A close-up of a logo

Description automatically generated

**Classroom Session: Update and Delete Change Request Asserting Response Time and Response Body**

**Learning Objective:**  
The objective of this session is to learn how to update and delete a change request in ServiceNow and assert the response time and response body using Postman.

**Expected Completion Time:**  
Best Case: 20 minutes  
Average Case: 30 minutes

**Session Details:**

**ServiceNow API Credentials:**

1. **Obtain Your ServiceNow Instance Credentials:**
   * Instance URL
   * Username
   * Password

**Updating a Change Request in ServiceNow:**

**Step-by-Step Guide:**

**Step 1: Create a New Request**

* Click on "New" and select "HTTP Request".
* Name your request appropriately, e.g., "Update Change Request".

**Step 2: Set Up the Request URL**

* Set the request type to PUT.
* Enter the ServiceNow API endpoint for updating a change request:

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

* Replace <your\_instance> with your ServiceNow instance name and <sys\_id> with the specific change request ID.

**Step 3: Authentication**

* Go to the "Authorization" tab.
* Select "Basic Auth".
* Enter your ServiceNow Username and Password.

**Step 4: Body**

* Switch to the "**Body**" tab.
* Select raw and choose **JSON** from the drop-down menu.
* Enter the JSON payload with the fields you want to update. Example:

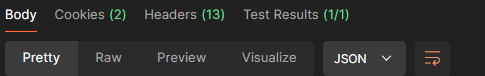
{

  "short\_description": "Updated description",

  " description": "Network",

}

**Step 5: Send the Request**

* Click "Send".
* Observe the response in the lower pane Body. Ensure it contains the updated details of the change request.
* 

**Step 6: Validate Response Time and Body**

* Go to the "**Tests**"(**Scripts** in new version of postman) tab and add the following script:

pm.test("Status code is 200", function () {

  pm.response.to.have.status(200);

});

pm.test("Response time is less than 200ms", function () {

  pm.expect(pm.response.responseTime).to.be.below(200);

});

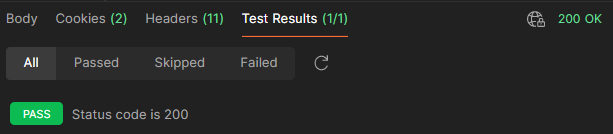
pm.test("Response body contains updated description", function () {

  var jsonData = pm.response.json();

  pm.expect(jsonData.result.short\_description).to.eql("Updated description");

});

**Step 7: Validate Test Results**

* Ensure the tests pass in the Tests Results section.
* 

**Deleting a Change Request in ServiceNow:**

**Step 1: Create a New Request**

* Click on "New" and select "HTTP Request".
* Name your request appropriately, e.g., "Delete Change Request".

**Step 2: Set Up the Request URL**

* Set the request type to **DELETE**.
* Enter the ServiceNow API endpoint for deleting a change request:

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

* Replace <your\_instance> with your ServiceNow instance name and <sys\_id> with the specific change request ID.

**Step 3: Authentication**

* Go to the "Authorization" tab.
* Select "Basic Auth".
* Enter your ServiceNow Username and Password.

**Step 4: Send the Request**

* Click "Send".
* Observe the response in the lower pane Body.

**Step 5: Validate Response Time and Body**

* Go to the "**Tests**"(**Scripts** in the new version of postman) tab and add the following script:

pm.test("Status code is 204", function () {

  pm.response.to.have.status(204);

});

pm.test("Response time is less than 200ms", function () {

  pm.expect(pm.response.responseTime).to.be.below(200);

});

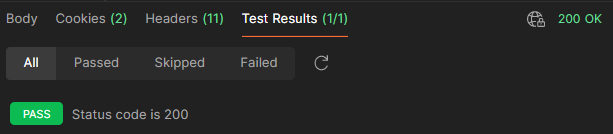
pm.test("Response body is empty", function () {

  pm.expect(pm.response.text()).to.equal("");

});

**Step 6: Send the Request and Validate The test results**

Ensure the tests pass in the Tests Results section.



**Expected Outcome:**

Upon completion, you should be able to:

* Understand how to use Postman to interact with ServiceNow APIs.
* Update a change request in ServiceNow via API and validate the response.
* Delete a change request in ServiceNow via API and validate the response.
* Assert the response time and ensure the response body meets expected conditions.