

ITSM Class: B

CLASS ACTIVITY WEEK 6

Individual

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Deliverables

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

The screenshot shows the ServiceNow homepage with a dark blue background. On the left, there is a large graphic for 'Creator Studio' with the text 'Create request-based apps quickly' and 'A guided and curated environment for creating forms and assign automations to them. No-code required.' Below it is a blue button labeled 'Open Creator Studio'. On the right, a user profile menu is open for 'User ITS'. The menu includes options like 'Profile', 'Preferences', 'Keyboard shortcuts', 'Printer friendly version', and 'Log out'. At the bottom of the page, there is a section titled 'GO FURTHER' with the sub-section 'Power your workflow applications'.

The screenshot shows the ServiceNow Incident view for incident number 'INC0010001'. The top bar includes buttons for 'Discuss', 'Follow', 'Update', and 'Resolve'. A message box states: '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](#)'. The main card displays incident details: Number 'INC0010001', Opened '2025-09-29 18:31:32', Closed (status), Urgency '2 - Medium', State 'New', and a short description 'Cannot connect to Wi-Fi in the lab.'. Below this is a 'Related Search Results' section. Further down, there is an 'Additional comments' section with a text input field and a 'Post' button. The 'Activities' section shows two entries: 'UI_ User ITS' (Cannot connect to Wi-Fi in the lab.) and 'UI_ User ITS' (Field changes). At the bottom are 'Update' and 'Resolve' buttons.

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

Agent ITS Dashboard (Top Screenshot):

- Catalog tasks assigned to you:** No data available.
- Unassigned incidents:** No data available.
- Incident SLAs:** No data available.

Record Information (Bottom Screenshot):

Impact: Assignment group: [empty], Assigned to: Agent ITS

Assignment: [empty]

Related Records: Parent Incident: [empty], Change Request: [empty]; Problem: [empty], Caused by Change: [empty]

Cause: Probable cause: [empty]

Resolution: Resolution code: Resolved by request, Resolution notes: the router was functioning improperly. The network technician has checked and resolved the issues

Activity:

- Agent ITS:** Work notes • 2025-09-29 18:44:15
The network technician has resolved the problem
- User ITS:** Additional comments • 2025-09-29 18:31:32
Cannot connect to Wi-Fi in the lab.

Record Information:

- SLAs and timings:** Response SLA: No matching SLA, Resolution SLA: 0 days, 0 hours, 0 minutes
- Caller:** User ITS, 18:39:50 America/Los_Angeles
- Assigned to:** Agent ITS

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

The screenshot shows the ServiceNow Incident Detail page for ticket INC0010001. The top header includes 'Incident' and 'INC0010001 View: Self Service'. The main content area displays the following information:

- Number:** INC0010001
- * Caller:** User ITS
- Watch list:** [Watchlist](#) [Remove](#)
- Opened:** 2025-09-29 18:31:32
- Closed:** [empty]
- Urgency:** 2 - Medium
- State:** Resolved
- Short description:** Wi-Fi not working
- Additional comments:** Agent ITS is viewing
- Post:** [button]
- 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.
 - AI / Agent ITS: Work notes • 2025-09-29 18:44:15: The network technician has resolved the problem.
 - AI / Agent ITS: Field Changes • 2025-09-29 18:39:45: Assigned to Agent ITS; Incident state In Progress was New.
 - UI / User ITS: Additional comments • 2025-09-29 18:31:32: Cannot connect to Wi-Fi in the lab.

- Screenshot of ITS Manager's dashboard or reports.

The screenshot shows the ServiceNow Dashboard page. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Platform Analytics', and 'Create new dashboard'. The main content area is titled 'Dashboards' and shows the 'Application Services Dashboard' card. On the left, there is a sidebar with filters: 'Recent', 'Bookmarked', 'Certified', 'Owned by me', 'Shared with me', and a 'All' button.

At the bottom, the page indicates 'Showing 1-1 of 1' and has a page navigation bar with '1' and arrows, along with a 'Records per page' dropdown set to '20'.

Overall Step Screenshot Below

1. Create User Manager

servicenow : User - New R... ☆

User New record

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

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

Submit

2. Create user ITS Agent

servicenow : User - New R... ☆

User
New record

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

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

Submit

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

Servicenow All Favorites : User - User ITS ★

User User ITS

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: Click to add...
Integration User

Update Set Password Delete

Related Links
[View linked accounts](#)
[View Subscriptions](#)
[Reset a password](#)

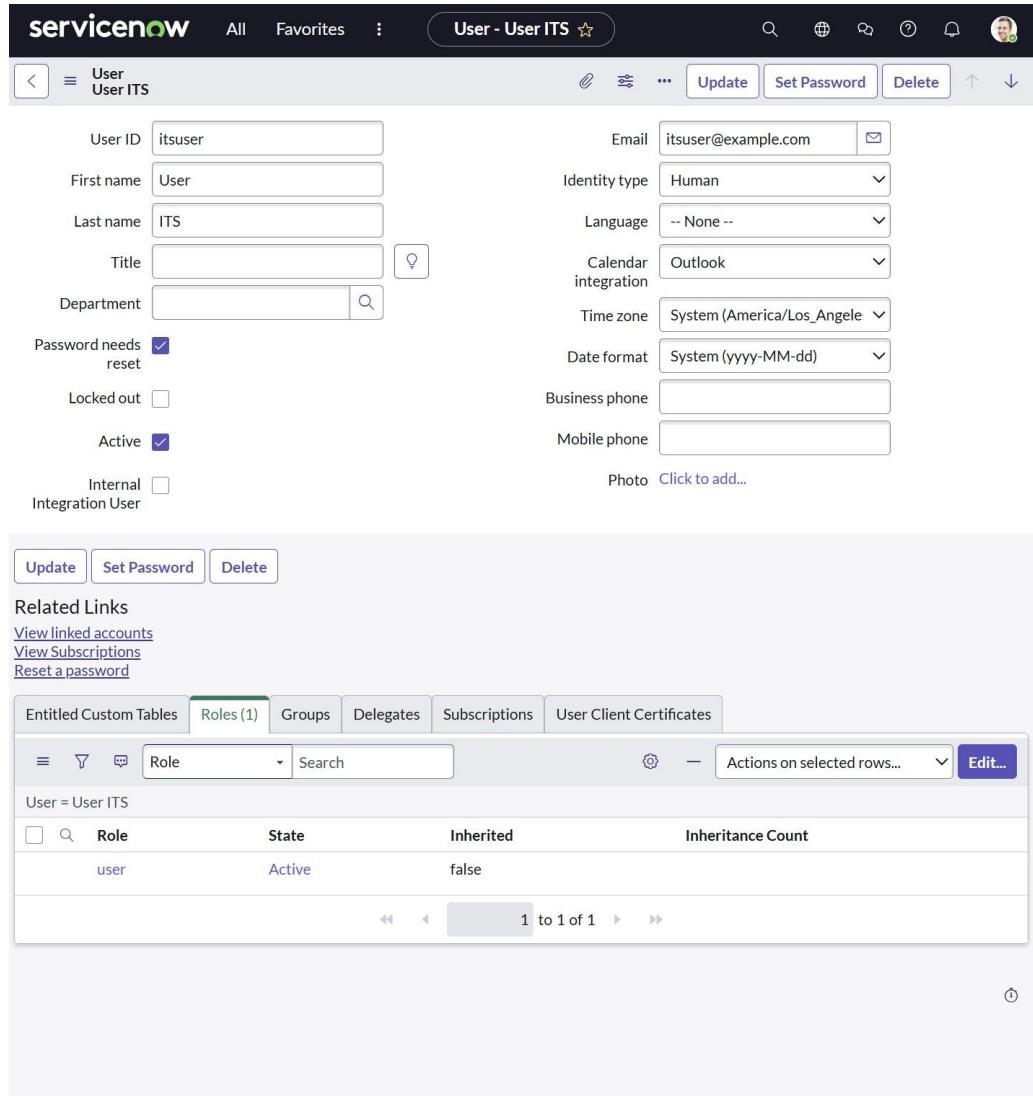
Entitled Custom Tables Roles (1) Groups Delegates Subscriptions User Client Certificates

User = User ITS

Role	State	Inherited	Inheritance Count
user	Active	false	

1 to 1 of 1

①



4. Overall User Created

User ID	Name	Email	Active	Created	Updated
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

User Agent ITS

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

Related Links

- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)

Entitled Custom Tables Roles (43) Groups Delegates Subscriptions User Client Certificates

User = Agent ITS

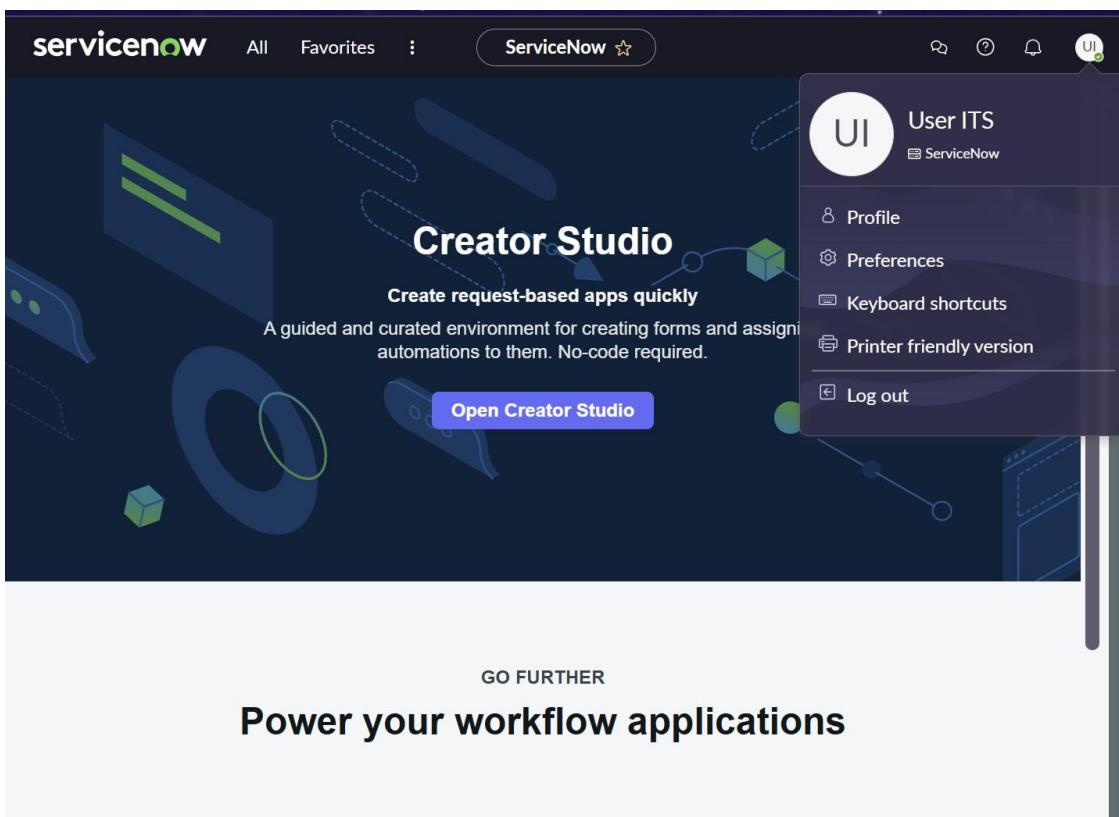
Role	State	Inherited	Inheritance Count
sn_request_read	Active	true	1
sn_sow.sow_home	Active	true	5
itil	Active	false	
sn_request_write	Active	true	1
interaction_agent	Active	true	6
email_composer	Active	true	5
email_client_template_read	Active	true	5
template_editor	Active	true	4

6. Change user ITS Manager role and set password

The screenshot shows the ServiceNow User - Manager ITS edit screen. At the top, there are fields for User ID (itsmanager), First name (Manager), Last name (ITS), Title, Department, Password needs reset (checked), Locked out (unchecked), Active (checked), 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, and Photo (Click to add...). Below the main form, there is a Related Links section with links to View linked accounts, View Subscriptions, and Reset a password. At the bottom, there is a Roles (26) tabbed view showing a list of roles assigned to the user, including sn_cmdb_user, sn_udc.basic_read, sn_workflow_studio.workflow_studio_read, task_editor, cmdb_payload_admin, cmdb_query_builder_read, assessment_admin, and data_manager.

Role	State	Inherited	Inheritance Count
sn_cmdb_user	Active	true	1
sn_udc.basic_read	Active	true	1
sn_workflow_studio.workflow_studio_read	Active	true	1
task_editor	Active	true	1
cmdb_payload_admin	Active	true	1
cmdb_query_builder_read	Active	true	2
assessment_admin	Active	true	1
data_manager	Inactive	false	2

7. ITS User dashboard



The screenshot shows the ServiceNow ITS User dashboard. At the top, there's a header with the ServiceNow logo, a search bar, and user profile icons. A sidebar on the left features a dark blue background with abstract shapes like circles and rectangles in shades of blue, green, and white. In the center, the "Creator Studio" section is highlighted with the text "Create request-based apps quickly" and a description: "A guided and curated environment for creating forms and assigning automations to them. No-code required." Below this is a purple button labeled "Open Creator Studio". To the right, a vertical navigation menu is displayed in a light blue box, showing options: "User ITS" (with a UI icon), "Profile", "Preferences", "Keyboard shortcuts", "Printer friendly version", and "Log out". At the bottom of the dashboard, there's a call-to-action section with the text "GO FURTHER" and "Power your workflow applications".

8. Create user incident

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	Opened	2025-09-29 18:31:32
* Caller	User ITS	Closed	
Watch list	Add Remove	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

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
Impact 3 - Low	
Incident state New	
Opened by User ITS	
Priority 4 - Low	

Update Resolve

9. Dashboard Agent

The screenshot shows the ServiceNow AI Agent dashboard. At the top, there's a navigation bar with 'servicenow' logo, 'All', 'History', and a search bar labeled 'Service Operations ...'. On the far right of the top bar are icons for search, refresh, help, notifications, and AI.

The main area has a sidebar on the left with icons for Home, Lists, Groups, Calendar, and AI. The 'AI' icon is highlighted. The main content area starts with a greeting 'Hello Agent!' and an 'Overview' section. Below it are three cards:

- Catalog tasks assigned to you**: Shows a 'No data available.' message because there is no data for the selected criteria.
- Unassigned incidents**: Shows a 'No data available.' message because there is no data for the selected criteria.
- Incident SLAs**: Shows a 'No data available.' message because there is no data for the selected criteria.

To the right of these cards is a sidebar titled 'Agent ITS' (ServiceNow) with options: Profile, Preferences, Keyboard shortcuts, and Log out. Below this is a section titled 'Nothing coming up' with a note: 'This is where you will find your activities that are due or overdue today.'

At the bottom right is a 'Quick links' section with a '+ Add a link' button.

10. Incident view in agent's dashboard

The screenshot shows the ServiceNow incident view for record INC0010001. The top navigation bar includes 'List', 'INC0010001', a search field, and a '+' button. The main content area is divided into several sections:

- Overview:** Contains fields for 'Short description' (Wi-Fi not working) and 'Description' (Cannot connect to Wi-Fi in the lab.).
- Compose:** A 'Work notes' section with a text input field containing 'Enter your Work notes here'.
- Record Information:** Shows the record was last updated by User ITS on 2025-09-29 18:31:32. It includes sections for 'SLAs and timings', 'Caller' (User ITS), and 'Assigned to' (empty).
- Activity:** A timeline showing activity from User ITS. The first entry is 'Cannot connect to Wi-Fi in the lab.' (Impact 3 - Low, Priority 4 - Low). A note indicates 'Field changes • 2025-09-29 18:31:32'.
- Impact:** Displays service information and priority levels.
- Bottom Panel:** Includes tabs for 'Discuss', 'Follow', 'Update', and 'Resolve'. It shows the incident number (INC0010001), opened date (2025-09-29 18:31:32), closed status, urgency (2 - Medium), state (In Progress), and short description (Wi-Fi not working). There are also sections for 'Additional comments' and 'Activities' (3).

Wi-Fi not working

Overview Details Related records

Save Create change request ...

Impact

Assignment

Assignment group: Assigned to: Agent 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 More ▾ Enter your Work notes here

Activity

Agent ITS Work notes • 2025-09-29 18:44:15
The network technician has resolved the problem

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

Record Information

Last updated by Agent ITS
2025-09-29 18:39:45

SLAs and timings

Response SLA: No matching SLA Resolution SLA: 3wk Qd

View all SLAs

Caller

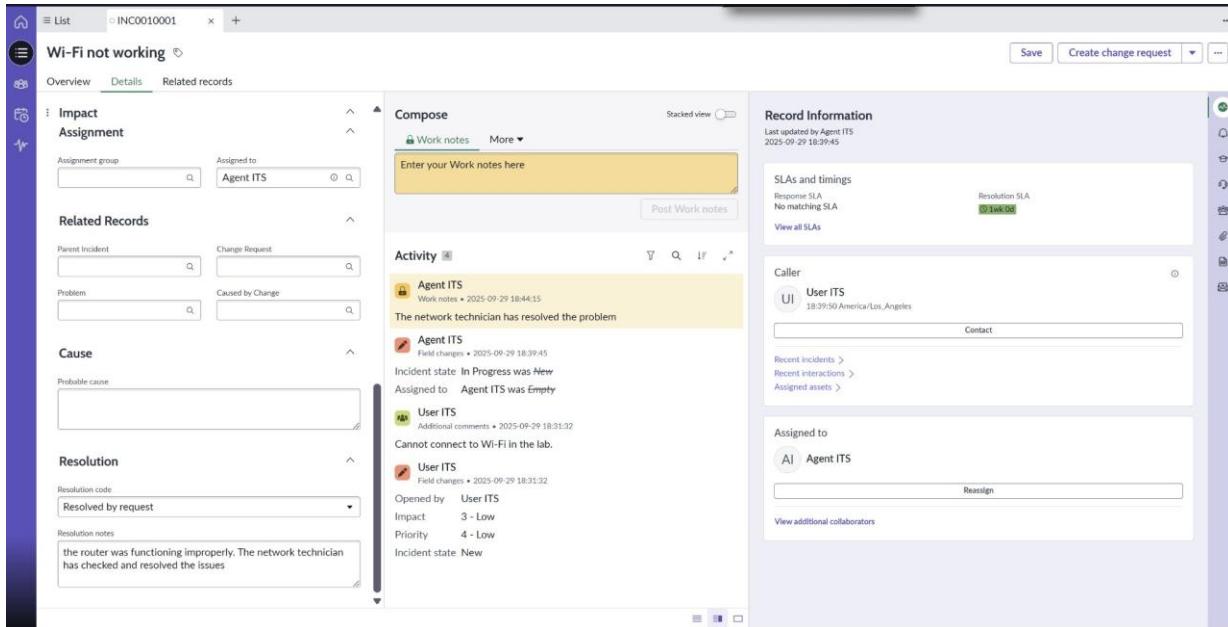
User ITS 18:39:50 America/Los_Angeles

Recent incidents > Recent interactions > Assigned assets >

Assigned to

Agent ITS

View additional collaborators



Wi-Fi not working

Overview Details Related records

Save Create change request More Actions ...

Impact

Assignment

Assignment group: Assigned to: Agent 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 More ▾ Enter your Work notes here

Activity

Agent ITS Field changes • 2025-09-29 18:44:57
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

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

Record Information

Last updated by Agent ITS
2025-09-29 18:46:57

SLAs and timings

Response SLA: No matching SLA Resolution SLA: Paused

View all SLAs

Caller

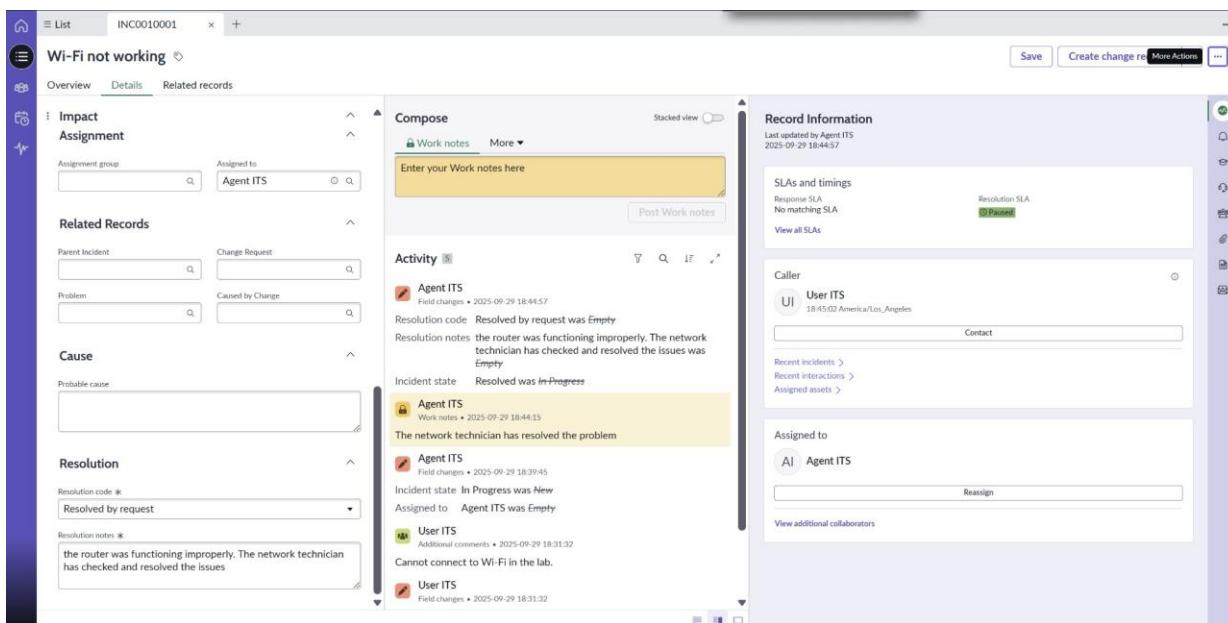
User ITS 18:45:02 America/Los_Angeles

Recent incidents > Recent interactions > Assigned assets >

Assigned to

Agent ITS

View additional collaborators



11. User's updated status

This screenshot shows the ServiceNow incident detail page for incident INC0010001. The top header includes 'Incident' and 'INC0010001 View: Self Service'. The main content area displays the following information:

General Details:

- Number: INC0010001
- * Caller: User ITS
- Watch list: [View](#) [Edit](#)
- Short description: Wi-Fi not working
- Opened: 2025-09-29 18:31:32
- Closed: [empty]
- Urgency: 2 - Medium
- State: Resolved

Additional comments:

Agent ITS is viewing [Post](#)

Activities:

- 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

This screenshot shows the ServiceNow incident detail page for incident INC0010001. The top header includes 'servicenow' and 'Incident - INC0010001'. The main content area displays the following information:

General Details:

Number: INC0010001
Caller: User ITS
Watch list: [View](#) [Edit](#)
Short description: Wi-Fi not working
Opened: 2025-09-29 18:31:32
Closed: 2025-09-29 18:49:14
Urgency: 2 - Medium
State: Closed

Activities:

- 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 3 - 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 Service Operations Workspace interface. The main area displays an incident record titled "Wi-Fi not working". The "Details" tab is selected. The incident has the following details:

- 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
- Opened:** 2025-09-29 18:31:32

The "Activity" section shows two entries:

- User ITS (Field changes • 2025-09-29 18:49:14): Incident state was **Closed**.
- Agent ITS (Field changes • 2025-09-29 18:44:58): Resolution code was **Empty**. Incident state was **Resolved**. Resolution notes mention the router was functioning improperly and the network technician has checked and resolved the issue.

The "Record Information" section includes:

- SLAs and timings:** Response SLA: No matching SLA; Resolution SLA: Completed.
- Caller:** User ITS (18:52:12 America/Los_Angeles)
- Assigned to:** Agent ITS

14. Manager's dashboard

The screenshot shows the ServiceNow Manager's dashboard. At the top, there is a navigation bar with 'servicenow' logo, 'All', 'Favorites', and a search bar labeled 'ServiceNow'. On the right side, there is a user profile menu for 'Manager ITS' with options like 'Profile', 'Preferences', 'Keyboard shortcuts', 'Printer friendly version', and 'Log out'. Below the navigation bar, there is a large banner for 'Creator Studio' with the text 'Create request-based apps quickly' and a description: 'A guided and curated environment for creating forms and assigning automations to them. No-code required.' A blue button labeled 'Open Creator Studio' is visible. In the center, there is a section titled 'GO FURTHER' with the heading 'Power your workflow applications'. Below this, there are two main sections: 'Add code to low-code apps' and 'Build low-code apps quickly'. Each section has an associated image and a brief description.

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 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

Create new dashboard

Showing 1-1 of 1 Records per page 20 ▾
