

SLA Management for Hardware Group - Priority 4

Category: ServiceNow Administrator

Skills Required: Service Level Management (SLA)

Project Description:

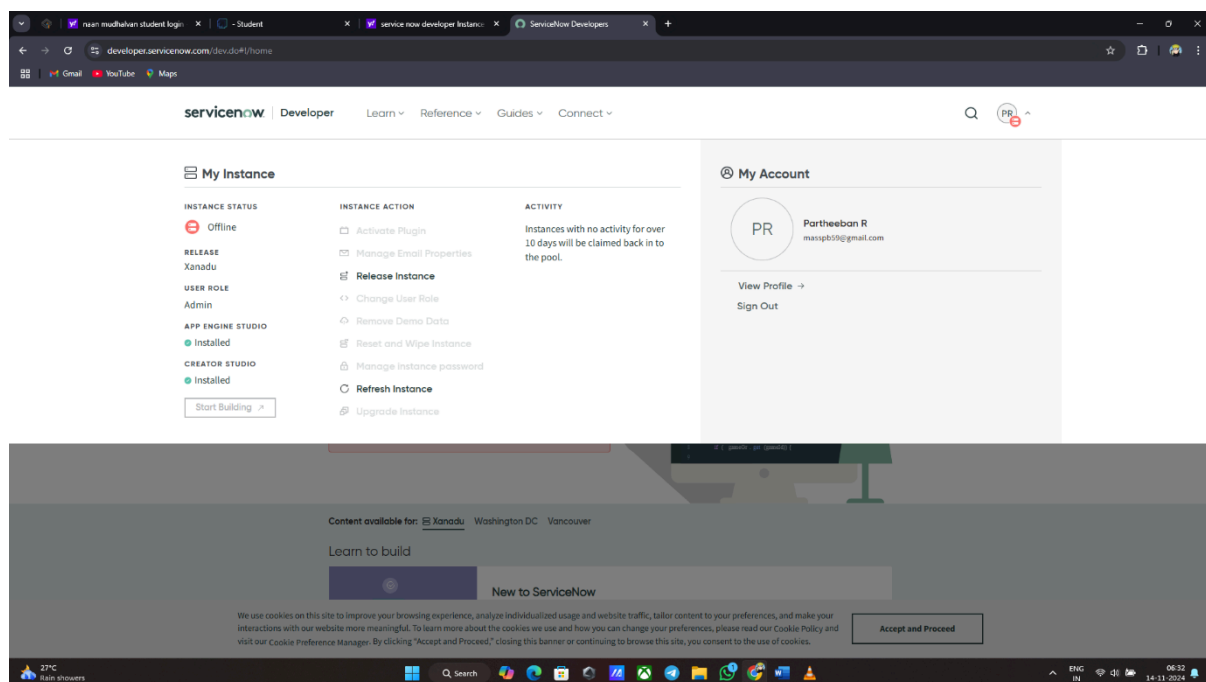
To implement and manage an SLA in ServiceNow for hardware-related incidents categorized as Priority 4, ensuring incidents are addressed within 16 business hours, pausing the SLA when the incident is on hold, and stopping the SLA when the incident is resolved or closed.

Skills:

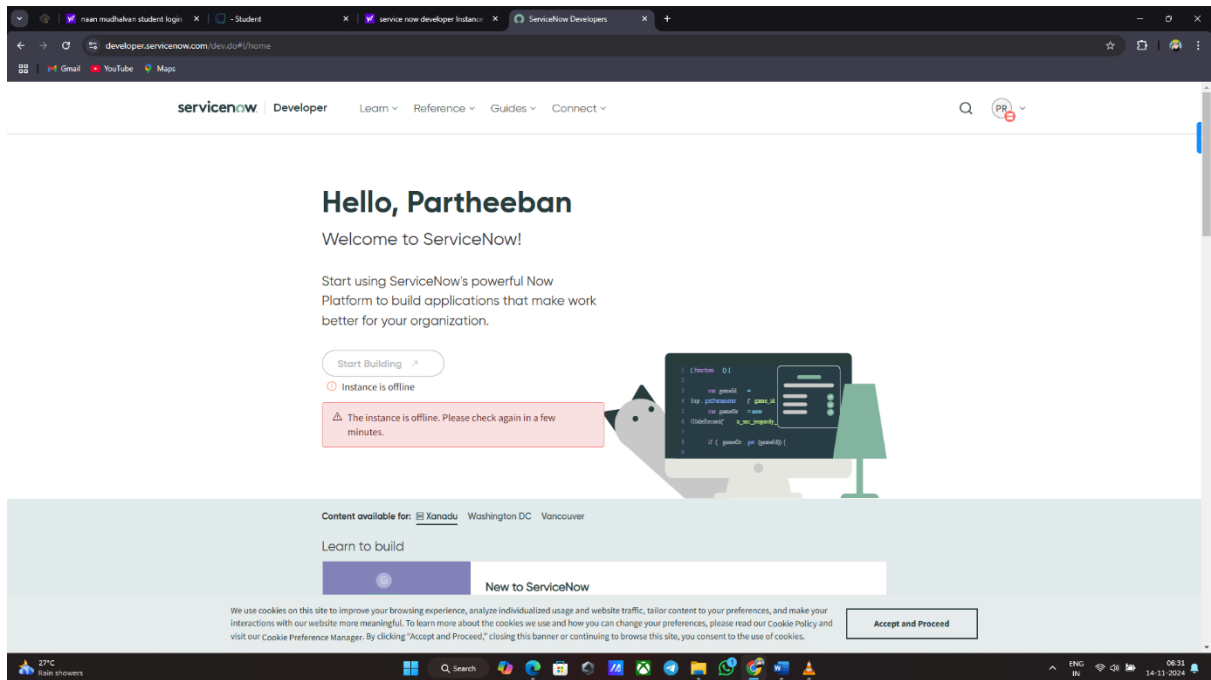
- Knowledge on Service now administration.
- Service Level Management (SLA)
- Knowledge on reports.

Implementation:

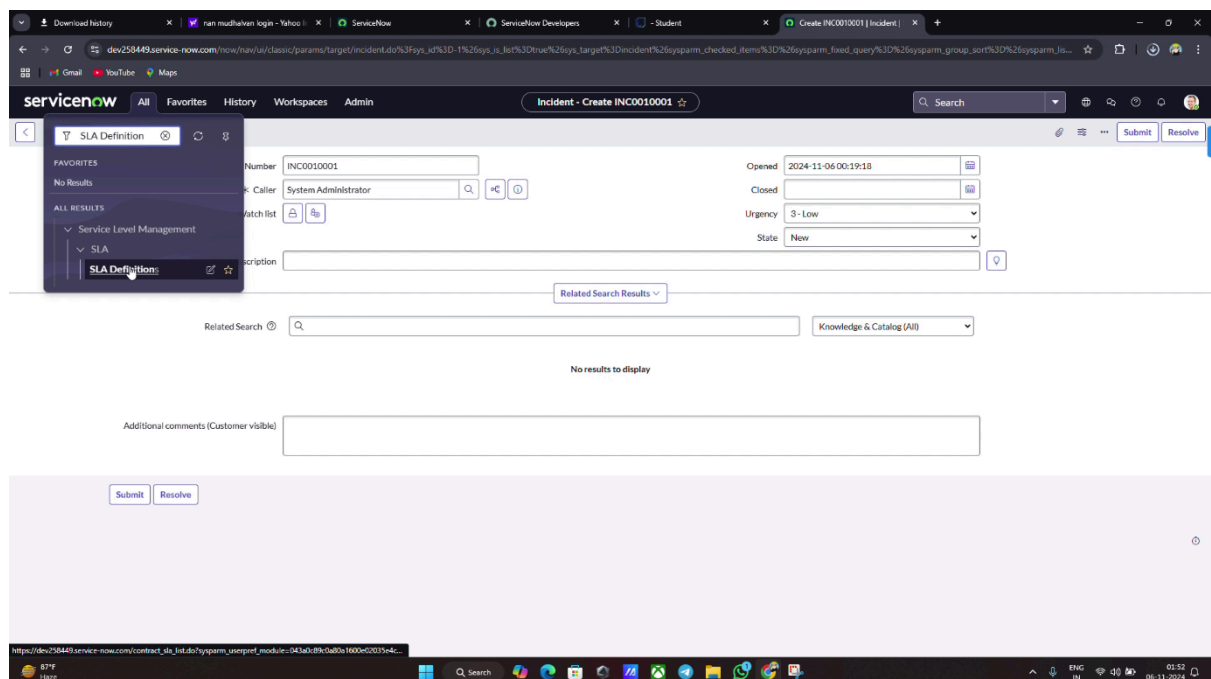
Step 1 : Sign in to ServiceNow Developer Instance.



Step 2 : Request Developer Instance.



Step 3: Click on All > Search for SLA Definition > Create New



Step 4: Fill the information as mentioned

The screenshot shows the ServiceNow SLA Definition form for 'Hardware Group - Priority 4'. The form is divided into several sections:

- General Information:**
 - Name: Hardware Group - Priority 4
 - Type: SLA
 - Target: Response
 - Table: Incident (Incident)
 - Flow: Default SLA flow
 - Workflow: (empty)
 - Enable logging: ☐
 - Active: ☒
- Application:** Global
- Duration:** User specified duration
- Duration:** Days 0, Hours 01, 00, 00
- Schedule source:** No schedule
- Timezone source:** The caller's time zone

The **Start condition** tab is selected, showing the following configuration:

- Start condition: Add Filter Condition, Add "OR" Clause
- Retroactive start: ☐
- Retroactive pause: ☒
- When to cancel: Start conditions are not met
- Cancel condition: Add Filter Condition, Add "OR" Clause

Buttons for 'Update' and 'Delete' are visible at the bottom of the form.

Step 5: Under start condition fill the given information

Active>>is>>true, Priority>>is>>4-low, State>>is>>New

Under when to cancel choose When start condition is not met.

The screenshot shows the ServiceNow SLA Definition form for 'Hardware Group - Priority 4', with the 'Start condition' tab selected. The configuration is as follows:

- General Information:**
 - Type: SLA
 - Target: Response
 - Table: Incident (Incident)
 - Flow: Default SLA flow
 - Enable logging: ☐
 - Active: ☒
- Application:** Global
- Duration:** User specified duration
- Duration:** Days 0, Hours 01, 00, 00
- Schedule source:** No schedule
- Timezone source:** The caller's time zone

The **Start condition** tab is selected, showing the following configuration:

- Start condition: Add Filter Condition, Add "OR" Clause
- Retroactive start: ☐
- Retroactive pause: ☒
- When to cancel: Start conditions are not met
- Cancel condition: Add Filter Condition, Add "OR" Clause

The 'Start condition' section is expanded, showing the following conditions:

- Active is true
- Priority is 4 - Low
- State is New

Buttons for 'Update' and 'Delete' are visible at the bottom of the form.

Step 6: Under stop condition Assignment group >> is not empty

ServiceNow SLA Definition - Hardware Group - Priority 4

Type: SLA
Target: Response
Table: Incident [Incident]
Flow: Default SLA flow
Enable logging: ☐
Active: ☒

Duration type: User specified duration
* Duration: Days 0 Hours 01 00 00
Schedule source: No schedule
SLA will run 24x7 as no schedule is selected

Start condition | Pause condition | **Stop condition** | Reset condition

The condition under which the SLA will complete

Stop condition: Add Filter Condition Add "OR" Clause
Assignment group is not empty AND OR

Update Delete

Related Links
Validate SLA Definition

SLA Breakdown definitions SLA breakdown def Search New Edit...

SLA Definition - Hardware Group - Priority 4

SLA breakdown definition

No records to display

Step 7: Click on submit.

ServiceNow SLA Definition - Hardware Group - Priority 4

Name: Hardware Group - Priority 4
Type: SLA
Target: Response
Table: Incident [Incident]
Flow: Default SLA flow
Enable logging: ☐
Active: ☒

Application: Global
Duration type: User specified duration
* Duration: Days 0 Hours 01 00 00
Schedule source: No schedule
SLA will run 24x7 as no schedule is selected

Start condition | Pause condition | **Stop condition** | Reset condition

The condition under which the SLA will complete

Stop condition: Add Filter Condition Add "OR" Clause
Assignment group is not empty AND OR

Update Delete

Related Links
Validate SLA Definition

SLA Breakdown definitions SLA breakdown def Search New Edit...

SLA Definition - Hardware Group - Priority 4

SLA breakdown definition

No records to display

An SLA starting now will breach on 2024-11-06 01:22:32 (Actual elapsed time: 1 Hour)

Activity - 2:

Step 1: Click on All > Search for SLA Definition > Create New

The screenshot shows the ServiceNow 'Incident - Create INC0010001' form. The left sidebar is open, showing the 'SLA Definition' option under 'Service Level Management'. The main form area contains the following fields:

- Number: INC0010001
- Caller: System Administrator
- Opened: 2024-11-06 00:19:18
- Closed: (empty)
- Urgency: 3 - Low
- State: New

Below these fields is a 'Related Search' section with a search bar and a dropdown menu set to 'Knowledge & Catalog (All)'. The message 'No results to display' is shown. At the bottom, there is a 'Submit' button and a 'Resolve' button.

Step 2: Fill the information as mentioned

The screenshot shows the ServiceNow 'SLA Definition - Hardware Group-Resolution' form. The form is filled with the following information:

- Name: Hardware Group-Resolution
- Type: SLA
- Target: Resolution
- Table: Incident [Incident]
- Flow: Default SLA flow
- Application: Global
- Duration: User specified duration
- Duration: Days 0, Hours 16, Minutes 00, Seconds 00
- Schedule source: No schedule
- SLA will run 24x7 as no schedule is selected

Below the form fields, there is a 'Stop condition' section. The condition is configured as follows:

- State: New, In Progress, On Hold, Resolved
- Is one of: (selected)
- AND OR (selected)

At the bottom, there is a 'Related Links' section with a link to 'Validate SLA Definition'. Below that is a 'SLA Breakdown definitions' section with a search bar and a 'New' button.

Step 3: Under start condition fill the given information Assignment group >> is not empty

The screenshot shows the ServiceNow interface for defining an SLA. The top navigation bar includes 'ServiceNow', 'SLA Definition - Hardware Group-Resolution', and a search bar. Below the navigation bar, there's a summary bar indicating the SLA is active and will breach on 2024-11-06 16:24:40. The main form is divided into two sections. The first section contains fields for 'Name' (Hardware Group-Resolution), 'Type' (SLA), 'Target' (Resolution), 'Table' (Incident [Incident]), and 'Flow' (Default SLA flow). There are also checkboxes for 'Enable logging' and 'Active'. The second section is titled 'Start condition' and contains a text area for 'The conditions under which the new SLA will be attached and canceled'. Below this, there are buttons for 'Add Filter Condition' and 'Add "OR" Clause'. A filter condition is added: 'Assignment group' is 'Is not empty'. There are also buttons for 'Update' and 'Delete'.

SLA Definition - Hardware Group-Resolution

An SLA starting now will breach on 2024-11-06 16:24:40 (Actual elapsed time: 16 Hours)

Name: Hardware Group-Resolution

Type: SLA

Target: Resolution

Table: Incident [Incident]

Flow: Default SLA flow

Enable logging: ☐

Active: ☒

Application: Global

Duration type: User specified duration

* Duration: Days 0 Hours 16 00 00

Schedule source: No schedule

SLA will run 24x7 as no schedule is selected

Start condition | Pause condition | Stop condition | Reset condition

The conditions under which the new SLA will be attached and canceled

Start condition | Add Filter Condition | Add "OR" Clause

Assignment group | Is not empty | AND | OR

Retroactive start: ☐

When to cancel: Start conditions are not met

Update | Delete

Related Links

Step 4: Under pause condition fill the following information state>>is>>onhold and When pause conditions are not met

The screenshot shows the ServiceNow interface for defining an SLA, specifically the 'Pause condition' tab. The top navigation bar is the same as in the previous screenshot. The main form is divided into two sections. The first section contains fields for 'Name' (Hardware Group-Resolution), 'Type' (SLA), 'Target' (Resolution), 'Table' (Incident [Incident]), and 'Flow' (Default SLA flow). There are also checkboxes for 'Enable logging' and 'Active'. The second section is titled 'Pause condition' and contains a text area for 'The conditions under which the SLA will pause (stop increasing elapsed time) and resume'. Below this, there are buttons for 'Add Filter Condition' and 'Add "OR" Clause'. A filter condition is added: 'State' is 'Is' 'On Hold'. There are also buttons for 'Update' and 'Delete'.

SLA Definition - Hardware Group-Resolution

An SLA starting now will breach on 2024-11-06 16:24:40 (Actual elapsed time: 16 Hours)

Name: Hardware Group-Resolution

Type: SLA

Target: Resolution

Table: Incident [Incident]

Flow: Default SLA flow

Enable logging: ☐

Active: ☒

Application: Global

Duration type: User specified duration

* Duration: Days 0 Hours 16 00 00

Schedule source: No schedule

SLA will run 24x7 as no schedule is selected

Start condition | Pause condition | Stop condition | Reset condition

The conditions under which the SLA will pause (stop increasing elapsed time) and resume

Pause condition | Add Filter Condition | Add "OR" Clause

State | Is | On Hold | AND | OR

When to resume: Pause conditions are not met

Update | Delete

Related Links

Validate SLA Definition

Step 5: Under stop condition fill the following information

State>>is one of>>resolved, closed

The screenshot shows the ServiceNow interface for defining an SLA. The top section contains fields for Name, Type, Target, Table, Flow, Application, Duration type, Duration, and Schedule source. The 'Stop condition' tab is selected, showing a configuration for the condition under which the SLA will complete. The condition is set to 'State' with the operator 'Is one of' and the values 'New', 'In Progress', 'On Hold', and 'Resolved'. The 'Update' button is visible at the bottom of the condition configuration area.

SLA Definition - Hardware Group-Resolution

An SLA starting now will breach on 2024-11-06 16:24:40 (Actual elapsed time: 16 Hours)

Name: Hardware Group-Resolution

Type: SLA

Target: Resolution

Table: Incident [Incident]

Flow: Default SLA flow

Application: Global

Duration type: User specified duration

* Duration: Days 0 Hours 16 00 00

Schedule source: No schedule

SLA will run 24x7 as no schedule is selected

Enable logging: ☐

Active: ☒

Start condition: Pause condition: **Stop condition** Reset condition

The condition under which the SLA will complete

Stop condition: Add Filter Condition Add "OR" Clause

State Is one of New In Progress On Hold Resolved

Update Delete

Related Links

Validate SLA Definition

SLA Breakdown definitions: SLA breakdown def Search New Edit...

Step 6: Click on submit.

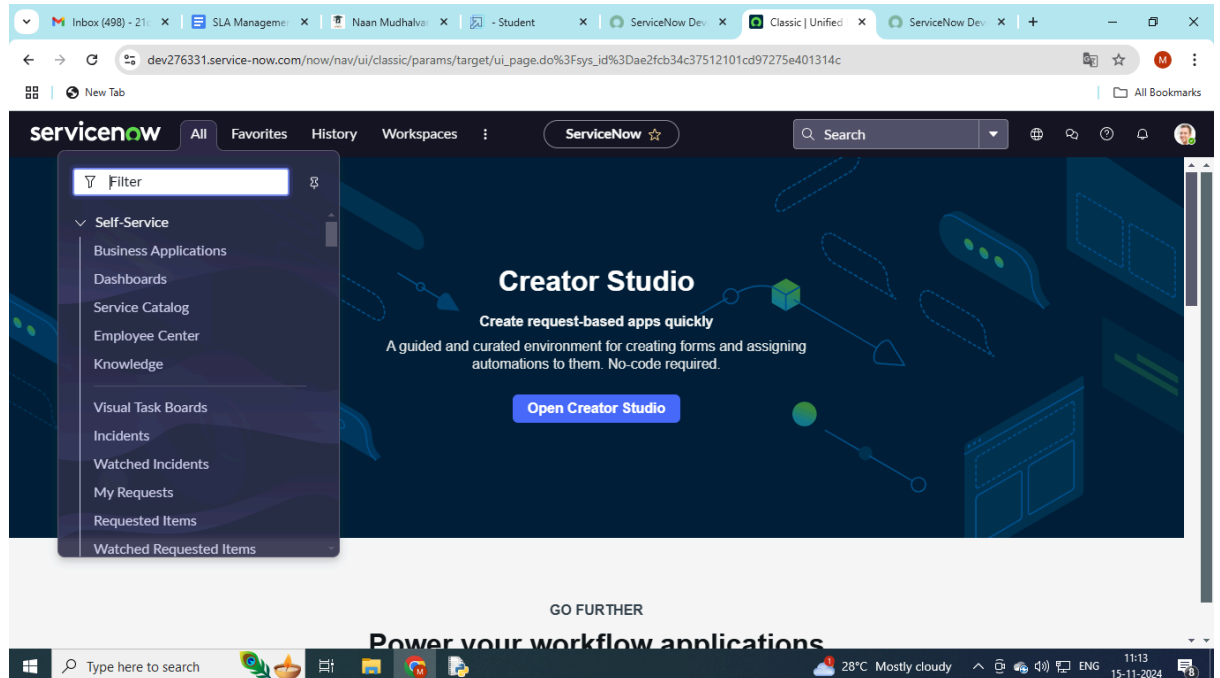
The screenshot shows the ServiceNow interface for the SLA Definitions list. The 'Hardware Group-Resolution' SLA is highlighted. The table lists various SLA definitions with columns for Name, Type, Target, Duration, Table, and Updated.

| Name | Type | Target | Duration | Table | Updated |
|--|------|------------|----------------|---------------------|---------------------|
| Hardware Group-Resolution | SLA | Resolution | 16 Hours | Incident [Incident] | 2024-11-05 23:14:12 |
| ATF - test all conditions | SLA | Resolution | 1 Hour | Incident [Incident] | 2019-11-25 16:32:11 |
| ATF - test start/pause/stop conditions | SLA | Response | 1 Hour | Incident [Incident] | 2019-11-25 16:32:11 |
| Database group resolution (P1 only) | OLA | Resolution | 1 Hour | Incident [Incident] | 2019-09-10 18:03:19 |
| Hardware Group - Priority 4 | SLA | Response | 1 Hour | Incident [Incident] | 2024-11-05 23:15:48 |
| Network group resolution | OLA | Resolution | 4 Hours | Incident [Incident] | 2019-09-10 17:54:49 |
| Priority 1 resolution (1 hour) | SLA | Resolution | 1 Hour | Incident [Incident] | 2019-09-10 17:54:49 |
| Priority 1 response (15 minutes) | SLA | Response | 15 Minutes | Incident [Incident] | 2019-09-10 17:55:07 |
| Priority 2 resolution (8 hour) | SLA | Resolution | 8 Hours | Incident [Incident] | 2019-09-10 17:54:49 |
| Priority 2 response (1 hour) | SLA | Response | 1 Hour | Incident [Incident] | 2019-09-10 17:55:07 |
| Priority 3 resolution (1 day) | SLA | Resolution | 1 Day | Incident [Incident] | 2019-09-10 17:54:49 |
| Priority 3 response (4 hours) | SLA | Response | 4 Hours | Incident [Incident] | 2019-09-10 17:55:07 |
| Priority 4 resolution (2 day) | SLA | Resolution | 2 Days | Incident [Incident] | 2019-09-10 17:54:49 |
| Priority 4 response (8 hours) | SLA | Response | 8 Hours | Incident [Incident] | 2019-09-10 17:55:07 |
| Priority 5 response (40 hours) | SLA | Response | 1 Day 16 Hours | Incident [Incident] | 2019-09-10 17:55:07 |

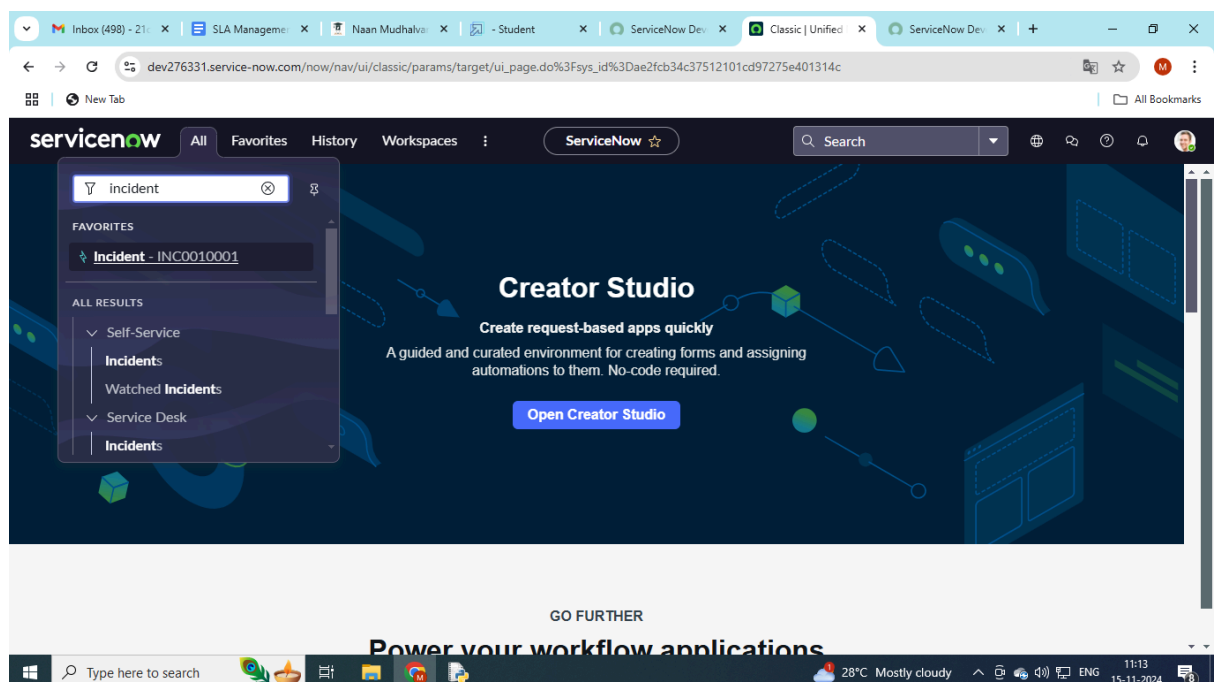
SLA Management for Hardware Group - Priority 4 created

Results:

1. Navigate to ALL



2. Search for incident



3. Click on create new

The screenshot shows the ServiceNow Incident form for INC0010001. The form is partially filled with details like Caller (Adela Cervantsz), Category (Inquiry / Help), and State (Resolved). The 'Short description' field contains 'Hardware Related Problem'. The form is displayed in a web browser window with multiple tabs open, including 'Inbox (498)', 'SLA Management', 'Naan Mudhalva', 'Student', 'ServiceNow Dev', and 'INC0010001 | In'. The browser address bar shows the URL: dev276331.service-now.com/now/nav/ui/classic/params/target/Incident.do%3Fsys_id%3D2d111552c37112101cd97275e40131d3%26sysparm_view%3D%26sysparm_do... The browser window also shows a search bar, a 'New Tab' button, and a 'Bookmarks' button. The ServiceNow interface includes a top navigation bar with 'All', 'Favorites', 'History', and 'Admin' tabs. The incident details are organized into sections: 'Number', 'Caller', 'Category', 'Subcategory', 'Service', 'Service offering', 'Configuration item', 'Short description', 'Channel', 'State', 'Impact', 'Urgency', 'Priority', 'Assignment group', and 'Assigned to'. The 'Short description' field is currently active, and the 'Related Search Results' button is visible below it.

4. I fill the incident form and click on save

The screenshot shows the ServiceNow Incident form for INC0010001 with the 'Save' dropdown menu open. The menu options include 'Save', 'Add to Visual Task Board', 'Copy Incident', 'Create Incident Task', 'Create Outage', 'Create Problem', 'Create Request', 'Create Child Incident', 'Create Normal Change', 'Create Standard Change', 'Create Emergency Change', 'Refresh Impacted Services', 'Metrics Timeline', 'Follow on Live Feed', 'Analyze Access', 'Configure', 'Export', 'View', 'Create Favorite', 'Copy URL', and 'Copy sys_id'. The form is partially filled with details like Caller (Adela Cervantsz), Category (Inquiry / Help), and State (Resolved). The 'Short description' field contains 'Hardware Related Problem'. The form is displayed in a web browser window with multiple tabs open, including 'Inbox (498)', 'SLA Management', 'Naan Mudhalva', 'Student', 'ServiceNow Dev', and 'INC0010001 | In'. The browser address bar shows the URL: dev276331.service-now.com/now/nav/ui/classic/params/target/Incident.do%3Fsys_id%3D2d111552c37112101cd97275e40131d3%26sysparm_view%3D%26sysparm_do... The browser window also shows a search bar, a 'New Tab' button, and a 'Bookmarks' button. The ServiceNow interface includes a top navigation bar with 'All', 'Favorites', 'History', and 'Admin' tabs. The incident details are organized into sections: 'Number', 'Caller', 'Category', 'Subcategory', 'Service', 'Service offering', 'Configuration item', 'Short description', 'Channel', 'State', 'Impact', 'Urgency', 'Priority', 'Assignment group', and 'Assigned to'. The 'Short description' field is currently active, and the 'Related Search Results' button is visible below it.

5. I scrolled down under SLA and I found SLA response.

6. Now under the assignment group I give hardware and click on save.

7. Under sla I find SLA response should be completed and SLA resolution started.

8. If I change state to resolve we observe resolution to completed.

9. We will observe resolution state is in completed

The screenshot displays the ServiceNow interface for Incident INC0010001. The incident is currently in the 'Resolved' state with a priority of '4 - Low'. The 'Task SLAs (2)' tab is active, showing a table of SLA definitions. The table lists two SLAs: 'Hardware Group - Priority 4' and 'Hardware Group - Resolution'. Both SLAs are in the 'Completed' stage. The 'Business time left' for the first SLA is 58 minutes, and for the second, it is 15 hours 57 minutes. The 'Business elapsed time' is 1 minute for the first and 2 minutes for the second. The 'Business elapsed percentage' is 3.28% for the first and 0.21% for the second. The 'Start time' and 'Stop time' are both 2024-11-12 22:11:56 and 2024-11-12 22:13:54 respectively.

| SLA definition | Type | Target | Stage | Business time left | Business elapsed time | Business elapsed percentage | Start time | Stop time |
|-----------------------------|------|------------|-----------|---------------------|-----------------------|-----------------------------|---------------------|---------------------|
| Hardware Group - Priority 4 | SLA | Response | Completed | 58 Minutes | 1 Minute | 3.28% | 2024-11-12 22:11:56 | 2024-11-12 22:13:54 |
| Hardware Group - Resolution | SLA | Resolution | Completed | 15 Hours 57 Minutes | 2 Minutes | 0.21% | 2024-11-12 22:13:54 | 2024-11-12 22:15:57 |