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ServiceNow REST API for querying catalog tasks

<u>Revision History</u>			
Date	Version	Author	Notes
02/16/2021	1.0	Saby Fernandes	Initial draft documenting API to query a catalog task request based on task number or assignment group name.
11/3/2021	1.1	Saby Fernandes	Credentials update. Added query by RITM number
01/20/2022	1.2	Saby Fernandes	Added sysparm_fields for retrieving data from variables

Purpose	API to query a catalog task.
Environment	Development (https://devspot.mskcc.org)
Credentials	Each group will receive a specific 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
Search Parameters: Allows to specify search criteria to pass in the API call using sysparm_query . Response will only return data on records that meet the search condition	
Search Parameters (Query by RITM number)	active=true^request_item.number=<Your RITM Number here>
Search Parameters (Query by task number)	sysparm_query=number%3DSCTASK0010012
Search Parameters (Query by assignment group)	sysparm_query=assignment_group.name%3DBioMedical%20Engineering%20Inventory
Search Parameters (Query by state) – active/inactive	sysparm_query=active%3Dtrue (For active/open tasks) sysparm_query=active%3Dfalse (For inactive/closed tasks)
Example query for active by group	sysparm_query=active%3Dtrue%5Eassignment_group.name%3DbioMedical%20Engineering%20Inventory
Response field parameters: Use the response fields to indicate which fields to return in the response using the sysparm_fields parameter. <i>If you need specific fields please contact the ServiceNow team for field labels/names.</i>	
Response field parameters	sysparm_fields=number%2C%20short_description%2C%20description%2C%20comments

Response field parameters with variables	sysparm_fields=number%2C%20short_description%2Cvariables.first_name%2Cvariables.last_name <i>Note: to retrieve variable data you will require to know the internal name of the variable. This can be obtained from the ServiceNow team. Above example shows retrieving data from variables first_name and last name. To retrieve the data prefix the name with variables. E.g. variables.first_name</i>
Dev Endpoint	https://devspot.mskcc.org/api/now/table/sc_task
Test Endpoint	https://testspot.mskcc.org/api/now/table/sc_task
Prod Endpoint	TBD
Method	Get

Sample Python code- Query catalog task by state and assignment group

```
#Need to install requests package for python
#easy_install requests
import requests

# Set the request parameters
url = 'https://devspot.mskcc.org/api/now/table/sc_task?sysparm_query=active%3Dtrue%5Eassignment_group.name%3DBioMedical%20Engineering%20Inventory&sysparm_display_value=true&sysparm_fields=number%2C%20short_description%2C%20description%2C%20comments'

# Eg. User name="TBD", Password="TBD" for this code sample.

user = '<TBD>'
pwd = '<TBD>'

# 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()

# Decode the JSON response into a dictionary and use the data
data = response.json()
print(data)

```

Response (active tasks for group)

```

{
  "result": [
    {
      "number": "SCTASK0019198",
      "short_description": "Add Equipment to BIOMED Database",
      "comments": "2021-02-16 09:28:56 AM - Saby Admin Fernandes (Additional comments)\ntesting\n\n",
      "description": ""
    }
  ]
}

```

Response body data:

Number: catalog task number
State: The status of the change
Short_description: Short description field from the catalog task
Comments: These are the additional comments to the catalog tasks. Note that customer emails that are received on the task get added to this field.
Description: The description field of the catalog task.
