ServiceNow Interview – Development Demo

Example 1:   ServiceNow Tuning -- Service Portal Redirect

Users with no roles assigned should only have access to the Service Portal view, and NO access to the Native View.

The easiest way to accomplish that goal would be through review of user role affiliations.

ServiceNow Logins – Where is the user directed ?
· **User has no roles --   Redirects to Service Portal**
· **User has roles –   Login to Native View (Full Platform)**
Validation Steps
Validate with the following URL: https://dev79794.service-now.com
User With Roles: help.desk   (Password: help.desk)
User With No Roles: test1.user   (Password: test1.user)
NOTE: This single property implements the desired behavior:
https://dev79794.service-now.com/nav_to.do?uri=%2Fsys_properties_list.do%3Fsysparm_first_row%3D1%26sysparm_query%3DGOTOnameLIKEglide.entry.first.page.script%26sysparm_query_encoded%3DGOTOnameLIKEglide.entry.first.page.script%26sysparm_view%3D

If direct Service Portal access is expected for other users of similar profile, it can be done in Production with the addition of global system property (*glide.entry.first.page.script*).

Redirect to Service Portal after login: https://docs.servicenow.com/bundle/helsinki-servicenow-platform/page/build/service-portal/concept/c_RedirectToSPAfterLogin.html

See Update Set:

AFCCE2-29999 -- Redirect Service Portal Logins---sys_remote_update_set_6934166acdea401092569981bb978277.xml

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Example 2:   ServiceNow Development -- Business Rule Example

Here's an example of sample scripting which could serve as a prototype for evaluating generic tables within ServiceNow.

This is an example of a recent enhancement which I would submit to supplement Out-of Box ServiceNow behavior.

The original context of this script is to be used with the SnowMirror data replication tool which can be used to replicate ServiceNow cloud data internally.

SnowMirror Overview: https://www.snow-mirror.com/products/

In this particular case, this prototype script would be embedded within a ServiceNow business rule and would generate an Incident based upon a detected condition within a ServiceNow table view (e.g., a failed table replication).

With some adaptation this script could be used to evaluate other ServiceNow tables.

Adapted Example: Create an Incident within ServiceNow for Locked ServiceNow user accounts

<div style="border:1px solid black; padding:10px;">

<u>Validation Steps</u>

HINT: Demo this by locking out the test2.user account and an incident will be created immediately.

Inspect "Incident - Open" to review the latest incident that has been opened.

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See Business Rule:

Business_Rule---Check_for_Locked_User_Accounts---sys_script_ba770301dbf20010115e29e1ca961911.xml

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Example 3:   <u>ServiceNow Integration</u> – Incident Creation from Systems Monitoring

Step 1:   Define an inbound email action to script how the system responds to an inbound email.

Step 2:   Send email to the ServiceNow's instance's defined SMTP email address

 (e.g., dev79794@servicenowdevelopers.com).

Step 3: **Confirm that the automated email has been received from ServiceNow.**

Validation Steps

HINT: Demo this by sending a sample Monitoring email (e.g., "System Alert from Monitoring") to the ServiceNow instance (dev79794@servicenowdevelopers.com).

An email response of the Incident record that is created should be received immediately.