**Sprint 1 Stories**

1. Create a Scoped Application

   Details: For us to separate our processes and functionality from other ServiceNow applications, we would need define our own Scoped application.

   Technical Specifications:
   a. Create a **Scoped Application** and name it **Human Resource**.
   b. Set Advanced Settings to **Scoped**.
   c. Modify the Scope **x_419821_hr**. ** Note that the prefix **x_419821** will vary. Make sure to use the prefix generated by your instance.
   d. Create a new role called **hr_admin**.
   e. Select Classic
   f. Skip Table Creation and Click Start on the Next Page
   g. Close the window that comes up after you click the Start button.
   h. Validate that your Scoped Application has been Created by selecting the Application Scope picker at the upper right-hand corner of your screen. Please see screenshot.
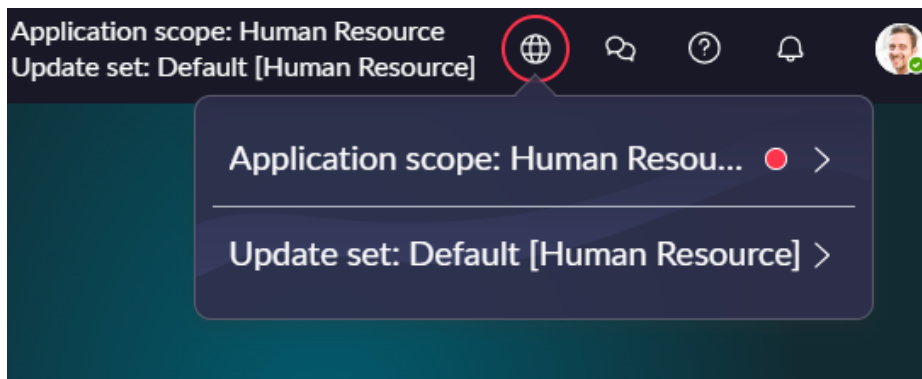
2. Creating an Update Set
   Details: We would like to capture all out work on an update set so that it would be easy for us to move all our work from one instance to another when we complete the project.

   Technical Specifications:
   a. Create an update named **Human Resource**.
   b. Make sure the Application field is set to the application you created on the previous Story. Please see screenshot.

| ✱ Name | Human Resource | | Application | Human Resource | ⓘ |

State: In progress
Parent:
Release date:
Description 🖫 </>

Submit   Submit and Make Current

c. Click the **Submit and Make Current** button.
d. Validate that you are using the correct update set but going to the Application picker. Notice that the Update set section is now showing the Update set you created. Please see the screenshot.

3. Create Human Resource Table
    Details: We will need a table that will store all HR Tickets.

    Technical Specifications:
    a. Create a new Table called Human Resource.
    b. Extend to the Task Table.
    c. Make sure Auto-numbering is enabled.
    d. Set **HR** as the Prefix
    e. Add the **x_419821_hr.hr_admin** role on the User role field. This is the role we defined while creating the Scoped Application.

4. HR Form and Fields

    Note that since we have extended the HR table to the Task table, it inherited the fields on the Task table. Remember that you will not create all the fields listed below, majority of them are already existing and you would only need to display them on the form.

    Technical Specifications:

    a. Add the following fields to the form.

Field Name	Type	Comment
Number	String	This is OOB. No need to Modify
Requested for	Reference	Reference Table is sys_user
Type	Choice	Options: Benefits Confidential General HR Payroll Training
Assignment Group	Reference	This is OOB. No need to Modify
Assigned to	Reference	This is OOB. No need to Modify
Contact Type	Choice	This is OOB. No need to Modify
State	Choice	This is OOB but we will create a new Choice List that is specific for HR Options: Open - set the value to 1 Work in Progress - set the value to 2 On-hold - set the value to -5 (this is negative five) Resolved - set the value to 6 Closed - set the value to 3 Canceled - set the value to 7
Priority	Choice	This is OOB. No need to Modify
Source	Reference	Reference Table is sc_cat_item
Short Description	String	This is OOB. No need to Modify
Description	String	This is OOB. No need to Modify

     b.   Create a Form Section called Variables.
     c.   Navigate to System UI > Formatters on the Left Nav.
     d.   Create a new UI formatter with the following details.
- Name - HR Variable Editor
- Formatter - com_glideapp_questionset_default_question_editor
- Table – Human Resource

     e.   Go back to the HR form and add the HR Variable Editor field to your Variables Form Section.
     f.   Create a Form Section called Notes and display the following fields.
- Additional comments – This is OOB and is an existing field.
- Work Notes – This is OOB and is an existing field.
- Activities (filtered) – This is OOB and is an existing field.

     g.   Create a Form Section called Closure Information and add the following fields.
- Close Code – This is a new Choice field with the following options.
  - Duplicate Ticket
  - Information Not Available
  - No Action Required

- Out of Scope
        - Policy Clarification Provided
        - Resolved by Employee
        - Resolved Successfully
        - Other
    - Close Notes - This is OOB and is an existing field.
    - Resolved – Date/Time field.
    - Resolved by – Reference field to sys_user table.
    - Closed by - This is OOB and is an existing field.

Please refer to the screenshot below of what the form would look like. At this point, only focus on adding the fields and configure the correct positioning of the fields. We will configure the field behaviors (Mandatory, Read-only, Visible) as a separate requirement.
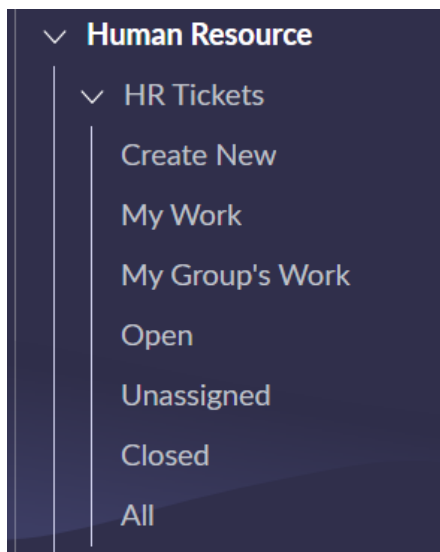
5. HR Table Modules

    Technical Specifications:

    Under the Human Resources application menu, create the following Modules.

    - HR Tickets - Separator
    - Create New – Clicking this displays a new HR form.
    - My Work – Shows all tickets assigned to an individual that are not closed or canceled.
    - My Group's Work – Shows all tickets assigned to an individuals' group that are not closed or canceled.
    - Open – Shows all tickets that are not closed or canceled.
    - Unassigned – Shows all unassigned tickets that are not closed or canceled.
    - Closed – Shows all Closed tickets.
    - All – Shows all tickets.

    Please see the screenshot below of how it should look like.

6. HR Table List Layout

    Technical Specifications:

    Clicking the modules (My Work, My Group's Work, Open, Unassigned, Closed, All) redirects you to a list of tickets, make sure that the list is configured to display the columns shown on the screenshot below.

7. Create HR Task Table

    Technical Specifications:
    a. Create a new Table called HR Task.
    b. Extend to the Task Table.
    c. Make sure Auto-numbering is enabled.
    d. Set **HRT** as the Prefix
    e. Add the **x_419821_hr.hr_task_user** role on the User role field.

8. HR Task Form and Fields

    Note that since we have extended the HR table to the Task table, it inherited the fields on the Task table. Remember that you will not create all the fields listed below, majority of them are already existing and you would only need to display them on the form.

    Technical Specifications:
    a. Add the following fields to the form.

Field Name	Type	Comment
Number	String	This is OOB. No need to Modify
Requested for	Reference	Reference Table is sys_user
Assignment Group	Reference	This is OOB. No need to Modify
Assigned to	Reference	This is OOB. No need to Modify
Parent	Reference	This is OOB. No need to Modify
State	Choice	This is OOB but we will create a new Choice List that is specific for HR Options: Open - set the value to 1 Work in Progress - set the value to 2 On-hold - set the value to -5 (this is negative five) Closed - set the value to 3 Canceled - set the value to 7
Priority	Choice	This is OOB. No need to Modify
Short Description	String	This is OOB. No need to Modify
Description	String	This is OOB. No need to Modify

    b. Create a form section called Notes and add the following fields.
        ● Work Notes - This is OOB and is an existing field.
        ● Additional comments - This is OOB and is an existing field.
        ● Activities (filtered) - This is OOB and is an existing field.

c. Create a form section called Closure Information and add the following fields.
- Close notes - This is OOB and is an existing field.
- Closed by - This is OOB and is an existing field.

Please refer to the screenshot below of what the form would look like. At this point, only focus on adding the fields and configure the correct positioning of the fields. We will configure the field behaviors (Mandatory, Read-only, Visible) as a separate requirement.


9. HR Task Modules

Technical Specifications:

Under the Human Resources application menu, create the following Modules.

- HR Task - Separator
- Create New – Clicking this displays a new HR Task form.
- My Work – Shows all HR Tasks assigned to an individual that are not closed or canceled.
- My Group's Work – Shows all HR Tasks assigned to an individuals' group that are not closed or canceled.
- Open – Shows all HR Tasks that are not closed or canceled.

- Unassigned – Shows all unassigned HR Tasks that are not closed or canceled.
- Closed – Shows all Closed HR Tasks.
- All – Shows all HR Tasks.

Please see the screenshot below of how it should look like.
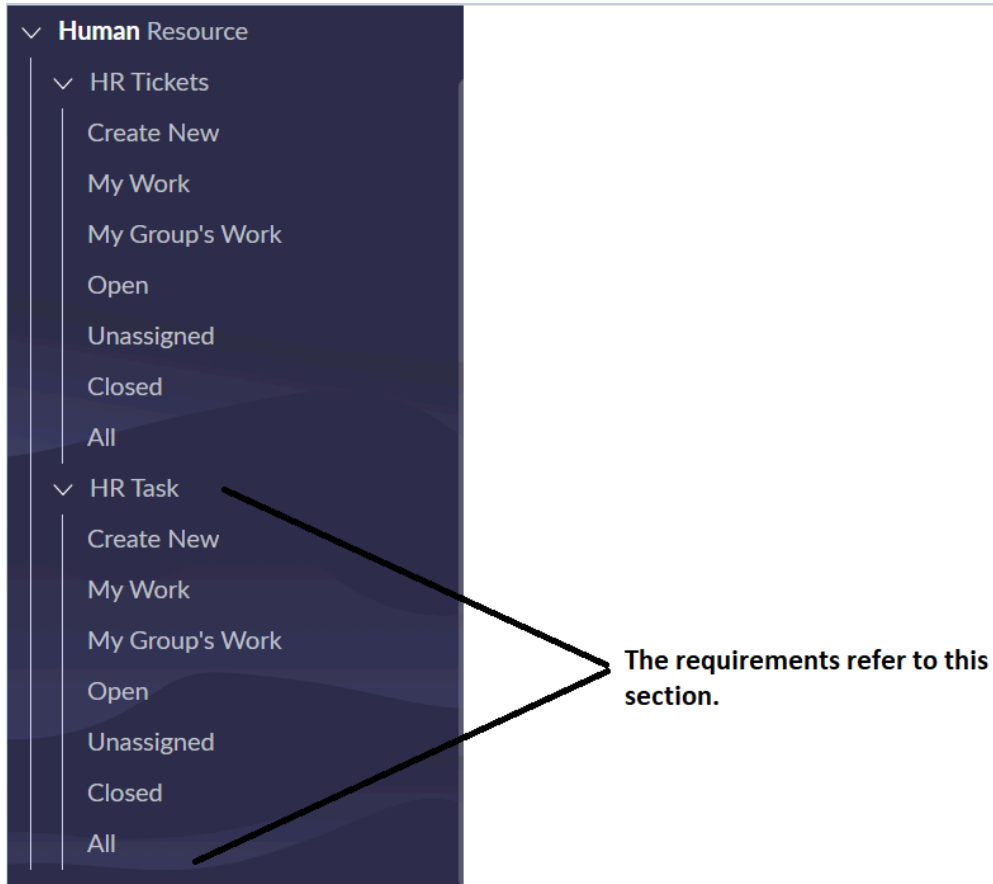
10. HR Table List Layout

Technical Specifications:

Clicking the modules (My Work, My Group's Work, Open, Unassigned, Closed, All) redirects you to a list of tickets, make sure that the list is configured to display the columns shown on the screenshot below.

	Number ▲	Requested for	Short Description	Assignment group	Assigned to	State	Created	Created by

11. HR Field Behavior

   a. Number – Auto number, Read only.
   b. Requested for – Mandatory.

   c.   Type – Mandatory.

   d.   Assignment Group – Mandatory.

   e.   Contact type – Mandatory.

   f.   State – Defaults to Open, read-only (For Testing you can leave this editable. Switch back to read-only after testing)

   g.   Priority – Defaults to 4-Low.

   h.   Source – Read only. (For Testing you can leave this editable. Switch back to read-only after testing)

   i.   Short Description – Mandatory.

   j.   Description – Mandatory.

   k.   Variables form section – Hidden if the Source field is Empty.

   l.   Closure Information form section – Show if State is Closed or Resolved.

   m. Close Code – Mandatory if State is Resolved or Closed.

   n.   Resolved – Read-only.

   o.   Resolved by – Read only.

   p.   Close Notes – Mandatory is State is Resolved or Closed.

   q.   Closed by – Read only, Visible when State is Closed.

12. HR Task Field Behavior

   a.   Number – Auto number, Read only.

   b.   Requested for – Mandatory.

   c.   Assignment Group – Mandatory.

   d.   State – Defaults to Open, read-only (For Testing you can leave this editable. Switch back to read-only after testing)

   e.   Priority – Defaults to 4-Low.

   f.   Short Description – Mandatory.

   g.   Description – Mandatory.

   h.   Closure Information form section – Show if State is Closed.

   i.   Close Notes – Mandatory if State is Closed.

   j.   Closed by – Read only.

   k.   Parent - Read-only

13. HR Form Related List

Technical Specifications:

   a.   Add the HR Task Related List and configure the columns to look like the screenshot below.

HR Tasks	Task SLAs						
≡ ▽ Number ▾ Search						⚙ ⤓ — **New**	
Parent = HR0001037							
🔍	Number ▲	Short Description	Assignment group	Assigned to	State	Priority	Created

b. Add the Task SLA Related List