

Setting up Workflow Status Transition to prevent Status of “Complete” if Change Order is not Assigned.

This is a “quick” document. Screenshots provided “as is” for SDM 12.6, but will work on higher releases.

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The Setup

The screenshot shows the CA Service Desk Manager Administration console. The left-hand navigation pane is expanded to 'Change Orders' > 'Categories'. The main area displays the 'Change Category List' table. The 'Aardvark' category is highlighted with a red box. The table lists various change categories with their symbols and descriptions, and a 'Tenant' column.

Symbol/Description	Tenant
+ Aardvark	
+ Add.IT.Other	
+ Add.IT.Patch	
+ Add.IT.Server	
+ Add.IT.Workstation	
+ Add.Telco.Handset	
+ Add.Telco.Other	
+ Add.Telco.Phone Number	
+ Add.Telco.Switch	
+ Change.IT.Server.Configuration	
+ Change.IT.Server.Documentation	
+ Change.IT.Workstation.Config	
+ Change.IT.Workstation.Document	
+ co	Tenant A

Aardvark Change Category Detail

[Ed](#)

Tenant: public (shared)

Symbol	Code	Type	Record Status
Aardvark	Aardvark	Normal	Active
CAB	Organization	Group	Assignee
Service Type	Survey	Risk Survey	Children Allowed
			No
Self-Service Include	Self-Service Symbol		
Yes	Aardvark		
Description			
My first category!			
Last Modified Date	Last Modified By	Service Contract	
24/07/2014 11:47 am	Administrator		

<u>1. Properties</u>	<u>2. Workflow</u>	<u>3. Auto Assignment</u>		
Classic Workflow				
Workflow Template List				
1-2 of 2				
Sequence ⌵	Tenant ⌵	Task ⌵	Assignee ⌵	Status ⌵
5		MyComplete		Active
10		Approval		Active
1-2 of 2				

MyComplete Workflow Template Detail

Tenant: public (shared)

Save Successful - Behavior Template updated

Task	Sequence
MyComplete	5
Assignee	Group
Service Type	Estimated Duration
	00:00:00
Description	

1. Behavior

Behavior Template List

Status	Tenant ⇅	Condition ⇅	Transition Condition ⇅
Wait			
Cancelled			
Pending			
Complete	CA		

MyComplete Behavior Template Detail

[Edit](#)

Tenant: public (shared)

Workflow Task	Status	Active
MyComplete	Pending	Active
Description		

1. To Do 2. Transition Information

Transition Information

Attribute Transition Condition	
Unsuccessful Transition Message	

MyComplete Update Behavior Template

Save

Tenant: public (shared)

Workflow Task

MyComplete

Status

Pending

Active *

Active

Description

This checks that the Assignee is NOT NULL before allowing movement on to next Status of Completion.

1. To Do

2. Transition Information

Transition Information

Attribute Transition Condition

Unsuccessful Transition Message

Macro List

Search

Show Filter

Clear Filter

Create New

Export

Note – also fill in the Unsuccessful Transition Message (above).

AssigneeIsThere Update Macro

Save

Cancel

Reset

Tenant: CA

Symbol *

AssigneeIsThere

Object Type

Workflow Task

Macro Type

Site-defined Condition

Macro Description

Spelling

Checks if an Assignee is present on the Change Order.

Note - This is not a check that the Assignee is present on the Workflow Task.

If all Conditions succeed return *

TRUE

Record Status *

Active

Macro Code

```
if (( !is_null(getval_by_name("chg.assignee"))) ) )
set_return_data(TRUE);
else
set_return_data(FALSE);
```

Last Modified Date

24/07/2014 11:51 am

Last Modified By

Administrator

1. Conditions

Atomic Condition List

Add Condition

Edit in List

Update Atomic Condition

Accept

Cancel

Reset

Tenant: CA

Sequence *

10

Description

Spelling

Is there an Assignee on the Change Order?

Select an Attribute *

Chg. Order's Assignee

Choose Operator *

Not Empty/Null

Select Attribute or Data Value *

Attribute

Attribute Value

Testing – First without an Assignee

218 Change Order Detail

Tenant: CA

Save Successful - Change Order 218 created

Requester	Affected End User	Category
Administrator	Administrator	Aardvark
Detail		
Created By	Assignee	Group
Administrator		
Impact	Active?	Need By Date
	Y/N	

218 Change Order Detail

[Edit](#) [Create Incident](#) [Quick Profile](#) [View Sc](#)

Tenant: CA

Save Successful - Change Order 218 created

Open Date	Resolve Date	Close Date	NO
24/07/2014 02:30 pm			

1. Related Tickets | 2. Additional Information | 3. Logs

1. Properties | 2. Workflow Tasks | 3. Service Type | 4. Config. Items | 5. Attachments | 6. Conflicts | 7. Costs / Plans

Classic Workflow Tasks [Refresh Workflow Tasks](#) [Insert Tasks](#)

Workflow Start Date	Estimated Completion Date	Actual Completion Date
AHD05358 There were 4 untenanted active Workflow Task objects at CA Service Desk Manager startup		

Change Workflow List [Search\(\\$\)](#) [Show Filter\(\\$\)](#) [Clear Filter\(\\$\)](#) [CAB Console](#) [Edit in List\(\\$\)](#) [Export](#)

Seq	Tenant	Task	Assignee	Group	Status	Description	Start Date	Completion Date
5	CA	MyComplete			Pending		24/07/2014 02:31 pm	
10	CA	Approval			Wait			

Change Workflow Detail

[Edit](#)

Tenant: CA

Task	Configuration Item	Actual Start Date
MyComplete		24/07/2014 02:31 pm
Assignee	Group	Completed By
Estimated Duration	Estimated Cost	Estimated Completion Date
00:00:00	0	
Actual Duration	Actual Cost	Actual Completion Date
00:00:00	0	
Service Type	Change#	Category
	218	Aardvark
Sequence	Status	
5	Pending	
Task Description		
Task Comments		

Update Change Workflow

Tenant: CA

Task

MyComplete

Assignee

Estimated Duration

Actual Duration

Sequence

5

Configuration Item

Group

Estimated Cost

Actual Cost

Status *

Complete

Pending

Status *

Success! Error is produced as Transition cannot occur.

Update Change Workflow

Tenant: CA

Save

Cancel

Reset

Error 1 attempting to set status to "COMP": wf.status::status_condition(): AHD05725:Condition 'AssigneesThere' failed. Change Order Assignee needs to be present.

Task

MyComplete

Configuration Item

Actual Start Date

24/07/2014 02:31 pm

Testing - With an Assignee

218 Change Order Detail

Tenant: CA

Save Successful - Change Order 218 updated

Requester

Administrator

Affected End User

Administrator

Detail

Created By

Administrator

Assignee

Froggy, El

Success! Workflow saves as it should.

Change Workflow Detail

Tenant: CA

Save Successful - Workflow Task updated

Task	Configuration Item	Actual Start Date
MyComplete		24/07/2014 02:31 pm
Assignee	Group	Completed By
		Administrator
Estimated Duration	Estimated Cost	Estimated Completion Date
00:00:00	0	
Actual Duration	Actual Cost	Actual Completion Date
00:09:13	0	24/07/2014 02:40 pm
Service Type	Change#	Category
	218	Aardvark
Sequence		Status
5		Complete
Task Description		

Hope this was useful, even as the world moves to CA Process Automation, a quick Classic Workflow still can satisfy many cases.

Thanks.

Kyle_R.

