Report Title:	Story List
Run Date and Time:	2019-06-12 03:23:04 Eastern Daylight Time
Run by:	Manish Chaurasia
Table name:	rm_story
Query Condition:	Assigned to = Sibbi Maruthu .or. Assigned to = Payel Podder .or. Assigned to = Sumit Shaw .or. Assigned to = Joyeesha Paul .or. Assigned to = Keshav Ratnam .or. Assigned to = Manish Chaurasia .or. Assigned to = Debarati Kundu .or. Assigned to = Amar Kant Thakur AND Active = true AND Number = STRY0019968
Sort Order:	Number in ascending order

1 Stories

Number	Short description	Active	Sprint	Activity due	Assigned to	Additional assignee list	Approval	Approval history	Approval set	Assignment group	Release	Description	Additional comments
STRY0019968	INC02821203 : automation not working when Requested For's userId is empty	true	2019 Open Incident Stories	UNKNOWN	Manish Chaurasia		Not Yet Requested				Service Now - 2019 Stories for Incidents	UserID check is/will not be not relevant for all orchestration and automation. Update: - Move the userID check to sub-workflow or activity and remove it from the main workflow.	

Story

Number:	STRY0019968	Opened:	2019-02-25 10:16:08
Product:	ServiceNow	Opened by:	PARAG TANDON
Topic:		Service Owner:	
Configuration item:	ServiceNow	Expected start:	
Theme:		Due date:	
Product Product owner:		Update Sets:	04_25_2019_STRY0019968_SG
Release:	ServiceNow - 2019 Stories for Incidents	Related to Change Record:	
		Type:	
Release Type:	NonBAU	Assignment group:	
Sprint:	2019 Open Incident Stories	State:	Testing
Epic:		Cancelled Action:	
Priority:	3 - Moderate	Previous State:	
KPMG Involved:	false	Points:	14
End User who would test/own the story:		Level of Effort:	
Peer Reviewer:		Assigned to:	Manish Chaurasia
		Blocked:	false

Short Blocked Reason:

Blocked reason:

Short description:

INC02821203 : automation not working when Requested For's userId is empty

Description:

UserID check is/will not be not relevant for all orchestration and automation.

Update:-
Move the userID check to sub-workflow or activity and remove it from the main workflow.

Acceptance criteria:

- Test orchestration (various items) with or without userID
- Test a few automation items

Knowledge Transfer:

Notes

Work notes:

2019-06-12 02:13:48 - Manish Chaurasia (Work notes)
As part of this story , validated for the orchestrate item and automate item, please see the below validation result.

Orchestration is getting triggered for below item instead of mfcgd item using user id and without user id.Mail has been send regarding this to Parag and Divya. Awaiting their reply

-- BCF Mezzanine 1.0 (US)
-- HP Sprinter SP 12.53 (Canada, US)
-- Manulife ELAPS - Agent Wholesale QR 2.0.5 (Canada, US)

Admin automation is getting triggered for the below automation item using user id and without user id.

-- Virtual Computer (VDI) (Canada, US)
-- Virtual Computer (VDI) Decommission (Canada, US)
-- Security Admin Approver Change (Canada, US

2019-06-11 03:16:46 - Debarati Kundu (Work notes)
Orchestration is getting triggered for other items but not for mfcgd items.
Mail has been send regarding this to Parag and Divya. Awaiting their reply

2019-06-07 09:24:46 - Debarati Kundu (Work notes)
An observation mail has been send to Parag and Sandeep

2019-06-05 16:51:21 - Sandeep Gonchigar (Work notes)

Ready for testing in TEST after clone

2019-06-03 11:22:02 - Manish Chaurasia (Work notes)
Still waiting for the response to the sent mail

2019-05-30 08:23:23 - Manish Chaurasia (Work notes)
Validation report has been sent.

2019-05-29 07:48:03 - Sandeep Gonchigar (Work notes)
Ready for QA testing.

2019-05-28 16:02:30 - PARAG TANDON (Work notes)
Please move it to TEST and assign it to QA.

Also, if there are specific items to test for regression, please provide QA team that list.

2019-05-28 15:38:30 - Jose Yamin (Work notes)
From: Jose Yamin
Sent: Tuesday, May 28, 2019 3:38 PM
To: Florrie Johnston <florrie_johnston@manulife.com>; Sandeep Gonchigar <SGonchigar@jhancock.com>; Hima Pallela <HPallela@jhancock.com>;
PARAG TANDON <PTandon@jhancock.com>
Cc: Donna Conroy <dconroy@jhancock.com>; Michael Mullin <mpmullin@jhancock.com>
Subject: RE: Question on automated Tasks for Virtual Computer

Thank you, Florrie!

I tested the Virtual Computer item in DEV and it works now! I also tested in TEST and I was able to reproduce the issue! So this is great news!

I'm not sure if there are other items touched by this update before moving the Story into TEST.

Thanks!
¬Jose

Jose Yamin
Lead IT Business Analyst, Process Management
Manulife

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T   617 663 2330
M   617 590 6324

200 Berkeley St, B7
Boston, MA 02116, United States of America

From: Florrie Johnston
Sent: Tuesday, May 28, 2019 2:56 PM
To: Jose Yamin <JYamin@jhancock.com>; Sandeep Gonchigar <SGonchigar@jhancock.com>; Hima Pallela <HPallela@jhancock.com>; PARAG TANDON
<PTandon@jhancock.com>
Cc: Donna Conroy <dconroy@jhancock.com>; Michael Mullin <mpmullin@jhancock.com>
Subject: RE: Question on automated Tasks for Virtual Computer

So the incident noted below, INC02863984, says it's a duplicate of INC02821203 so cancelling and when I look at INC02821203 it says STRY0019968 has
been created for this issue and when I look at that story it is with Parag for testing.

Parag:

Can you provide an update.

Thanks,
Florrie Johnston
Product Owner, Process Management
Manulife

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M   902 489 7056

2727 Joseph Howe Drive
Halifax, NS B3J 2X5

From: Jose Yamin
Sent: Tuesday, May 28, 2019 1:59 PM
To: Sandeep Gonchigar <SGonchigar@jhancock.com>; Hima Pallela <HPallela@jhancock.com>
Cc: Florrie Johnston <florrie_johnston@manulife.com>; Donna Conroy <dconroy@jhancock.com>; Michael Mullin <mpmullin@jhancock.com>
Subject: Question on automated Tasks for Virtual Computer
Importance: High

Hi Sandeep/Hima,

Some of the automated Tasks for Virtual Computer are not being taken care of automatically by the system. This was reported as INC02863984, apparently fixed, but it continues to happen.

In the meantime, Donna C assigns these Tasks to me, so that I can take care of them if the system has not closed them after an hour of the Task.Created date.

However, if you look at the 3 Tasks in the link below, they were created on May 24, assigned by Donna C to me on 5/27 around 8:20 PM, but then the system auto closed them shortly after around 8:22 PM.
https://manulife.service-now.com/sc_task_list.do?sysparm_query=active%3Dfalse%5Eclosed_atBETWEENjavascript%3Ags.dateGenerate('2019-05-27'%2C'20%3A15%3A00')%40javascript%3Ags.dateGenerate('2019-05-27'%2C'20%3A25%3A59')%5Eassignment_group%3Dca54fb796fee9140732001dfde3ee437

There are other Tasks that were not fulfilled automatically by the system even after Donna assigned them to me.

So I have two questions:
1-Why is the system behaving this way?
2-I thought I had submitted another Incident for this, but can't find it – do you know by any chance if this being looked at? If not, let me know and I'll submit a new Incident.

Thanks!
¬Jose

Jose Yamin
Lead IT Business Analyst, Process Management

2019-05-22 09:56:07 - Sandeep Gonchigar (Work notes)
There was an old issue in orchestration workflow where it errors out if Requested for's User Id is empty. This has been fixed now. So this is how it works when User Id is empty

Orchestration: fails with work notes 'Orchestration not triggered - missing userID' in the task.
Automation: runs without any issues.

2019-05-03 13:59:23 - PARAG TANDON (Work notes)
Does not seem like orchestration triggered - REQ01463696

2019-04-26 16:05:04 - Sandeep Gonchigar (Work notes)
Ready for testing in DEV

Testing orchestration is not required as they were untouched as part of this story because they have been already updated sometime ago to remove the Requested for condition.

Requested for condition is removed from the automation main workflow. Below are the 3 items currently automated in ServiceNow and they don't need any additional condition check at the sub workflow level.

Virtual Computer (VDI) (Canada, US)
Virtual Computer (VDI) Decommission (Canada, US)
Security Admin Approver Change (Canada, US)

2019-02-25 10:20:39 - PARAG TANDON (Work notes)
INC02863984 another incident

2019-02-25 10:19:54 - PARAG TANDON (Work notes)
From Sandeep,
"Main workflow auto-runs based on condition match but sub-workflows are run by a script in the main workflow, so I don't think the script considers the conditions on the sub-workflow. Please create a non-bau story to try this out."

Related Records

Defect:
Enhancement: