

## Service Now incident approval process

Before you begin:

1. Need an account in service now. (Trail version is also fine)
2. Create a dev instance. This instance will be used to invoke REST APIs.
3. The dev instance which is created in the above step, goes to sleep mode for every 6 hours (if not used).
4. We need to manually wake up the instance again if it goes to sleep mode by logging into the account. There is no API available to wake up the instance automatically.

Note: If the instance is in sleep mode, then we cannot invoke REST APIs.

About this task:

1. To be able to approve/reject Service now incident requests from Remix Labs tool via REST APIs.

Procedure:

1. Connecting to Service Now:
  - a) Service Now follows **basic authentication**. Credentials for accessing service now platform UI and accessing dev instance are different. We need to create a dev instance to invoke Service now APIs.
2. Creating a dev instance:
  - a) In Service Now UI, go to the Manage tab and click on instance.
  - b) To login to dev instance we need credentials. Those details can be set while creating a dev instance.
  - c) Username for the dev instance will be **admin**, and password can be changed. **base64encode(username:password)** can be used for authorization.
3. GET request to Service Now:
  - a) All our **approval requests** get stored in **sysapproval\_approver** table. So, we need to pull data from this table. In service now UI, after logged in as a System Administrator, type "**My approvals**" in the search bar on the left hand side. This page will lead us to the list of approval requests. All these requests get stored in sysapproval\_approver table. Every table in service now will have a reference column called sys\_id.
  - b) Make a GET request to Service Now server to get the list of all incident approvals. The endpoint used was  
[https://dev75712.service-now.com/api/now/v1/table/sysapproval\\_approver?sysparm\\_query=active=true^state=requested^source\\_table=incident](https://dev75712.service-now.com/api/now/v1/table/sysapproval_approver?sysparm_query=active=true^state=requested^source_table=incident)  
**Parameters:** source\_table=incident, state=requested

Notice in the endpoint, the table we have used is **sysapproval\_approver**. dev75712 is our dev instance ID.

c) Now, all these requests which are waiting for approval are either incident requests or change requests. I have worked with incident requests approvals.

d) Make a GET Request to the incident table to get the details of a particular incident, by passing sys\_id in the endpoint. The endpoint used was

[https://dev75712.service-now.com/api/now/v1/table/incident?sysparm\\_query=active=true^ORDERBYpriority^sys\\_id=c21eda522f220010d45cea5ef699b666](https://dev75712.service-now.com/api/now/v1/table/incident?sysparm_query=active=true^ORDERBYpriority^sys_id=c21eda522f220010d45cea5ef699b666)

Notice in the endpoint, we have used the incident table to get the details of the incident.

#### 4. Approving or rejecting a request:

a) Now, finally we can either approve or reject the incident request by making a Patch call to a certain endpoint. Here, we need to play with **sysapproval\_approver** table to change the **state parameter** to either approved or rejected. The endpoint used was

[https://dev75712.service-now.com/api/now/v1/table/sysapproval\\_approver/1f98d71a2fe20010d45cea5ef699b627](https://dev75712.service-now.com/api/now/v1/table/sysapproval_approver/1f98d71a2fe20010d45cea5ef699b627)

b) To the above endpoint, we need to pass the **sys\_id of the sysapproval\_approver table** corresponds to a particular incident for which we want to either approve or reject. The body of a Patch request should be "state": "approve/reject", "comments": "some comments"

After we approve or reject any request, if it was successful we get the status code as 200. We can check in the service now server too.

#### References:

- [https://community.servicenow.com/community?id=community\\_question&sys\\_id=fe9b0f61db9cdb01dcf3231f961962](https://community.servicenow.com/community?id=community_question&sys_id=fe9b0f61db9cdb01dcf3231f961962)
- [https://developer.servicenow.com/app.do#!/rest\\_api\\_doc?v=newyork&id=c\\_TableAPI](https://developer.servicenow.com/app.do#!/rest_api_doc?v=newyork&id=c_TableAPI)
- [https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/administer/workflow-administration/task/t\\_CreateAWorkflow.html](https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/administer/workflow-administration/task/t_CreateAWorkflow.html)