



# PIE Tech

**POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY**

(Approved by AICTE and Affiliated to Anna University)

*sky is the limit*

## NAAN MUDHALAVAN

### ServiceNow Administrator Project

#### SLA MANAGEMENT FOR HARDWARE GROUP -PRIORITY 4

**Name : BALASUBRAMANI.K**

**Register No : 723621104007**

**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 :**

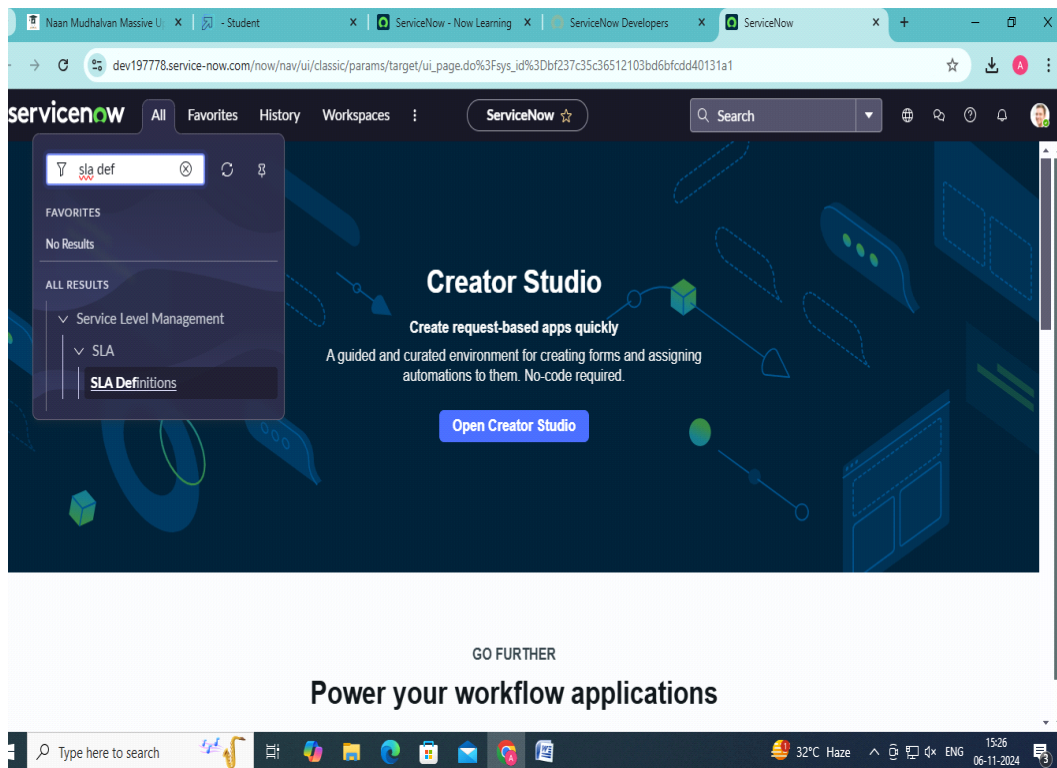
Implementation

Result

**Implementation:**

**Activity-1**

- Open service now developer Instance
- Click on All
- Search for SLA Definition
- Create New
- 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

- 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
- Under stop condition  
Assignment group >> is not empty
- .Click on submit

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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 Minutes 00 Seconds

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

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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:

- Click on All
- 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 'SLA Definition - Hardware Group-Resolution' form in ServiceNow. At the top, a notification states: 'An SLA starting now will breach on 2024-11-22 01:40:07 (Actual elapsed time: 16 Days)'. The form fields are as follows:

- 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

Below the fields, there are tabs for 'Start condition', 'Pause condition', 'Stop condition', and 'Reset condition'. The 'Start condition' tab is active, showing a section titled 'The conditions under which the new SLA will be attached and canceled'. It contains a single condition: 'Assignment group' is not empty, with logical operators 'AND' and 'OR' available. Buttons for 'Add Filter Condition' and 'Add "OR" Clause' are also present.

5. Under start condition fill the given information

Assignment group >> is not empty

This screenshot shows the 'Start condition' tab of the SLA Definition form. The condition 'Assignment group' is not empty is already present. Below this, there are two additional fields:

- Retroactive start:** ☐
- When to cancel:** 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'.

1. Under pause condition fill the following information

state>>is>>>onhold

2. Under when to resume choose

When pause conditions are not met

The screenshot shows the 'Pause condition' tab of the 'SLA Definition - Hardware Group-Resolution' form. The form is titled 'The conditions under which the SLA will pause (stop increasing elapsed time) and resume'. It contains a 'Pause condition' section with a dropdown menu for 'State' set to 'On Hold', a 'When to resume' dropdown set to 'Pause conditions are not met', and buttons for 'Add Filter Condition', 'Add "OR" Clause', 'AND', 'OR', and 'X'. Below the form are 'Update' and 'Delete' buttons. The bottom of the screenshot shows the Windows taskbar with the time 15:10 on 06-11-2024.

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

The screenshot shows the 'Stop condition' tab of the 'SLA Definition - Hardware Group-Resolution' form. The form is titled 'The condition under which the SLA will complete'. It contains a 'Stop condition' section with a dropdown menu for 'State' set to 'Is one of', a dropdown menu for 'On Hold' set to 'Resolved', and buttons for 'Add Filter Condition', 'Add "OR" Clause', 'AND', 'OR', and 'X'. Below the form are 'Update' and 'Delete' buttons. The bottom of the screenshot shows the Windows taskbar with the time 15:11 on 06-11-2024.

9. Click on submit.

## Result

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

The screenshot shows the ServiceNow Incident form for incident INC0010030. The form is titled "Incident - INC0010030" and includes a search bar and navigation tabs (Incident, Discuss, Follow, Update, Close Incident, Delete). The form fields are organized into two columns. The left column contains fields for Number (INC0010030), Caller (Adela Cervantsz), Category (Inquiry / Help), Subcategory (-- None --), Service, Service offering, Configuration item, and Short description (Hardware Related Problem). The right column contains fields for Channel (-- None --), State (Resolved), Impact (2 - Medium), Urgency (3 - Low), Priority (4 - Low), Assignment group (Hardware), and Assigned to. A "Related Search Results" button is located below the form fields. At the bottom, there are tabs for Notes, Related Records, and Resolution Information, and a "Change Request" button.

- 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
INC0007001	2018-10-16	Employee payroll		1 - Critical					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.