A close-up of a logo

Description automatically generated

**Create a Change Request and Validate Status Code**

**Learning Objective**

The objective of this session is to learn how to create a change request in ServiceNow and validate the status code using Postman.

**Expected Completion Time**

* **Best Case:** 15 minutes
* **Average Case:** 20 minutes

**Session Details**

1. **ServiceNow API Credentials:**

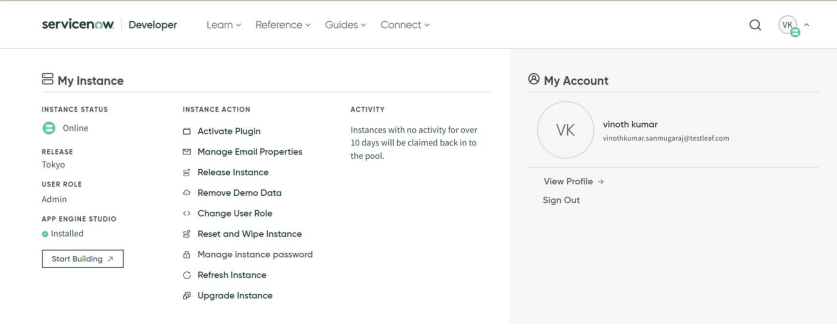
Go to <https://developer.servicenow.com/dev.do#!/home> ,Login with your Mail id & password , Click on Your profile Icon & Click **Manage Instance Password** &Obtain your ServiceNow

* + Obtain your Instance URL , Username & Password.
  + *Example*

URL: http://dev109834.servicenow.com

Username: Admin

Password: k6C8-ajUWqY%



1. **Create a Change Request in ServiceNow:**
   * **Step 1: Create a Blank collection** 
     + Create a workspace(if you don’t have) and New collection
   * **Step 2: Create a New Request**
     + Click on **New** and select **HTTP Request**.
     + Name your request appropriately, e.g., "Create\_Change\_Request".
   * **Step 3: Set Up the Request URL**
     + Set the request type to **POST**.
     + Enter the ServiceNow API endpoint for creating a change request.

https://<your\_instance>.service-now.com/api/now/table/change\_request

**Step 4: Authentication**

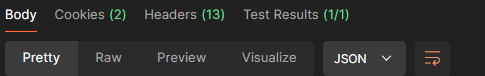
* + - Go to the **Authorization** tab.
    - Select **Basic Auth**.
    - Enter your ServiceNow **Username** and **Password**.
  + **Step 6: Body**
    - Switch to the **Body** tab.
    - Select **raw** and choose **JSON** from the drop-down menu.
    - Enter the JSON payload for the change request. Example:

{

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

"description": "My first incident"

}

* + **Step 7: Send the Request**
    - Click **Send**.
    - Observe the response in the lower pane **Body** Tab. You should receive a JSON response containing details of the newly created change request, including the change request number.
    - 

1. **Validate Status Code:**
   * **Step 1: Check Response Status Code**
     + Look at the status code in the response section.
     + A successful creation will return a **201 Created** status code.
   * **Step 2: Verify Response Body**
     + Ensure that the response body contains the necessary details such as the sys\_id and number of the change request.
     + Example response:
2. {
3. "result": {
4. "parent": "",
5. "reason": "",
6. "watch\_list": "",
7. "upon\_reject": "cancel",
8. "sys\_updated\_on": "2024-06-18 10:13:33",
9. "type": "normal",
10. "approval\_history": "",
11. **"number": "CHG0030003",**
12. "test\_plan": "",
13. "cab\_delegate": "",
14. "requested\_by\_date": "",
15. "state": "-5",
16. "sys\_created\_by": "admin",
17. "knowledge": "false",
18. "order": "",
19. "phase": "requested",
20. "cmdb\_ci": "",
21. "delivery\_plan": "",
22. "contract": "",
23. "impact": "3",
24. "active": "true",
25. "work\_notes\_list": "",
26. "priority": "4",
27. "sys\_domain\_path": "/",
28. "cab\_recommendation": "",
29. "production\_system": "false",
30. "review\_date": "",
31. "business\_duration": "",
32. "group\_list": "",
33. "requested\_by": {
34. "link": "https://dev273722.service-now.com/api/now/table/sys\_user/6816f79cc0a8016401c5a33be04be441",
35. "value": "6816f79cc0a8016401c5a33be04be441"
36. },
37. "change\_plan": "",
38. "approval\_set": "",
39. "implementation\_plan": "",
40. "universal\_request": "",
41. "end\_date": "",
42. **"short\_description": "created via postman",**
43. "correlation\_display": "",
44. "delivery\_task": "",
45. "work\_start": "",
46. "additional\_assignee\_list": "",
47. "outside\_maintenance\_schedule": "false",
48. "std\_change\_producer\_version": "",
49. "service\_offering": "",
50. "sys\_class\_name": "change\_request",
51. "closed\_by": "",
52. "follow\_up": "",
53. "reassignment\_count": "0",
54. "review\_status": "",
55. "assigned\_to": "",
56. "start\_date": "",
57. "sla\_due": "",
58. "comments\_and\_work\_notes": "",
59. "escalation": "0",
60. "upon\_approval": "proceed",
61. "correlation\_id": "",
62. "made\_sla": "true",
63. "backout\_plan": "",
64. "conflict\_status": "Not Run",
65. "task\_effective\_number": "CHG0030003",
66. "sys\_updated\_by": "admin",
67. "opened\_by": {
68. "link": "https://dev273722.service-now.com/api/now/table/sys\_user/6816f79cc0a8016401c5a33be04be441",
69. "value": "6816f79cc0a8016401c5a33be04be441"
70. },
71. "user\_input": "",
72. "sys\_created\_on": "2024-06-18 10:13:33",
73. "on\_hold\_task": "",
74. "sys\_domain": {
75. "link": "https://dev273722.service-now.com/api/now/table/sys\_user\_group/global",
76. "value": "global"
77. },
78. "route\_reason": "",
79. "closed\_at": "",
80. "review\_comments": "",
81. "business\_service": "",
82. "time\_worked": "",
83. "chg\_model": {
84. "link": "https://dev273722.service-now.com/api/now/table/chg\_model/007c4001c343101035ae3f52c1d3aeb2",
85. "value": "007c4001c343101035ae3f52c1d3aeb2"
86. },
87. "expected\_start": "",
88. "opened\_at": "2024-06-18 10:13:33",
89. "work\_end": "",
90. "phase\_state": "open",
91. "work\_notes": "",
92. "close\_code": "",
93. "assignment\_group": "",
94. "description": "",
95. "on\_hold\_reason": "",
96. "calendar\_duration": "",
97. "close\_notes": "",
98. "sys\_id": "04bdbf6253320210478975e0a0490ee4",
99. "contact\_type": "",
100. "cab\_required": "false",
101. "urgency": "3",
102. "scope": "3",
103. "company": "",
104. "justification": "",
105. "activity\_due": "",
106. "comments": "",
107. "approval": "not requested",
108. "due\_date": "",
109. "sys\_mod\_count": "0",
110. "on\_hold": "false",
111. "sys\_tags": "",
112. "cab\_date\_time": "",
113. "conflict\_last\_run": "",
114. "unauthorized": "false",
115. "location": "",
116. "risk": "3",
117. "category": "Other",
118. "risk\_impact\_analysis": ""
119. }
120. }
     * **Step 3: Validate the Status Code** 
       + In Postman, you can write tests to validate the status code automatically.
       + Go to the **Tests(Scripts)** tab and add the following script:

pm.test("Verify Status code", function () {

    pm.response.to.have.status(201);

});

**Expected Outcome**

Upon completion, you should be able to:

* Understand how to use Postman to interact with ServiceNow APIs.
* Create a change request in ServiceNow via API.
* Validate the response status code to ensure successful creation of the change request.