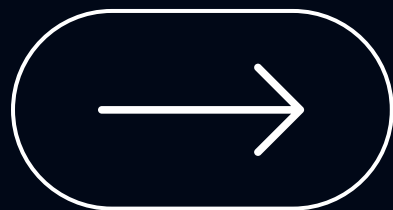


NOW PRO|JÉSSYKA YUKY

# Homework.



# Exercício.



Exercício **1**

## Registro de Incidente

# Formulário para Registro de Incidente.



## Register IT service incidents



This form allows employees to easily report IT service incidents. You can submit incidents for yourself or on behalf of another employee. Select from categories such as **Inquiry/Help, Software, Hardware, Network, or Database**, and provide a brief error description along with detailed information for troubleshooting.

\* Indicates required

\* Please select the employee for whom this incident is being opened.

System Administrator

Enter the phone number of the requester.

\_\_\_\_\_

\* Please select the category of the incident:

-- None --

\* Describe the error you encountered briefly.

\_\_\_\_\_

\* Provide detailed information about the error to help resolve the issue.

\_\_\_\_\_

☐ Select this checkbox if the incident is urgent.

Submit

### Required information

Please select the category of the incident:

Describe the error you encountered briefly.

Provide detailed information about the error to help resolve the issue.



### Register IT service incidents



This form allows employees to easily report IT service incidents. You can submit incidents for yourself or on behalf of another employee. Select from categories such as **Inquiry/Help, Software, Hardware, Network, or Database**, and provide a brief error description along with detailed information for troubleshooting.

\* Indicates required

\* Please select the employee for whom this incident is being opened.

System Administrator

Enter the phone number of the requester.

sdfsdfsdf

Invalid phone number. Ex: 11 1234-5678

\* Please select the category of the incident:

-- None --	
------------	--

Downloaded from <https://www.cambridge.org/core>. University of Cambridge, on 01 Jun 2019 at 12:00:00, subject to the Cambridge Core terms of use, available at <https://www.cambridge.org/core/terms>. <https://doi.org/10.1017/S0007122619000059>

-- None --

Inquiry / Help

Software

## Hardware

Network

Database

Submit

### Required information

Please select the category of the incident:

Describe the error you encountered briefly.

Provide detailed information about the error to help resolve the issue.

# Variables.

Variables (6)

Variable Sets

Catalog UI Policies (1)

Catalog Client Scripts

Available For

Not Available For

Categories (1)

Catalogs (1)

Catalog Data Lookup Definitions

Related Articles

Related Catalog Items

Assigned Topics

≡

🔍

Created ▾

Search

⚙️

—

Actions on selected rows... ▾

New

Catalog item = IT Service Incident Report

<div><div><div>☐</div><div>🔍</div></div></div>	Question	Name	Field	Type	Order	Main Content ▴
	Please select the employee for whom this...	caller_id	caller_id	Requested For	100	2024-09-20 09:44:26
	Enter the phone number of the requester.	caller_phone_number		Single Line Text	200	2024-09-20 09:52:01
	Please select the category of the incident:	category		Select Box	300	2024-09-20 09:53:45
	Describe the error you encountered briefly.	short_description	short_description	Single Line Text	400	2024-09-20 10:01:10
	Provide detailed information about the e...	description	description	Multi Line Text	500	2024-09-20 10:02:33
	Select this checkbox if the incident is ...	incident_urgency		CheckBox	600	2024-09-20 10:03:38

⏪

⏩

1 to 6 of 6

⏪

⏩

# Variables validation.

Telephone

Question Regular Expression

\* Name

Brazilian phone number

Application

Global

Validation message

Invalid phone number. Ex:11 1234

\* Regular Expression

^(?d{2})?s?d{4,5}-?d{4}\$

Regex Flag

Open Record

Validation Regex

Brazilian phone number

Variable Attributes

# Ui policies.

Catalog UI Policy

Mandatory fields

Update

Delete

\* Short descriptionMandatory fields

When to Apply

Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is **Active**

2. The items in the **Conditions** field evaluate to true

3. The field specified in the catalog UI policy is present 

Main Content

ed catalog item

Catalog Conditions

Add Filter Condition

Add "OR" Clause

-- choose field --

-- oper --

-- value --

Applies on a Catalog Item view

☒

Applies on the Target Record

☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load

☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false

☐

Update

Delete

Related Links

[Run Point Scan](#)

Catalog UI Policy Actions

Order

Search

Actions on selected rows...

New

UI policy = Mandatory fields

Name

Read only

Mandatory

Visible

Order

short\_description

Leave alone

True

Leave alone

100

category

Leave alone

True

Leave alone

100

description

Leave alone

True

Leave alone

100



# Script.

```
Script
1  /** This script is executed before the Record is generated
2   * `current`- GlideRecord produced by Record Producer
3   * Don't use `current.update()` or `current.insert()` as the record is generated by Record Producer
4   * Don't use `current.setValue('sys_class_name', 'xxx')` as this will trigger reparent flow and can cause data loss
5   * Avoid `current.setAbortAction()` and generate a separate record
6   * Use `producer.var1` to access variables
7   */
8
9  //0 canal de abertura do incidente deverá ser apontado automaticamente como Self-service.
10 current.contact_type = 'self-service';
11
12 //Se a categoria apontada for Database, o campo Assignment group deverá ser preenchido com o grupo Database.
13 if (producer.category == 'database') {
14
15     current.assignment_group = '287ee6fea9fe198100ada7950d0b1b73';
16 };
17
18 // 0 solicitante poderá marcar se o Incidente é urgente, caso isso ocorra, o campo Urgency deverá ser preenchido com a opção 1- High.
19
20 if(producer.incident_urgency == "true" ){
21     current.urgency = 1;
22 }
```



```
10 current.contact_type = 'self-service';
11
12 if (producer.category == 'database') {
13
14     current.assignment_group = '287ee6fea9fe198100ada7950d0b1b73';
15 };
16
17 if (producer.incident_urgency == "true") {
18     current.urgency = 1;
19 }
```

# Teste de funcionalidade.

1

## IT Service Incident Report

Register IT service incidents



This form allows employees to easily report IT service incidents. You can submit incidents for yourself or on behalf of another employee. Select from categories such as **Inquiry/Help**, **Software**, **Hardware**, **Network**, or **Database**, and provide a brief error description along with detailed information for troubleshooting.

\*Please select the employee for whom this incident is being opened.

**System Administrator**

Enter the phone number of the requester.

11 1234-5678

\*Please select the category of the incident:

Database

\*Describe the error you encountered briefly.

Unable to connect to the company VPN, receiving timeout errors.

\*Provide detailed information about the error to help resolve the issue.

I'm unable to connect to the company VPN. Every time I try to log in, I receive a 'connection timeout' error. I've already restarted my computer, checked my internet connection, and tried using a different network, but the issue persists. This problem started this morning, and I need access to the VPN to complete my work. Please assist as soon as possible.

☒ Select this checkbox if the incident is urgent.

INC0010038

Just nowJust nowNew

Unable to connect to the company VPN, receiving timeout errors.

CallerSystem Admi...

Urgency1 - High

Activity

Attachments

Type your message here...

Post

System Administrator

INC0010038 Created

just now

2

3

Incidents

Created

Search

Actions on selected rows...

New

All

<input type="checkbox"/>	<input type="text"/>	Number	Channel	Caller	Category	Short description	Description	Priority	Urgency	State	Assignment group	Created
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		INC0010038	Self-service	System Administrator	Database	Unable to connect to the company VPN, receiving timeout errors.	I'm unable to connect to the company VPN...	3 - Moderate	1 - High	New	Database	2024-09-21 01:16:11

Incident INC0010038

Main Content

NumberINC0010038

\* CallerSystem Administrator

CategoryDatabase

Subcategory-- None --

Service

Service offering

Configuration item

ChannelSelf-service

StateNew

Impact3 - Low

Urgency1 - High

Priority3 - Moderate

Assignment groupDatabase

Assigned to

Variables

\* Please select the employee for whom this incident is being opened.

System Administrator

Enter the phone number of the requester.

11 1234-5678

Please select the category of the incident:

Database

Describe the error you encountered briefly.

Unable to connect to the company VPN, receiving tir

Provide detailed information about the error to help resolve the issue.

I'm unable to connect to the company VPN. Every time I try to log in, I receive a 'connection timeout' error. I've already restarted my computer, checked my internet connection, and tried using a different network, but the issue persists. This problem started this morning, and I need access to the VPN to complete my work. Please assist as soon as possible.

☒ Select this checkbox if the incident is urgent.

\* Short description

Unable to connect to the company VPN, receiving timeout errors.

Description

I'm unable to connect to the company VPN. Every time I try to log in, I receive a 'connection timeout' error. I've already restarted my computer, checked my internet connection, and tried using a different network, but the issue persists. This problem started this morning, and I need access to the VPN to complete my work. Please assist as soon as possible.

4







**Fim**

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