

ServiceNow REST API for updating catalog tasks:

<u>Revision History</u>			
Date	Version	Author	Notes
01/21/2022	1.0	Saby Fernandes	Initial draft documenting API to update catalog tasks

Purpose	API to update catalog tasks. The catalog task number SCTASKXXXXXX is mandatory. The following fields on the catalog tasks can be updated via the API. Work notes, Additional comments, Assigned to (please provide the assignee's email address as this is used to look up and set the correct assignee), State (enum value. See enum values below).
State enum values	Open (1), Pending (-5), Work In Progress (2), Closed Complete (3), Closed Skipped (7), Closed Incomplete (4)
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
Dev Endpoint	https://devspot.mskcc.org/api/now/import/u_update_catalog_task_api
Test Endpoint	TBD
Prod Endpoint	TBD
Method	Post
<u>Fields in request body (to be updated)</u>	u_number, u_assigned_to_email, u_state, u_comments, u_work_notes

Sample javascript code- Update catalog task

```
var requestBody = "{\"u_assigned_to_email\":\"fernands@mskcc.org\",\"u_state\":\"2\",\"u_comments\":\"From API call\",\"u_number\":\"SCTASK0077672\"}";

var client=new XMLHttpRequest();
client.open("post","https://mskdev.service-now.com/api/now/table/u_update_catalog_task_api");
;

client.setRequestHeader('Accept','application/json');
client.setRequestHeader('Content-Type','application/json');

//Eg. UserName="admin", Password="admin" for this code sample.
client.setRequestHeader('Authorization', 'Basic '+btoa('admin'+ ':' + 'admin'));
```

```
client.onreadystatechange = function() {
    if(this.readyState == this.DONE) {
        document.getElementById("response").innerHTML=this.status + this.response
    ;
    }
```

```

    }
};
client.send(requestBody);

```

Response body data:

```

{
  "result": {
    "u_number": "SCTASK0077672",
    "sys_row_error": "",
    "u_work_notes": "",
    "sys_target_table": "sc_task",
    "sys_import_state_comment": "",
    "u_state": "2",
    "sys_mod_count": "1",
    "template_import_log": "",
    "import_set_run": {
      "link": "https://mskdev.service-now.com/api/now/table/sys_import_set_run/9b895fbdbbc9891065ceefc5ca961970",
      "value": "9b895fbdbbc9891065ceefc5ca961970"
    },
    "sys_updated_on": "2022-01-21 20:13:34",
    "sys_tags": "",
    "sys_class_name": "u_update_catalog_task_api",
    "sys_import_state": "updated",
    "sys_target_sys_id": {
      "link": "https://mskdev.service-now.com/api/now/table/sc_task/f485f3b4dbad70d0636a0e85ca96193e",
      "value": "f485f3b4dbad70d0636a0e85ca96193e"
    },
    "sys_id": "8f895fbdbbc9891065ceefc5ca96196e",
    "sys_updated_by": "saby_admin",
    "u_comments": "From API call",
    "sys_created_on": "2022-01-21 20:13:34",
    "sys_import_set": {
      "link": "https://mskdev.service-now.com/api/now/table/sys_import_set/87895fbdbbc9891065ceefc5ca96196f",
      "value": "87895fbdbbc9891065ceefc5ca96196f"
    }
  }
}

```

Saby Fernandes	Version: 1.0	01/21/2022
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```

    },
    "sys_transform_map": {
      "link": "https://mskdev.service-now.com/api/now/table/sys_transform_map/9bf057ffdb49891065ceefc5ca9619d5",
      "value": "9bf057ffdb49891065ceefc5ca9619d5"
    },
    "u_assigned_to_email": "fernands@mskcc.org",
    "u_correlation_id": "",
    "sys_created_by": "saby_admin",
    "sys_import_row": "0"
  }
}

```

<u>Response code</u>	201 ok
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