

ITSM Class: B

**CLASS ACTIVITY WEEK 6**

Individual

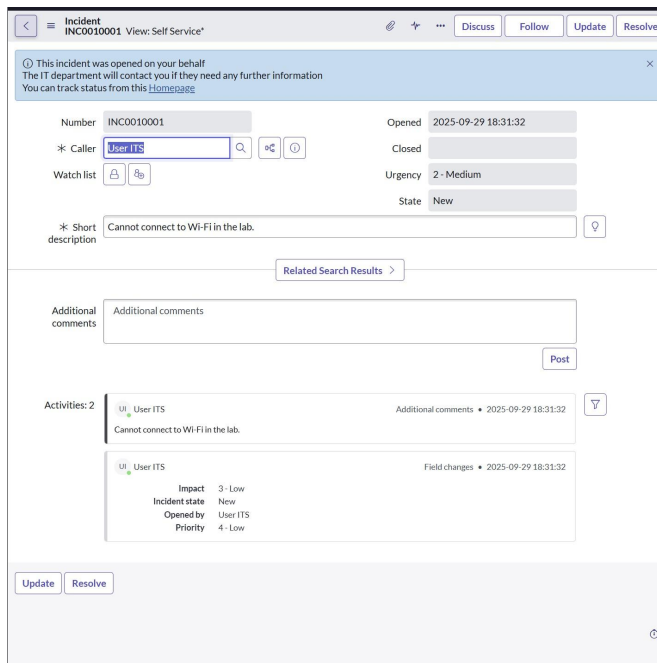
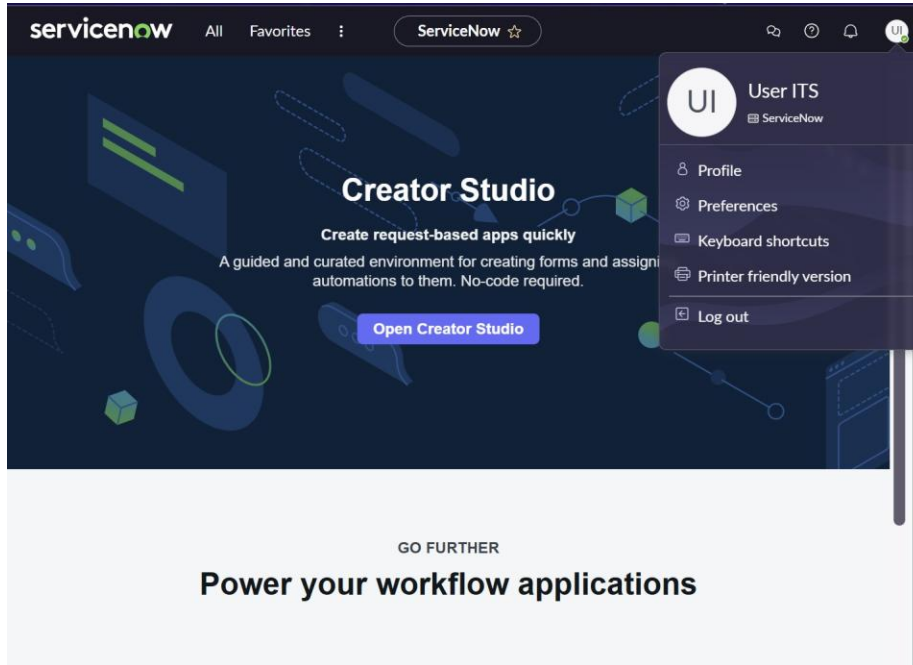
Name: Putu Arya Yubi W

NRP: 5026231165

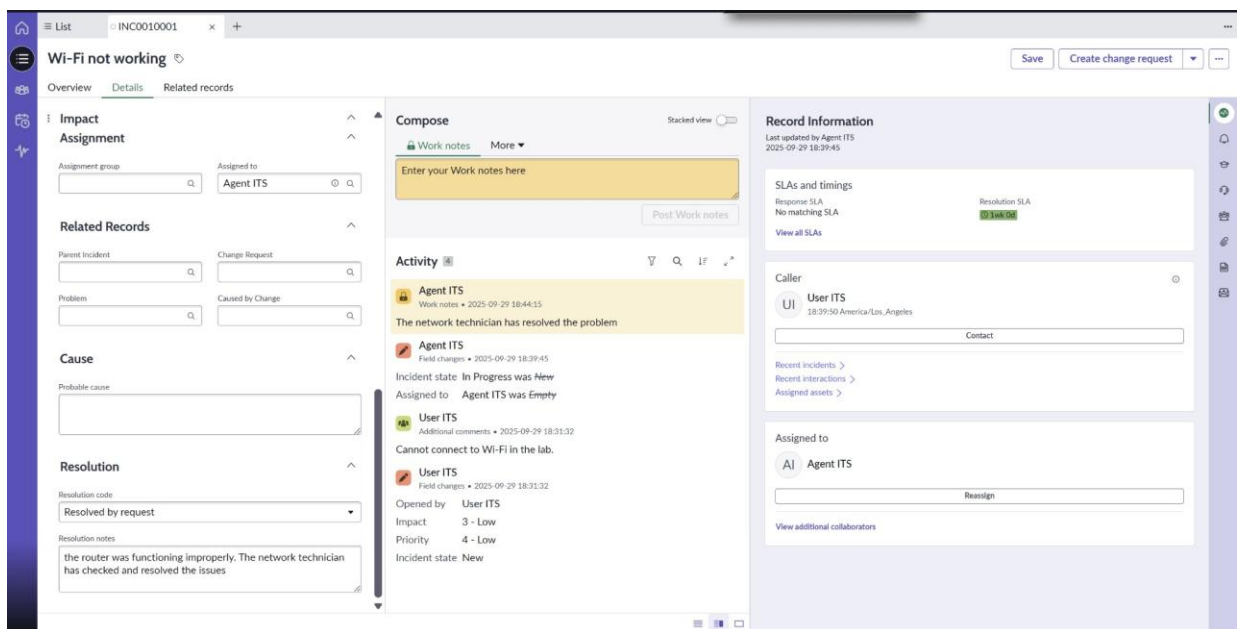
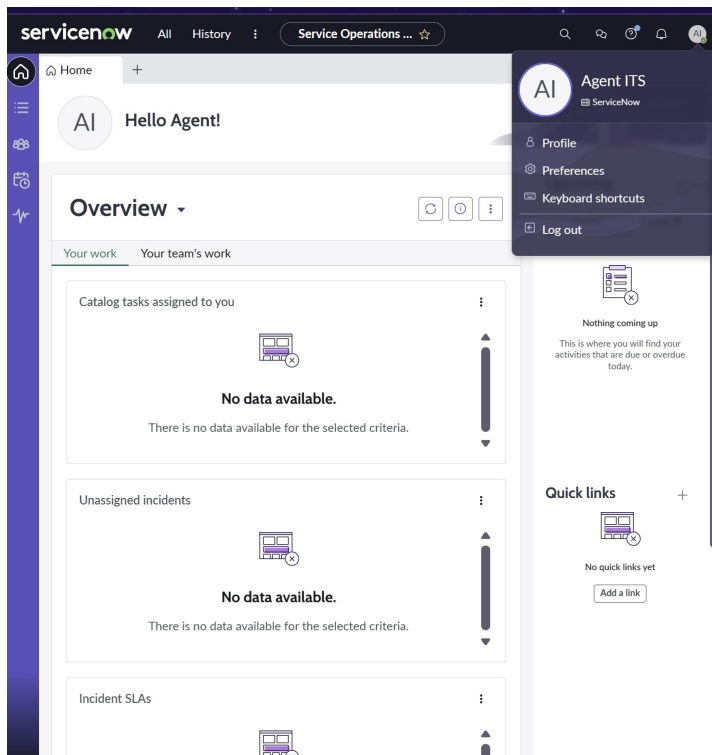
Information Systems Department  
Institut Teknologi Sepuluh Nopember  
August-December 2025

# Deliverables

- Screenshot of the incident created in ITS User's portal.



- Screenshot of the incident being worked by **ITS Agent** (agent view).



- Screenshot of **ITS User's portal** showing the ticket resolved.

Incident INC0010001 View: Self Service

This incident was opened on your behalf. The IT department will contact you if they need any further information. You can track status from this [Homepage](#).

Number: INC0010001

\* Caller: User ITS

Watch list: [Add] [Remove]

Short description: Wi-Fi not working

Related Search Results

Additional comments: [Text area]

Agent ITS is viewing

Post

Activities: 5

AI Agent ITS	Incident state: Resolved was In Progress Resolution code: Resolved by request Resolution notes: the router was functioning improperly. The network technician has checked and resolved the issues	Field Changes • 2025-09-29 18:44:58
AI Agent ITS	The network technician has resolved the problem	Work notes • 2025-09-29 18:44:15
AI Agent ITS	Assigned to: Agent ITS Incident state: In Progress was New	Field Changes • 2025-09-29 18:39:45
UI User ITS	Cannot connect to Wi-Fi in the lab.	Additional comments • 2025-09-29 18:31:32

- Screenshot of **ITS Manager's dashboard or reports**.

servicenow All Favorites History Workspaces Platform Analytics

Filter by name or owner

Recent  
Bookmarked  
Certified  
Owned by me  
Shared with me  
All

Dashboards

Application Services Dashboard

Showing 1-1 of 1

Records per page 20

**Overall Step Screenshot Below**

## 1. Create User Manager

servicenow

User - New R... ☆

🔍 🌐 🗨 ⋮ 👤

< ☰ User  
New record

🔗 ⚙ ⋮

Submit

ⓘ To set up the User's password, save the record and then click Set Password. ×

User ID	Email
<input type="text" value="itsmanager"/>	<input type="text" value="itsmanager@example.com"/> 📧
First name	Identity type
<input type="text" value="Manager"/>	<div>Human ▾</div>
Last name	Language
<input type="text" value="ITS"/>	<div>-- None -- ▾</div>
Title	Calendar integration
<input type="text"/> 💡	<div>Outlook ▾</div>
Department	Time zone
<input type="text"/> 🔍	<div>System (America/Los_Angeles) ▾</div>
Password needs reset	Date format
<input type="checkbox"/>	<div>System (yyyy-MM-dd) ▾</div>
Locked out	Business phone
<input type="checkbox"/>	<input type="text"/>
Active	Mobile phone
<input checked="" type="checkbox"/>	<input type="text"/>
Internal Integration User	Photo
<input type="checkbox"/>	<a href="#">Click to add...</a>

Submit

## 2. Create user ITS Agent

servicenow

User - New R... ☆

🔍 🌐 🗨 ⋮ 👤

< ≡ User  
New record

📎 ⚙ ⋮ Submit

📘 To set up the User's password, save the record and then click Set Password. ✕

User ID	Email
<input type="text" value="itsagent"/>	<input type="text" value="itsagent@example.com"/> 📧
First name	Identity type
<input type="text" value="Agent"/>	<input type="text" value="Human"/> ▼
Last name	Language
<input type="text" value="ITS"/>	<input type="text" value="-- None --"/> ▼
Title	Calendar integration
<input type="text"/> 💡	<input type="text" value="Outlook"/> ▼
Department	Time zone
<input type="text"/> 🔍	<input type="text" value="System (America/Los_Angeles)"/> ▼
Password needs reset	Date format
<input type="checkbox"/>	<input type="text" value="System (yyyy-MM-dd)"/> ▼
Locked out	Business phone
<input type="checkbox"/>	<input type="text"/>
Active	Mobile phone
<input checked="" type="checkbox"/>	<input type="text"/>
Internal Integration User	Photo
<input type="checkbox"/>	<a href="#">Click to add...</a>

Submit

3. Create user ITS User, change role, and set password

servicenow

AllFavorites

User - User ITS

Search

Help

Refresh

Close

Profile

User

User ITS

Update

Set Password

Delete

User ID

itsuser

Email

itsuser@example.com

First name

User

Identity type

Human

Last name

ITS

Language

-- None --

Title

Calendar integration

Outlook

Department

Time zone

System (America/Los\_Angele)

Password needs reset

☒

Date format

System (yyyy-MM-dd)

Locked out

☐

Business phone

Active

☒

Mobile phone

Internal Integration User

☐

Photo

Click to add...

Update

Set Password

Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Entitled Custom Tables

Roles (1)

Groups

Delegates

Subscriptions

User Client Certificates

Role

Search

Actions on selected rows...

Edit...

User = User ITS

☐

Role

State

Inherited

Inheritance Count

user

Active

false

1 to 1 of 1



## 4. Overall User Created

Users

User ID 

Search

Actions on selected rows...

New

All > User ID >= itsagent

User ID ▲

Name

Email

Active

Created

Updated

Search

Search

Search

Search

Search

Search

itsagent

Agent ITS

itsagent@example.com

true

2025-09-29 18:13:07

2025-09-29 18:13:07

itsmanager

Manager ITS

itsmanager@example.com

true

2025-09-29 18:13:50

2025-09-29 18:13:50

itsuser

User ITS

itsuser@example.com

true

2025-09-29 18:10:05

2025-09-29 18:17:32

## 5. Change user ITS Agent role and set up password

servicenow

All Favorites

User - Agent ITS

Search

Actions on selected rows...

New

User Agent ITS

Update Set Password Delete

User ID

itsagent

First name

Agent

Last name

ITS

Title

Department

Password needs reset

☒

Locked out

☐

Active

☒

Internal Integration User

☐

Email

itsagent@example.com

Identity type

Human

Language

-- None --

Calendar integration

Outlook

Time zone

System (America/Los\_Angeles)

Date format

System (yyyy-MM-dd)

Business phone

Mobile phone

Photo

Click to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Entitled Custom Tables

Roles (43)

Groups

Delegates

Subscriptions

User Client Certificates

Role

Search

Actions on selected rows...

Edit...

User = Agent ITS

Role	State	Inherited	Inheritance Count
sn_request_read	Active	true	1
sn_sow.sow_home	Active	true	5
itil	Active	false	
sn_request_write	Active	true	1
interaction_agent	Active	true	6
email_composer	Active	true	5
email_client_template_read	Active	true	5
template_editor	Active	true	4

## 6. Change user ITS Manager role and set password

servicenow

All Favorites

User - Manager ITS

Search

Help

Logout

Profile

User Manager ITS

Update Set Password Delete

User ID

itsmanager

First name

Manager

Last name

ITS

Title

Department

Password needs reset

☒

Locked out

☐

Active

☒

Internal Integration User

☐

Email

itsmanager@example.com

Identity type

Human

Language

-- None --

Calendar integration

Outlook

Time zone

System (America/Los\_Angeles)

Date format

System (yyyy-MM-dd)

Business phone

Mobile phone

Photo

Click to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Entitled Custom Tables

Roles (26)

Groups

Delegates

Subscriptions

User Client Certificates

Role

Search

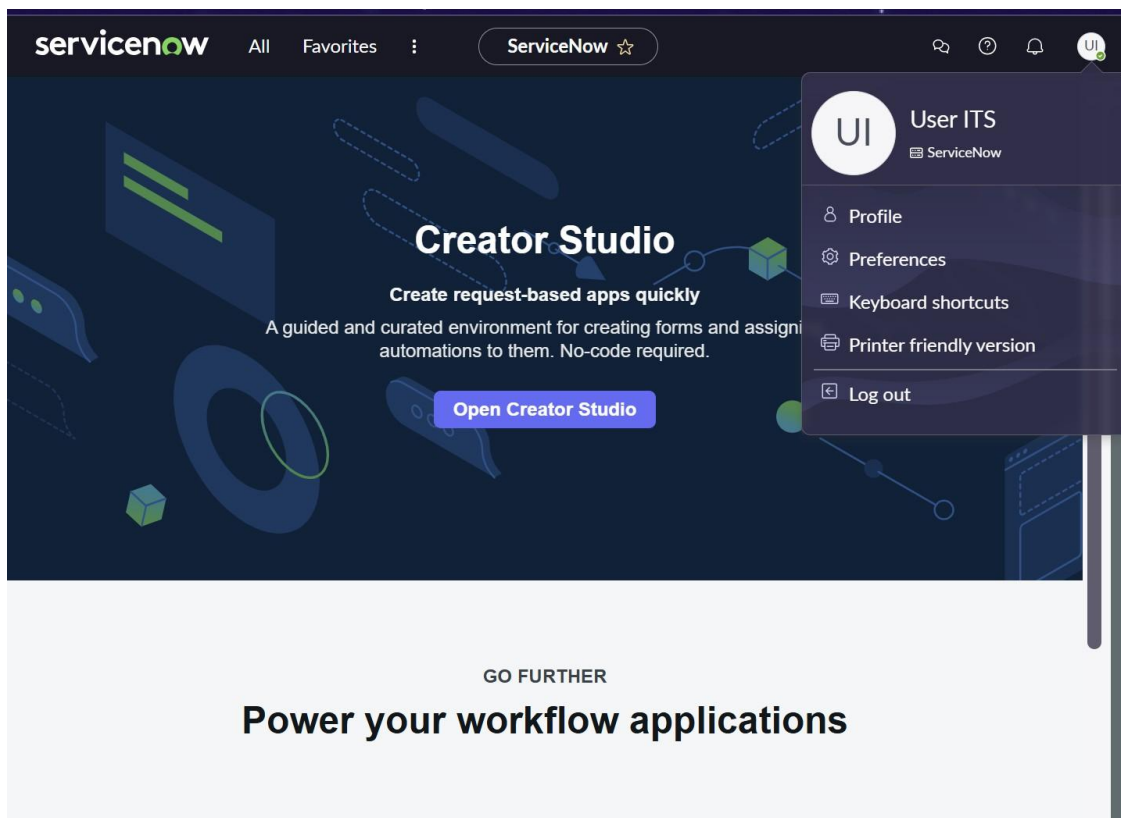
Actions on selected rows...

Edit...

User = Manager ITS

<input type="checkbox"/>	Role	State	Inherited	Inheritance Count
<input type="checkbox"/>	sn_cmdb_user	Active	true	1
<input type="checkbox"/>	sn_udc.basic_read	Active	true	1
<input type="checkbox"/>	sn_workflow_studio.workflow_studio_read	Active	true	1
<input type="checkbox"/>	task_editor	Active	true	1
<input type="checkbox"/>	cmdb_payload_admin	Active	true	1
<input type="checkbox"/>	cmdb_query_builder_read	Active	true	2
<input type="checkbox"/>	assessment_admin	Active	true	1
<input type="checkbox"/>	data_manager_user	Active	true	1

## 7. ITS User dashboard



## 8. Create user incident

Incident

INC0010001

View: Self Service\*

Discuss

Follow

Update

Resolve

This incident was opened on your behalf  
The IT department will contact you if they need any further information  
You can track status from this [Homepage](#)

Number

INC0010001

Opened

2025-09-29 18:31:32

\* Caller

User ITS

Q

Closed

Watch list

Urgency

2 - Medium

State

New

\* Short description

Cannot connect to Wi-Fi in the lab.

Related Search Results

Additional comments

Additional comments

Post

Activities: 2

UI

User ITS

Additional comments • 2025-09-29 18:31:32

Cannot connect to Wi-Fi in the lab.

UI

User ITS

Field changes • 2025-09-29 18:31:32

Impact

3 - Low

Incident state

New

Opened by

User ITS

Priority

4 - Low

Update

Resolve

## 9. Dashboard Agent

The screenshot displays the ServiceNow Agent Dashboard. At the top, the ServiceNow logo is on the left, and navigation links for 'All', 'History', and 'Service Operations ...' are in the center. On the right, there are icons for search, chat, help, notifications, and a user profile icon labeled 'AI'. Below the top bar, a sidebar on the left contains icons for home, menu, people, calendar, and a pulse icon. The main content area starts with a 'Hello Agent!' greeting next to an 'AI' icon. Below this is an 'Overview' section with a dropdown arrow and three action icons (refresh, info, and a menu). Under 'Overview', there are two tabs: 'Your work' (selected) and 'Your team's work'. The 'Your work' tab contains three cards: 'Catalog tasks assigned to you', 'Unassigned incidents', and 'Incident SLAs'. Each card shows a 'No data available.' message with a subtext 'There is no data available for the selected criteria.' and a placeholder icon. On the right side of the dashboard, there is a 'Quick links' section with a '+', a 'Nothing coming up' message, and a 'No quick links yet' message with an 'Add a link' button. A user profile dropdown menu is open on the right, showing options for 'Profile', 'Preferences', 'Keyboard shortcuts', and 'Log out'.

servicenow All History Service Operations ...

Home +

AI Hello Agent!

Overview

Your work Your team's work

Catalog tasks assigned to you

No data available.

There is no data available for the selected criteria.

Unassigned incidents

No data available.

There is no data available for the selected criteria.

Incident SLAs

Nothing coming up

This is where you will find your activities that are due or overdue today.

Quick links

No quick links yet

Add a link

AI Agent ITS ServiceNow

Profile

Preferences

Keyboard shortcuts

Log out

## 10. Incident view in agent's dashboard

Incident

Short description #  
Wi-Fi not working

Description  
Cannot connect to Wi-Fi in the lab.

Number  
INC0010001

State  
New

Caller #  
User ITS

Impact  
3 - Low

Location

Urgency  
2 - Medium

Channel  
Self-service

Priority  
4 - Low

Category  
Network

Subcategory  
Wireless

Opened  
2025-09-29 18:31:32

Impact

Service

Service offline

Compose

Work notes More

Enter your Work notes here

Post Work notes

Activity 2

User ITS  
Additional comments • 2025-09-29 18:31:32  
Cannot connect to Wi-Fi in the lab.

User ITS  
Field changes • 2025-09-29 18:31:32  
Opened by User ITS  
Impact 3 - Low  
Priority 4 - Low  
Incident state New

Record Information

Last updated by User ITS  
2025-09-29 18:31:32

SLAs and timings  
Response SLA  
No matching SLA  
Resolution SLA  
15m 0s  
View all SLAs

Caller  
User ITS  
18:35:02 America/Los\_Angeles  
Contact

Recent incidents >  
Recent interactions >  
Assigned assets >

Assigned to  
This incident has not been assigned yet  
Assign to me  
View additional collaborators

Incident INC0010001 View: Self Service

AI + + + Discuss Follow Update Resolve

You can track status from this Homepage

Number INC0010001

Opened 2025-09-29 18:31:32

Caller User ITS

Closed

Watch list

Urgency 2 - Medium

State In Progress

Short description Wi-Fi not working

Related Search Results >

Additional comments

Agent ITS is viewing

Post

Activities: 3

AI Agent ITS  
Assigned to Agent ITS  
Incident state In Progress was New  
Field Changes • 2025-09-29 18:39:45

UI User ITS  
Additional comments • 2025-09-29 18:31:32  
Cannot connect to Wi-Fi in the lab.

UI User ITS  
Impact 3 - Low  
Incident state New  
Opened by User ITS  
Priority 4 - Low  
Field changes • 2025-09-29 18:31:32

Update Resolve

INC0010001

Wi-Fi not working

SaveCreate change request

OverviewDetailsRelated records

Impact

Assignment

Assignment group

Assigned toAgent ITS

Related Records

Parent Incident

Change Request

Problem

Caused by Change

Cause

Probable cause

Resolution

Resolution code

Resolved by request

Resolution notes

the router was functioning improperly. The network technician has checked and resolved the issues

Compose

Work notes

Enter your Work notes here

Post Work notes

Activity

Agent ITS

Work notes • 2025-09-29 18:44:15

The network technician has resolved the problem

Agent ITS

Field changes • 2025-09-29 18:39:45

Incident state In Progress was New

Assigned to Agent ITS was Empty

User ITS

Additional comments • 2025-09-29 18:31:32

Cannot connect to Wi-Fi in the lab.

User ITS

Field changes • 2025-09-29 18:31:32

Opened by User ITS

Impact 3 - Low

Priority 4 - Low

Incident state New

Record Information

Last updated by Agent ITS

2025-09-29 18:39:45

SLAs and timings

Response SLA

No matching SLA

Resolution SLA

0 Days 00

View all SLAs

Caller

User ITS

18:39:50 America/Los\_Angeles

Contact

Recent incidents >

Recent interactions >

Assigned assets >

Assigned to

Agent ITS

Reassign

View additional collaborators

INC0010001

Wi-Fi not working

SaveCreate change requestMore Actions

OverviewDetailsRelated records

Impact

Assignment

Assignment group

Assigned toAgent ITS

Related Records

Parent Incident

Change Request

Problem

Caused by Change

Cause

Probable cause

Resolution

Resolution code \*

Resolved by request

Resolution notes \*

the router was functioning improperly. The network technician has checked and resolved the issues

Compose

Work notes

Enter your Work notes here

Post Work notes

Activity

Agent ITS

Field changes • 2025-09-29 18:44:57

Resolution code Resolved by request was Empty

Resolution notes the router was functioning improperly. The network technician has checked and resolved the issues was Empty

Incident state Resolved was In Progress

Agent ITS

Work notes • 2025-09-29 18:44:15

The network technician has resolved the problem

Agent ITS

Field changes • 2025-09-29 18:39:45

Incident state In Progress was New

Assigned to Agent ITS was Empty

User ITS

Additional comments • 2025-09-29 18:31:32

Cannot connect to Wi-Fi in the lab.

User ITS

Field changes • 2025-09-29 18:31:32

Record Information

Last updated by Agent ITS

2025-09-29 18:44:57

SLAs and timings

Response SLA

No matching SLA

Resolution SLA

0 Paused

View all SLAs

Caller

User ITS

18:45:02 America/Los\_Angeles

Contact

Recent incidents >

Recent interactions >

Assigned assets >

Assigned to

Agent ITS

Reassign

View additional collaborators

## 11. User's updated status

Incident  
INC0010001 View: Self Service

AI @ + ... Discuss Follow Update Resolve

This incident was opened on your behalf  
The IT department will contact you if they need any further information  
You can track status from this [Homepage](#)

Number INC0010001

\* Caller User ITS

Watch list

Opened 2025-09-29 18:31:32

Closed

Urgency 2 - Medium

State Resolved

\* Short description Wi-Fi not working

Related Search Results

Additional comments

Agent ITS is viewing

Post

Activities: 5

AI Agent ITS

Incident state Resolved was In Progress

Resolution code Resolved by request

Resolution notes the router was functioning improperly. The network technician has checked and resolved the issues

Field Changes 2025-09-29 18:44:58

AI Agent ITS

The network technician has resolved the problem.

Work notes 2025-09-29 18:44:15

AI Agent ITS

Assigned to Agent ITS

Incident state In Progress was New

Field Changes 2025-09-29 18:39:45

UI User ITS

Cannot connect to Wi-Fi in the lab.

Additional comments 2025-09-29 18:31:32

## 12. Incident closed by user

servicenow All Favorites History Process Mining Workspace Incident - INC0010001

Incident - INC0010001 View: Self Service

Discuss Follow

Number INC0010001

Caller User ITS

Watch list

Opened 2025-09-29 18:31:32

Closed 2025-09-29 18:49:14

Urgency 2 - Medium

State Closed

Short description Wi-Fi not working

Activities: 5

UI User ITS

Incident state Closed was Resolved

Field changes 2025-09-29 18:49:14

AI Agent ITS

Incident state Resolved was In Progress

Resolution code Resolved by request

Resolution notes the router was functioning improperly. The network technician has checked and resolved the issues

Field changes 2025-09-29 18:44:58

AI Agent ITS

Assigned to Agent ITS

Incident state In Progress was New

Field changes 2025-09-29 18:39:45

UI User ITS

Cannot connect to Wi-Fi in the lab.

Additional comments 2025-09-29 18:31:32

UI User ITS

Impact 2 - Low

Incident state New

Opened by User ITS

Priority 4 - Low

Field changes 2025-09-29 18:31:32



### 13. incident closed in agent's view

The screenshot shows the ServiceNow interface for an incident titled "Wi-Fi not working" (INC0010001). The interface is divided into several sections:

- Incident Details:** Includes fields for Short description ("Wi-Fi not working"), Description ("Cannot connect to Wi-Fi in the lab."), Number ("INC0010001"), State ("Closed"), Caller ("User ITS"), Impact ("3 - Low"), Location ("--"), Urgency ("2 - Medium"), Channel ("Self-service"), Priority ("4 - Low"), Category ("Network"), Subcategory ("Wireless"), and Opened date/time ("2025-09-29 18:31:32").
- Activity:** A timeline of events showing the incident's progress. It includes entries for "User ITS" (opened), "Agent ITS" (resolved), and "Agent ITS" (work notes). The incident state is shown as "Closed was Resolved".
- Record Information:** Provides details about the incident's SLAs and timings, including Response SLA ("No matching SLA") and Resolution SLA ("Completed").
- Caller:** Identifies the user as "User ITS" (18:52:12 America/Los\_Angeles).
- Assigned to:** Lists the assigned agent as "Agent ITS".

The interface also features a sidebar with navigation options and a top navigation bar with search and workspace controls.

## 14. Manager's dashboard

The screenshot displays the ServiceNow Manager ITS dashboard. At the top, the ServiceNow logo is on the left, followed by navigation links for 'All' and 'Favorites', and a 'ServiceNow' button with a star icon. On the right, there are icons for search, help, notifications, and a user profile icon labeled 'MI'. The main content area features a dark blue background with abstract geometric shapes. The 'Creator Studio' section is prominent, with the heading 'Creator Studio' and the subtext 'Create request-based apps quickly'. Below this, a description states: 'A guided and curated environment for creating forms and assigning automations to them. No-code required.' A blue button labeled 'Open Creator Studio' is positioned below the text. To the right of the main content, a user menu is open, showing the user's name 'Manager ITS' and 'ServiceNow' below a circular profile icon with the initials 'MI'. The menu options include 'Profile', 'Preferences', 'Keyboard shortcuts', 'Printer friendly version', and 'Log out'. Below the main content area, a section titled 'GO FURTHER' contains the heading 'Power your workflow applications'. This section is divided into two columns. The left column, titled 'Add code to low-code apps', features an illustration of a code editor and 3D blocks, with the text 'Create and Edit custom and OOB applications in one streamlined experience'. The right column, titled 'Build low-code apps quickly', features an illustration of a low-code app interface with colored blocks, with the text 'Create apps from scratch or by using templates. Safely scale cross-enterprise experiences that...'. The bottom right corner of the dashboard shows a small 'v' icon.

servicenow All Favorites : ServiceNow ☆

Manager ITS

MI Manager ITS  
ServiceNow

Profile  
Preferences  
Keyboard shortcuts  
Printer friendly version  
Log out

**Creator Studio**

Create request-based apps quickly

A guided and curated environment for creating forms and assigning automations to them. No-code required.

Open Creator Studio

GO FURTHER

**Power your workflow applications**

**Add code to low-code apps**

Create and Edit custom and OOB applications in one streamlined experience

**Build low-code apps quickly**

Create apps from scratch or by using templates. Safely scale cross-enterprise experiences that...

servicenow

AllFavoritesHistoryWorkspaces

Platform Analytics

Filter by name or owner

Recent

Bookmarked

Certified

Owned by me

Shared with me

All

Dashboards

Application Services Dashboard

Create new dashboard

Showing 1-1 of 1

1

Records per page 20