

Streamlining Ticket for Efficient Operations

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GitHub Repository:

<https://github.com/Anishraj77/Streamlining-ticket-for-efficient-operations>

Overview

In large organizations, manually managing ticket assignments often leads to misrouted cases, extended resolution times, and inefficient use of resources. This project provides an automated solution within ServiceNow to intelligently assign tickets using Flow Designer and Access Control Lists (ACLs). By aligning issues with the appropriate support groups, the system minimizes delays and improves the overall user experience significantly.

Goals

- Develop an automated ticket distribution mechanism in ServiceNow.
- Associate issues with respective support groups based on predefined logic.
- Ensure secure access to sensitive records with role-based permissions.
- Increase support team efficiency while optimizing task distribution.

Approach & Execution

Requirement Analysis

- Define user roles and responsibilities.
- Create groups corresponding to issue categories.
- Build custom tables with fields such as issue type and group allocation.
- Apply ACLs to secure sensitive data.
- Configure workflows in ServiceNow Flow Designer to automate routing.

Implementation Steps

User and Role Setup:

- Example users such as Katherine Pierce and Manne Nirajanan were added.
- Roles like Certification_role and Platform_role were created.

Group Setup:

- Two groups were created: Certificates and Platform.
- Users were mapped to groups based on their roles.

Database and Tables:

- A custom "Operations Related" table was developed.
- Key fields included issue type and assigned group.

- Predefined issues included login failures, 404 errors, and certificate-related problems.

Access Control (ACLs):

- Permissions assigned according to user roles.
- Prevented unauthorized access to critical records.

Automation Workflows:

Certificate Issues:

- Trigger: Issue type related to certificates.
- Action: Automatically assigned to Certificates group.

Platform Issues:

- Trigger: Login failures, 404 issues, or account expirations.
- Action: Directly assigned to Platform group.

Testing & Validation

Sample tickets were generated to validate each scenario. Automated flows correctly directed tickets to their target groups, and ACLs were tested with different users to confirm access restrictions. Findings revealed that routing was accurate, unauthorized users could not edit restricted data, and support groups received only relevant tickets.

Insights Gained

Technical Insights

- Hands-on experience with ServiceNow's Flow Designer.
- Practical knowledge in designing custom tables, roles, and groups.
- Implementation of ACLs for secure access.
- Automated workflow design for efficient ticket handling.

Personal Development

- Enhanced analytical problem-solving skills by automating real-world tasks.
- Strengthened documentation and planning abilities.
- Improved understanding of IT Service Management (ITSM) practices in enterprises.

Conclusion

The project highlights the impact of automation in IT support operations. Conditional routing of tickets ensures faster issue resolution, robust data protection, and effective resource utilization. The solution is adaptable, scalable, and reliable, making it well-suited for enterprises aiming to optimize their support systems.