1. Reminder functionality - Sending an email reminder to assigned to 15 minutes before the date and time provided in the follow up field.
2. Hiding Request field on RITM form and only displaying Request field for Order guides.
3. Created a custom choice filed called Pending Reason.
4. When state is in pending and Pending Reason is "Awaiting Requester" additional comments become mandatory.
5. When RITM is waiting for approval and state is in "Pending" Pending Reason field will not be visible.
6. When state is in pending and Pending Reason is "Awaiting Requester" and if "requested for" update the comments RITM state changes to "Work in progress".
7. To move the RITM into Work in progress, pending, closed complete, closed incomplete, closed skipped - Assignment group will be mandatory.
8. While closing the RITM Assigned to become mandatory.
9. Created a custom stages "Approval", "Awaiting Delivery", " Completed", "Configuration", "Fulfillment", "Request Cancelled".
10. Added a new section for Intake items and only visible on Intake request items and only intake group members will be able to edit those fields and for others it will be read only.
11. Made approval Comments mandatory while approving the Intake items.
12. Created custom notifications for Intake items sending the notification based on the intake stage filed values.
13. Changing the RITM state field to Closed complete when Intake stage field is set to department project.
14. Changing the RITM state field to closed incomplete when Intake stage field is set to cancelled.
15. Making Rejection code and Rejection notes mandatory when Intake stage filed is set to cancelled.
16. Created a custom notification for request item(RITM) opened on your behalf and restricting an opened by notification sent for Request(REQ) for other items apart from order guide.
17. When an order guide is submitted Request(REQ) opened by notification is sent to the users.
18. Added comments field on portal and made mandatory while rejecting the request.
19. HR items- Requests to get created from emails.
20. When request is submitted from portal, showing the RITM record only if the item is not an order guide.
21. When an order guide is submitted showing the REQ record.
22. Added stage, intake stage(only visible for when intake items are submitted), assignment group, assigned to.
23. Added restriction to show the HR category items to be visible to HR group members and HR items assignment group members.
24. Creating/updating the business services records through Flow.
25. Once the business services request item is closed sending an email notification to the requested for to validate the business service.
26. Updating RITM additional comments when SCTASK is created and assigned to a group and closed.
27. Copying comments from Approvals to RITM.
28. Created a new custom role to allow specific group users to create Manual SCTASKS.
29. Closing SCTASKS when RITM is closed and copying the RITM State to SCTASK state.
30. When RITM is closed when an Active approval is attached to the RITM, approvals state changes to "no longer required".
31. Closing RITM when all the linked Active SCTASKS are closed, copying the state of last closed SCTASK state to RITM state field.
32. Hiding stage field on portal when Intake item is submitted.
33. Number, Item, Requested for, Opened by, Opened, stage, state(becomes read only when RITM is closed), order guide, variables section are read only fields.
34. Created a dashboard for HR items and shared with HR groups.
35. Created a dashboard for HR offboarding and shared with the Task assignment groups.
36. Custom reminder notification for Offboarding tasks until SCTASK's are assigned to a user.
37. Making SCTASKS Assignment group mandatory in all the states.
38. When SCTASK state is Closed complete/Closed skipped/Closed Incomplete state field will become read only.
39. When SCTASK state is Work in progress/Closed complete/Closed skipped/Closed Incomplete "Assigned to" is mandatory.
40. Added My open Requests Widget on portal home page
41. Added My Approvals to approve the requests.
42. When request is submitted from ITIL View added short description instead of description.
43. When an request is submitted updating the short description and populating the assignment group using assignment rules.
44. Copying Assigned to value from RITM to SCTASK.
45. Copying SCTASK Assigned to on RITM Assigned to Field.
46. Restricting the user to close SCTASK when RITM assignment group and SCTASK assignment group doesn't match(this applies only when 1 SCTASK is available)
47. When there are multiple SCTASKS copy the Assigned to of a particular SCTASK to RITM Assigned to field.(Onboarding, Offboarding)
48. Created custom "Application" filed on department field and added the applications associated with those departments, using this creating the SCTASKS for onboarding requests.
49. Copying Attachments from RITM to SCTASK.
50. Making "Request item", "Requested for" fields read only.
51. Allowing ITIL users to Preview the "Request item" from SCTASK.