# **ServiceNow Fundamentals Administration (Vancouver)**

# **Text to Copy and Paste for Labs**

**Lab 1.2**

Section 6, #5:

* Work notes: Beth thought her paycheck would be deposited by now, but it is not showing on her account.

**Lab 1.3**

Section 2, #8

* Short description: Cannot get the Conference Event Mobile app for staff to launch. It is flashing error 555.
* Description: It was working yesterday, but not this morning. This is urgent! The event starts in 3 hours.

Section 2, #9

* Work notes: No outages have been reported, am routing to the Conference Event App support team.
* Additional comments: Fred, we are working on it!

**Lab 1.4**

Section 2, #4

* Fred, please follow the instructions in this article. If this doesn't work, reach out to me and we can try the second step.

**Lab 4.2**

Section 4, Add New Access Controls for Read, Write, and Create section

#3:

* Description: u\_holographic\_handheld\_hhd\_user role required to read HHD incident records

#6:

* Description: u\_holographic\_handheld\_hhd\_user role required to write HHD incident records

**Lab 5.1**

Section 2, #3:

* Description: This group contains the individuals with the Knowledge Manager [knowledge\_manager] role.

**Lab 5.2:**

Section 2, #7:

* Item Name: Infinity HHD
* Short description: VR, but without the glasses
* Description: The Infinity Holographic Handheld Device (HHD) is capable of projecting immersive environments around you. What are you waiting for? Get the Infinity HHD!

**Lab 5.3:**

Section 5, #17:

* Subject: Your Infinity HHD is on its way!
* Body: Greetings,

Your requested item has been shipped and is expected to arrive soon.

**Lab 6.2:**

Section 1, # 11:

* Critical Incident ${URI\_REF} has been created for Infinity (HHD) service offering.

**Lab 7.1**

Section 3, #4:

* Short description: Display Escalation for Infinity (HHD) service offerings when Priority = 1 - Critical

Section 4, #5:

* Field name: Company Contact (select the plus sign (+) to dot-walk on the Company field and select Contact).

Section 6, #7:

* In the message body, type: Reminder: To escalate to manufacturer, send mail to Manufacturer contact.