



servicenow™

GROUP 4 LAB 03 REPORT

Group simulation Lab

Proposed by

Group 14:

Baqhiz Faruq S
Kellan Mathew G.S.
Azrul Afif
Putu Arya Yubi

Information Systems Department
Institut Teknologi Sepuluh Nopember
August-December 2025

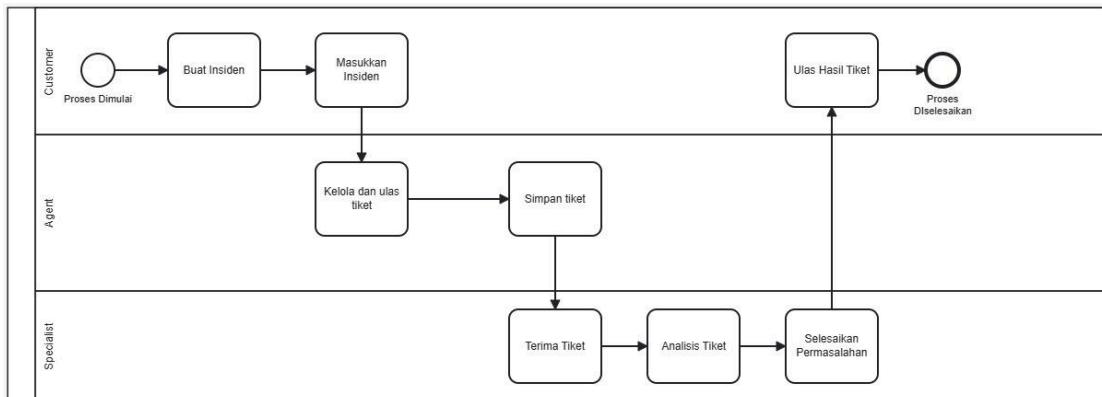
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Roles & Responsibility

Nama	Roles	Responsibility
Baqhiz Faruq S	Hardware Specialist	<ul style="list-style-type: none">• Create the template report• Find 5 related to Hardware issues/categories
Kellan Matthew G.S.	Group Leader and Network Specialist	<ul style="list-style-type: none">• Provides the shared PDI and creates the user accounts.• Find 5 related to Network issues/categories• Perform every simulation on ServiceNow related to Network Issues
Azrul Afif	Software Specialist	<ul style="list-style-type: none">• Find 5 related to Software/Application issues/categories• Create BPMN
Putu Arya yubi		Find 5 related to Software/Application issues/categories

1. Workflow

A. BPMN



B. Penjelasan

Alur workflow tersebut menggambarkan proses penanganan insiden yang melibatkan tiga peran utama, yaitu Customer, Agent, dan Specialist.

1. Inisiasi oleh Customer

Proses dimulai ketika Customer melakukan aktivitas "Buat Insiden" (Proses Dimulai). Setelah insiden dibuat, Customer akan "Masukkan Insiden" (mengirimkan laporan) dengan mengisi detail permasalahan yang terjadi ke dalam sistem. Laporan ini akan otomatis menjadi sebuah tiket insiden.

2. Peninjauan dan Pengelolaan oleh Agent

Setelah laporan dikirim, tiket insiden diteruskan kepada Agent. Pada tahap ini, Agent bertugas untuk "Kelola dan ulas tiket", yang berarti meninjau isi tiket, memastikan data yang diberikan lengkap, serta mengelolanya dan "Simpan tiket" agar dapat ditindaklanjuti oleh pihak yang sesuai (dalam hal ini, Specialist).

3. Analisis dan Solusi oleh Specialist

Setelah tiket tersimpan, Specialist akan "Terima Tiket" tersebut. Kemudian, Specialist melakukan "Analisis Tiket" lebih mendalam untuk mencari penyebab utama dari insiden. Langkah selanjutnya adalah "Selesaikan Permasalahan" yang terdapat pada tiket, yang mencakup melakukan langkah-langkah perbaikan dan menerapkan solusi.

4. Peninjauan Akhir dan Penutupan

Setelah masalah diselesaikan, hasil pekerjaan Specialist dikembalikan ke atas untuk ditinjau oleh Agent (meskipun panah langsung menuju ke Customer untuk "Ulas Hasil Tiket" dalam diagram ini, umumnya Agent akan meninjau sebelum diserahkan ke Customer). Customer kemudian akan "Ulas Hasil Tiket" untuk memastikan bahwa permasalahan telah benar-benar terselesaikan dan solusi yang diberikan sesuai dengan kebutuhan. Setelah ulasan dan persetujuan, Proses Diselesaikan (ditandai dengan End Event ganda), dan tiket ditutup.

Screenshot

A. Assignment Group

The screenshot shows the configuration of an assignment group named "Network Support Team". The main panel displays the group's details: Name (Network Support Team), Manager (ITS Network), Description (ITS Worker), Group email (empty), and Parent (empty). Below this, a table lists group members, showing two entries: "ITS Network" and "ITS Worker".

Network Specialist

Name: Network Support Team
Manager: ITS Network
Description:
Group email: Parent:
Update Delete

Roles: Group-Members (2) Groups
User Search
Group: Network Support Team > User Name > = ITS Network
User Search
ITS Network
ITS Worker

User

User ID: its_ntc
First name: ITS
Last name: Network
Title: Network
Department:
Password needs reset: Locked out: Active:
Email: Identity type: Human
Language: --None--
Calendar integration: Outlook
Time zone: System (America/Los Angeles)
Date format: System (yyyy-MM-dd)
Business phone: Photo: Click to add...
Internal Integration User:

Related Links: View linked accounts, View Subscriptions, Reset a password
Entitled Custom Tables: Roles (29) Groups Delegates Subscriptions User Client Certificates
Role: State: Inherited: Inheritance Count:
Search: Search: Search: Search:

Hardware Specialist

User ID: its_hw
First name: ITS
Last name: Hardware
Title: Hardware
Department:
Password needs reset: Locked out: Active:
Email: Identity type: Human
Language: --None--
Calendar integration: Outlook
Time zone: System (America/Los Angeles)
Date format: System (yyyy-MM-dd)
Business phone: Photo: Click to add...
Internal Integration User:

Related Links: View linked accounts, View Subscriptions, Reset a password
Entitled Custom Tables: Roles (29) Groups Delegates Subscriptions User Client Certificates
Role: State: Inherited: Inheritance Count:
Search: Search: Search: Search:

servicenow All Favorites History Workspaces Admin Group - Hardware Support Team Search Update Delete

Name: Hardware Support Team Manager: Description: IT department responsible for all hardware requests including installation and repair.

Group email: Parent:

Group Members (2) Groups

User Search

User #1 Hardware Support Team

User ITS Software ITS Worker

Actions on selected rows... New Edit...

Software Specialist

User ITS Software

User ID: its_sw First name: ITS Last name: Software Title: Department: Password needs reset: Locked out: Active: Internal Integration User: Click to add...

Email: Identity type: Human Language: -- None -- Calendar integration: Outlook Time zone: System (America/Los_Angeles) Date format: System (yyyy-MM-dd) Business phone:

Related Links: View In-Depth Accounts View Subscriptions Reset a password

Entitled Custom Tables Roles (29) Groups Delegates Subscriptions User Client Certificates

Role State Inherited Inheritance Count

Search Search Search Search

itil Active false

servicenow All Favorites History Workspaces Admin Group - Software Support Team Search Update Delete

Name: Software Support Team Manager: Description: IT department responsible for all software requests including installation and repair.

Group email: Parent:

Group Members (2) Groups

User Search

User ITS Software ITS Worker

Actions on selected rows... New Edit...

Result

Groups View: Survey						
		Search		Actions on selected rows... New		
Name		Description	Active	Manager	Parent	Updated
All > Type CONTAINS survey						
<input type="checkbox"/>	<input type="checkbox"/>	Hardware Support Team	true	ITS Hardware	(empty)	2025-10-10 10:00:43
<input type="checkbox"/>	<input type="checkbox"/>	Network Support Team	true	ITS Network	(empty)	2025-10-10 09:43:10
<input type="checkbox"/>	<input type="checkbox"/>	Software Support Team	true	ITS Software	(empty)	2025-10-10 10:01:45

B. Customer's Service Portal showing submitted incidents

Network Incident

Hardware Incidents

	<p>Number: INC0010006</p> <p>* Caller: User ITS</p> <p>Watch list: [] []</p> <p>Short description: Gangguan koneksi VPN-router.</p> <p>Opened: 2025-10-10 10:12:15</p> <p>Closed</p> <p>Urgency: 1 - High</p> <p>State: New</p>
	<p>Number: INC0010007</p> <p>* Caller: User ITS</p> <p>Watch list: [] []</p> <p>Short description: Outage/gangguan serius pada Cloud-native SaaS.</p> <p>Opened: 2025-10-10 10:13:02</p> <p>Closed</p> <p>Urgency: 1 - High</p> <p>State: New</p>
	<p>Number: INC0010008</p> <p>* Caller: User ITS</p> <p>Watch list: [] []</p> <p>Short description: Gangguan koneksi/tarif jaringan sporadis.</p> <p>Opened: 2025-10-10 10:14:44</p> <p>Closed</p> <p>Urgency: 2 - Medium</p> <p>State: New</p>
	<p>Number: INC0010009</p> <p>* Caller: User ITS</p> <p>Watch list: [] []</p> <p>Short description: Masalah koneksi/tarif luas di kantor.</p> <p>Opened: 2025-10-10 10:15:16</p> <p>Closed</p> <p>Urgency: 1 - High</p> <p>State: New</p>
	<p>Number: INC0010010</p> <p>* Caller: User ITS</p> <p>Watch list: [] []</p> <p>Short description: Perangkat pintar sering terputus dari jaringan.</p> <p>Opened: 2025-10-10 10:15:41</p> <p>Closed</p> <p>Urgency: 2 - Medium</p> <p>State: New</p>
	<p>Number: INC0010011</p> <p>* Caller: User ITS</p> <p>Watch list: [] []</p> <p>Short description: Printer tidak bisa digunakan (driver/firmware).</p> <p>Opened: 2025-10-10 10:16:59</p> <p>Closed</p> <p>Urgency: 2 - Medium</p> <p>State: New</p>
	<p>Number: INC0010012</p> <p>* Caller: User ITS</p> <p>Watch list: [] []</p> <p>Short description: Overheating server room (PC Fan rusak).</p> <p>Opened: 2025-10-10 10:17:37</p> <p>Closed</p> <p>Urgency: 1 - High</p> <p>State: New</p>
	<p>Number: INC0010013</p> <p>* Caller: User IIS</p> <p>Watch list: [] []</p> <p>Short description: Audio hardware tidak dikendali oleh PC.</p> <p>Opened: 2025-10-10 10:18:02</p> <p>Closed</p> <p>Urgency: 3 - Low</p> <p>State: New</p>

Software Incidents

	<p>[<] = Incident INC0010014 View: Self Service*</p> <p>Number: INC0010014 Opened: 2025-10-10 10:18:27</p> <p>* Caller: User ITS Closed</p> <p>Watch list: [A] [B]</p> <p>< Short description: Hardware failure mengganggu proses analytics rebalancing.</p> <p>... Discuss Follow Update Resolve</p>
	<p>[<] = Incident INC0010015 View: Self Service*</p> <p>Number: INC0010015 Opened: 2025-10-10 10:19:06</p> <p>* Caller: User ITS Closed</p> <p>Watch list: [A] [B]</p> <p>< Short description: Permintaan integrasi Seagate Drive (Compliance).</p> <p>... Discuss Follow Update Resolve</p>
	<h2>Software Incidents</h2> <p>[<] = Incident INC0010020 View: Self Service*</p> <p>Number: INC0010020 Opened: 2025-10-10 10:21:18</p> <p>* Caller: User ITS Closed</p> <p>Watch list: [A] [B]</p> <p>< Short description: Permintaan modifikasi framework/fitur (analytics, UX).</p> <p>... Discuss Follow Update Resolve</p>
	<p>[<] = Incident INC0010016 View: Self Service*</p> <p>Number: INC0010016 Opened: 2025-10-10 10:19:37</p> <p>* Caller: User ITS Closed</p> <p>Watch list: [A] [B]</p> <p>< Short description: Aplikasi Office error (Gagal dibuka di MacBook).</p> <p>... Discuss Follow Update Resolve</p>
	<p>[<] = Incident INC0010017 View: Self Service*</p> <p>Number: INC0010017 Opened: 2025-10-10 10:20:01</p> <p>* Caller: User ITS Closed</p> <p>Watch list: [A] [B]</p> <p>< Short description: Fitur Cloud SaaS tidak berfungsi (koneksi sporadis).</p> <p>... Discuss Follow Update Resolve</p>
	<p>[<] = Incident INC0010018 View: Self Service*</p> <p>Number: INC0010018 Opened: 2025-10-10 10:20:29</p> <p>* Caller: User ITS Closed</p> <p>Watch list: [A] [B]</p> <p>< Short description: Permintaan konfigurasi ulang Outlook dan integrasi.</p> <p>... Discuss Follow Update Resolve</p>
	<p>[<] = Incident INC0010019 View: Self Service*</p> <p>Number: INC0010019 Opened: 2025-10-10 10:20:54</p> <p>* Caller: User ITS Closed</p> <p>Watch list: [A] [B]</p> <p>< Short description: Inkompatibilitas perangkat dengan software kesehatan.</p> <p>... Discuss Follow Update Resolve</p>

C. Agent's list showing assigned tickets and work notes.

The screenshot shows the ServiceNow Service Operations Workspace interface for a Network Incident. The main title is "Network Incident".

Incident Overview:

- Number: INC0010006
- Status: In Progress
- Impact: 3 - Low
- Priority: 1 - High
- Category: Network
- Subcategory: VPN
- Opened: 2025-10-10 10:12:15
- Assignment area: Network Support Team
- Assigned to: ITS Network

Compose Work Notes:

Enter your Work notes here

Record Information:

- Last updated by: ITS Worker
- Date: 2025-10-10 10:46:13
- SLAs and timings:
 - Response SLA: No matching SLA
 - Resolution SLA: 64.5%
- Caller: User ITS (10:46:13 America/Los_Angeles)
- Recent Incidents >
- Recent Interactions >
- Assigned assets >

Activity:

- ITS Worker: First changes • 2025-10-10 10:46:13
Incident state: In Progress was New
Assigned to: ITS Network was Empty
- User ITS: Work notes • 2025-10-10 10:46:27
Ticket triaged, assigned to specialist.
- User ITS: Assistance comments • 2025-10-10 10:47:13
Gangguan koneksi VPN-router.
- User ITS: Field changes • 2025-10-10 10:47:15
Opened by: User ITS
Impact: 3 - Low
Priority: 3 - Moderate
Incident state: New

servicenow All Favorites History Workspaces Service Operations Workspace

Outage/gangguan serius pada Cloud-native SaaS.

Overview Details Related records

Incident

Number: INC0010007 State: In Progress

Caller: User ITS Impact: 3 - Low

Location: Urgency: 1 - High

Channel: Self-service Priority: 3 - Moderate

Category: Network Watch list:

Subcategory: None Work notes list:

Opened: 2025-10-10 10:13:02

Impact

Assignment:

Assigned to: Network Support Team Assigned to: ITS Network

Compose

Work notes More Enter your Work notes here Post Work notes

Activity

ITS Worker Field changes • 2025-10-10 10:18:25 Incident state: In Progress was New Assigned to: ITS Network was Empty

User ITS Work notes • 2025-10-10 10:46:25 Ticket triaged, assigned to specialist.

User ITS Additional comments • 2025-10-10 10:53:00 Outage/gangguan serius pada Cloud-native SaaS.

User ITS Field changes • 2025-10-10 10:53:00 Incident state: New

Record Information

Last updated by: ITS Worker 2025-10-10 10:46:25

SLAs and timings

No SLA No matching SLA Resolution SLA 45 days

View all SLAs

Caller

User ITS Contact Recent incidents > Recent interactions > Assigned assets >

Assigned to

ITS Network Reassign View additional collaborators

This screenshot shows the ServiceNow Service Operations workspace for an incident titled "Outage/gangguan serius pada Cloud-native SaaS.". The incident details include a high urgency and moderate priority. The activity pane shows a ticket being triaged and assigned to a specialist, with a note about the outage being serious. The record information pane shows no SLAs or timetings.

servicenow All Favorites History Workspaces Service Operations Workspace

Gangguan koneksi jaringan sporadis.

Overview Details Related records

Incident

Number: INC0010008 State: In Progress

Caller: User ITS Impact: 3 - Low

Location: Urgency: 2 - Medium

Channel: Self-service Priority: 4 - Low

Category: Network Watch list:

Subcategory: None Work notes list:

Opened: 2025-10-10 10:14:44

Impact

Assignment:

Assigned to: Network Support team Assigned to: IIS Network

Compose

Work notes More Enter your Work notes here Post Work notes

Activity

ITS Worker Field changes • 2025-10-10 10:14:44 Incident state: In Progress was New Assigned to: IIS Network was Empty

User ITS Work notes • 2025-10-10 10:15:29 Ticket triaged, assigned to specialist.

User ITS Additional comments • 2025-10-10 10:18:44 Gangguan koneksi jaringan sporadis.

User ITS Field changes • 2025-10-10 10:18:44 Incident state: New

Record Information

Last updated by: ITS Worker 2025-10-10 10:19:29

SLAs and timings

No SLA No matching SLA Resolution SLA 45 days

View all SLAs

Caller

User ITS Contact Recent incidents > Recent interactions > Assigned assets >

Assigned to

IIS Network Reassign View additional collaborators

This screenshot shows the ServiceNow Service Operations workspace for an incident titled "Gangguan koneksi jaringan sporadis.". The incident details include a medium urgency and low priority. The activity pane shows a ticket being triaged and assigned to a specialist, with a note about sporadic connectivity issues. The record information pane shows no SLAs or timetings.

servicenow All Favorites History Workspaces Service Operations Workspace

Masalah koneksi luas di kantor.

Overview Details Related records

Incident

Number: INC0010009 State: In Progress

Caller: User ITS Impact: 3 - Low

Location: Urgency: 1 - High

Channel: Self-service Priority: 3 - Moderate

Category: Network Watch list:

Subcategory: None Work notes list:

Opened: 2025-10-10 10:15:16

Impact

Assignment:

Assigned to: Network Support Team Assigned to: ITS Network

Compose

Work notes More Enter your Work notes here Post Work notes

Activity

ITS Worker Field changes • 2025-10-10 10:15:16 Incident state: In Progress was New Assigned to: IIS Network was Empty

User ITS Work notes • 2025-10-10 10:16:21 Ticket triaged, assigned to specialist.

User ITS Additional comments • 2025-10-10 10:18:16 Masalah koneksi luas di kantor.

User ITS Field changes • 2025-10-10 10:18:16 Incident state: New

Record Information

Last updated by: ITS Worker 2025-10-10 10:19:21

SLAs and timings

No SLA No matching SLA Resolution SLA 45 days

View all SLAs

Caller

User ITS Contact Recent incidents > Recent interactions > Assigned assets >

Assigned to

IIS Network Reassign View additional collaborators

This screenshot shows the ServiceNow Service Operations workspace for an incident titled "Masalah koneksi luas di kantor.". The incident details include a high urgency and moderate priority. The activity pane shows a ticket being triaged and assigned to a specialist, with a note about widespread connectivity issues. The record information pane shows no SLAs or timetings.

Perangkat pintar sering terputus dari jaringan.

This screenshot shows the ServiceNow Service Operations workspace for an incident. The incident details are as follows:

- Number:** INC0010010
- State:** In Progress
- Caller:** User ITS
- Impact:** 3 - Low
- Location:** [empty]
- Channel:** Self-service
- Priority:** 4 - Low
- Category:** Network
- Subcategory:** [empty]
- Opened:** 2025-10-10 10:15:41
- Impact Assignment:** Network Support Team
- Assigned to:** ITS Network

The right panel displays the activity stream, record information, and various status indicators.

Hardware Incidents

Printer tidak bisa digunakan (driver/firmware).

This screenshot shows the ServiceNow Service Operations workspace for an incident. The incident details are as follows:

- Number:** INC0010011
- State:** In Progress
- Caller:** User ITS
- Impact:** 3 - Low
- Location:** [empty]
- Channel:** Self-service
- Priority:** 4 - Low
- Category:** Hardware
- Subcategory:** [empty]
- Opened:** 2025-10-10 10:16:59
- Impact Assignment:** Hardware Support team
- Assigned to:** ITS Hardware

The right panel displays the activity stream, record information, and various status indicators.

Overheating server room (PC Fan rusak).

This screenshot shows the ServiceNow Service Operations workspace for an incident. The incident details are as follows:

- Number:** INC0010012
- State:** In Progress
- Caller:** User ITS
- Impact:** 3 - Low
- Location:** [empty]
- Channel:** Self-service
- Priority:** 3 - Moderate
- Category:** Hardware
- Subcategory:** [empty]
- Opened:** 2025-10-10 10:17:37
- Impact Assignment:** Hardware Support Team
- Assigned to:** ITS Hardware

The right panel displays the activity stream, record information, and various status indicators.

Audio hardware tidak dikenali oleh PC.

Incident

- Number: INC0010013
- State: In Progress
- Caller: User ITS
- Impact: 3 - Low
- Location:
- Urgency: 3 - Low
- Priority: 5 - Planning
- Category: Hardware
- Subcategory: -- None --
- Opened: 2025-10-10 10:18:02

Impact

Assignment

- Assignment group: Hardware Support Team
- Assigned to: ITS Hardware

Compose

Work notes More Enter your Work notes here Post Work notes

Activity

- ITS Worker Field changes • 2025-10-10 10:57:28 Incident state: In Progress was New Assigned to: ITS Hardware was Empty
- ITS Worker Work notes • 2025-10-10 10:57:28 Ticket triaged, assigned to specialist.
- User ITS Additional comments • 2025-10-10 10:58:02 Audio hardware tidak dikenali oleh PC.
- User ITS Field changes • 2025-10-10 10:58:02 Incident state: New was In Progress

Record Information

Last updated by ITS Worker 2025-10-10 10:57:28

Caller: User ITS 10:57:28 America/Los_Angeles Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to: ITS Hardware

View additional collaborators

Hardware failure mengganggu proses analytics rebalancing.

Incident

- Number: INC0010014
- State: In Progress
- Caller: User ITS
- Impact: 3 - Low
- Location:
- Urgency: 1 - High
- Priority: 3 - Moderate
- Category: Hardware
- Subcategory: -- None --
- Opened: 2025-10-10 10:18:27

Impact

Assignment

- Assignment group: Hardware Support Team
- Assigned to: ITS Hardware

Compose

Work notes More Enter your Work notes here Post Work notes

Activity

- ITS Worker Field changes • 2025-10-10 10:58:05 Incident state: In Progress was New Assigned to: ITS Hardware was Empty
- ITS Worker Work notes • 2025-10-10 10:58:05 Ticket triaged, assigned to specialist.
- User ITS Additional comments • 2025-10-10 10:58:27 Hardware failure mengganggu proses analytics rebalancing.
- User ITS Field changes • 2025-10-10 10:58:27 Incident state: New was In Progress

Record Information

Last updated by ITS Worker 2025-10-10 10:58:05

SLAs and timings

Resource SLA No matching SLA Resolution SLA 0:49:59 View all SLAs

Caller: User ITS 10:58:05 America/Los_Angeles Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to: ITS Hardware

View additional collaborators

Perintah integrasi Seagate Drive (Compliance).

Incident

- Number: INC0010015
- State: In Progress
- Caller: User ITS
- Impact: 3 - Low
- Location:
- Urgency: 3 - Low
- Priority: 5 - Planning
- Category: Self-service
- Subcategory: -- None --
- Opened: 2025-10-10 10:19:06

Impact

Assignment

- Assignment group: Hardware Support Team
- Assigned to: ITS Hardware

Compose

Work notes More Enter your Work notes here Post Work notes

Activity

- ITS Worker Field changes • 2025-10-10 10:59:00 Incident state: In Progress was New Assigned to: ITS Hardware was Empty
- ITS Worker Work notes • 2025-10-10 10:59:00 Ticket triaged, assigned to specialist.
- User ITS Additional comments • 2025-10-10 10:59:06 Perintah integrasi Seagate Drive (Compliance).
- User ITS Field changes • 2025-10-10 10:59:06 Incident state: New was In Progress

Record Information

Last updated by ITS Worker 2025-10-10 10:59:00

Caller: User ITS 10:59:01 America/Los_Angeles Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to: ITS Hardware

View additional collaborators

Software Incidents

servicenow All Favorites History Workspaces

INC0010016 Aplikasi Office error (Gagal dibuka di MacBook). □

Overview Details Related records

Incident

Number	INC0010016	State	In Progress
Caller	User ITS	Impact	3 - Low
Location		Priority	1 - High
Channel	Self-service	Watch list	3 - Moderate
Category	Software	Work notes list	
Subcategory	-- None --	Opened	2025-10-10 10:19:37

Impact Assignment

Assignment group	Software Support Team	Assigned to	IIS Software
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Compose

Work notes More ▾ Enter your Work notes here Post Work notes

Activity

- ITS Worker Field changes • 2025-10-10 10:19:43 Incident state In Progress was New Assigned to IIS Software was Empty
- ITS Worker Work notes • 2025-10-10 10:19:43 Ticket triaged, assigned to specialist.
- User ITS Additional comment • 2025-10-10 10:19:43 Aplikasi Office error (Gagal dibuka di MacBook).
- User ITS Field changes • 2025-10-10 10:19:43 Incident state New was Opened by User ITS Impact 3 - Low Priority 3 - Moderate

Record Information

Last updated by ITS Worker 2025-10-10 10:19:43

SLAs and timings

Resource SLA No matching SLA Resolution SLA 45 days View all SLAs

Caller User ITS 11:00:43 America/Los_Angeles Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to IIS Software Reassign View additional collaborators

servicenow All Favorites History Workspaces

INC0010016 INC0010017 Filter-Cloud SaaS tidak berfungsi (koneksi sporadis). □

Overview Details Related records

Incident

Number	INC0010017	State	In Progress
Caller	User ITS	Impact	3 - Low
Location		Priority	1 - High
Channel	Self-service	Watch list	3 - Moderate
Category	Software	Work notes list	
Subcategory	-- None --	Opened	2025-10-10 10:20:01

Impact Assignment

Assignment group	Software Support Team	Assigned to	IIS Software
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Compose

Work notes More ▾ Enter your Work notes here Post Work notes

Activity

- ITS Worker Field changes • 2025-10-10 11:00:20 Incident state In Progress was New Assigned to IIS Software was Empty
- ITS Worker Work notes • 2025-10-10 11:00:20 Ticket triaged, assigned to specialist.
- User ITS Additional comment • 2025-10-10 10:20:01 Filter Cloud SaaS tidak berfungsi (koneksi sporadis).
- User ITS Field changes • 2025-10-10 10:20:01 Incident state New was Opened by User ITS Impact 3 - Low Priority 3 - Moderate

Record Information

Last updated by ITS Worker 2025-10-10 11:00:20

SLAs and timings

Resource SLA No matching SLA Resolution SLA 45 days View all SLAs

Caller User ITS 11:00:22 America/Los_Angeles Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to IIS Software Reassign View additional collaborators

servicenow All Favorites History Workspaces

INC0010016 INC0010017 INC0010018 Permintaan konfigurasi ulang Outlook dan integrasi. □

Overview Details Related records

Incident

Number	INC0010018	State	In Progress
Caller	User ITS	Impact	3 - Low
Location		Priority	2 - Medium
Channel	Self-service	Watch list	4 - Low
Category	Software	Work notes list	
Subcategory	-- None --	Opened	2025-10-10 10:20:29

Impact Assignment

Assignment group	Software Support Team	Assigned to	IIS Software
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Compose

Work notes More ▾ Enter your Work notes here Post Work notes

Activity

- ITS Worker Field changes • 2025-10-10 11:00:57 Incident state In Progress was New Assigned to IIS Software was Empty
- ITS Worker Work notes • 2025-10-10 11:00:57 Ticket triaged, assigned to specialist.
- User ITS Additional comment • 2025-10-10 10:20:29 Permintaan konfigurasi ulang Outlook dan integrasi.
- User ITS Field changes • 2025-10-10 10:20:29 Incident state New was Opened by User ITS Impact 3 - Low Priority 4 - Low

Record Information

Last updated by ITS Worker 2025-10-10 11:00:57

SLAs and timings

Resource SLA No matching SLA Resolution SLA 45 days View all SLAs

Caller User ITS 11:00:58 America/Los_Angeles Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to IIS Software Reassign View additional collaborators

The image displays two side-by-side screenshots of the ServiceNow Service Operations Workspace. Both screens show an incident record with the following details:

- INC0010019 (Top Screenshot):**
 - Number:** INC0010019
 - State:** In Progress
 - Caller:** User ITS
 - Location:** Self-service
 - Category:** Software
 - Priority:** 4 - Low
 - Opened:** 2025-10-10 10:20:54
 - Impact:** 3 - Low
 - Assignment:** Software Support Team assigned to ITS Software
- INC0010020 (Bottom Screenshot):**
 - Number:** INC0010020
 - State:** New
 - Caller:** User ITS
 - Location:** Self-service
 - Category:** Software
 - Priority:** 5 - Planning
 - Opened:** 2025-10-10 10:21:18
 - Impact:** 2 - Low
 - Assignment:** Software Support Team assigned to ITS Software

In both records, the "Ticket triaged, assigned to specialist" status is present. The right-hand panel of each screenshot shows the "Record Information" section, which includes SLAs and timings, activity history, and assignment details.

D. Specialists resolving a ticket (incident form open, State = Resolved).

Network Incident

Gangguan koneksi VPN-router.

Incident

- Short description: Gangguan koneksi VPN-router.
- Category: Network
- Subcategory: VPN
- Urgency: 3 - Moderate
- Impact: 3 - Moderate
- Priority: 3 - Moderate
- Resolved by problem
- Resolution notes: The VPN concentrator's firewall policy was incorrectly blocking traffic from the external IP range; updated the ACL to allow inbound VPN connections and verified successful connection.
- Created: 2025-10-10 10:12:15

Activity

- ITS Network: Resolved by problem was Empty
- ITS Worker: Field changes + 2025-10-10 11:08:44
- Resolution notes: Incorrectly blocking traffic from the external IP range; updated the ACL to allow inbound VPN connections and verified successful connection.
- Incident state: Resolved was In Progress
- Work notes: Work notes + 2025-10-10 11:08:44
- ITS Network: The VPN concentrator's firewall policy was incorrectly blocking traffic from the external IP range; updated the ACL to allow inbound VPN connections and verified successful connection.
- ITS Worker: Field changes + 2025-10-10 11:08:44
- Incident state: In Progress was New
- Assigned to: ITS Network was Resolved

Record Information

- Last updated by: ITS Network
- Work notes: 2025-10-10 11:08:44
- SLAs and timelings: No matching SLA
- Caller: User ITS
- Recent incidents: >
- Recent interactions: >
- Assigned assets: >

Assigned to

- ITS Network

Outage/gangguan serius pada Cloud-native SaaS.

Incident

- Short description: Outage/gangguan serius pada Cloud-native SaaS.
- Description: Outage/gangguan serius pada Cloud-native SaaS.
- Number: INC0010007
- State: Resolved
- Caller: User ITS
- Impact: 3 - Low
- Urgency: 1 - High
- Priority: 3 - Moderate
- Resolved by problem
- Resolution notes: Confirmed the issue was an external vendor outage and updated the service status page; service was automatically restored by the vendor at 1:00 AM UTC.
- Created: 2025-10-10 10:13:02

Activity

- ITS Network: Field changes + 2025-10-10 11:08:44
- Incident state: Resolved was In Progress
- Resolution code: Resolved by problem was Empty
- Resolution notes: Confirmed the issue was an external vendor outage and updated the service status page; service was automatically restored by the vendor at 1:00 AM UTC.
- Work notes: Work notes + 2025-10-10 11:08:44
- ITS Worker: Field changes + 2025-10-10 11:08:44
- Incident state: In Progress was New
- Assigned to: ITS Network was Resolved

Record Information

- Last updated by: ITS Network
- Work notes: 2025-10-10 11:08:44
- SLAs and timelings: No matching SLA
- Caller: User ITS
- Recent incidents: >
- Recent interactions: >
- Assigned assets: >

Assigned to

- ITS Network

Hardware Incidents

Printer tidak bisa digunakan (driver/firmware).

Incident

- Short description: Printer tidak bisa digunakan (driver/firmware).
- Description: Printer tidak bisa digunakan (driver/firmware).
- Number: INC0010011
- State: Resolved
- Caller: User ITS
- Impact: 3 - Low
- Urgency: 2 - Medium
- Priority: 4 - Low
- Resolved by problem
- Resolution notes: The printer firmware was updated to the latest version (v1.5.7), and the network print driver was reinstalled on the affected user's workstation, resolving the communication error.
- Created: 2025-10-10 10:16:59

Activity

- ITS Hardware: Field changes + 2025-10-10 11:08:55
- Resolution notes: The printer firmware was updated to the latest version (v1.5.7), and the network print driver was reinstalled on the affected user's workstation, resolving the communication error.
- Incident state: Resolved was In Progress
- Resolution code: Resolved by problem was Empty
- Work notes: Work notes + 2025-10-10 11:08:55
- ITS Worker: Field changes + 2025-10-10 11:08:55
- Incident state: In Progress was New
- Assigned to: ITS Hardware was Resolved

Record Information

- Last updated by: ITS Hardware
- Work notes: 2025-10-10 11:08:55
- SLAs and timelings: No matching SLA
- Caller: User ITS
- Recent incidents: >
- Recent interactions: >
- Assigned assets: >

Assigned to

- ITS Hardware

Overheating server room (PC Fan rusak)

Compose
Enter your Work notes here
Post Work notes

Record Information
Last updated by ITS Hardware
2025-10-10 11:11:14

SLAs and timings
Response SLA: No matching SLA
Resolution SLA: In Progress

Activity
Field changes + 2025-10-10 11:11:14
Resolution code: Resolved by problem was Empty
Incident state: Resolved was In-Progress
Resolution notes: A faulty fan on Server Rack 3 was replaced with a new industrial-grade cooling unit (Part #KFR-5500), and the room temperature has returned to normal operating range. was Empty

ITS Worker
Ticket triggered, assigned to specialist.
Work notes + 2025-10-10 10:56:05

ITS Worker
Field changes + 2025-10-10 10:56:05
Assigned to: ITS Hardware was Empty
Incident state: In Progress was Now

User ITS
Additional comment + 2025-10-10 10:56:05

Software Incidents

Applikasi Office error (Gagal dibuka di MacBook)

Compose
Enter your Work notes here
Post Work notes

Record Information
Last updated by ITS Software
2025-10-10 11:12:13

SLAs and timings
Response SLA: No matching SLA
Resolution SLA: In Progress

Activity
Field changes + 2025-10-10 11:12:13
Resolution notes: Corrected the installation by manually repairing the application's core files and then applying the macOS-specific security update patch from Microsoft was Empty
Resolution code: Resolved by problem was Empty
Incident state: Resolved was In-Progress

ITS Worker
Ticket triggered, assigned to specialist.
Work notes + 2025-10-10 10:59:19

ITS Worker
Field changes + 2025-10-10 10:59:19
Assigned to: ITS Software was Empty
Incident state: In Progress was Now

User ITS
Additional comment + 2025-10-10 10:59:19

Fitur Cloud SaaS tidak berfungsi (koneksi sporadis)

Compose
Enter your Work notes here
Post Work notes

Record Information
Last updated by ITS Software
2025-10-10 11:12:15

SLAs and timings
Response SLA: No matching SLA
Resolution SLA: In Progress

Activity
Field changes + 2025-10-10 11:12:15
Resolution notes: Resolved the issue by clearing the local browser cache and configuring a firewall exception to ensure consistent connectivity to the SaaS feature endpoints was Empty
Resolution code: Resolved by problem was Empty
Incident state: Resolved was In-Progress

ITS Worker
Field changes + 2025-10-10 11:12:20
Incident state: In Progress was New
Assigned to: ITS Software was Empty

ITS Worker
Work notes + 2025-10-10 10:59:20
Ticket triggered, assigned to specialist.

User ITS
Additional comment + 2025-10-10 10:59:20

E. Customer closing a ticket (State = Closed)

Network Specialist

Number: INC0010006
Opened: 2025-10-10 10:12:15
Closed: 2025-10-10 11:15:50
Urgency: 3 - High
State: Closed

Short description: Gangguan koneksi VPN-router.

Activities:

- User ITS: Incident state - Closed was Resolved (Field changes: 2025-10-10 11:15:51)
- User ITS: Thank you! (Additional comments: 2025-10-10 11:15:57)
- ITS Network: Incident state - Resolved was In Progress; Resolution code - Resolved by problem; Resolution notes - The VPN concentrator's firewall policy was incorrectly blocking traffic from the external IP range; updated the ACL to allow incoming VPN connections and verified successful connection. (Field changes: 2025-10-10 11:05:46)
- ITS Worker: Assigned to - ITS Network; Incident state - In Progress was New (Field changes: 2025-10-10 10:16:53)
- User ITS: Gangguan koneksi VPN-router. (Additional comments: 2025-10-10 10:12:15)
- User ITS: Impact - 3 - Low (Field changes: 2025-10-10 10:12:15)

Hardware Specialist

Number: INC0010011
Opened: 2025-10-10 10:16:59
Closed: 2025-10-10 11:16:23
Urgency: 2 - Medium
State: Closed

Short description: Printer tidak bisa mencetak file pdf forwarded.

Activities:

- User ITS: Incident state - Closed was Resolved (Field changes: 2025-10-11 16:23)
- User ITS: Thank you! (Additional comments: 2025-10-10 11:16:22; Additional comments: 2025-10-10 11:16:23)
- ITS Hardware: Incident state - Unresolved was In Progress; Resolution code - Resolved by problem; Resolution notes - The printer driver was updated to the latest version (v1.2.5), and the network printer driver was reinstalled on the affected computer. (Field changes: 2025-10-10 11:00:00)
- ITS Worker: Assigned to - ITS Hardware; Incident state - In Progress was New (Field changes: 2025-10-10 10:55:55)
- User ITS: Printer tidak bisa mencetak file pdf forwarded. (Additional comments: 2025-10-10 10:16:59; Additional comments: 2025-10-10 10:16:59)
- User ITS: Impact - 3 - Low (Field changes: 2025-10-10 10:16:59)

Software Specialist

