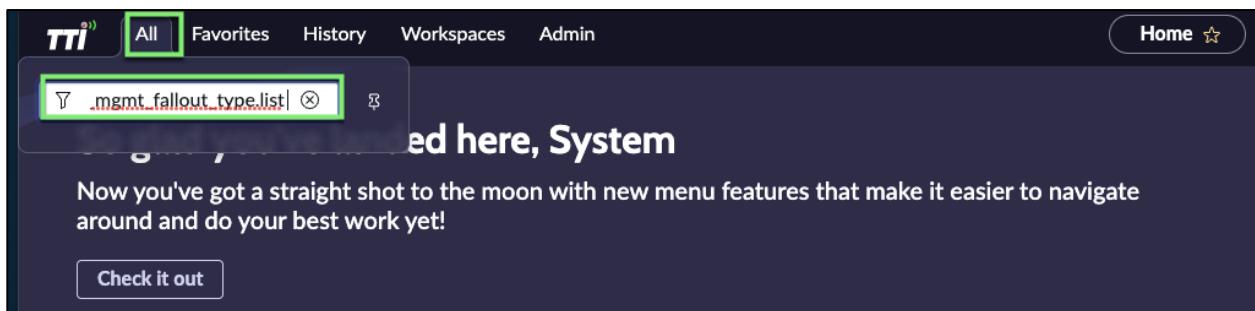
-
- Create and resolve fallouts and explore data model, Flow action used to Fallout Management.
 - Submit Revision to an inflight order and trigger revision to the order fulfillment plans to incorporate the order revisions.
 - Define attribute mapping rules among specifications in the Product Catalog to propagate attribute information among domain orders during the order fulfillment.

Section 1.0 Create and Resolve Order Falouts

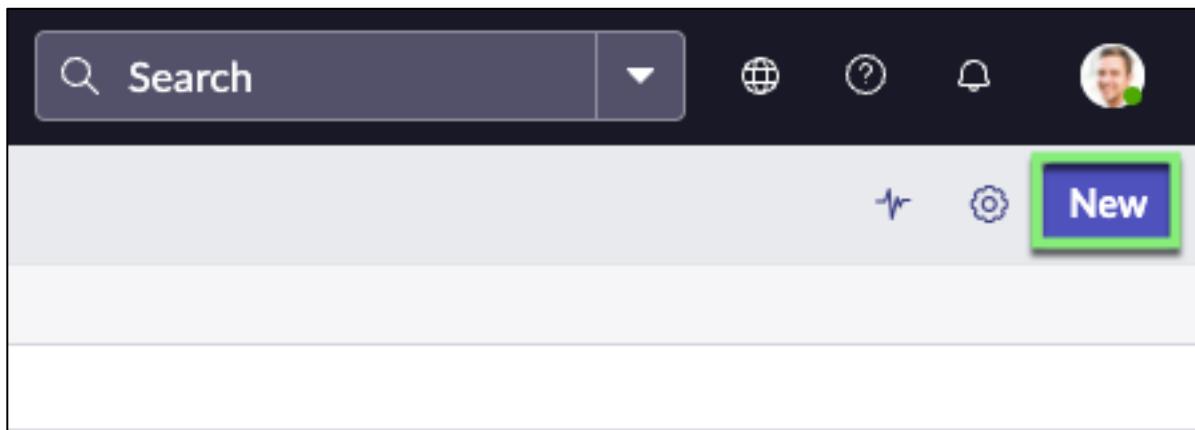
Section 1.1 Define Fallout Types

Add description here, as needed.

1. Log in to the student lab instance with your **admin** credentials.
2. Navigate to **All**, enter the value `sn_fallout_mgmt_fallout_type.list` into the filter, and press **Enter** to view the Fallout Type table list.



3. From the list view, select **New**.



4. Enter the details of the Fallout Type and submit the record to create a Fallout Type. Created additional Fallout Type records as needed.

Description: *Inventory allocation failure*

Name: *Inventory issue*

Fallout Type
New record

Description Inventory allocation failure

Name Inventory issue

Activities

Submit

- Click **Submit** to save the record and return to the list view.

Fallout Types		Name	Description
All			
<input type="checkbox"/>	Name ▲	Inventory issue	Inventory allocation failure

Section 1.2 Create and Resolve Fallouts

- Impersonate user **Mike Davis**, Order Fulfillment Manager
- Navigate to **All > Customer Order Management > Workspace > CSM Configurable Workspace** to launch Agent Workspace in a separate browser tab.



3. Open any Order Task record in a State of **In Progress** and select the **Create Fallout** option from the extended UI Action list.

Note: If no Order Task records are available, create a new SD-WAN product order using the steps described in Lab 5.0: Order Creation and Orchestration Lab Guide or complete a new order within the UI by navigating to a customer record and clicking on the **Create Order** UI Action. The order must be approved to trigger decomposition.

The screenshot shows the 'Update Work' screen for an 'Order Task'. The task has the number 'OMTASK000001010' and is currently 'Open'. It is assigned to 'Funco Intl' with a priority of '4 - Low'. The short description is 'Update Work'. In the top right corner, there is a context menu with options: 'Assign to me', 'Close', 'Save', '...', 'Create Fallout' (which is highlighted with a green box), and 'Delete'.

4. Enter the Fallout details and the appropriate Fallout Type and select **Save**.

The screenshot shows the 'Create New Fallout' screen. A new fallout record is being created with the number 'FO0001017'. The 'Fallout Type' is set to 'Inventory Issue'. The related order task is 'OMTASK000001010' and the order line item is 'ORDL0001029'. The short description is 'Inventory Not Available'. In the top right corner, the 'Save' button is highlighted with a green box.

5. Navigate to the parent Order Task record using the reference icon. You will notice the State of the Order Task is now **On-Hold**. The details of the Fallout are tracked in a **Work Note**.

Inventory Not Available

Details

Fallout

Number	FO0001017	State	Open
Fallout Type	Inventory Issue	Priority	4 - Low
Related order task	OMTASK000001010	Assignment group	Fallout Agents
Order Line Item	ORDL0001029	Assigned to	
Short description	Inventory Not Available		
Work notes (Private)			

Update Work

Details Order Task Characteristics V... **Fallouts (1)**

Order Task

Number	DMTASK000001010	State	On Hold
Account	Funco Int'l	Priority	4 - Low
Primary Contact	Sarah Johnson	Assignment group	
Parent	PO0001026	Assigned to	
Short description	Update Work		
Work notes (Private)	—		

Activity

- Mike Davis Work notes • 2022-08-19 15:43:22
A Fallout FO0001017 has been created
- Mike Davis Field Changes • 2022-08-19 15:43:22
State On Hold was Open
- System Administrator Field Changes • 2022-08-18 18:41:22
Short description Update Work was Empty
- System Administrator Field Changes • 2022-08-18 18:40:49
Impact 3 - Low
Priority 4 - Low
Opened by System Administrator
Parent PO0001026
[Show more](#)

6. To resolve the Fallout, impersonate **Emma Desart**, the Fallout Manager.
7. Navigate to **All > Fallout Management** or **All > Fallout Management >> Workspace >> Configurable Workspace Home** to view the list of Fallouts

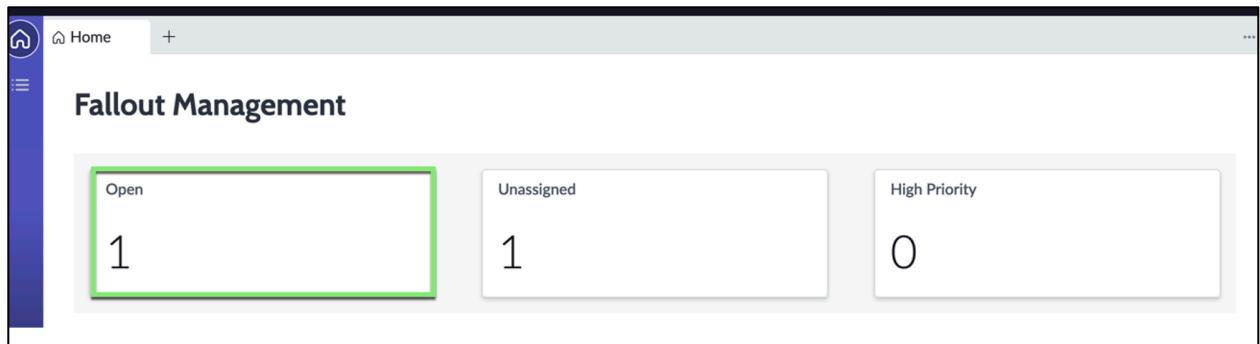
The image consists of two vertically stacked screenshots of a ServiceNow search interface. Both screenshots show a search bar at the top with the placeholder text 'Search' and a magnifying glass icon. Below the search bar is a navigation bar with tabs for 'All', 'Favorites', and 'History'. The main content area displays search results in a tree-like structure.

Top Screenshot (Search for 'configurable'):

- Content Taxonomy
 - Topic Configuration
- Fallout Management
 - Workspace
 - Configurable Workspace Home...**
- Workspace Experience
 - Workspaces
 - CSM Configurable Workspace ...

Bottom Screenshot (Search for 'fallout'):

- Fallout Management
 - Fallouts**
 - All
 - My Fallouts
 - Workspace
 - Configurable Workspace Home...



8. Open the Fallout record, set the State value to **Closed Complete**, and click **Save**.

The screenshot shows the 'Inventory Not Available' record details page. The 'State' field is set to 'Closed Complete' and highlighted with a green border. Other fields visible include 'Number' (FO0001017), 'Priority' (4 - Low), 'Assignment group' (Fallout Agents), and 'Short description' (Inventory Not Available). On the right side, there are sections for 'Compose' (with a note input field), 'Activity' (listing a change by Mike Davis), and 'Attachments' (which are empty).

9. Navigate to the Order Task record and observe the State value has moved from **On Hold** to **In Progress**.

The screenshot shows the 'Update Work' record details page. The 'State' field is set to 'In Progress' and highlighted with a green border. Other fields visible include 'Number' (OMTASK000001010), 'Priority' (4 - Low), and 'Assignment group' (empty). The 'Order Task' section also shows 'State' as 'In Progress'.

Section 2.0 Inflight Change Order

Section 2.0 Create SD-WAN Order

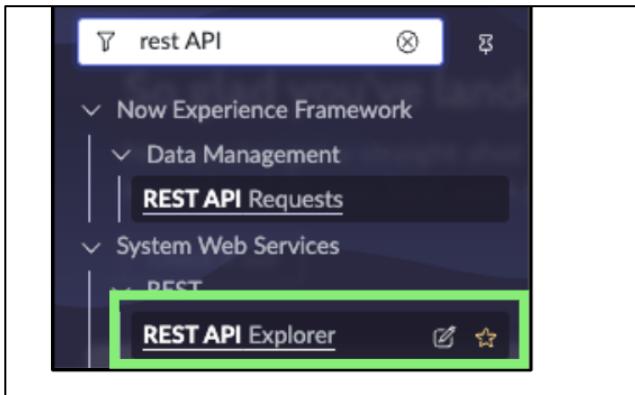
The Point of No Return (PONR) flag on a customer order determines if the order is updateable. If the PONR flag is true, the order can no longer be revised.

We will create a new SD-WAN order for this exercise, complete tasks highlighted in purple, and then initiate the Revision.

1. Log in to the student lab instance with your admin user credentials.
2. Navigate to **All > System Web Services > REST > REST API Explorer**.

Option: Open **REST API Explorer** using the below URL in your instance. Please replace the instance name with your lab instance name.

[https://YOURINSTANCE/\\$restapi.do?ns=sn_ind_tmt_orm&service=Product%20Order%20Open%20API&version=&resource_id=2879b1ea53b820102f18ddeff7b1244](https://YOURINSTANCE/$restapi.do?ns=sn_ind_tmt_orm&service=Product%20Order%20Open%20API&version=&resource_id=2879b1ea53b820102f18ddeff7b1244)



3. Select **Explore** (first-time use only)
4. On API explorer, complete the following fields:
 - Namespace: *sn_ind_tmt_orm*
 - API name: *Product Order Open API*
 - API version: *latest*
5. Then select **Create order (POST)**.

REST API Explorer

Namespace: sn_ind_tmt_orm

API Name: Product Order Open API

API Version: latest

List Product Order (GET)

Create Order (POST) **(highlighted)**

Get Product Order (GET)

Patch Order (PATCH)

Product Order Open API

Create Order

POST https://sd-mar-774-apr11rab-001.lab.service-now.com/api/sn_ind_tmt_orm/productorder

Prepare request

Query parameters

- Select the **Raw** tab under the **Request Body** of the REST message and paste the copied payload body. (The SD-WAN New product order payload is available with this lab exercise).

File Name: SDWAN_Create_PO_Tokyo

- Select **Send**, then select **OK** on the popup.

Request Body

Builder Raw **(highlighted)**

```
{
  "requestedCompletionDate": "2021-05-02T08:13:59.506Z",
  "requestedStartDate": "2020-05-03T08:13:59.506Z",
  "orderDate": "2020-05-03T08:13:59.506Z",
  "externalId": "PO-456",
  "note": [
    {
      "id": "1",
      "author": "Jean Pontus",
      "date": "2019-04-30T08:13:59.509Z",
      "text": "This is a TMF product order illustration"
    }
  ]
}
```

Send **(highlighted with a red arrow)**

- Check the Response Status Code – API request is successful if the response is **201 Created**.

Response

Status code	201 Created
Execution time (ms)	1872
Headers	
Content-Encoding	gzip
Content-Type	application/json

9. Impersonate user **Mike Davis**, Order Fulfillment Manager
10. Navigate to **All > Customer Order Management > Workspace > CSM Configurable Workspace Home** to launch Agent Workspace in a separate browser tab.
11. Open the new Order record submitted above the select Approve to trigger the order decomposition process.

The screenshot shows two main views of the ServiceNow Customer Order Management workspace.

Left View (List View):

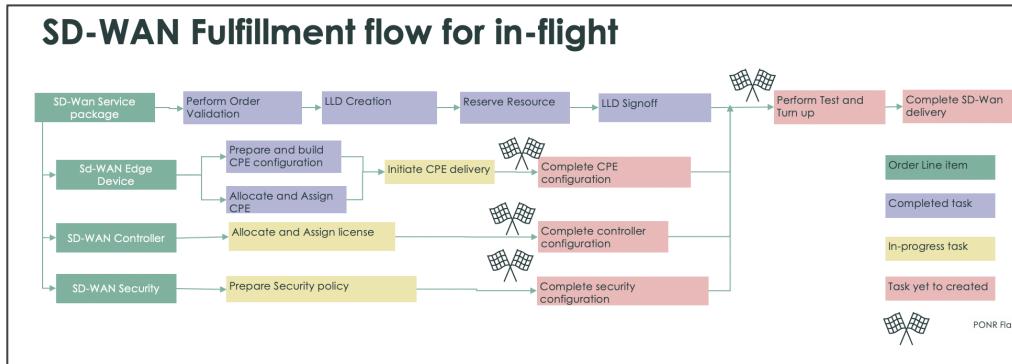
- Header: List, +, Lists, My Lists.
- Section: Customer Orders
 - All (highlighted with a green border)
 - Open
- Section: Order Tasks
 - All
 - My Order Tasks
- Section: Cases
 - All
- Section: Customer
 - Accounts
 - Contacts

Right View (Details View of Order ORD0001019):

- Header: List, ORD0001019, +, Details.
- Section: Details
 - Customer Order
 - Pricing
- Section: Account Information
- Section: Order Line Items (4)
- Section: Order Orchestration
- Action: Approve (highlighted with a green border).
- Compose Area: Type your Comments here, Everyone can see this comment, Post Comments.
- Activity Area: System Administrator (Field Changes • 2022-08-22 19:34:04), State: New was Draft, Non Recurring C... \$1,199.0333 was \$0.00. System Administrator (Additional comments • 2022-08-22 19:34:03), This is a TMF product order illustration no 2.
- Attachment Area: Attach.

12. Close out the Order Tasks in purple below. Additionally, refer to the task table shown below.

Note: You may need to refresh the task list to see the next task record after closing a task.



Sequence number	Order line item	Product Order	Service order	Resource order	Task name	Remark
1	SD-WAN service package v2	Product Order for SD-WAN Service Package v2			Perform order validation	
2	SD-WAN service package v2	Product Order for SD-WAN Service Package v2			LLD creation	
3	SD-WAN service package	Product Order for SD-WAN Service Package v2			Reserve resource	
4	SD-WAN service package	Product Order for SD-WAN Service Package v2			LLD Signoff	

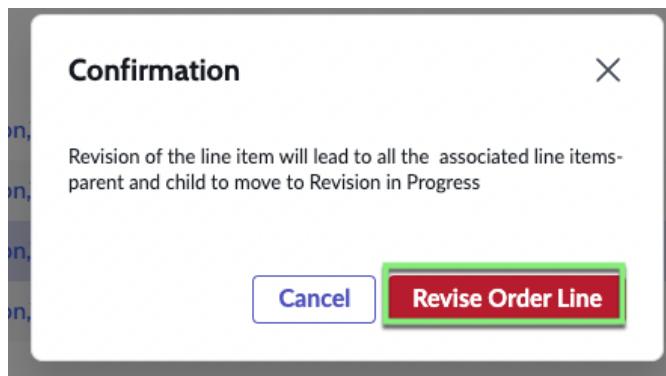
5	SD-WAN Edge device v2	Product Order for SD-WAN Edge Device v2			Prepare and Build CPE configuration	
6	SD-WAN Edge device	Product Order for SD-WAN Edge Device v2			Allocate and assign CPE	Enter the details in the task fields.

Section 2.1 Submit In-Flight Change to SD-WAN Product Order

- Select the SD-WAN Edge Device Order v2 Line and click the **Revise Order Line** UI Action to initiate an in-flight revision from the customer order record.

Number	Product Specification	Location	Ordered Quantity	Order Line Action	State	Parent Line Item
ORDL0001073	SD-WAN Security v2	20220 Bow Willow, Houston,TX	1	Add	In Progress	ORDL0001070
ORDL0001070	SD-WAN Service Package v2	20220 Bow Willow, Houston,TX	1	Add	In Progress	(empty)
<input checked="" type="checkbox"/> ORDL0001072	SD-WAN Edge Device v2	20220 Bow Willow, Houston,TX	1	Add	In Progress	ORDL0001070
ORDL0001071	SD-WAN Controller	20220 Bow Willow, Houston,TX	1	Add	In Progress	ORDL0001070

- Select the **Revise Order Line** option on the confirmation popup.



3. The State value of the Order and Order Line records changes to **Revision in Progress**, and all Domain Orders move to a State of **On Hold**.

ORD0001019	
Number	ORD0001019
Account	Funco Intl
Contact	Sally Thomas
Order Date	2022-08-22 17:10:33
PONR	
Order Type *	Product
State	In Progress Revision in progress mike.davis has modified this field value
Fulfillment Type *	Deliver
Version	1
Revision Operation	None

Ordered Quantity	Order Line Action	State	Parent Lin
1	Add	Revision in progress	ORDL000
1	Add	Revision in progress	(empty)
1	Add	Revision in progress	ORDL000
1	Add	Revision in progress	ORDL000

≡ List ORD0001019 x +

Details ORD0001072 x

ORDL0001072 ⓘ

Details Order Characteristics (10) Order Line Item Contacts (1) Order Line Related Items **Product Orders (1)** Order Tasks (9) Order Orchestration

Product Orders 1

Last refreshed just now.

Number	Short description	Priority	State	Assignment group	Assigned to
PO0001073	Product Order for SD-WAN Edge Device v2	3 - Moderate	On Hold	(empty)	(empty)

4. To submit a revision, navigate to the **SD-WAN Edge Device v2** order line item and select the CPE Model's order line characteristic **Number** field under the **Order Characteristic** tab.

List ORD0001019 +

Details

ORD0001019

Details Account Information Order Line Items (4) Order Orchestration

Order Line Items [4]

Last refreshed 4m ago.

<input type="checkbox"/> Number	Product Specification	Location
ORDL0001073	SD-WAN Security v2	20220 Bow Willow, Houston,TX
ORDL0001070	SD-WAN Service Package v2	20220 Bow Willow, Houston,TX
ORDL0001072	SD-WAN Edge Device v2	20220 Bow Willow, Houston,TX
ORDL0001071	SD-WAN Controller	20220 Bow Willow, Houston,TX

List ORD0001019 +

Details ORDL0001072 +

ORDL0001072

Details Order Characteristics (10) Order Line Item Contacts (1) Order Line Related Items Product Orders (1) Order Tasks (9) Order Orchestration

Order Characteristics [10]

Last refreshed just now.

Number	Specification	Characteristic ▲	Previous Characteristic Value	Characteristic Value	Characteristic Option
ORC000001705	SD WAN Optimization Service	CIFS Optimization			(empty)
ORC000001702	SD-WAN Edge Device v2	CPE Id		My value	(empty)
ORC000001695	SD-WAN Edge Device v2	CPE Model		ISR	ISR
ORC000001696	SD-WAN Edge Device v2	CPE Type		Physical	Physical
ORC000001703	Customer Premise SD-WAN Router	CPE Type			(empty)
ORC000001704	Customer Premise SD-WAN Router	Edge Router Id			(empty)
ORC000001693	SD-WAN Edge Device v2	Routing		Base	Base
ORC000001707	SD-WAN Routing	Routing Protocol			(empty)
ORC000001706	SD WAN Optimization Service	SSL Optimization			(empty)
ORC000001694	SD-WAN Edge Device v2	WAN Optimization		Base	Base

5. Update the characteristic option from ISR to ASR and select **Save**.

The screenshot shows the ServiceNow interface for a CPE Model record. The top navigation bar includes 'List', 'ORD0001019', 'CPE Model', and a '+' button. Below this, a sub-navigation bar shows 'Details' for 'ORDL0001072' and 'CPE Model'. The main content area is titled 'CPE Model' with a 'Details' tab selected. Under the 'Order Characteristic' section, there is a table with two columns: 'Characteristic *' and 'Characteristic Option'. The 'Characteristic *' column contains 'CPE Model'. The 'Characteristic Option' column contains 'ASR', which is highlighted with a green border. A small 'Characteristics' icon is also present.

6. The **Revision Operation** field on the order line record will change to Update, and the **Version** field will show an incremented value of 2.

The screenshot shows the ServiceNow interface for an Order Line Item record. The top navigation bar includes 'List', 'ORD0001019', 'ORDL0001072', 'CPE Model', and a '+' button. Below this, a sub-navigation bar shows 'Details' for 'ORDL0001072' and 'CPE Model'. The main content area is titled 'ORDL0001072' with a 'Details' tab selected. Under the 'Order Line Item' section, there is a table with several fields: 'Product Offering' (Premium SD-WAN Offering v2), 'Location' (20220 Bow Willow, Houston, TX), 'Product Specification' (SD-WAN Edge Device v2), and a 'Version' field set to '2', which is highlighted with a green border. Below this, the 'Revision Operation' field is set to 'Update', and the 'Short Description' field is empty. To the right, a 'Compose' sidebar is open, showing a 'Comments' section with a text input field and a 'Post Comments' button. An 'Activity' sidebar shows a list of recent changes: 'CPE Model updated from ISR to ASR' by Mike Davis at 2022-08-22 19:51:32, 'Field Changes' by Mike Davis at 2022-08-22 19:51:32, and 'Version 2 was #' by Mike Davis.

7. Navigate to the customer order form and select the **Approve** UI Action to approve the in-flight change.

Hint: If you do not see the Approve UI Action reload the form.

The screenshot shows the ServiceNow Order Details page for Order Number ORD0001019. The 'Customer Order' section displays various fields: Number (ORD0001019), Order Type (Product), Account (Funco Intl), State (Revision in progress, highlighted with a green border), Contact (Sally Thomas), Fulfillment Type (Deliver), Order Date (2022-08-22 17:10:33), Version (2), Revision Operation (Update), and PONR. The 'Compose' panel on the right allows users to type comments, and the 'Activity' panel shows a recent update from Mike Davis regarding field changes.

8. The order and order line records will move to **In Progress**. The fulfillment flows for the order line items have restarted. The order task records for SD-WAN Service Package v2 and SD-WAD Edge v2 devices are open. Other order task records awaiting their turn have moved to **Scheduled**.

≡ List ORD0001019 x +

Details | ORDL0001072 x | CPE Model x | ORDL0001070 x

ORDL0001070 ⓘ

Details Order Characteristics Order Line Item Contacts (1) Order Line Related Items Product Orders (1)

Order Line Item

Number	Order Type *
ORDL0001070	Product
Order *	State
ORD0001019	In Progress
Parent Line Item	Ordered Quantity
—	1
Product Offering	Location
Premium SD-WAN Offering v2	20220 Bow Willow, Houston,TX
Product Specification	
SD-WAN Service Package v2	
Version	
1	
Revision Operation	
None	

≡ List ORD0001019 x +

Details | ORDL0001072 x | CPE Model x | ORDL0001070 x

ORDL0001070 ⓘ

Details Order Characteristics Order Line Item Contacts (1) Order Line Related Items Product Orders (1) **Order Tasks (5)** Order Orchestration

Order Tasks [5]

Last refreshed just now.

Number	Short description	Priority	State	Assignment group	Assigned to
OMTASK00001024	Perform Order Validation	3 - Moderate	In Progress	(empty)	(empty)
OMTASK00001025	LLD Creation	3 - Moderate	Scheduled	(empty)	(empty)
OMTASK00001026	Reserve Resource	3 - Moderate	Scheduled	(empty)	(empty)
OMTASK00001027	LLD Signoff	3 - Moderate	Scheduled	(empty)	(empty)
PO0001070	Product Order for SD-WAN Service Package v2	3 - Moderate	In Progress	(empty)	(empty)

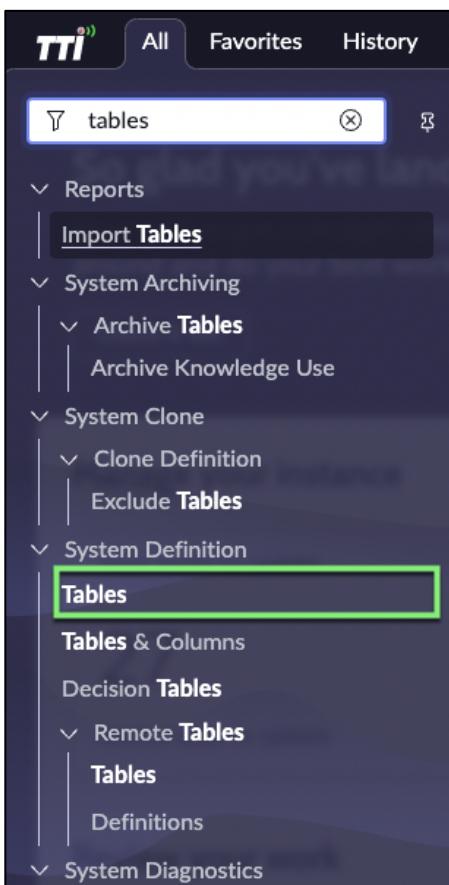
9. The remaining order tasks can be closed out.

Section 3.0 Attribute Propagation

The attribute propagation feature propagates information from source domain order to target domain order based on attribute mapping rules defined in the product catalog.

Section 3.0 Upload Attribute Mapping Demo Data

1. Before submitting and fulfilling orders, we must upload attribute propagation demo data for SD-WAN and Managed Firewall Service.
2. Log in as an **admin** user.
3. Navigate to **All > System Definition > Tables**.



- Enter the search value ***attribute mapping** in the **Label** field to search for the attribute mapping table.

Label	Name	Extends table	Extensible	Updated
attribute mapping	sn_attr_prp_mgmt_attribute_mapping	(empty)	false	2022-08-16 20:46:22

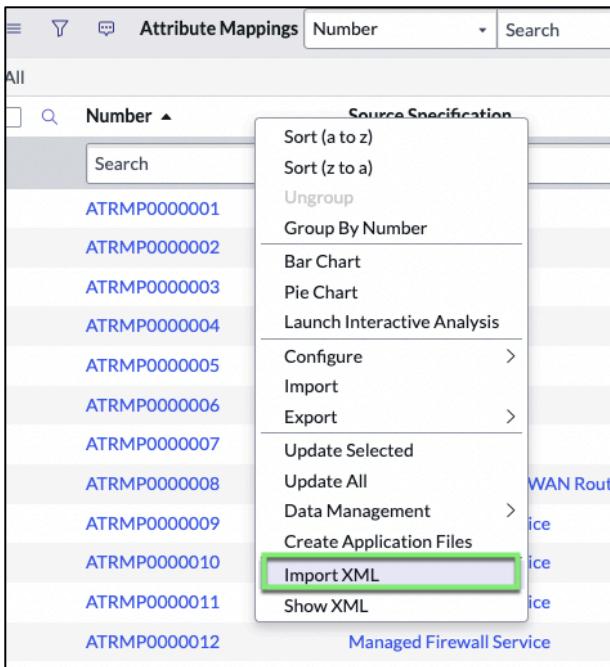
- Open the **Attribute Mapping** table record.
- Select the **Show List** option under **Related Links**

Updates	Integer
Updated by	String
Updated	Date/Time
Target Specification	Reference
Target Characteristic	Reference
Target Characteristic Option	List

Related Links

- [Design Form](#)
- [Layout Form](#)
- [Layout List](#)
- [Show Form](#)
- [Show List](#)
- [Show Schema Map](#)
- [Add to Service Catalog](#)
- [Run Point Scan](#)
- [Explore REST API](#)

- Right-click next to the **Number** column label and select the **Import XML** option.



- Import the two XML files from Now Learning. You will need to save the XML files to your local computer.

Import XML

Importing records from an XML file will not run Business Rules

Step 1: Choose file to upload

* XML file No file chosen

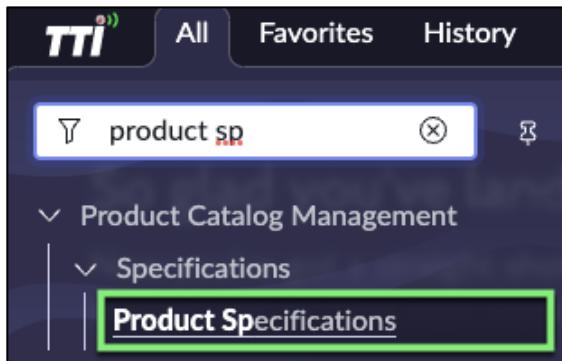
Step 2: Upload the file

- The new SD-WAN and Managed Firewall Service attributes will appear in attribute mappings.

Attribute Mappings						
All	Number	Source Specification	Source Characteristic	Source Characteristic Option	Target Specification	Target Characteristic
	Search	Search	Search	Search	Search	Search
ATRMP00000001	SD-WAN Edge Device	Routing	Premium	SD-WAN Routing	Routing Protocol	OSPF
ATRMP00000002	SD-WAN Edge Device	CPE Type	Physical	Customer Premise SD-WAN Router	CPE Type	Physical
ATRMP00000003	SD-WAN Edge Device	WAN Optimization	Premium	SD-WAN Optimization Service	SSL Optimization	True
ATRMP00000004	SD-WAN Security	Security Type	Premium	SD-WAN Security Service	URL Filtering	Yes
ATRMP00000005	SD-WAN Security	Security Type	Premium	SD-WAN Security Service	Intrusion Prevention	Yes
ATRMP00000006	SD-WAN Security	Security Type	Premium	IP Address	Type	Static
ATRMP00000007	SD-WAN Security	Security Type	Premium	IP Address	Version	V6
ATRMP00000008	Customer Premise SD-WAN Router	Edge Router Id	(empty)	SD-WAN Edge Device	CPE ID	
ATRMP00000009	Managed Firewall Service	CPE Type	Physical	Firewall Administration	Firewall Administration CPE Type	Physical
ATRMP00000010	Managed Firewall Service	CPE Type	Virtual	Firewall Administration	Firewall Administration CPE Type	Virtual
ATRMP00000011	Managed Firewall Service	CPE Type	Physical	Firewall & DMZ	Firewall CPE Type	Physical
ATRMP00000012	Managed Firewall Service	CPE Type	Virtual	Firewall & DMZ	Firewall CPE Type	Virtual
ATRMP00000013	Managed Firewall Service	CPE Type	Physical	Threat and Intrusion Prevention Service	Intrusion-monitoring CPE Type	Physical
ATRMP00000014	Managed Firewall Service	CPE Type	Virtual	Threat and Intrusion Prevention Service	Intrusion-monitoring CPE Type	Virtual
ATRMP00000015	Firewall Administration	Firewall Administration CPE Type	Physical	Cisco Firewall Management system	Firewall Administration CPE Type	Physical
ATRMP00000016	Firewall Administration	Firewall Administration CPE Type	Virtual	Cisco Firewall Management system	Firewall Administration CPE Type	Virtual
ATRMP00000017	Firewall Administration	Firewall Administration CPE Model	9300 series	Cisco Firewall Management system	Firewall Administration CPE Model	9300 series
ATRMP00000018	Firewall Administration	Firewall Administration CPE Model	7300 series	Cisco Firewall Management system	Firewall Administration CPE Model	7300 series
ATRMP00000019	Firewall Administration	Firewall Administration CPE Model	4100 series	Cisco Firewall Management system	Firewall Administration CPE Model	4100 series
ATRMP00000020	Firewall Administration	Firewall Administration CPE Model	2100 series	Cisco Firewall Management system	Firewall Administration CPE Model	2100 series

Section 3.1 Review Attribute Mapping Rules for SD-WAN and Managed Firewall Services

- Impersonate **James Smithson**, the Product Catalog Manager.
- Navigate to All >> Product Catalog Management >> Specification >> Product Specifications.



- Open the **SD-WAN Edge Device** record (Version 1) and view the **Attributes** Related List.

Product Specifications								
All	Number	Display Name	Version	Category	State	Start Date	End Date	Composite
	PRDSP00001	Mobile Plan	1	Mobile Plan	Published	2021-09-26	2026-09-26	false
	PRDSP00002	SD-WAN Security	1	SD-WAN Security	Published	2022-08-03	2027-09-04	false
	PRDSP00003	SD-WAN Service Package	1	SD-WAN Service Package	Published	2022-08-05		true
	PRDSP00004	SD-WAN Controller	1	SD-WAN Controller	Published	2022-08-05		false
	PRDSP00005	SD-WAN Edge Device	1	SD-WAN Edge Device	Published	2022-08-05	2027-09-04	false
	PRDSP00006	SD-WAN Edge Device v2	2	SD-WAN Edge Device	Published	2023-12-15	2029-01-13	false
	PRDSP00007	SD-WAN Security v2	2	SD-WAN Security	Published	2023-12-13	2029-01-13	false
	PRDSP00008	SD-WAN Service Package v2	2	SD-WAN Service Package	Published	2023-12-15		true
	PRDSP01001	Connectivity	1	Connectivity	Published	2022-08-17		false
	PRDSP01002	VoIP	1	VoIP	Published	2022-08-17		false
	PRDSP01003	Broadband	1	Broadband	Published	2022-08-17		false
	PRDSP01005	3D TV	1	3D TV	Published	2022-08-17		false

Specification Characteristics (11) Specification Relationships (3) Product Offerings Attribute Mappings (4) Versions (2) Compatibility Rules					
<input type="checkbox"/> Number <input type="checkbox"/> Search Actions on selected rows... New					
Source Specification = SD-WAN Edge Device					
	Number	Source Characteristic	Source Characteristic Option	Target Specification	Target Characteristic
	ATRMP0000001	Routing	Premium	SD-WAN Routing	Routing Protocol
	ATRMP0000002	CPE Type	Physical	Customer Premise SD-WAN Router	CPE Type
	ATRMP0000003	WAN Optimization	Premium	SD WAN Optimization Service	SSL Optimization
	ATRMP0000036	CPE Type	Virtual	Customer Premise SD-WAN Router	CPE Type
1 to 4 of 4 >>					

4. Navigate to All >> Product Catalog Management >> Specification >> Service Specifications.
5. Open the Managed Firewall Service record (Version 1) and view the Attributes Related List.

Note: You may need to add the Attribute Mappings Related List to the Service Specification form.

Specification Characteristics (11) Specification Relationships (3) Versions (2) Attribute Mappings (6)					
<input type="checkbox"/> Number <input type="checkbox"/> Search Actions on selected rows... New					
Source Specification = Managed Firewall Service					
	Number	Source Characteristic	Source Characteristic Option	Target Specification	Target Characteristic
	ATRMP0000009	CPE Type	Physical	Firewall Administration	Firewall Administration CPE Type
	ATRMP0000010	CPE Type	Virtual	Firewall Administration	Firewall Administration CPE Type
	ATRMP0000011	CPE Type	Physical	Firewall & DMZ	Firewall CPE Type
	ATRMP0000012	CPE Type	Virtual	Firewall & DMZ	Firewall CPE Type
	ATRMP0000013	CPE Type	Physical	Threat and Intrusion Prevention Service	Intrusion monitoring CPE Type
	ATRMP0000014	CPE Type	Virtual	Threat and Intrusion Prevention Service	Intrusion monitoring CPE Type
<< << 1 to 6 of 6 >> >>					

Section 3.2 Define Attribute Mapping Rules for Managed Firewall Service

1. Navigate to All >> Product Catalog Management >> Specification >> Service Specifications.
2. Open the Managed Firewall Service record and view the Attributes Related List.
3. Select the New option.

Specification Characteristics (11) Specification Relationships (3) Attribute Mappings (6)					
<input type="checkbox"/> Number <input type="checkbox"/> Search Actions on selected rows... New					
Source Specification = Managed Firewall Service					
	Number	Source Characteristic	Source Characteristic Option	Target Specification	Target Characteristic
	ATRMP0000009	CPE Type	Physical	Firewall Administration	Firewall Administration CPE Type

4. Create the following two attribute mapping records.

Source specification	Source characteristic	Source characteristic option	Target specification	Target characteristic	Target characteristic options
Managed Firewall service	CPE type	Physical	Firewall & DMZ	Firewall CPE model	5100 series and 7100 series
Managed Firewall service	CPE type	Virtual	Firewall & DMZ	Firewall CPE model	9100 series

Attribute Mapping
ATRMP0001003

Number	ATRMP0001003	* Target Specification	Firewall & DMZ
* Source Specification	Managed Firewall Service	* Target Characteristic	Firewall CPE Model
* Source Characteristic	CPE Type	Target Characteristic Option	Physical
Source Characteristic Option	Physical	5100 series, 7100 series	

Attribute Mapping
New record

Number	ATRMP0001002	* Target Specification	Firewall & DMZ
* Source Specification	Managed Firewall Service	* Target Characteristic	Firewall CPE Model
* Source Characteristic	CPE Type	Target Characteristic Option	Virtual
Source Characteristic Option	Virtual	9100 series	

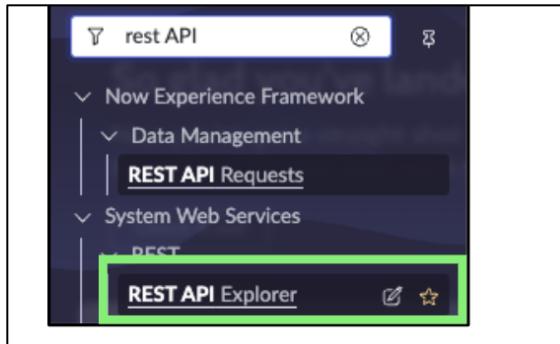
Section 3.3 Validate Attribute Propagation during Order Fulfillment Process

Create a new Managed Firewall Service order to see attribute mapping rules. Download the payload file from Now Learning.

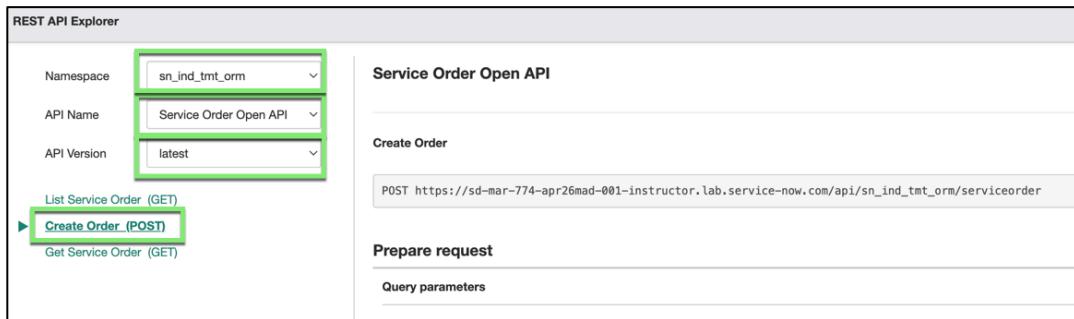
1. Log in to the student lab instance with your **admin** user credentials.
2. Navigate to **All > System Web Services > REST > REST API Explorer**.

Option: Open REST API Explorer using the below URL in your instance. Please replace the instance name with your lab instance name.

[https://YOURINSTANCE/\\$restapi.do?ns=sn_ind_tmt_orm&service=Service%20Order%20Open%20API](https://YOURINSTANCE/$restapi.do?ns=sn_ind_tmt_orm&service=Service%20Order%20Open%20API)



3. Select **Explore** (first-time use only)
4. Complete the following fields:
 - Namespace: *sn_ind_tmt_orm*
 - API name: *Service Order Open API*
 - API version: *latest*
5. Select **Create order (POST)**

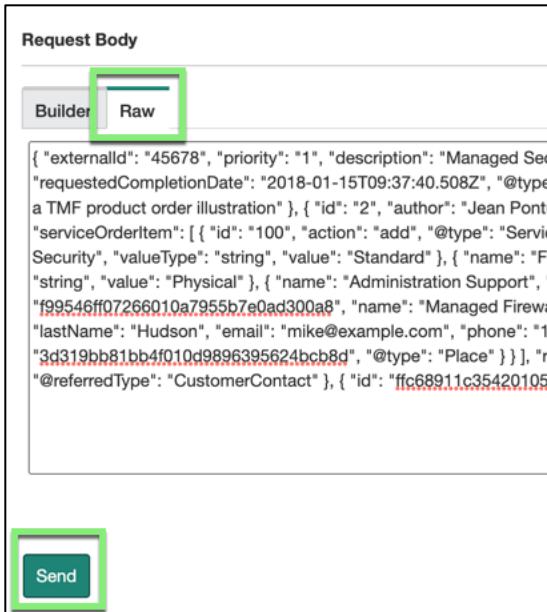


6. Select the **Raw** tab under the Request Body and paste the copied payload into the field.

Note: The Managed Firewall Service order payload can be downloaded with this lab document

File Name: Managed_Firewall_ServiceOrder_Tokyo

7. Select **Send**, then select **OK** on the popup window.



- Check the Response Status Code – API request is successful if the response is **201**.

Response	
Status code	201 Created
Execution time (ms)	489
Headers	
Content-Encoding	gzip
Content-Type	application/json
Date	Tue, 26 Apr 2022 18:01:57 GMT
Server	ServiceNow
Server-Timing	sem_wait;dur=0, sess_wait;dur=0
Transfer-Encoding	chunked
X-Content-Type-Options	nosniff
X-Is-Logged-In	true
X-Transaction-Id	a57a08aa1943

- Impersonate Kendall Sharpe, the Service Order Manager.
- Navigate to **All > Customer Order Management > Workspace > CSM Configurable Workspace Home**.
- Approve** the new order to trigger decomposition. Service

Hint: Navigate to **Service Orders > All** or **Service Orders > Open** to view.

12. Complete the following order tasks—complete task records by setting the state to **Closed Complete** and selecting **Save**.

Hint: you may need to refresh the list view to see the next task record.

Sequence number	Order line item	CFS service order	RFS Service order	Resource order	Task name	Remark
1	Managed Firewall service	Service Order for Managed Firewall service			Review and signoff order	
2	Managed Firewall service	Service Order for Managed Firewall service			Firewall design creation	
3	Managed Firewall service	Service Order for Managed Firewall service			Design signoff	

13. Navigate to the task **Allocate and Reserve Firewall CPE** a child record of the **Service Order for Firewall & DMZ** record.

Number	Short description	Priority	State	Assigned to	Task type
SO0001232	Service Order for Managed Firewall Service	3 - Moderate	Draft	(empty)	Service Order
SO0001233	Service Order for Firewall Administration	3 - Moderate	Draft	(empty)	Service Order
SO0001234	Service Order for Firewall & DMZ	3 - Moderate	Draft	(empty)	Service Order
SO0001235	Service Order for Threat and Intrusion Prevention Service	3 - Moderate	Draft	(empty)	Service Order

Number	Short description	Priority	State	Assigned to	Task type
OMTASK000001038	Design Firewall Zones and Policies	3 - Moderate	In Progress	(empty)	Order Task
OMTASK000001039	Allocate and Reserve Firewall CPE	3 - Moderate	In Progress	(empty)	Order Task

14. Open the task record and notice the attribute values in the **Firewall CPE Model** field. The 5100 series and 7100 series relate to the **Firewall CPE Type** Physical.

Allocate and Reserve Firewall CPE

Number	OMTASK000001039	State	In Progress
Account	Funco Intl	Priority	3 - Moderate
Primary Contact	Sally Thomas	Assignment group	
Parent	SO0001234	Assigned to	
Short description	Allocate and Reserve Firewall CPE		
Work notes (Private)			
* Firewall CPE ID			
Firewall CPE Type	Physical		
Firewall CPE Model	<input type="text"/> Showing 1-2 of 2 5100 series 7100 series		

Congratulations! You have completed this lab.