

Saby Fernandes	Version: 1.0	09/02/2021
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### ServiceNow REST API for querying an incident

<u>Revision History</u>			
Date	Version	Author	Notes
09/02/2021	1.0	Saby Fernandes	Initial draft documenting API to query an incident.

<b>Purpose</b>	API to query an incident
<b>Environment</b>	Development ( <a href="https://devspot.mskcc.org">https://devspot.mskcc.org</a> )
<b>Credentials</b>	Each group will receive a generic integration account. The access will be defaulted to read-only for the generic account unless the request involves write access for creating/updating data in ServiceNow
<b>Dev Endpoint</b>	<a href="https://devspot.mskcc.org/api/now/table/incident">https://devspot.mskcc.org/api/now/table/incident</a>
<b>Test Endpoint</b>	<a href="https://testspot.mskcc.org/api/now/table/incident">https://testspot.mskcc.org/api/now/table/incident</a>
<b>Prod Endpoint</b>	TBD
<b>Method</b>	Get
<b>sysparm_query</b>	Provide an encoded query string from ServiceNow to filter results.
<b>sysparm_display_value</b>	Leave as true to translate enum values to display values
<b>sysparm_fields</b>	Specify the fields you want returned in the response. Contact ServiceNOW team if you need to identify specific fields

#### Sample python code- Query Incident

```
'''
Sample python script to query incidents by supplying query criteria, response fields
'''
import requests
# Need to install requests package for python
# easy_install requests

# Set the request parameters
# set the base url of ServiceNow instance to retrieve data from
baseURL = 'https://mskdev.service-now.com/api/now/table/incident?'

# specify the query for the data you want to return
queryCriteria = 'sysparm_query=active%3Dtrue%5Eassignment_group%3D74c23014dbe11090892ce02b139619c5&'

# returns the display value of fields of type enum. if set to false enums are not translated
fieldDisplay = 'sysparm_display_value=true&'

# specify which fields should be returned in the response payload
responseFields = 'sysparm_fields=number%2Cshort_description%2Cdescription%2Cstate'

url = baseURL+queryCriteria+fieldDisplay+responseFields

# Eg. User name="admin", Password="admin" for this code sample.
user = 'svc_restapi_rw'
pwd = 'R3stAP1Rw'

# Set proper headers
headers = {"Content-Type": "application/json", "Accept": "application/json"}

# Do the HTTP request
response = requests.get(url, auth=(user, pwd), headers=headers)

# Check for HTTP codes other than 200
if response.status_code != 200:
    print('Status:', response.status_code, 'Headers:',
          response.headers, 'Error Response:', response.json())
    exit()
```

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<pre># Decode the JSON response into a dictionary and use the data data = response.json() print(data)</pre>	
<b>Response Codes</b>	200 OK 401 Authentication error
<b>Response</b> <pre>{'result':   [     {'number': 'INC0132091', 'short_description': 'IBM link not working.', 'description': '', 'state': 'On Hold'},     {'number': 'INC0132820', 'short_description': 'Testing please ignore', 'description': '', 'state': 'New'},     {'number': 'INC0131984', 'short_description': 'IBM image sha ring not working for patient', 'description': '', 'state': 'On Hold'}, {'num ber': 'INC0132821', 'short_description': 'FW: Testing please ignore 2', 'des cription': '', 'state': 'New'}   ] }</pre>	
<b>Response body data:</b> JSON payload with array of dictionary elements.	
<b>Error Response</b> <pre>{   "error": {     "detail": "Cannot decode: java.io.StringReader@d821ee",     "message": "Exception while reading request"   },   "status": "failure" }</pre>	