

Common Incident

The **Common Incident** document is an XML schema that contains default fields for mapping incident form values from one system to another. The common incident format mirrors what one would see in an ITIL view of an Incident form with related lists expressed in embedded XML form.

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Implementation

The implementation of any common attachment format is symmetrical, meaning that the output, when consumed, should produce the same or similar records at the target. The implementation should also exhibit idempotent behavior, meaning when a document is consumed and processed repeatedly, the same result either appears or is ignored, because the results already exist.

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Dynamic Shares

For the correct outputs to be produced, you must create 2 Dynamic Shares - one to capture the **comments** and **work_notes** field values in a **before c** ontext, and the other as **async** mode to capture the related records in a delayed step.

In the **before** Dynamic Share, use the following code snippet to prevent unwanted outbound messages to be queued when **comments** or **work_notes** are not updated.

```
if (current.comments.nil() && current.work_notes.nil()) {  
    ignore = true;  
}
```

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Embedded Records

Embedded records are fields in the Common Incident document that cannot be mapped by singular values. Instead, they are entirely different records included inside the Common Incident document to be created on the subscribing system.

NOTE: Deactivate each of the transform scripts in PSP Common Incident to Incident if you choose not to parse these embedded objects into records. If you need to extend or add additional capabilities, instead of modifying the existing scripts, add new ones so that upgrades are possible.

The following are examples of the embedded records in Common Incident:

Configuration Item's Affected Embedded Record

The **CI affected** field in the Common Incident is an embedded record that, when populated, will create a new ci affected on the system receiving the Common Incident.

Table Map Source Field	Definition
ci_class	Class name of the configuration item
ci_name	Name of the configuration item
ci_id	Unique record identifier of the configuration item

Assignment Group Embedded Record

The **assignment group** field in the Common Incident is an embedded record that, when populated, will create a new assignment group on the system receiving the Common Incident.

Table Map Source Field	Definition
email	Email that represents the assignment group
manager	Manager of the assignment group
manager_email	Manager's email address of the assignment group
name	Name of the assignment group

Assigned To Embedded Record

The **assigned to** field in the Common Incident is an embedded record that, when populated, will create a new assigned to user on the system receiving the Common Incident.

Table Map Source Field	Definition
email	Email address of user
first_name	First name of user
last_name	Last name of user
user_name	User name of user

Attachment Embedded Record

The **attachment** field in the Common Incident is an embedded record that, when populated, will create a new attachment on the system receiving the Common Incident.

Table Map Source Field	Definition
data	Attachment data in an encoded string format
size_bytes	Measurement of how much the attachment data contains
file_name	Name of the attached file
sys_id	Unique record identifier of the attachment
content_type	Attachments content type (i.e jpeg, png, txt, etc.)

Caller Embedded Record

The **caller** field in the Common Incident is an embedded record that, when populated, will create a new caller on the system receiving the Common Incident.

Table Map Source Field	Definition
first_name	First name of caller
mobile_phone	Phone number of caller

active	Represents if the caller record is active or not
last_name	Last name of caller
email	Email address of caller
location	Location of caller
employee_number	Employee number of caller
user_name	User name of caller
name	Full name of caller

Opened By Embedded Record

The **opened by** field in the Common Incident is an embedded record that, when populated, will create a new opened by user on the system receiving the Common Incident.

Table Map Source Field	Definition
email	Email address of user
first_name	First name of user
last_name	Last name of user
user_name	User name of user

Resolved By Embedded Record

The **resolved by** field in the Common Incident is an embedded record that, when populated, will create a new opened by user on the system receiving the Common Incident.

Table Map Source Field	Definition
email	Email address of user
first_name	First name of user
last_name	Last name of user
user_name	User name of user

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Table Maps

The **Perspectium Common Change Helium** update set will contain the following:

Outbound Table Maps

Name	Type	Source Table	Description
Incident to Common Incident	common_incident	Incident [incident]	Main body of the common_incident format
psp_attachment	embedded_attachment	sys_attachment	Map for building embedded attachments field
psp_affected_ci	embedded_affected_ci	CIs Affected [task_ci]	Map for building embedded affected CIs

Inbound Table Map

Name	Type	Target Table	Description
Common Incident to PSP Common Incident	common_incident	PSP Common Incident (u_psp_common_incident)	Main body of the common_incident format

Import Set

Name	Description
PSP Common Incident to Incident (u_psp_common_incident)	Transforms the common_incident format to incident.

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Sample Output

A sample **Common Incident** looks like this:

```
<common_incident>
  <action />
  <active />
  <activity_due />
  <additional_assignee_list />
  <affected_cis>
    <affected_ci>
      <ci_class />
      <ci_name />
      <ci_id />
    </affected_ci>
  </affected_cis>
  <approval />
  <approval_history />
  <approval_set />
  <assigned_tos>
    <assigned_to>
      <email />
      <first_name />
      <last_name />
      <user_name />
    </assigned_to>
  </assigned_tos>
  <assignment_group_name />
  <assignment_groups>
    <assignment_group>
      <email />
      <manager />
      <manager_email />
      <name />
    </assignment_group>
  </assignment_groups>
  <attachments>
    <attachment>
      <data />
      <size_bytes />
      <file_name />
      <sys_id />
      <content_type />
    </attachment>
  </attachments>
  <business_duration />
  <business_service_name />
  <business_stc />
  <calendar_duration />
  <calendar_stc />
  <callers>
    <caller>
      <first_name />
      <mobile_phone />
      <active />
      <last_name />
      <email />
      <location />
      <employee_number />
      <user_name />
    </caller>
  </callers>
</common_incident>
```

```

        <name />
    </caller>
</callers>
<caller_id />
<caller_full_name />
<caller_first_name />
<caller_last_name />
<caller_email />
<category />
<caused_by />
<child_incidents />
<close_code />
<close_notes />
<closed_at />
    <closed_by />
    <closed_bys>
    <closed_by>
        <email />
        <first_name />
        <user_name />
        <last_name />
    </closed_by>
</closed_bys>
<cmdb_ci_id />
<cmdb_ci_name />
<comments />
<comments_and_work_notes />
<company_id />
<company_name />
<contact_type />
<correlation_display />
<correlation_id />
<delivery_plan_display />
<delivery_task_display />
<description />
<due_date />
<escalation />
<expected_start />
<follow_up />
<group_list />
<impact />
<incident_state />
<knowledge />
<location_id />
<location_name />
    <locations>
        <city />
        <company />
        <contact/>
        <country />
        <fax_phone/>
        <full_name />
        <lat_long_error/>
        <latitude />
        <longitude />
        <name />
        <parent/>
        <phone/>
        <phone_territory display_value="Colombia">04b7e002eb1201007128a5fc5206fe0e</phone_territory>
        <state/>
        <stock_room>false</stock_room>
        <street/>
        <time_zone/>
        <zip/>
    </locations>
<made_sla />
<notify />
<number />
<opened_at />
<opened_by />
    <opened_bys>

```

```

        <email />
        <user_name />
        <first_name />
        <last_name />
    </opened_bys>
<order />
<parent_id />
<parent_incident_number />
<priority />
<problem_id />
<problem_number />
<provider />
<reassignment_count />
<reopen_count />
<resolved_at />
<resolved_by />
    <resolved_bys>
        <email />
        <user_name />
        <first_name />
        <last_name />
    </resolved_bys>
<rfc_id />
<rfc_display />
<severity />
<short_description />
<sla_due />
<state />
<subcategory />
<time_worked />
<urgency />
<variables />
<watch_list />
<work_end />
<work_notes />
<work_start />
</common_incident>

```

The following Perspectium Inbound/Outbound Message unloads can be un-zipped and uploaded into your instance of ServiceNow to be viewed and /or used for testing.

[Common Incident Sample - Inbound.xml.zip](#)

[Common Incident Sample - Outbound.xml.zip](#)

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