

Prevent ITIL Users from Setting Priority above 3

User Story:

As a system administrator, I want to prevent users with the `itil` role from setting the `priority` field to a value higher than 3 in the incident list view. This ensures that only users with the appropriate permissions can assign high-priority levels, maintaining control over the urgency of incidents. By restricting the priority levels, we can avoid misuse or overuse of high-priority statuses, ensuring that critical incidents receive the appropriate attention. This will help in maintaining the integrity of the incident management process and ensure that priority levels are used correctly.

Objective:

Ensure ITIL users cannot assign a priority level higher than 3 to incidents, maintaining appropriate priority assignment integrity.

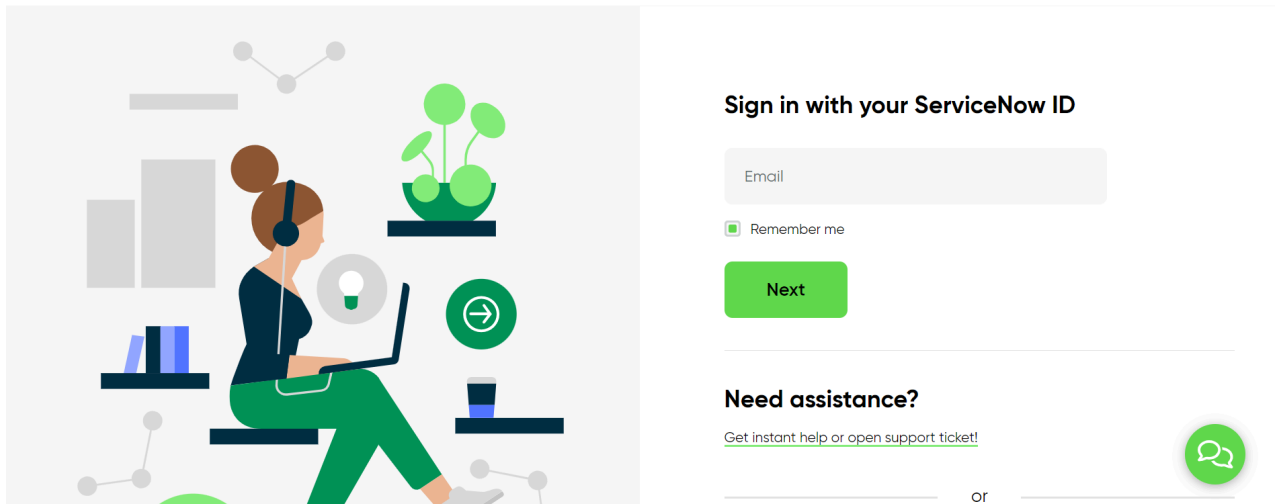
Skills:

Knowledge on: Tables and Field Constraints.

Knowledge on: Client Scripts and JavaScript Functions.

Solution:

Step 1 : Sign in to ServiceNow.



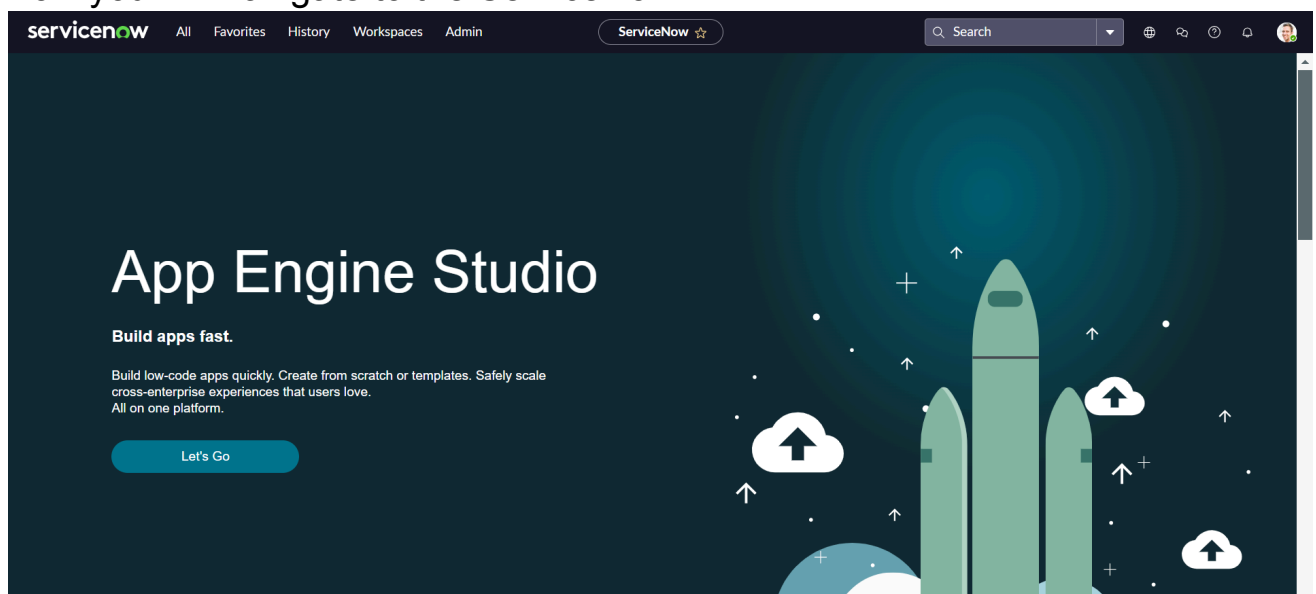
Step 2 : Sign up for a developer account on the ServiceNow Developer site "<https://developer.servicenow.com>".

Step 3 : Once logged in, navigate to the "Personal Developer Instance" section.
Click on "Request Instance" to create a new ServiceNow instance.

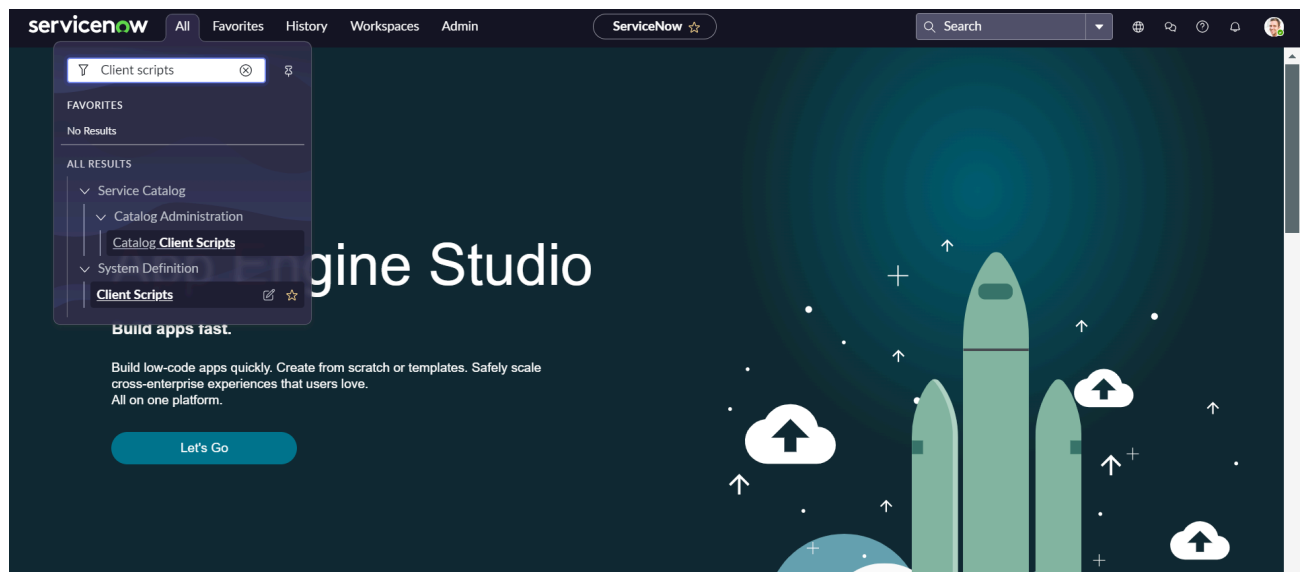
Step 4 : Fill out the required information and submit the request.

Step 5 : You'll receive an email with the instance details once it's ready.

Step 6 : Log in to your ServiceNow instance using the provided credentials.
Now you will navigate to the ServiceNow.



Step 7 : Open “Client Scripts” >> New.

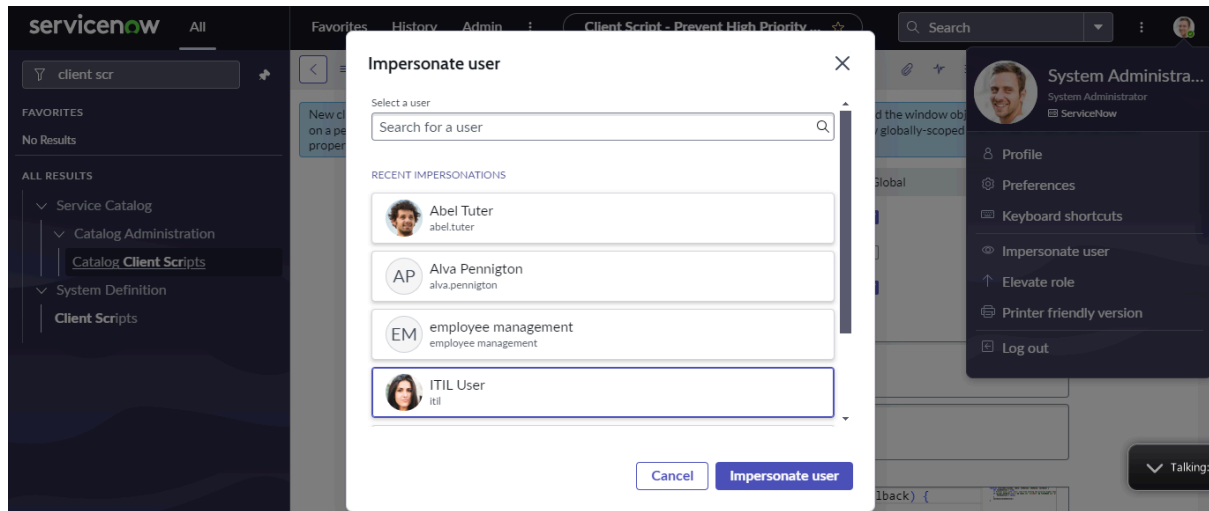


Step 8 : Fill the details as below

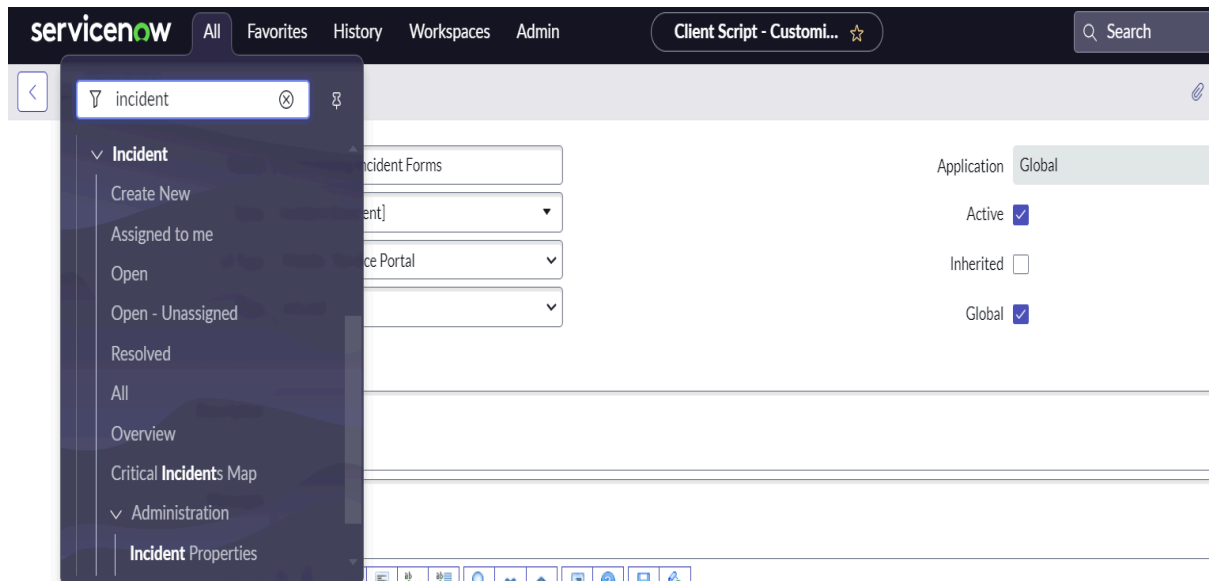
Step 9 : Enter the given Code Below >> Enable Isolate script >> Save
function onCellEdit(sysIDs, table, oldValues, newValue, callback)
var saveAndClose = true;
// Prevent users with 'itil' role from setting the priority higher than 3
if (g_user.hasRole('itil') && table === 'incident' && fieldName ===
'priority' && newValue > 3) {
saveAndClose = false;
}
callback(saveAndClose);
}

Result:

Step 1 : Impersonate the user to ITIL user



Step 2 : Open Incident >all



Step 3 : Edit the priority Field and attempt to set it to a value higher than 3.

servicenow Incidents ☆												
All												
	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by	
	INC0010039	2024-07-12 13:06:22	check	System Administrator	5 - Planning	On Hold	Network	(empty)	(empty)	2024-07-19 17:59:07	abel.tuter	
	INC0010036	2024-07-11 13:24:53	test for notification	Abel Tuter	5 - Planning	Closed	Inquiry / Help	(empty)	(empty)	2024-07-19 17:59:15	abel.tuter	
<input type="checkbox"/>	INC0010033	2024-07-10 15:06:07	check 2	Adela Cervantsz	2 - High	On Hold	Inquiry / Help	Problem Analyzers	(empty)	2024-07-19 18:18:20	itil	
	INC0010032	2024-07-10 15:02:06	iphone check	Adela Cervantsz	3 - Moderate	On Hold	Inquiry / Help	Problem Analyzers	(empty)	2024-07-19 18:18:27	itil	
	INC0010029	2024-07-10 13:53:41	incident record check 2	Abel Tuter	4 - Low	New	Inquiry / Help	Problem Analyzers	(empty)	2024-07-19 18:25:06	itil	
	INC0010028	2024-07-10 13:48:19	incident workflow check	Abraham Lincoln	3 - Moderate	New	Inquiry / Help	Problem Analyzers	(empty)	2024-07-10 13:53:02	admin	
	INC0010027	2024-07-10 13:00:14	demo purpose	Abraham Lincoln	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2024-07-10 13:05:21	admin	
	INC0010026	2024-07-09 10:24:44	support staff	Amelia Cervantsz	5 - Planning	New	Inquiry / Help	IT support group	(empty)	2024-07-09 10:24:44	ak	Talking

Step 4 : Attempting to change the priority field above 3 , does not result in the change.

servicenow Incidents ☆												
All												
	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by	
	INC0010039	2024-07-12 13:06:22	check	System Administrator	5 - Planning	On Hold	Network	(empty)	(empty)	2024-07-19 17:59:07	abel.tuter	
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<input type="checkbox"/>	INC0010033	2024-07-10 15:06:07	check 2	Adela Cervantsz	2 - High	On Hold	Inquiry / Help	Problem Analyzers	(empty)	2024-07-19 18:18:20	itil	
	INC0010032	2024-07-10 15:02:06	iphone check	Adela Cervantsz	3 - Moderate	On Hold	Inquiry / Help	Problem Analyzers	(empty)	2024-07-19 18:18:27	itil	
	INC0010029	2024-07-10 13:53:41	incident record check 2	Abel Tuter	2 - High	New	Inquiry / Help	Problem Analyzers	(empty)	2024-07-19 18:25:06	itil	
	INC0010028	2024-07-10 13:48:19	incident workflow check	Abraham Lincoln	3 - Moderate	New	Inquiry / Help	Problem Analyzers	(empty)	2024-07-10 13:53:02	admin	
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	INC0010026	2024-07-09 10:24:44	support staff	Amelia Cervantsz	5 - Planning	New	Inquiry / Help	IT support group	(empty)	2024-07-09 10:24:44	ak	Talking

From the above figure, it is evident that the priority field cannot be changed by the ITIL user.