Practice this only in Service-Now Demo instance

**Assignments**

1. Do the following Steps:-

A. Write a **background script** which insert user in “sys\_user” table as mentioned below

First Name = “Car”;

Last Name =” Dealer”;

And Email =”[car.dealer@Demo.com](mailto:car.dealer@Demo.com)”

**This assignment is for Your knowledge. Please don’t use Back Ground Scripts in projects. Its is not suggested as It cause some times Slow down of Service now Instances. Strictly Not Use**

B. Assign a role “Admin ” and “Security admin” to the above user.

C. Impersonate with car dealer.

D. Create role Mechanic

E. Create 2 new user and assign Role “Mechanic” 2 both.

2. Create a "table" car dealer with Car Dealer application.

Add column in the table:

Car name: String

Car no: Number

Car type: String

Service State: Choice list Choice list:-1.open 2.In queue

3. WIP 4.Finished.5 Problem 6.Change

Service name: String

Service type: String

Service Start Date: Date

Service End Date: Date

Mechanic name: Reference

Group: String

Servicing amount: Number

3. Create 3 users having role as ‘**itil’**

1. Create a View”**Servicing Details view**” for role ‘**itil’** only

Only following columns will be visible to **itil** role

Car name:

Service name:

Service type:

Mechanic name

Servicing Amount

Service State

B) Create a View”**Servicing view**” for role ‘**mechanic’** only

Only following columns will be visible to **mechanic** role

Car name:

Service name:

Service type:

Service Start Date

Service End Date

Servicing Amount

Group

Service State

4. Write a “On Load” client script on u\_car\_dealer table that will make mandatory.

Car name:

Service name:

Service type:

Service Start Date

Service End Date

Mechanic name:

Servicing Amount

5. Create a business rule”**before insert**” on u\_car\_dealer table that will update group to**“ A”** if service amount is greater than 1000Rs and to ”**B”** if less than :1000Rs.

 6. Create a work flow:-

A) When any records any new car is entered in the system.

B) This work flow should trigger and Notify admin and Itil persons and mechanic with car Name and Car No that new car is requested for servicing.

C) Write a script includes in run script if Group is A in the table then get the amount and Add 500rs as service charge and 200 for Group B

D) Check if 1 day is remaining in End Date and servicing State is “In Queue” then notify Mechanic and Admin.

E) Wait for till End date and again check if servicing state is “In Queue” notify again

Itil users group, Mechanic and Admin.

F) Once the state is finished notify admin and itil user group with car details and amount.

7. Import modules “**Change and Problem**” to your application Car Dealer.

Write a script include if any new car servicing request is in the state of **Problem /Change** then automatically The request will copied to the respective modules.