New to ServiceNow

Create the NeedIt Application and Application Files > Exercise: The NeedIt Application

In this exercise you will examine the design documents for the *NeedIt* application used in many of the training modules on the ServiceNow developer site. You will NOT complete all of the application requirements in this module.

You are not expected to memorize every detail of the design document; it is provided here as an example. At a minimum, please read the **Business Problem** and **Desired Outcomes** sections.

Business Problem

Service Requests for Human Resources, Facilities, Legal, and other departments have been managed by email, spreadsheets, and personal contact and haven't been easily tracked or easy to report on. Some requests have gone unfilled and employees are dissatisfied with the process and the outcomes. Mismanaging Service Requests has been expensive for the company.

The *NeedIt* application will manage and track requests for the Human Resources, Legal, Facilities, and one other department (yet to be determined) in an automated way using an easy to use user interface that is consistent with other corporate software.

Desired Outcomes

- A single location where employees can submit Service Requests for the Human Resources, Legal, Facilities, and other departments.

- Accurate and timely completion of all tasks necessary to fulfill Service Requests; fewer missed deadlines.

- Retire the spreadsheets currently used to manage requests.

- Improve requestor satisfaction with process and request fulfillment.

- Automation of all steps possible.

Stakeholders

Interested parties throughout the company will benefit from the *NeedIt* application.

Stakeholder	Value from Application
Requestor and Fulfiller	Intuitive, easy-to-use interface. Access from desktop, tablet, or mobile. Real time visibility to status through reports and homepages. Notifications by email.
NeedIt Application Administrator	Single platform for designing and building domain independent applications. Logging and debugging information. Security. Retire legacy applications. Design/build/test/runtime environment all on the same platform.
Management	Solves business problem. Centralized tool to manage all requests. Automation of work. Real time visibility to status through reports and homepages.
Approvers	Approvals assigned dynamically and appropriately. Centralization of all approvals.
Process Owners	General process is the same for all departments. Single tool to manage all processes for Service Requests. Process progress is easily trackable.

Personas

Interested parties throughout the company will benefit from the *NeedIt* application.

Persona	Privileges
Employee Self-Service	Ability to submit new records through the Service Catalog and check on the status of their own records.
User	Ability to submit new records through the Service Catalog or ServiceNow form and check on the status of their existing records. Ability to update existing records. Run reports and view application homepage.
Administrator	Ability to create and modify an application record. Design and use all application modules. Implement and administer all Workflow and Scripts. Run all reports.

Inputs

Inputs (data sources) for the *NeedIt* application.

Data Source	Data Format	Frequency	Duplicate Data Okay?	What Makes Data Unique? (coalesce)	Retrieval Method
User input – form	N/A	As needed	No	Number Assigned by ServiceNow	N/A
Spreadsheet	Excel or CSV	Once	No	N/A	Import
User input – Service Catalog	N/A	As needed	No	Number Assigned by ServiceNow	N/A
Approvals	Approve / Reject	As needed	No	Number Assigned by ServiceNow	In app

Outputs

NeedIt application outputs.

| Format	Content	Frequency	Recipients
Email	Notification of overdue tasks	Daily	Value in Assigned to field
Scheduled Report	Application statistics	Weekly	CTO
Report	Application statistics	On Demand	Users with permissions

Processes

NeedIt application processes.

Format	Content	Frequency
Obtain Approval	Jon	After request submitted, look up requestor's manager. Manager rejects or approves. On reject, request closed. On acceptance set status to approved. After request is approved create a Task record. Assign Task to appropriate person.
Notify Overdue Assigned to (email)	Chuck	Check daily for a list of overdue Tasks. Send reminder email to each Task owner. Continue to send an email daily until the Task is completed.

Obtain Approval Process:
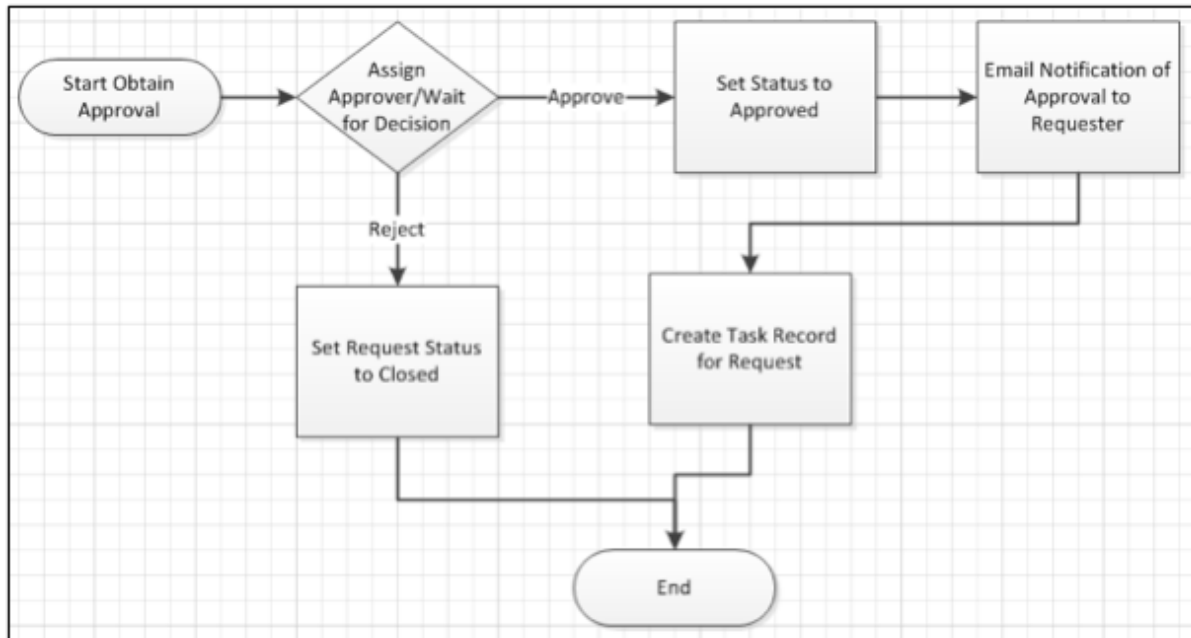
Notify Overdue Assigned to Process:
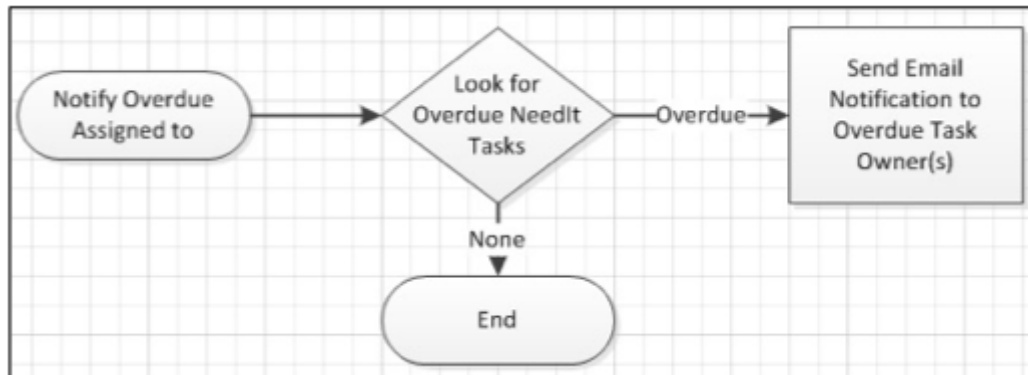
Data Model

The *NeedIt* application data model:

NeedIt Requests:

Name	Data Type
Number	String
Requested for	Reference to a User
What needed	Choice list
When needed	Date/Time
Priority	Choice list
State	Choice list
Short description	String
Description	String

Data for NeedIt Tasks

Name	Data Type
Assigned to	Reference to a User
Number	String
State	String
Short description	String
Priority	Choice list
Additional	String
Parent	Reference to NeedIt Request

Data needed from the User table:

Name	Data Type
User name	String
Manager	Reference to a User
Notifications	Choice list of
Email	Choice list