

Configure business rule timing and order

Gold

With DataSync for ServiceNow, you can specify when [business rules](#) should run for [dynamic shares](#). Dynamic shares can replicate data **before** an action is taken on the record or **after** an action is taken. These **before** and **after** values can be specified in the **Business Rule When** dropdown of a dynamic share (under the **Trigger Conditions** tab).

Business Rule Before

Dynamic sharing a record using the **before** option will allow you to share the record with journal fields as part of the record's XML. For example, if you share an incident record and specify "before", the record will come with both the comments and work notes in the incident record's XML. Additionally, using the **before** option will cause the record to be shared before any **after** business rules are run. For example, if you have an **after** business rule that runs to update the record's state based on a specific condition, the **after** option will share the record out with the updated state, whereas the **before** option will share it with the previous state.

Business Rule After

If you dynamic share a record using the **after** option, the comments and work notes will not be part of the record's XML but instead will be records in the sys_journal_field table (ServiceNow upon saving a record into the database will separate journal fields from the record and save them into the sys_journal_field and sys_audit tables which is why you want to subscribe to the sys_journal_field and sys_audit tables when subscribing on a ServiceNow instance).

Business Rule Async

Note that when running as **async**, records will be sent out as **.bulk**, since the records are shared in the background and we will not be able to determine if the record was an insert or update at that point. Also, there is no dependency on "current" or "previous" in the Before Share script (such as checking for a condition where a field "changes") and the "sequence" of other records being replicated cannot be guaranteed. So a change created when an incident is created where both have dynamic shares may result in the change being shared out before the incident is).

NOTE: Selecting the **async** option will cause the trigger condition **Update or Insert** to be activated and the **Delete** trigger condition to be deactivated.

Prerequisites

! First you, will need to follow the steps to [get started with DataSync for ServiceNow](#) and [create a dynamic share](#).

Procedure

To configure business rule timing for a dynamic share, follow these steps:

1

Log into your sharing ServiceNow instance and navigate to **Perspectium > Replicator > Dynamic Share** or simply type and then click **Dynamic Share** in the Filter Navigator on the upper left-hand side of the screen.

2

Click the name of the dynamic share you want to configure the business rule timing for.

3

Under the **Trigger Conditions** tab, choose the business rule timing you want to configure from the **Business Rule When** dropdown.

In the upper right-hand corner of the form, click **Update** to save your changes.

ServiceNow Service Management System Administrator

dynamic share

Perspectium

- Replicator
- Dynamic Share**
- Dynamic Share Rules Dashboard
- Reset Dynamic Share Rules

Replicator Configuration - Ready to Run dev68565_dynamic_share_test_01_agent [Shared view*]

Update Run a Bulk Share

Name: Ready to Run dev68565_dynamic Direction: Share

* Table: Incident [incident] Shared Records:

Group Share: Cipher: TripleDES

Active: ☒ Advanced: ☐ Test With:

Trigger Conditions Additional Settings Filter and Enrichment Scheduled Sync Up Notes Business Rule

Interactive only ☒ Create ☒

Business Rule When: after Update ☒

* Business Rule Order: 50 Delete ☒

Update or Insert ☐ Use Audit Delete ☐

Share base table only ☐ Delete On Class Change ☐

Include all child tables ☐

Choose an option for business rule timing

Similar topics

- [Create a ServiceNow dynamic share](#)
- [Configure business rule timing and order](#)
- [Share only updated fields](#)
- [Interactive only](#)
- [Share base table records only](#)

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