A close-up of a logo

Description automatically generated

**Steps to Perform CRUD Operations for ServiceNow ChangeRequest in Makaia Framework**

**1. Update Configuration Properties**

1. Open the config\_api.properties file.
2. Add your ServiceNow instance details:

server.url=https://<your-servicenow-instance>.service-now.com/api/now/table/

server.username=<your-username>

server.password=<your-password>

**2. Setup Authentication**

1. In your test class, set up the base URI and basic authentication using the RestAssured library.

**3. Create a ChangeRequest**

1. Define the payload for creating a ChangeRequest:

{

"short\_description": "Initial ChangeRequest",

"description": "Software",

}

1. Send a POST request to the ServiceNow ChangeRequest ***change\_request.***
2. Extract the **sys\_id** from the response to use it for further operations.

**4. Read the ChangeRequest**

1. Send a GET request to the ServiceNow ChangeRequest using the extracted sys\_id: change\_request/{sys\_id}.
2. Verify the response to ensure the ChangeRequest details are correct.

**5. Update the ChangeRequest**

1. Define the payload for updating the ChangeRequest:

{

"short\_description": "Updated ChangeRequest",

"description": "SoftwareUpdated",

}

1. Send a PUT request to the ServiceNow ChangeRequest using the extracted sys\_id: change\_request/{sys\_id}.
2. Verify the response to ensure the ChangeRequest has been updated correctly.

**6. Delete the ChangeRequest**

1. Send a DELETE request to the ServiceNow ChangeRequest API endpoint using the extracted sys\_id: change\_request/{sys\_id}.
2. Verify the response status code to ensure the ChangeRequest has been deleted.

**7. Verify Deletion**

1. Send a GET request to the ServiceNow ChangeRequest API endpoint using the extracted sys\_id: /api/now/table/change\_request/{sys\_id}.
2. Verify the response status code to ensure the ChangeRequest no longer exists (expecting a 404 status code).

**Example Overview**

1. **Setup Base URI and Authentication:**
   * Configure RestAssured with the base URI and authentication details.
2. **Create a ChangeRequest:**
   * Use POST request with a JSON payload.
   * Extract sys\_id from the response.
3. **Read the ChangeRequest:**
   * Use GET request with the extracted sys\_id.
4. **Update the ChangeRequest:**
   * Use PUT request with the JSON payload and the extracted sys\_id.
5. **Delete the ChangeRequest:**
   * Use DELETE request with the extracted sys\_id.
6. **Verify Deletion:**
   * Use GET request with the extracted sys\_id to ensure it returns a 404 status code.

By following these steps, you will be able to perform CRUD operations for a ServiceNow ChangeRequest using request chaining in the Makaia Framework.