

The following screenshots are samples of prior ServiceNow project work output.

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## **Sample Work Output** -- See Attached screenshots

### **Operations-Related Tasks**

- **ServiceNow -- Tracing the Event Management Process.PNG**

Subject: Event Management Details -- Tracing an Event

**Tracing the Event Management Process -- (Events → Alerts → Incidents)**

The steps below detail the Event Management process with ServiceNow.

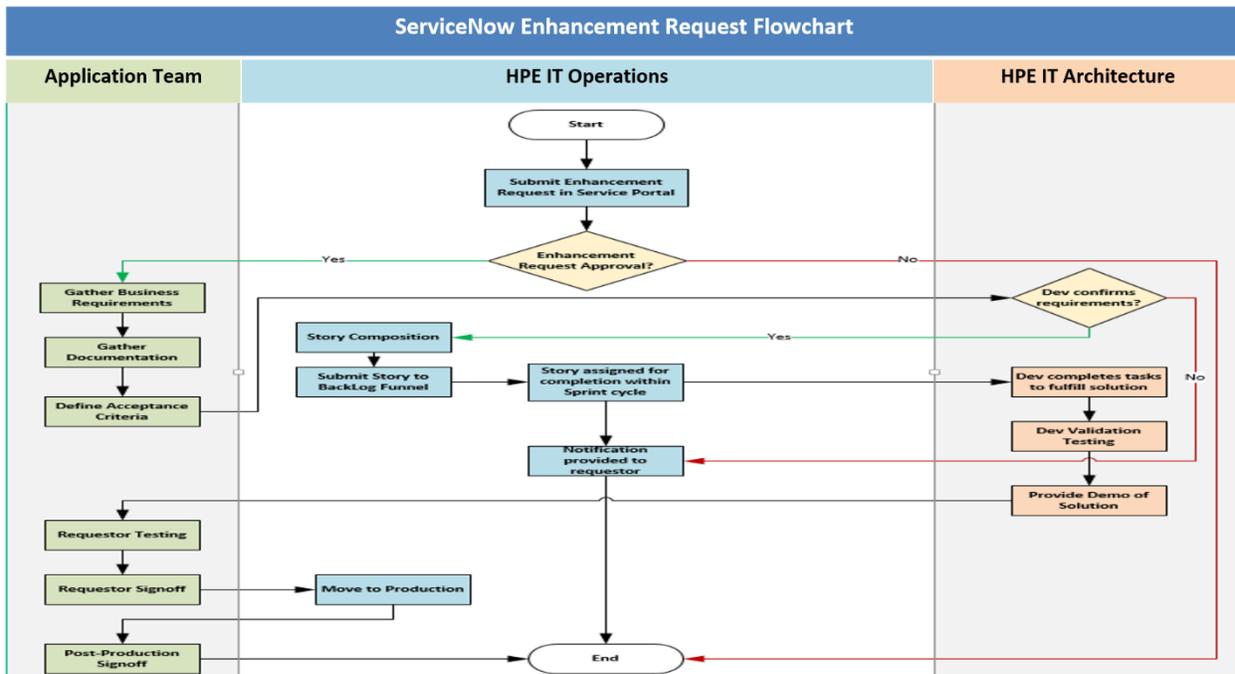
ServiceNow Event Management -- Consumption Steps		
	What to Look At	Where To Look (Which Table)
Step 1:	Event ( <a href="#">2021-05-25 04:20:08</a> )	Event (em_event)
Step 2:	Alert ( <a href="#">Alert0340330</a> )	Alert (em_alert)
Step 3:	Alert Management Rule ( <a href="#">HPE Event to Alerts for Different Tools</a> )	Alert Rule (em_alert_management_rule)
Step 4:	Flow Designer Action ( <a href="#">Subflow: "Standard Alert Management Create and Update Incident V1</a> )	Flow Designer (\$flow-designer.do)
Step 5:	Incident ( <a href="#">INC0277608</a> )	Incident (incident)

- **ServiceNow -- PROD Deployment Guidance.PNG**

## ServiceNow -- PROD Deployment Guidance

1. **Dev Validation Testing** -- Once the development is completed, solution will be tested End-to-End
2. **Provide Demo of Solution**-- Demonstration to be given to the Requestor team
3. **Requestor Testing** -- Testing should be done by Requestor team
4. **Requestor Signoff** -- Requestor team signoff confirms that Acceptance Criteria has been met
5. **Move to Production** -- Required RFC Changes will be implemented during deployment
6. **Post-Production Signoff** -- Once Requestor validates solution works as intended, then Dev Story will be confirmed Complete.

- **ServiceNow Enhancement Request Flowchart.PNG**



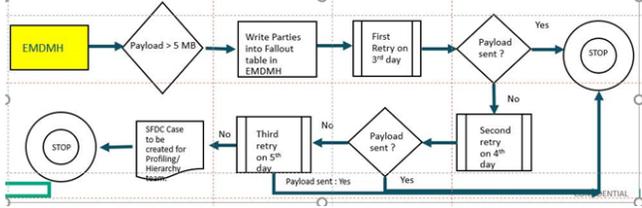
## Development-related Tasks

- [ServiceNow -- General Intake Steps.PNG](#)

## ServiceNow -- General Intake Steps

1. **Submit Enhancement Request in the Service Portal** -- [ServiceNow Enhancement Request](#)
2. **Enhancement Request Approval** -- Approvers notified to review & approve
3. **Gather Business Requirements** -- Provide High-Level Details of Business Case
4. **Gather Documentation** -- Requirement Documents, API References, Diagrams, or similar
5. **Define Acceptance Criteria** -- As agreed by Requestor (Define solution boundaries & outline the "Definition of Done")
6. **Story Composition** -- Determine Point Value (anticipated effort) & Assign to Developer
7. **Submit Story to Backlog Funnel** -- Link with anticipated Dev Sprint cycle for fulfillment
8. **Communicate project details to Requestor** -- Monitor progress for completion & deployment

- [ServiceNow -- Sample Requirements \(Intake Template\).PNG](#)

<p><b>REASON FOR THE PROJECT</b> Describe why the project is needed, problems with the current situation, and why a change to the status quo is required.</p>	<p>There are integration issues between EMDMH/CPP and SFDC due to the payloads exceeding size limits of 5mb which SFDC is unable to Consume. EMDMH/CPP to prevent publication of messages exceeding size limit and track these issues as service now incidents that are being automatically created from EMDMH/CPP as and when it encounters Publication payloads exceeding size limit.</p> <p>The request is urgent and EMDMH/CPP is targeting a March release for this request to avoid delays in EMDMH-SFDC integration.</p>
<p><b>BENEFITS &amp; RISKS</b> Describe anticipated improvements from the project. List the features, technology, and competitive advantages of this project.  Describe the risks to the project, such as extra costs and more work than anticipated.</p>	<ul style="list-style-type: none"> <li>• EMDMH needs an API that could be called from its JAVA layer and helps create and Incident that would be managed by EMDMH IT-Operate team.</li> <li>• The project helps track the EMDMH-SFDC integration issue via an automatic ticketing process minimizing SFDC business impact due to delayed data synchronizations.</li> </ul>
<p><b>PROCESS DESCRIPTION</b> Provide a high-level description describing the systems to be integrated &amp; any required features to be implemented</p>	<p>The EMDMH/CPP systems needs a ServiceNow API to create an Incident. All the Mandatory set of fields</p>
<p><b>PROCESS MAPPING</b> Provide Flow or Process Diagrams for existing state</p>	 <pre> graph TD     EMDMH[EMDMH] --&gt; D1{Payload &gt; 5 MB}     D1 --&gt; WPT[Write Parties into Fallout table in EMDMH]     WPT --&gt; R1[First Retry on 3rd day]     R1 --&gt; D2{Payload sent?}     D2 -- Yes --&gt; S1((STOP))     D2 -- No --&gt; R2[Second retry on 4th day]     R2 --&gt; D3{Payload sent?}     D3 -- Yes --&gt; S1     D3 -- No --&gt; R3[Third retry on 5th day]     R3 --&gt; D4{SFDC Case to be created for Incident/Hierarchy}     D4 --&gt; S2((STOP))     </pre> <p>A service now Incident creation will be added just before the SFDC Case creation, The Above is the current process in production.</p>
<p><b>DEFINE ACCEPTANCE CRITERIA</b> Define solution boundaries Outline/Itemize the "Definition of Done"</p>	<p>Creation of an Incident via an API request from EMDMH/CPP and a response with the Incident creation status and details of the Incident are major requirements. Post incident creation , The Incident will be manually managed/triaged by EMDMH IT-OPERATE representative. The Definition of Done for ServiceNow - creation of incident as per the request from EMDMH/CPP and a response back to EMDMH/CPP on the status and Incident details.</p>

• **ServiceNow -- Scripting Analysis.PNG**

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When scripting is NOT needed
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+ Making a field dynamically read-only, mandatory, or hidden, based on value of other field(s) in the client
+ Altering the value of a field on submission
+ Preventing/rejecting an update under certain conditions upon submission
+ Providing an informational or error message to the user upon submission

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When scripting is needed (Tradeoffs: Performance, Upgradeability, Future Stability)
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+ Setting one field based on the value of another field in the client
+ Creating a new record programmatically based on a client or server-side action or event
+ Setting a field value on a record that cannot be directly dot-walked to from the record that triggered the event
+ Validate the contents of a field (such as ensuring that a date field is before or after a particular date) on the client

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**QA-Related Tasks**

- **WSD Test Results** -- UAT End User (See UAT Validation Video hyperlinks)
  - [UAT End User Role - Mobile App -- \[PASS\]](#)
  - [UAT End User Role - Case Management -- \[PASS\]](#)
  - [UAT End User Role - Reservation Management -- \[PASS\]](#)