



PIE Tech

POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY

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sky is the limit

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ServiceNow Administrator Project

SLA MANAGEMENT FOR HARDWARE GROUP -PRIORITY 4

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Year : IV

Semester : 07

SLA MANAGEMENT FOR HARDWARE GROUP -PRIORITY 4

ABSTRACT:

User Story:-

As a Service Desk Agent, I want to ensure that the SLA clock for priority 4 hardware-related tickets pauses when the ticket status is set to "On Hold" and stops when the ticket status is set to "Resolved" or "Closed", so that the SLA accurately reflects the time spent actively working on the ticket and does not include periods when the ticket is pending or completed.

Pre-Requisites:-

1. Knowledge on Service Now.
2. Knowledge on SLA(Service Level Agreement).

Skills used to solve the problem statement:-

1. SLA(Service Level Agreement).
2. Service Now Administration.

Two Major Method :

Implementation

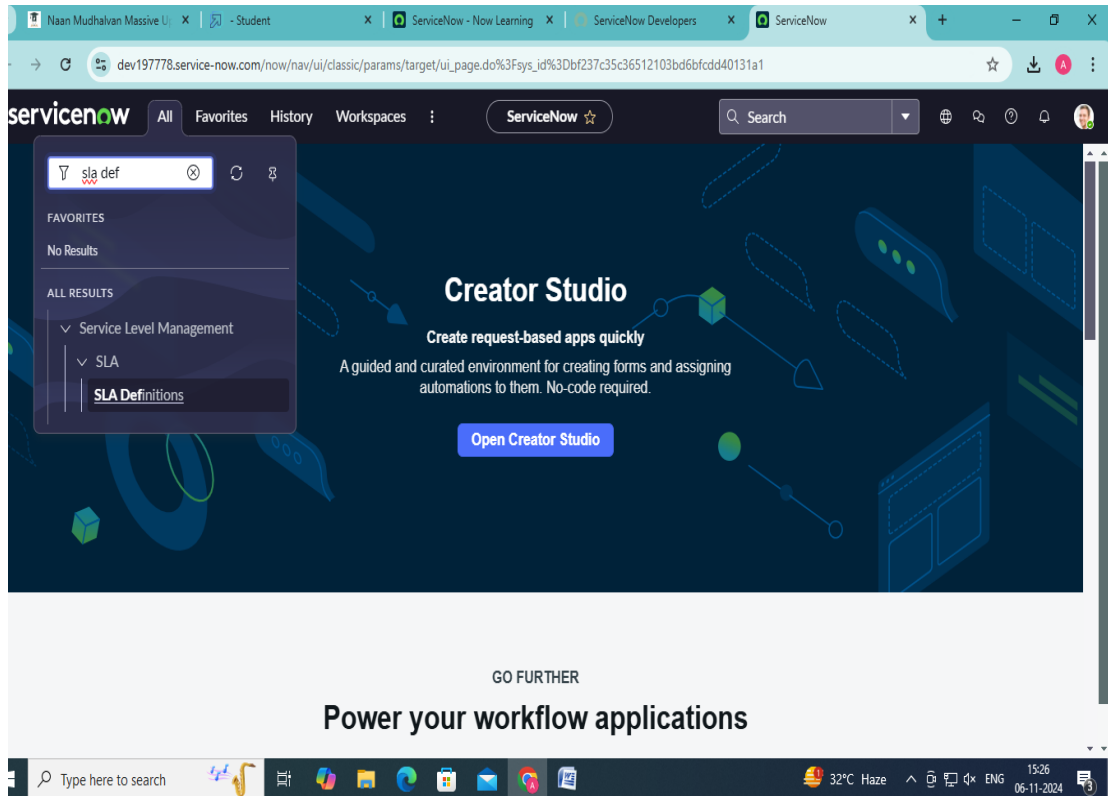
Result

Implementation:

Activity-1

1. Open service now developer Instance
2. Click on All
3. Search for SLA Definition
4. Create New
5. Fill the information as mentioned below
 - Name : Hardware Group - Priority 4
 - Type : SLA
 - Target : Response

Table : incident
Duration : 1 hour



Schedule source : No schedule
Leave the other things default

6. Under start condition fill the given information
Active>>is>>>true
Priority>>is>>4-low
7. State>>is>>New
8. Under when to cancel choose
9. When start condition is not met
10. Under stop condition
Assignment group >> is not empty
- 11..Click on submit

dev197778.service-now.com/now/nav/ui/classic/params/target/contract_sla.do%3Fsys_id%3Db12a37e0d732200f2d224837e6103ea%26sysparm_record_targ...

SLA Definition - Hardware Group-Pri...

SLA Definition
Hardware Group-Priority 4

An SLA starting now will breach on 2024-11-07 01:34:17 (Actual elapsed time: 1 Day)

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

Application: Global
Duration type: User specified duration
Duration: Days 1, Hours 00, 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, X

dev197778.service-now.com/now/nav/ui/classic/params/target/contract_sla.do%3Fsys_id%3Db12a37e0d732200f2d224837e6103ea%26sysparm_record_targ...

SLA Definition - Hardware Group-Pri...

SLA Definition
Hardware Group-Priority 4

Active: ☒

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
All of these conditions must be met
Active: is true
Priority: is 4 - Low
State: is New
Retroactive start: ☐
When to cancel: Start conditions are not met

Activity - 2:

1. Click on All
2. Search for SLA Definition
3. Create New
4. Fill the information as mentioned below

Name : Hardware Group-Resolution

Type : SLA

Target : Resolution

Table : incident

Duration : 16 hour

Schedule source : No schedule

Leave the other things default

The screenshot shows the ServiceNow SLA Definition form for 'Hardware Group-Resolution'. The form is titled 'SLA Definition - Hardware Group-Resolution' and includes a search bar and navigation links. The main form area contains the following fields:

- 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 16, Hours 00, Minutes 00, Seconds 00
- Schedule source: No schedule
- SLA will run 24x7 as no schedule is selected

Below the main form, there is a section for 'Start condition' with tabs for 'Start condition', 'Pause condition', 'Stop condition', and 'Reset condition'. The 'Start condition' tab is selected, showing a message: 'The conditions under which the new SLA will be attached and canceled'. Below this message, there are buttons for 'Add Filter Condition' and 'Add *OR* Clause'. A dropdown menu for 'Assignment group' is visible, with the condition 'is not empty' and logical operators 'AND' and 'OR'.

5. Under start condition fill the given information

Assignment group >> is not empty

This screenshot shows the 'Start condition' configuration in the ServiceNow SLA Definition form. The 'Start condition' tab is selected, and the message 'The conditions under which the new SLA will be attached and canceled' is displayed. Below the message, there are buttons for 'Add Filter Condition' and 'Add *OR* Clause'. A dropdown menu for 'Assignment group' is visible, with the condition 'is not empty' and logical operators 'AND' and 'OR'. Below this, there is a 'Retroactive start' checkbox and a 'When to cancel' dropdown menu. The 'When to cancel' dropdown is set to 'Start conditions are not met'. At the bottom of the form, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with a link to 'Validate SLA Definition'.

6. Under pause condition fill the following information

state>>is>>onhold

7. Under when to resume choose

When pause conditions are not met

The screenshot shows the ServiceNow interface for defining an SLA. The 'Pause condition' tab is selected. The configuration area shows a condition where the 'State' is 'On Hold'. The 'When to resume' dropdown is set to 'Pause conditions are not met'. The 'Update' and 'Delete' buttons are visible at the bottom of the configuration area.

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 X

When to resume: Pause conditions are not met

[Update](#) [Delete](#)

Related Links
[Validate SLA Definition](#)

SLA Breakdown definitions SLA breakdown defi Search [New](#) [Edit...](#)

8.Under stop condition fill the following information
 State>>is one of>>resolved,closed

The screenshot shows the ServiceNow interface for defining an SLA. The 'Stop condition' tab is selected. The configuration area shows a condition where the 'State' is 'is one of' with a dropdown menu showing 'On Hold', 'Resolved', 'Closed', and 'Canceled'. The 'Update' and 'Delete' buttons are visible at the bottom of the configuration area.

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 On Hold Resolved Closed Canceled AND OR X

[Update](#) [Delete](#)

Related Links
[Validate SLA Definition](#)

SLA Breakdown definitions SLA breakdown defi Search [New](#) [Edit...](#)

SLA Definition = Hardware Group-Resolution

SLA breakdown definition

9.Click on submit.

Result

1. Navigate to ALL
2. Search for incident
3. Click on create new
4. Fill the incident form and click on save
5. Scroll down under SLA you will find SLA response.
6. Now under assignment group give hardware and click on save.
7. Under sla you will find SLA response should completed and SLA resolution will start.
8. If we change state to resolve you will observe resolution to complete

Incident - INC0010030

Number: INC0010030

* Caller: Adela Cervantsz

Category: Inquiry / Help

Subcategory: -- None --

Service:

Service offering:

Configuration item:

* Short description: Hardware Related Problem

Description:

Channel: -- None --

State: Resolved

Impact: 2 - Medium

Urgency: 3 - Low

Priority: 4 - Low

Assignment group: Hardware

Assigned to:

Related Search Results >

Notes | Related Records | Resolution Information

Parent Incident:

Change Request:

9. You will observe resolution state is in completed

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0010030	2024-11-06 02:40:40	Hardware Related Problem	Adela Cervantsz	4 - Low	Resolved	Inquiry / Help	Hardware	(empty)	2024-11-06 02:46:45	admin
INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:30:24	admin
INC0009005	2018-08-31 21:35:21	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 23:18:55	admin
INC0009001	2018-09-11 20:56:26	Unable to post content on a Wiki page	David Miller	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:32:42	admin
INC0008112	2019-07-29 11:48:43	Assessment : ATF Assessor	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-29 11:49:28	admin
INC0008111	2019-07-22 14:04:57	ATF : Test1	System Administrator	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-22 14:05:48	admin
INC0008001	2021-01-15 13:04:14	ATF:TEST2	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2021-01-21 15:31:42	admin
INC0007002	2018-10-16 22:47:51	Need access to the common drive.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:28:49	admin
2018-10-16		Employee payroll							2024-07-27	

Conclusion:

To implement and manage an SLA in ServiceNow for hardware-related incidents categorized as Priority 4 firstly we created SLA Definition create new and set the procedure ,pausing the SLA when the incident is on hold, and stopping the SLA when the incident is resolved or closed.

Set expectations for when a technician will first respond to the issue and when the hardware will be fully resolved or escalated and we will use “Hardware Group Priority-4” and “Hardware Group Resolution”

Finally the result category we would implement incident and the procedure was “INC0010030” the Caller is “Adela Cervantsz” and the Response and Resolution was Completed

By clearly defining the SLA terms for Priority 4 hardware issues, the organization can effectively manage expectations, reduce downtime, and maintain operational efficiency while not overburdening the support system with lower-priority tasks.