ServiceNow REST API for retrieving application services information:

Revision History			
Date	**Version**	**Author**	**Notes**
11/05/2021	1.0	Saby Fernandes	Initial draft documenting API to create an incident

Purpose	API to create an incident.
Environment	Development (https://devspot.mskcc.org)
Credentials	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
Dev Endpoint	https://devspot.mskcc.org/api/now/import/u_msk_create_incident_api
Test Endpoint	https://testspot.mskcc.org/api/now/import/u_msk_create_incident_api
Prod Endpoint	
Method	Post
Sample code: Sample JavaScript or Python code to invoke the API can be provided if needed	

Request body: The request body should contain the key value pairs for the fields to be populated on the incident. Sample request body is as follows:

```
{
        "u_assignment_group":"Enterprise Service Management",
        "u_caller":"fernands@mskcc.org",
        "u_category":"Hardware",
        "u_subcategory":"Server",
        "u_description":"Postman test",
        "u_short_description":"Short Desc - Postman test",
        "u_impact":"3",
        "u_urgency":"3"
}
```

Body data fields:

u_assignment_group	This is the group the incident shall be assigned to. This has to be a valid group in ServiceNow
u_caller	This is the email of the employee who will be listed as the caller on the incident. The email will be used to lookup the employee in ServiceNow and set the employee details (name etc.)
u_category	The category for the incident. Please view the relevant categories on the incident form in ServiceNow and set accordingly
u_subcategory	The subcategory for the incident. Please view the relevant categories on the incident form in ServiceNow and set accordingly

u_description	The description of the incident. Free text and allows a max of 4000 characters
u_short_description	The short description of the incident. This field is mandatory and allows a max of 160 characters
u_impact	Impact of the incident: Values are 1 – High, 2 – Medium, 3 – Low. (Use enum values in request body)
u_Urgency	Urgency of the incident: Values are 1 – High, 2 – Medium, 3 – Low. (Use enum values in request body)

Response Create Incident

```
{
  "import_set": "ISET0026545",
  "staging_table": "u_msk_create_incident_api",
  "result": [
    {
      "transform_map": "MSK create incident",
      "table": "incident",
      "display_name": "number",
      "display_value": "INC0133275",
      "record_link": "https://mskdev.service-now.com/api/now/table/incident/91ef9bacdb37b090
65ceefc5ca96197c",
      "status": "inserted",
      "sys_id": "91ef9bacdb37b09065ceefc5ca96197c"
    }
  ]
}
```

Response body data:
Import set: This value can be ignored. It is the identifier of the staging record.
Staging table: This can be ignored. It is the staging table where the data is temporarily written to.
Transform map: Ignore. This specifies the data transform map used by the API
Display name: This specifies the field display name that uniquely identifies the incident.
Display value: The unique identifier for the incident. This is the number of the incident created
Record link: Direct link to the incident that was created.
Status: Specifies if the API call resulted in a incident created (inserted)
Sys_id: A unique system wide identifier for the incident record.