# Classroom Assignment

## Task Overview

1. Create a new incident.
2. Retrieve the newly created incident.
3. Modify the "short\_description" , "description" of the newly created incident using PUT/PATCH.
4. Delete the newly created incident using DELETE.

## Preconditions

* Ensure you have a valid ServiceNow instance URL.
* Obtain the necessary credentials (username and password) for authentication.
* Have appropriate roles and permissions to create, retrieve, modify, and delete incidents.
* Use a tool such as Postman or any REST client for making API requests, or implement the requests in a programming language of your choice.

## Steps

### 1. Create a New Incident

**Endpoint:** POST /api/now/table/incident

**Headers:**

* Content-Type: application/json
* Accept: application/json

**Payload Example:**

json

Copy code

{

    "short\_description": "*Create incident via postman*",

    "description": "My first incident"

    }

**Steps:**

1. Set the request method to POST.
2. Set the URL to https://<instance>.service-now.com/api/now/table/incident.
3. Select Payload type as JSON
4. Add the JSON payload with the required fields.
5. Send the request.
6. Note the sys\_id from the response for later use.

**Common Mistakes:**

* Incorrect Payload type.
* Incorrect Authorization.
* Invalid JSON payload.