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.
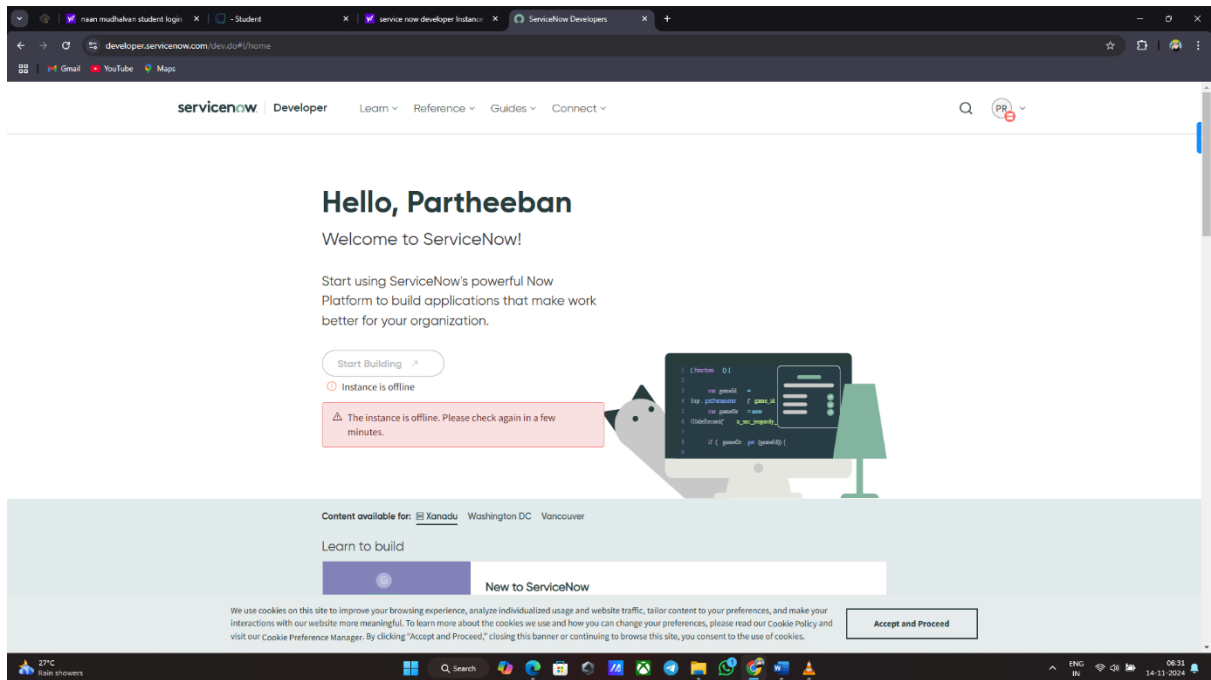
Skills:

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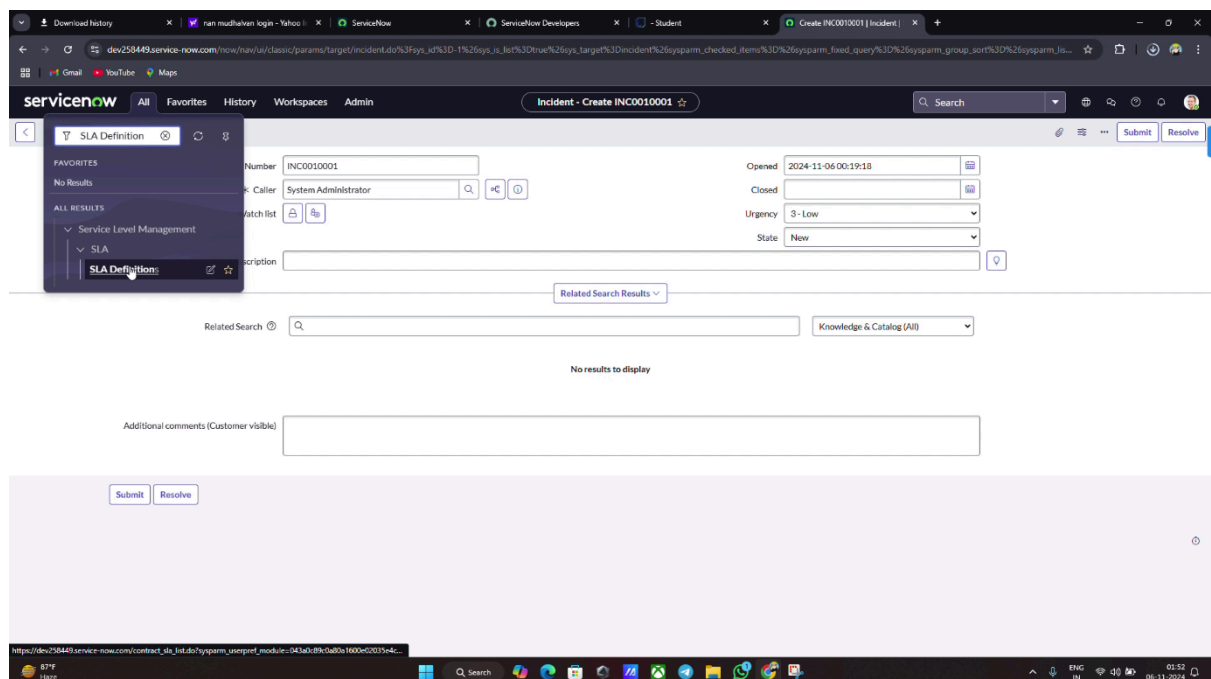- Service Level Management (SLA)
- Knowledge on reports.

Implementation:

Step 1 : Sign in to ServiceNow Developer Instance.
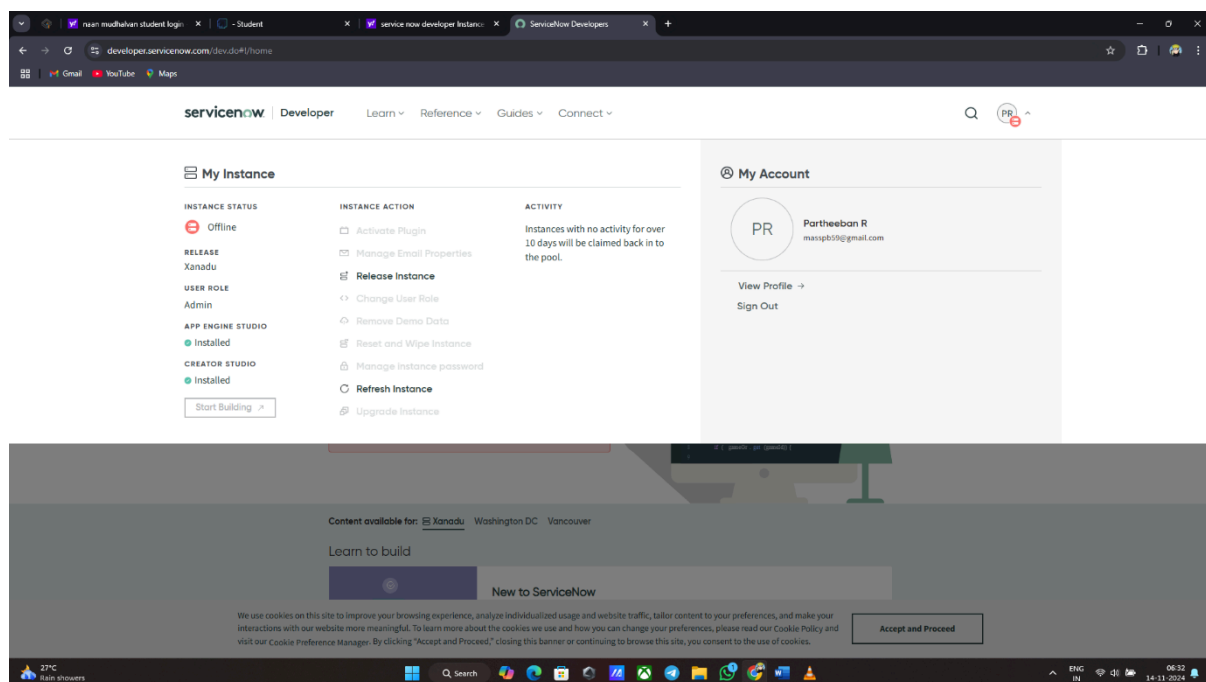
Step 2 : Request Developer Instance.

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

Step 4: Fill the information as mentioned

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.

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

Step 7: Click on submit.

Activity - 2:

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

Step 2: Fill the information as mentioned

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

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

Step 5: Under stop condition fill the following information

State>>is one of>>resolved, closed

Step 6: Click on submit.

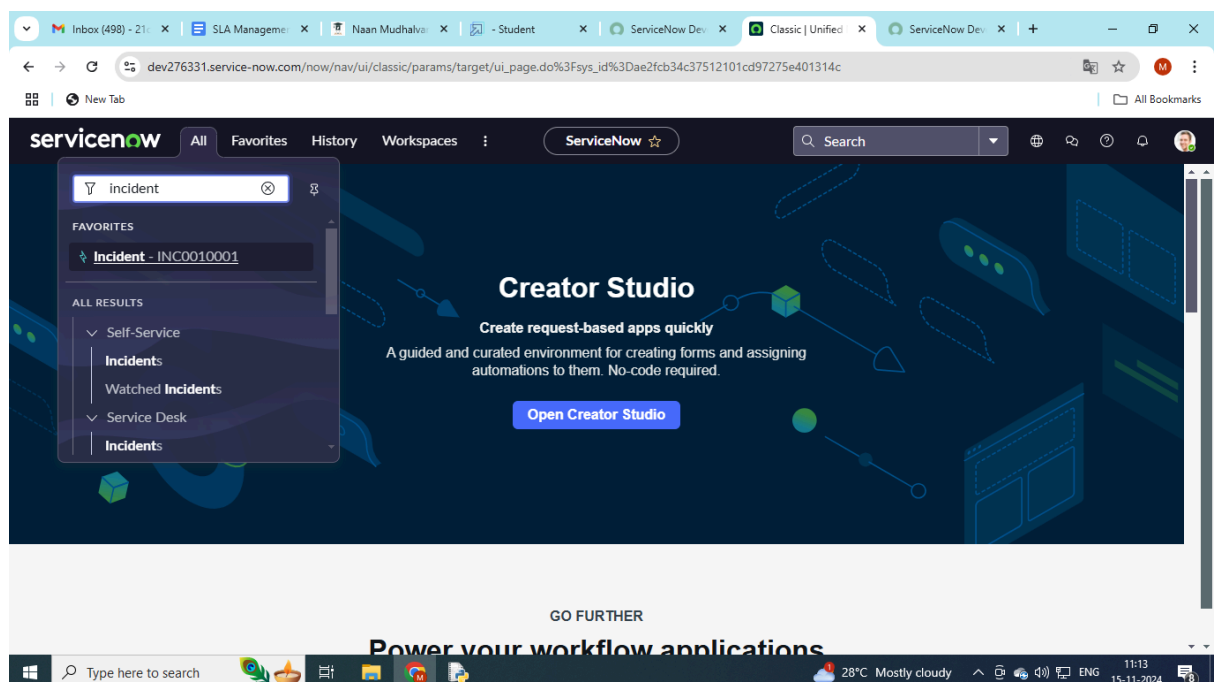# SLA Management for Hardware Group - Priority 4 created

Results:

1. Navigate to ALL
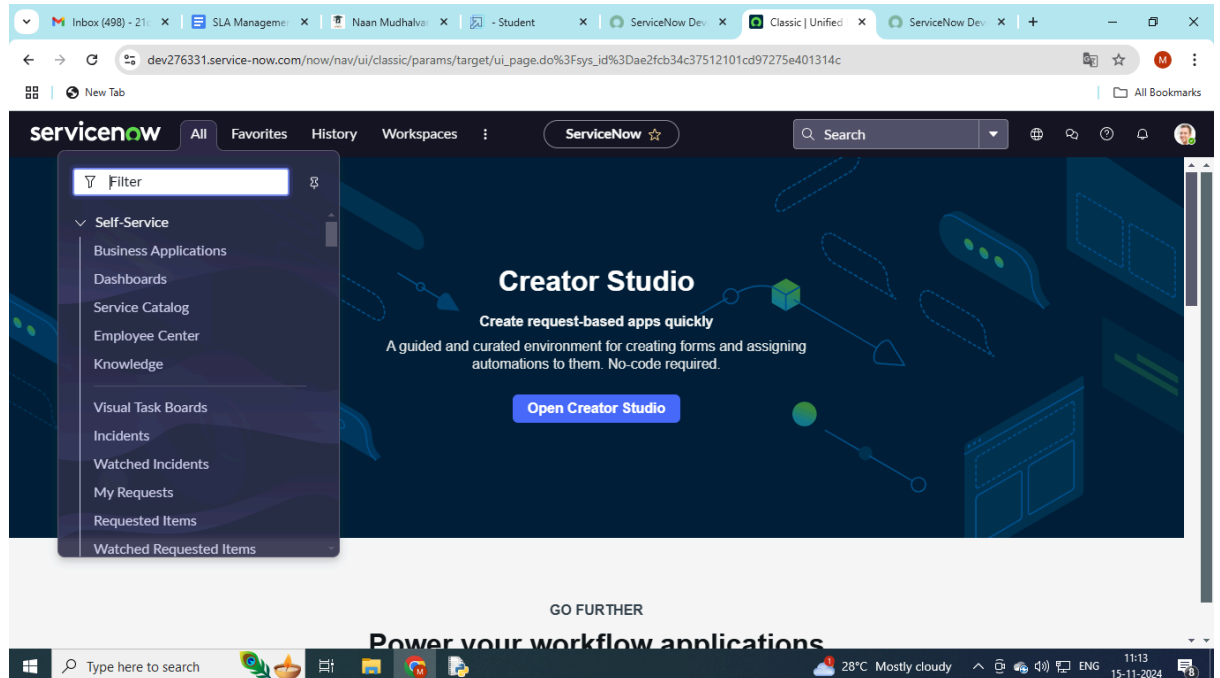
2. Search for incident

3. Click on create new

4. I fill the incident form and click on save

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