

Assignment - 10

A .D.Harshitha
22H41A0501

TASK -1

1. Add a button called “still treatmenting” in covid-19 table when we click that button “ still treatmenting is going on” have to visible in patient status field.

The screenshot shows the 'UI Action' configuration window for the action named 'still treatmenting'. The configuration includes the following fields and options:

- Name:** still treatmenting
- Table:** covid 19 [u_covid_19]
- Order:** 100
- Action name:** still_treatmenting
- Active:** ☒
- Show insert:** ☒
- Show update:** ☒
- Client:** ☐
- Overrides:** (empty field with search icon)
- Comments:** (empty text area)
- Hint:** (empty text area)
- Condition:** current.state != 7 && current.state != 8
- Script:** ☒ Turn on ECMAScript 2021 (ES12) mode

```
1 current.u_choice_5 = 'Still Treatment is going on';  
2 current.update();  
3 action.setRedirectURL(current);
```
- Protection policy:** -- None --
- Form button:** ☒
- Form context menu:** ☐
- Form link:** ☐
- Form style:** -- None --
- List banner button:** ☐
- List bottom button:** ☐
- List context menu:** ☐
- List choice:** ☐
- List link:** ☐

The screenshot shows the patient record form for COVID-19 patient COV0001035. The form includes the following fields and options:

- Number:** COV0001035
- Age:** 22
- Name:** Anitha
- Blood group:** O+
- Gender:** Female
- Mobile num:** 6734169939
- Address:** Hyderabad
- short description:** (empty field)
- vaccination taken:** vaccinated
- no. of doses:** -- None --
- vaccine name:** -- None --
- Admit Date:** 2020-04-16
- Discharge date:** 2020-06-10
- Patient status:** Discharged
- Description:** COV0001035-Discharged
- Buttons:** Update, still treatmenting, Delete

The screenshot shows the patient record form for COVID-19 patient COV0001035, with the 'still treatmenting' button highlighted. The form includes the following fields and options:

- Number:** COV0001035
- Age:** 22
- Name:** Anitha
- Blood group:** O+
- Gender:** Female
- Mobile num:** 6734169939
- Address:** Hyderabad
- short description:** (empty field)
- vaccination taken:** vaccinated
- no. of doses:** -- None --
- vaccine name:** -- None --
- Admit Date:** 2020-04-16
- Discharge date:** 2020-06-10
- Patient status:** Still Treatment is going on
- Description:** COV0001035-Discharged
- Buttons:** Update, still treatmenting, Delete

TASK-2

In incident table when state is in “on-hold” then “additional comments” should be mandatory and when state is in “in-progress” then “work notes” should be mandatory

Table: Incident [Incident]

Application: Global

Active: ☒

* Short description: comments should be mandatory

When to Apply

Conditions: Add Filter Condition Add OR Clause

State is On Hold

AND OR X

UI Policy Actions (1) UI Policy Related List Actions

for text Search

Actions on selected rows... New

UI policy = comments should be mandatory

Field name	Mandatory	Visible	Read only
comments	True	Leave alone	Leave alone

1 to 1 of 1

UI Policy Action comments

UI policy: comments should be mandatory

Table: Incident [Incident]

* Field name: Additional comments

Application: Global

Mandatory: True

Visible: Leave alone

Read only: Leave alone

Clear the field value: ☐

Update Delete

comments should be mandatory	Incident [Incident]	state=3^N^hold_reason=4^EQ	true	true	2025-08-15 01:34:24	170
worknotes should be mandatory	Incident [Incident]	state=2^EQ	true	true	2025-08-13 23:23:02	150

Incident: INC0010055

Subcategory: -- None --

Service:

Service offering:

Configuration item:

State: On Hold

* Onholdreason: -- None --

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

Assignment group:

Assigned to: System Administrator

* Short description: caller

Description: INC0010029 - Megan Burke - this state and caller already exist in an incident

Related Search Results

Notes Related Records Resolution Information

Watchlist:

Worknotes list:

Worknotes:

* Additional comments (Customer visible):

Table: Incident [Incident]

Application: Global

Active: ☒

* Short description: worknotes should be mandatory

When to Apply

Conditions: Add Filter Condition Add OR Clause

State is In Progress

AND OR X

Update Delete

UI Policy Actions (1)			
UI Policy Related List Actions			
for text Search			
Actions on selected rows... New			
UI policy = worknotes should be mandatory			
Field name	Mandatory	Visible	Read only
work_notes	True	Leave alone	Leave alone
1 to 1 of 1			

UI Policy Action work_notes

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

UI policy: worknotes should be mandatory

Table: Incident [incident]

* Fieldname: Worknotes

Application: Global

Mandatory: True

Visible: Leave alone

Read only: Leave alone

Clear the field value: ☐

Update Delete

Incident INC0010053

Follow Update Assigned to user Resolve Delete

* Caller: Abel Tuter

Category: Inquiry/Help

Subcategory: --None--

Service:

Service offering:

Configuration items:

Pilot: ☐

Channel: --None--

State: In Progress

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

Assignment group:

Assigned to:

* Short description: task

Description:

Related Search Results >

* Notes Related Records Resolution Information

Watchlist:

Worknotes list:

* Worknotes: Worknotes

TASK-3

create a button called “user assign” when we click that button it should assign to the system administrator in incident table.

UI Action user assign

Name: user assign

Table: Incident [incident]

Order: 150

Action name: user_assign

Active: ☒

Show insert: ☒

Show update: ☒

Application: Global

Form button: ☒

Form context menu: ☐

Form link: ☐

Form style: --None--

List banner button: ☐

List bottom button: ☐

Location:

Script: Turn on ECMAScript 2021 (ES12) mode

```

1 current.assigned_to = gs.getUserID();
2 current.work_notes = "Incident assigned to " + gs.getUser().getDisplayname(); // * via UI Action;
3 current.update();
4 action.setRedirectURL(current);

```

Update Resolve user assign Delete

Related Links

Repair SLAs

Task SLAs

Affected CIs Impacted Services/CIs Child Incidents

SLA definition Search

Task = INC0000007

SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop
----------------	------	--------	-------	--------------------	-----------------------	-----------------------------	------------	------

System Administrator

Incident assigned to System Administrator

Work notes • 2025-03-15 06:46:34

System Administrator

Assigned to System Administrator was David Loo

Field changes • 2025-03-15 06:46:34

System Administrator

Added an attachment

Additional comments • 2015-11-16 15:17:50

System Administrator

Image uploaded • 2015-11-16 15:17:48

Incident INC0010055

Follow Update Resolve user assign Delete

New

Inprogress

On Hold

Closed

Cancelled

Number

INC0010055

Caller

Cybil Bolen

Category

Inquiry / Help

Subcategory

--None--

Service

Service offering

Configurations

Flow Model

Pilot

☐

Channel

--None--

State

In Progress

Impact

3-Low

Urgency

3-Low

Priority

5-Planning

Short description

caller

Description

INC0010029- Megan Burke - this state and caller already exist in an incident

TASK-4

Adda states using process flow to the incident table

Flow Formatters

Order

Search

Actions on selected rows...

New

All > Created on This week

Name

Active

Condition

Description

Label

Order

Table

Search

Search

Search

Search

Search

Search

Search

Incident Management - New

true

state=1*EQ

New

100

Incident [Incident]

Incident Management - Inprogress

true

state=2*EQ

Inprogress

200

Incident [Incident]

Incident Management - On Hold

true

state=3*EQ

On Hold

300

Incident [Incident]

Resolved

true

state=6*EQ

Resolved

350

Incident [Incident]

Incident Management - Closed

true

state=7*EQ

Closed

500

Incident [Incident]

Incident Management - Cancelled

true

state=8*EQ

Cancelled

600

Incident [Incident]

Incident Management

Name

Incident Management - Inprogress

Application

Global

Label

Inprogress

Order

200

Active

☒

Condition

Add Filter Condition

Add OR Clause

State

is

In Progress

AND

OR

X

Description

Flow Formatters

Order

Search

⊙

Actions on selected rows...

New

All > Created on This week

<div><div></div><div>Name</div></div>	Active	Condition	Description	Label	Order	Table
<div><div>Search</div></div>	<div><div>Search</div></div>	<div><div>Search</div></div>	<div><div>Search</div></div>	<div><div>Search</div></div>	<div><div>Search</div></div>	<div><div>Search</div></div>
Incident Management - New	true	state=1*EQ	New	100	Incident [Incident]	
Incident Management - Inprogress	true	state=2*EQ	Inprogress	200	Incident [Incident]	
Incident Management - On Hold	true	state=3*EQ	On Hold	300	Incident [Incident]	
Resolved	true	state=6*EQ	Resolved	350	Incident [Incident]	
<div><div>⊙</div>Incident Management - Closed</div>	true	state=7*EQ	Closed	500	Incident [Incident]	
Incident Management - Cancelled	true	state=8*EQ	Cancelled	600	Incident [Incident]	

TASK-5

first create a record producers for the incident table, change request table and problem statement tables and then perform on_load and on_change by using client scripts.

Name	Short description	Active	Order	Updated
Search	Search	Search	Search	Search
incident record	incident records in the incident table	true	0	2025-08-14 22:22:45
change request record	change request details	true	0	2025-08-14 07:04:34
problem record	problems	true	0	2025-08-14 07:02:00

on_load:

after refreshing the form then user must be system administrator .

1. for incident record producer

2. for change request table.

Catalog Client Scripts
on_load

New client scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name:

Applies to:

Active: ☒

UI Type:

Application:

Type:

Variable set:

Applies on a Catalog Item view: ☒

Applies on Requested Items: ☐

Applies on Catalog Tasks: ☐

Applies on Target Record: ☐

Script

```

1 function onload() {
2   g_form.setValue('requested_by', g_user.userID);
3   g_form.getReference('requested_by', function(user) {
4     if (user) {
5       g_form.setValue('location', user.location);
6     } else {
7       g_form.setValue('location', '');
8     }
9   });
10 }

```

dev228492.service-now.com/com.glideapp.servicecatalog_cat_item_view.do?v=1&sysparm_id=09ef71ea8317a210b7651006aad3b1

Service Catalog > Hardware > Mobiles > change request record

change request details

Requested by:

Location:

model:

email:

short description:

Submit

3.for problem statement record producer.

Catalog Client Scripts
on_loadproblem

New client scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name:

Applies to:

Active: ☒

UI Type:

Application:

Type:

Variable set:

Applies on a Catalog Item view: ☒

Applies on Requested Items: ☐

Applies on Catalog Tasks: ☐

Applies on Target Record: ☐

Script

```

1 function onload() {
2   g_form.setValue('user_id', g_user.userID);
3   g_form.getReference('user_id', function(user) {
4     if (user) {
5       g_form.setValue('location', user.location);
6     } else {
7       g_form.setValue('location', '');
8     }
9   });
10 }

```

Update Delete

Related Links

dev228492.service-now.com/com.glideapp.servicecatalog_cat_item_view.do?v=1&sysparm_id=a0d3a2b083d5a210b7651006aad3b1

Service Catalog > Hardware > Desktops > problem record

problems

user id:

category:

location:

state:

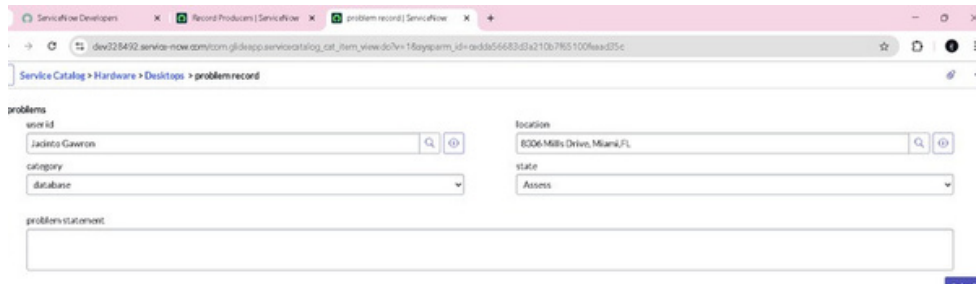
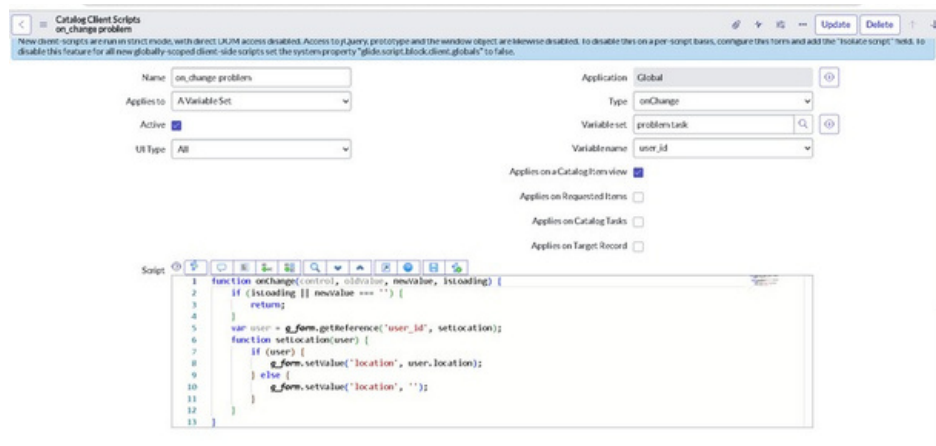
problem statement:

Submit

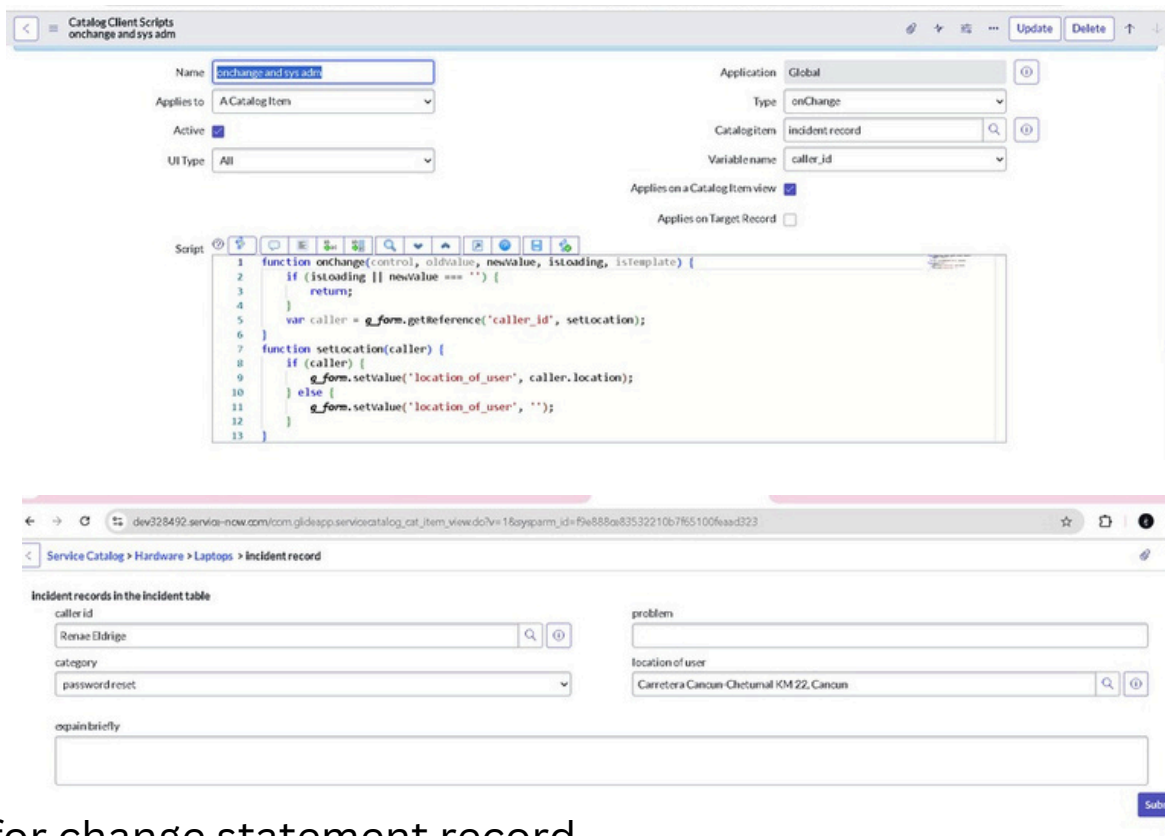
on_change.

when assign a user to the user field then location of the particular user should be updated.

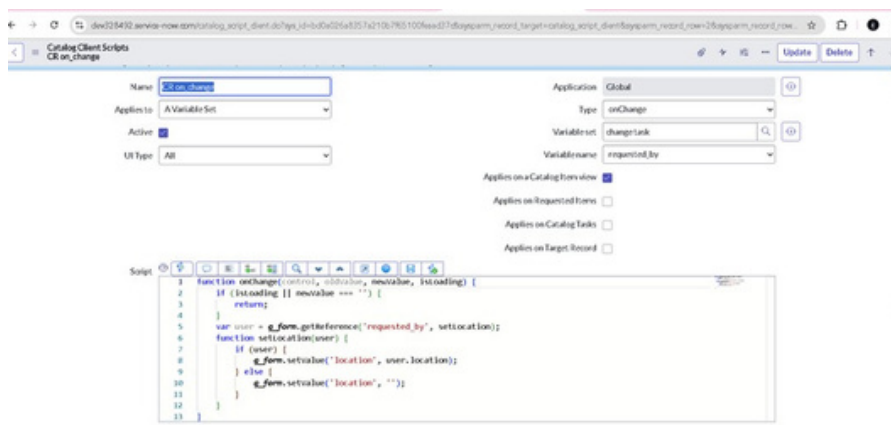
1.problem record producer



2.for incident record producer



3.for change statement record.



Service Catalog > Hardware > Mobiles > change request record

change request details

Requested by:

Location:

Model:

Email:

Short description:

Submit

6.TASK

Add a button called “itil users”for a group “special users”

Users for test

User ID	Name	Email	Active	Created	Updated
Asmith@Project_Manager	Asmith Project Manager	Asmith@example.com	true	2025-07-09 05:41:36	2025-07-09 05:41:36
Bob@HR_Support	Bob HR Support	Bob@example.com	true	2025-07-09 05:34:25	2025-07-09 05:34:25
Bruce@Security_Analyst	Bruce Security Analyst	Bruce@example.com	true	2025-07-09 05:48:49	2025-07-09 05:48:49
Charles@Change_Manager	Charles Change Manager	Charles@example.com	true	2025-07-09 05:56:14	2025-07-09 05:56:14
Jane@HR_Support	Jane HR Support	Jane@example.com	true	2025-07-09 05:35:22	2025-07-09 05:35:22
Jode@HR_Support	Jode HR Support	Jode@example.com	true	2025-07-09 05:37:40	2025-07-09 05:37:40
Joe@Security_Analyst	Joe Security Analyst	Joe@example.com	true	2025-07-09 05:49:36	2025-07-09 05:49:36
mscott@HR_Support	mscott HR Support	mscott@example.com	true	2025-07-09 05:38:22	2025-07-09 05:38:22
Nir@Project_Manager	Nir Project Manager	Nir@example.com	true	2025-07-09 05:42:49	2025-07-09 05:42:49
William@IT_Support	William IT Support	William@example.com	true	2025-07-09 05:47:44	2025-07-09 05:47:44

UI Action for user

Messages:

Comments:

Hint:

Condition:

Script: ☒ Turn on ECMAScript 2021 (ES12) mode

```

1 current.assigned_to = gs.getUserID();
2 current.work_notes = "Incident assigned to " + gs.getUser().getDisplayName();
3 current.update();
4 action.setDirectURL(current);

```

Update Delete

ServiceNow

Filter

On-Call: Application Development...

Users and Groups - Users

Users and Groups - Groups

Users and Groups - Roles

Impersonate user

Select a user

msc

MS mscott HR Support mscott.HR.Support

AF Annette Frietas annette.frietas

BL Bernard Laboy bernard.laboy

Beth Anglin beth.anglin

JS Jode HR Support jode.HR.Support

MS mscott HR Support mscott.HR.Support

SU survey user survey.user

Cancel Impersonate user

System Administrator System Administrator ServiceNow

Profile Preferences Keyboard shortcuts Impersonate user Elevate role Printer friendly version Log out

dev328492.service-now.com/incident.do?sys_id=b72c8bb83d3221067f65100feaad33e&sysparm_record_target=incident&sysparm_record_row=3&sysparm_record_rows=50&sysparm_record_L...

Incident
INC0010041

FollowUpdateResolveRtl user

New ✓Inprogress ✓On HoldClosedCancelled

NumberINC0010041

* CallerAbel Tutor

CategoryInquiry / Help

SubcategoryEmail

Service

Service offering

Configuration item

sFone Model

Pilot

Channel-- None --

StateOn Hold

* On hold reasonAwaiting Problem

Impact3 - Low

Urgency3 - Low

Priority5 - Planning

Assignment group

save

Assigned toFred Luddy

* Short descriptiontask

Description

Related Search Results >