**Sprint 1 Stories**

1. Create a Scoped Application

**Details:** For us to separate our processes and functionality from other ServiceNow applications, we would need define our own Scoped application.

**Technical Specifications:**

1. Create a **Scoped Application** and name it **Human Resource**.
2. Set Advanced Settings to **Scoped**.
3. Modify the Scope **x\_419821\_hr**. \*\* Note that the prefix **x\_419821** will vary. Make sure to use the prefix generated by your instance.
4. Create a new role called **hr\_admin**.
5. Select Classic
6. Skip Table Creation and Click Start on the Next Page
7. Close the window that comes up after you click the Start button.
8. Validate that your Scoped Application has been Created by selecting the Application Scope picker at the upper right-hand corner of your screen. Please see screenshot.

A screenshot of a computer

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1. Creating an Update Set

**Details:** We would like to capture all out work on an update set so that it would be easy for us to move all our work from one instance to another when we complete the project.

**Technical Specifications:**

1. Create an update named **Human Resource**.
2. Make sure the Application field is set to the application you created on the previous Story. Please see screenshot.

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1. Click the **Submit and Make Current** button.
2. Validate that you are using the correct update set but going to the Application picker. Notice that the Update set section is now showing the Update set you created. Please see screenshot.

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1. Create Human Resource Table

**Details:** We will need a table that will store all HR Tickets.

**Technical Specifications:**

1. Create a new Table called Human Resource.
2. Extend to the Task Table.
3. Make sure Auto-numbering is enabled.
4. Set **HR** as the Prefix
5. Add the **x\_419821\_hr.hr\_admin** role on the User role field. This is the role we defined while creating the Scoped Application.
6. HR Form and Fields

**Note** that since we have extended the HR table to the Task table, it inherited the fields on the Task table. Remember that you will not create all the fields listed below, majority of them are already existing and you would only need to display them on the form.

**Technical Specifications:**

1. Add the following fields to the form.

|  |  |  |
| --- | --- | --- |
| **Field Name** | **Type** | **Comment** |
| Number | String | This is OOB. No need to Modify |
| Requested for | Reference | Reference Table is sys\_user |
| Type | Choice | Options:  Benefits Confidential General HR Payroll Training |
| Assignment Group | Reference | This is OOB. No need to Modify |
| Assigned to | Reference | This is OOB. No need to Modify |
| Contact Type | Choice | This is OOB. No need to Modify |
| State | Choice | This is OOB but we will create a new Choice List that is specific for HR  Options: Open - set the value to 1 Work in Progress - set the value to 2 On-hold - set the value to -5 (this is negative five) Resolved - set the value to 6 Closed - set the value to 3 Canceled - set the value to 7 |
| Priority | Choice | This is OOB. No need to Modify |
| Source | Reference | Reference Table is sc\_cat\_item |
| Short Description | String | This is OOB. No need to Modify |
| Description | String | This is OOB. No need to Modify |

1. Create a Form Section called Variables.
2. Navigate to System UI > Formatters on the Left Nav.
3. Create a new UI formatter with the following details.
   * Name - HR Variable Editor
   * Formatter - com\_glideapp\_questionset\_default\_question\_editor
   * Table – Human Resource
4. Go back to the HR form and add the HR Variable Editor field to your Variables Form Section.
5. Create a Form Section called Notes and display the following fields.
   * Additional comments – This is OOB and is an existing field.
   * Work Notes – This is OOB and is an existing field.
   * Activities (filtered) – This is OOB and is an existing field.
6. Create a Form Section called Closure Information and add the following fields.
   * Close Code – This is a new Choice field with the following options.
     + Duplicate Ticket
     + Information Not Available
     + No Action Required
     + Out of Scope
     + Policy Clarification Provided
     + Resolved by Employee
     + Resolved Successfully
     + Other
   * Close Notes - This is OOB and is an existing field.
   * Resolved – Date/Time field.
   * Resolved by – Reference field to sys\_user table.
   * Closed by - This is OOB and is an existing field.

Please refer to the screenshot below of what the form would look like. At this point, only focus on adding the fields and configure the correct positioning of the fields. We will configure the field behaviors (Mandatory, Read-only, Visible) as a separate requirement.

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1. HR Table Modules

**Technical Specifications:**

Under the Human Resources application menu, create the following Modules.

* + HR Tickets - Separator
  + Create New – Clicking this displays a new HR form.
  + My Work – Shows all tickets assigned to an individual that are not closed or canceled.
  + My Group’s Work – Shows all tickets assigned to an individuals’ group that are not closed or canceled.
  + Open – Shows all tickets that are not closed or canceled.
  + Unassigned – Shows all unassigned tickets that are not closed or canceled.
  + Closed – Shows all Closed tickets.
  + All – Shows all tickets.

Please see the screenshot below of how it should look like.

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1. HR Table List Layout

**Technical Specifications:**

Clicking the modules (My Work, My Group’s Work, Open, Unassigned, Closed, All) redirects you to a list of tickets, make sure that the list is configured to display the columns shown on the screenshot below.



1. Create HR Task Table

**Technical Specifications:**

* 1. Create a new Table called HR Task.
  2. Extend to the Task Table.
  3. Make sure Auto-numbering is enabled.
  4. Set **HRT** as the Prefix
  5. Add the **x\_419821\_hr.hr\_task\_user** role on the User role field.

1. HR Task Form and Fields

**Note** that since we have extended the HR table to the Task table, it inherited the fields on the Task table. Remember that you will not create all the fields listed below, majority of them are already existing and you would only need to display them on the form.

**Technical Specifications:**

1. Add the following fields to the form.

|  |  |  |
| --- | --- | --- |
| **Field Name** | **Type** | **Comment** |
| Number | String | This is OOB. No need to Modify |
| Requested for | Reference | Reference Table is sys\_user |
| Assignment Group | Reference | This is OOB. No need to Modify |
| Assigned to | Reference | This is OOB. No need to Modify |
| Parent | Reference | This is OOB. No need to Modify |
| State | Choice | This is OOB but we will create a new Choice List that is specific for HR  Options: Open - set the value to 1 Work in Progress - set the value to 2 On-hold - set the value to -5 (this is negative five) Closed - set the value to 3 Canceled - set the value to 7 |
| Priority | Choice | This is OOB. No need to Modify |
| Short Description | String | This is OOB. No need to Modify |
| Description | String | This is OOB. No need to Modify |

1. Create a form section called Notes and add the following fields.
   * Work Notes - This is OOB and is an existing field.
   * Additional comments - This is OOB and is an existing field.
   * Activities (filtered) - This is OOB and is an existing field.
2. Create a form section called Closure Information and add the following fields.
   * Close notes - This is OOB and is an existing field.
   * Closed by - This is OOB and is an existing field.

Please refer to the screenshot below of what the form would look like. At this point, only focus on adding the fields and configure the correct positioning of the fields. We will configure the field behaviors (Mandatory, Read-only, Visible) as a separate requirement.

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A white rectangular object with a purple stripe

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1. HR Task Modules

**Technical Specifications:**

Under the Human Resources application menu, create the following Modules.

* + HR Task - Separator
  + Create New – Clicking this displays a new HR Task form.
  + My Work – Shows all HR Tasks assigned to an individual that are not closed or canceled.
  + My Group’s Work – Shows all HR Tasks assigned to an individuals’ group that are not closed or canceled.
  + Open – Shows all HR Tasks that are not closed or canceled.
  + Unassigned – Shows all unassigned HR Tasks that are not closed or canceled.
  + Closed – Shows all Closed HR Tasks.
  + All – Shows all HR Tasks.

Please see the screenshot below of how it should look like.

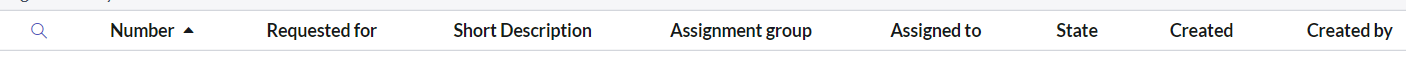
A screenshot of a computer

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1. HR Table List Layout

**Technical Specifications:**

Clicking the modules (My Work, My Group’s Work, Open, Unassigned, Closed, All) redirects you to a list of tickets, make sure that the list is configured to display the columns shown on the screenshot below.



1. HR Field Behavior
   1. Number – Auto number, Read only.
   2. Requested for – Mandatory.
   3. Type – Mandatory.
   4. Assignment Group – Mandatory.
   5. Contact type – Mandatory.
   6. State – Defaults to Open, Read only.
   7. Priority – Defaults to 4-Low.
   8. Source – Read only.
   9. Short Description – Mandatory.
   10. Description – Mandatory.
   11. Variables form section – Hidden if the Source field is Empty.
   12. Closure Information form section – Show if State is Closed or Resolved.
   13. Close Code – Mandatory if State is Resolved or Closed.
   14. Resolved – Read-only.
   15. Resolved by – Read only.
   16. Close Notes – Mandatory is State is Resolved or Closed.
   17. Closed by – Read only, Visible when State is Closed.
2. HR Task Field Behavior
   1. Number – Auto number, Read only.
   2. Requested for – Mandatory.
   3. Assignment Group – Mandatory.
   4. State – Defaults to Open, Read only.
   5. Priority – Defaults to 4-Low.
   6. Short Description – Mandatory.
   7. Description – Mandatory.
   8. Closure Information form section – Show if State is Closed.
   9. Close Notes – Mandatory is State is Closed.
   10. Closed by – Read only.
   11. Parent - Read-only
3. HR Form Related List

Technical Specifications:

* 1. Add the HR Task Related List and configure the columns to look like the screenshot below.

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* 1. Add the Task SLA Related List