

Technical Documentation for STRY0119730

Article ID: KB0033846

Created: 2024-05-07 08:40:48

Updated: 2024-10-01 17:20:24

Author: {'link':

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Technical Development Design/ Deliverable

This document outlines the high-level components built to deliver the technical development & design deliverable within the FMC Global ServiceNow Platform as part of the below user story.

User story#

STRY0119730

Short Description

Discontinue Auto-Generated Task from Server builds for DTI-INF-ServiceNow Support - L1 Group.

Acceptance Criteria (Definition of Done)

The auto-generation of tasks for the DTI-INF-ServiceNowSupport - L1 group is successfully disabled. Verify that no new tasks are created and assigned to the DTI-INF-ServiceNowSupport - L1 group after the change is implemented. Ensure that existing tasks for the DTI-INF-ServiceNowSupport - L1 group are not affected by this change. Document the process for disabling the auto-generation of tasks for future reference.

Development Steps performed to deliver this story

The following elements were introduced/modified within the platform as part of fulfilment of this story in accordance with the acceptance criteria.

1. The flow in the catalog item “Add Virtual Windows Server” which should be routing the Tasks to the groups is modified.

2. In the flow “FMC - SOW - Server Provisioning” there is a sub flow which is routing the auto-generation of tasks for the DTI-INF-ServiceNowSupport - L1 group.

3. In the sub flow “Tenable - Server Provisioning process” when Tenable ID missing then the auto-generation of tasks for the DTI-INF-ServiceNowSupport - L1 group is generated , in this sub flow we have deleted the action which is creating task for the DTI-INF-ServiceNowSupport - L1 group.

Development Steps performed to deliver this story (High-level)

Update Set Name(s)

Version/ Comments

Deployment Sequence/ Dependency

Author

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Developer Assigned

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Date

03/05/2024