A close-up of a logo

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**Classroom Session: Managing Incidents in ServiceNow Using Rest Assured**

**Learning Objective:**

The objective of this session is to learn how to retrieve all incidents using query parameters, update an incident, delete an incident in ServiceNow using Rest Assured, and print the status code in the console.

**Expected Completion Time:**

* Best Case: 25 minutes
* Average Case: 40 minutes

**Session Details:**

**Setting Up the Maven Project in Eclipse:**

*Note: If you have already created a project, please Start with creating new Class.*

1. **Create a New Maven Project:**
   * **Step 1:** Open Eclipse.
   * **Step 2:** Go to File > New > Project.
   * **Step 3:** Expand Maven and select Maven Project.
   * **Step 4:** Click the checkbox for Create a simple project (skip archetype selection).
   * **Step 5:** Click Next.
2. **Fill in Project Details:**
   * **Step 6:** Enter the Group Id (e.g., com.example).
   * **Step 7:** Enter the Artifact Id (e.g., ServiceNowAutomation).
   * **Step 8:** Click Finish.
   * Setthe pom.xml

**Retrieving All Incidents with Query Parameters:**

1. **Create a Java Class:**
   * Right-click on package(week3day1) New > Class.
   * Name the class GetwithQueryParams.

**2.Steps for Retrieving All Incidents:**

* **Step 1:** Set the base URI for the ServiceNow instance.
* **Step 2:** Authenticate using Basic Auth with your username and password.
* **Step 3:** Set the query parameters for filtering incidents.

***Refer Below Code***

Map <String ,String> queryparam=**new** HashMap<String,String>();

queryparam.put("sysparm\_fields","sys\_id,short\_description");

queryparam.put("sysparm\_limit","3");

RequestSpecification input = RestAssured.*given*().queryParams(queryparam);

* **Step 4:** Send a GET request to the ServiceNow API endpoint for incidents.
* **Step 5:** Print the status code of the response to the console.
* **Step 6:** Verify the status code to ensure it is 200 (OK).

**Updating an Incident and Printing the Status Code:**

1. **Add the Update Method to the IncidentManagement Class:**

**Step 1:** Set the base URI for the ServiceNow instance.

**Step 2:** Authenticate using Basic Auth with your username and password.

**Step 3:** Set the headers, including Content-Type as **application/json**.

**Step 4:** Create a JSON payload for updating the incident.

**Step 5:** Send a PUT request to the ServiceNow API endpoint for updating the incident, using the incident's ***sys\_id***.

**Step 6:** Print the status code of the response to the console.

**Deleting an Incident and Printing the Status Code:**

**Add the Delete Method to the IncidentManagement Class:**

**Step 1:** Set the base URI for the ServiceNow instance.

**Step 2:** Authenticate using Basic Auth with your username and password.

**Step 3:** Send a DELETE request to the ServiceNow API endpoint for deleting the incident, using the incident's **sys\_id.**

**Step 4:** Print the status code of the response to the console.

**Step 5:** Verify the status code to ensure it is 204 (No Content).

1. **Run the Tests:**
   * Right-click on the class > Run As > TestNG Test.
   * Observe the status codes printed in the console.

**Expected Outcome:**

Upon completion, you should be able to:

* Set up a Maven project in Eclipse.
* Add Rest Assured and TestNG dependencies to the pom.xml.
* Retrieve all incidents using query parameters.
* Update an incident and print the status code.
* Delete an incident and print the status code.