

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 configuration for a UI Action named "still treatmenting". The "Name" field is set to "still treatmenting", "Table" to "covid 19[u_covid_19]", and "Order" to 100. The "Action name" is "still_treatmenting". Under "Script", the following code is present:

```
1 current.u_choice_5 = 'Still Treatment is going on';
2 current.update();
3 action.sendRedirectURL(current);
```

The screenshot shows a patient record for COV0001035. The patient details include Name: Anitha, Age: 22, Blood group: O+, Gender: Female, Mobile num: 6734160939, Address: Hyderabad, and short description: COV0001035. The status fields show vaccination taken: vaccinated, no.of doses: -- None --, vaccine name: -- None --, Admit Date: 2020-04-16, Discharge date: 2020-06-10, Patient status: Discharged, and Description: COV0001035-Discharged.

The screenshot shows the same patient record after clicking the "still treatmenting" button. The "Patient status" field now displays "Still Treatment is going on", indicating the change made by the UI Action script.

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 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: comments should be mandatory Application: Global

Table: Incident [incident]

* Field name: Additional comments

Mandatory: True

Visible: Leave alone

Read only: Leave alone

Clear the field value:

Update Delete

Comments should be mandatory	Incident [incident]	state=3^NQhold_reason=4^EQ	true	true	2025-06-15 01:34:24	170
Worknotes should be mandatory	Incident [incident]	state=2^EQ	true	true	2025-06-13 23:23:02	150

Incident INC0010055

Subcategory: -- None --

Service:

Service offering:

Configuration item:

State: On Hold

* On hold reason: -- 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: Worknotes

* Additional comments (Customer visible): 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

Fieldname	Mandatory	Visible	Readonly
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 Application Global

Table Incident [Incident]

* Fieldname Worknotes

Mandatory True

Visible Leave alone

Read only Leave alone

Clear the field value

Update Delete

Incident INC0010053

* Caller Abel Tuter

Category Inquiry / Help

Subcategory -- None --

Service

Service offering

Configuration item

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

Worknoteslist

* Worknotes Worknotes

TASK-3

create a button called “user assign” vwhen 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

Condition

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

Related 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

The screenshot shows a service management interface for an incident. At the top, there's a timeline of events:

- System Administrator assigned the incident.
- System Administrator updated the status to "In Progress".
- System Administrator added an attachment.
- System Administrator uploaded an image.

The main view displays the incident details for INC0010055. The status bar indicates "In Progress". The incident fields include:

- Number:** INC0010055
- Caller:** Cyril Bohm
- Category:** Inquiry/Help
- Subcategory:** None
- Service:** Service
- Configuration item:** Configuration item
- sFlow Model:** (empty)
- Pilot:** (checkbox)
- Channel:** (dropdown: None)
- Status:** In Progress
- Impact:** 3 - Low
- Urgency:** 3 - Low
- Priority:** 5 - Planning

The description field contains the note: "INC0010059 - Megan Burke - this state and caller already exist in an incident".

TASK-4

Add states using process flow to the incident table

The screenshot shows the "Flow Formatters" table with a new row added:

Name	Active	Condition	Description	Label	Order	Table
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]

The screenshot shows the "Incident Management" configuration screen. A new state "Inprogress" has been added:

- Name:** Incident Management - Inprogress
- Application:** Global
- Label:** Inprogress
- Order:** 200
- Active:** checked
- Condition:** State is In Progress

The screenshot shows the "Flow Formatters" table with the new state added:

Name	Active	Condition	Description	Label	Order	Table
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]

TASK-5

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

Record Producers				
Name	Short description	Active	Order	Updated
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

```

function on_load() {
    g_form.setvalue('caller_id', g_user.userID);
    g_form.getReference('caller_id', function(user) {
        if (user) {
            g_form.setvalue('location_of_user', user.location);
        } else {
            g_form.setvalue('location_of_user', '');
        }
    });
}

```

2. for change request table.

Catalog Client Scripts

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: on_load	Application: Global
Applies to: A Variable Set	Type: on_load
Active: <input checked="" type="checkbox"/>	Variable set: change_task
UI Type: All	Applies on Catalog Item View: <input checked="" type="checkbox"/>
	Applies on Requested Item: <input type="checkbox"/>
	Applies on Catalog Tasks: <input type="checkbox"/>
	Applies on Target Record: <input type="checkbox"/>

```
Script
1 function on_load() {
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 }
```

Service Catalog > Hardware > Mobiles > change request record

change request details

Requested by: System Administrator	location: United Kingdom
model:	
email:	
short description:	

3. for problem statement record producer.

Catalog Client Scripts

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: on_load_problem	Application: Global
Applies to: A Variable Set	Type: on_load
Active: <input checked="" type="checkbox"/>	Variable set: problem_task
UI Type: All	Applies on Catalog Item View: <input checked="" type="checkbox"/>
	Applies on Requested Item: <input type="checkbox"/>
	Applies on Catalog Tasks: <input type="checkbox"/>
	Applies on Target Record: <input type="checkbox"/>

```
Script
1 function on_load() {
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 }
```

Service Catalog > Hardware > Desktops > problem record

problems

userid: System Administrator	location: United Kingdom
category: database	state: Assess

problem statement:

on_change.

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

1. problem record producer

Catalog Client Scripts

New client scripts are run in strict mode, with direct UAPI 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: on_change problem
Applies to: A Variable Set
Active:
UI Type: All

Application: Global
Type: onChange
Variable set: problem List
Variable name: user_id

Script:

```

1 function onchange(control, oldvalue, newvalue, isloading) {
2     if (isloading || newvalue === '') {
3         return;
4     }
5     var user = g_form.getReference('user_id', settlocation);
6     function setlocation(user) {
7         if (user) {
8             g_form.setvalue('location', user.location);
9         } else {
10            g_form.setvalue('location', '');
11        }
12    }
13 }

```

ServiceNow Developers > RecordProducer | ServiceNow > problem record | ServiceNow

Service Catalog > Hardware > problem record

problems

userid: Jacek Gworn
category: database
problem statement:

location: 8006 Mills Drive, Miami, FL
state: Assess

2. for incident record producer

Catalog Client Scripts

Name: onchange and sys adm
Applies to: A Catalog Item
Active:
UI Type: All

Application: Global
Type: onChange
CatalogItem: incident record
Variable name: caller_id

Script:

```

1 function onchange(control, oldvalue, newvalue, isloading, isTemplate) {
2     if (isloading || newvalue === '') {
3         return;
4     }
5     var caller = g_form.getReference('caller_id', settlocation);
6     function settlocation(caller) {
7         if (caller) {
8             g_form.setvalue('location_of_user', caller.location);
9         } else {
10            g_form.setvalue('location_of_user', '');
11        }
12    }
13 }

```

Service Catalog > Hardware > Laptops > Incident record

incident records in the incident table

caller_id: Renae Eldridge
category: password reset
explain briefly:

problem:
location of user: Carretera Cancun-Chetumal KM 22, Cancun

Submit

3. for change statement record.

Catalog Client Scripts

Name: CR on_change
Applies to: A Variable Set
Active:
UI Type: All

Application: Global
Type: onChange
Variable set: changelog
Variable name: requested_by

Script:

```

1 function onchange(control, oldvalue, newvalue, isloading) {
2     if (isloading || newvalue === '') {
3         return;
4     }
5     var user = g_form.getReference('requested_by', settlocation);
6     function settlocation(user) {
7         if (user) {
8             g_form.setvalue('location', user.location);
9         } else {
10            g_form.setvalue('location', '');
11        }
12    }
13 }

```

Service Catalog > Hardware > Mobiles > change request record

change request details

Requested by	Lucius Bagisoli	location	2-10-1 Yurakucho, Chiyoda-ku, Tokyo
model			
email			
short description			
Submit			

6.TASK

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

All > Roles > itil > Created on 2025-07-09

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
Charlie.Change_Manager	Charlie Change Manager	Charlie@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
Neill.Project_Manager	Neill Project Manager	Neill@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 **HiL user**

Messages

Comments

Hint

Condition: `gs.getUser().isMemberOf('special users');`

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.setRedirectURL(current);

```

ServiceNow

Impersonate user

Select a user

msd

- MS mscott HR Support mscott.HR_Support
- AF Annette Fretas annette.fretas
- 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

Incident
INC0010041

New ✓ In progress ✓ On Hold Closed Cancelled

Number	INC0010041	sPhone Model	
* Caller	Abel Tuter	Channel	None
Category	Inquiry / Help	State	On Hold
Subcategory	Email	* On hold reason	Awaiting Problem
Service		Impact	3 - Low
Service offering		Urgency	3 - Low
Configuration item		Priority	5 - Planning
Assignment group			
save			
Assigned to Fred Luddy			
* Short description	task		
Description			

Related Search Results >