

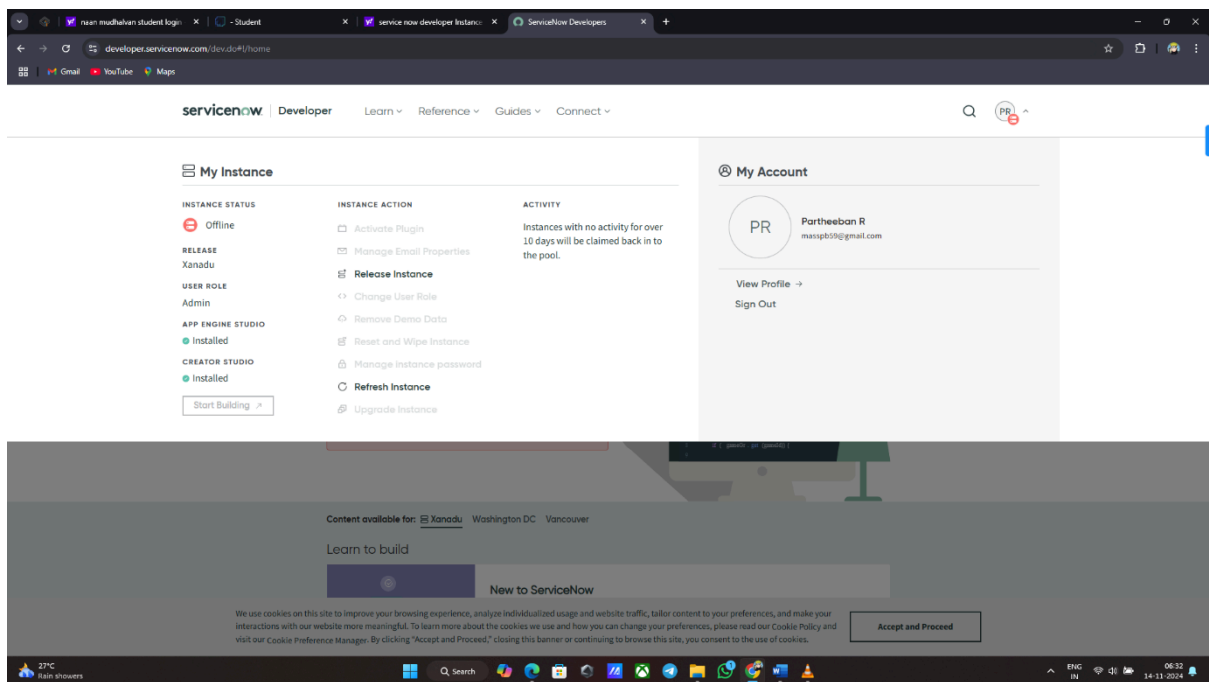
SLA Management for Hardware Group - Priority 4

Skills:

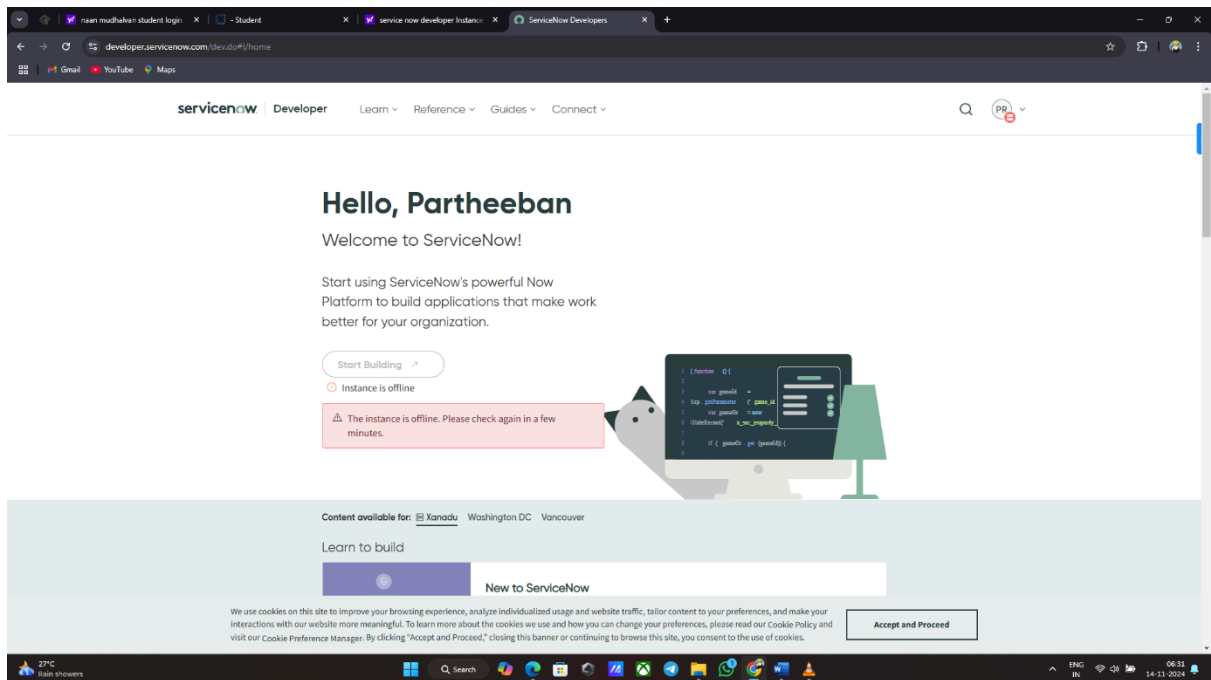
- Knowledge on Service now administration.
- Service Level Management (SLA)
- Knowledge on reports.

Implementation:

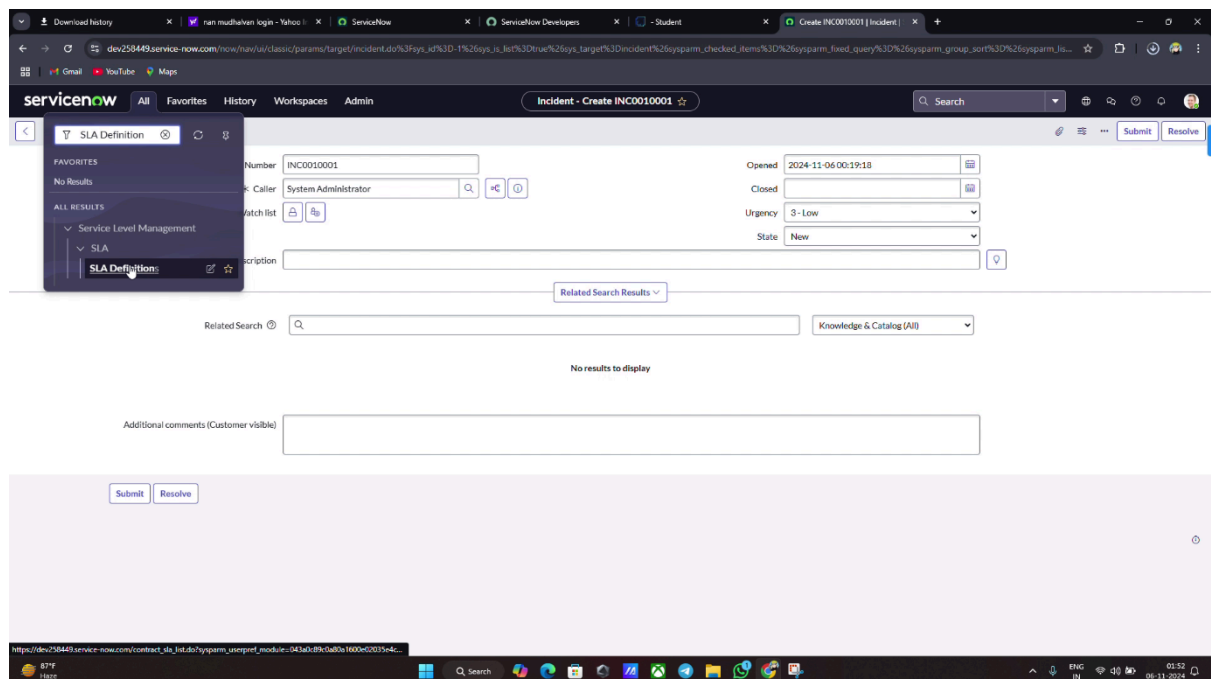
Step 1 : Sign in to ServiceNow Developer Instance.



Step 2 : Request Developer Instance.



Step 3: Click on All > Search for SLA Definition > Create New



Step 4: Fill the information as mentioned

The screenshot shows the ServiceNow SLA Definition form for 'Hardware Group - Priority 4'. The form is divided into several sections:

- General Information:**
 - Name: Hardware Group - Priority 4
 - Type: SLA
 - Target: Response
 - Table: Incident [Incident]
 - Flow: Default SLA flow
 - Application: Global
 - Duration type: User specified duration
 - Duration: Days 0, Hours 01, 00, 00
 - Schedule source: No schedule
 - Timezone source: The caller's time zone
- Workflow:**
 - Enable logging: ☐
 - Active: ☒
- Start condition:**
 - Start condition: Add Filter Condition, Add "OR" Clause
 - Retroactive start: ☐
 - Retroactive pause: ☒
 - When to cancel: Start conditions are not met
 - Cancel condition: Add Filter Condition, Add "OR" Clause
- Related Links:**
 - Validate SLA Definition

Step 5: 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.

The screenshot shows the ServiceNow SLA Definition form for 'Hardware Group - Priority 4' with the 'Start condition' tab selected. The form is divided into several sections:

- General Information:**
 - Type: SLA
 - Target: Response
 - Table: Incident [Incident]
 - Flow: Default SLA flow
 - Application: Global
 - Duration type: User specified duration
 - Duration: Days 0, Hours 01, 00, 00
 - Schedule source: No schedule
 - Timezone source: The caller's time zone
- Workflow:**
 - Enable logging: ☐
 - Active: ☒
- Start condition:**
 - Start condition: Add Filter Condition, Add "OR" Clause
 - The conditions under which the new SLA will be attached and canceled: 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
- Related Links:**
 - Validate SLA Definition

Step 6: Under stop condition Assignment group >> is not empty

ServiceNow SLA Definition - Hardware Group - Priority 4

Type: SLA
Target: Response
Table: Incident [Incident]
Flow: Default SLA flow
Enable logging: ☐
Active: ☒

Duration type: User specified duration
* Duration: Days 0 Hours 01 00 00
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

Update Delete

Related Links
Validate SLA Definition

SLA Breakdown definitions SLA breakdown def Search New Edit

SLA Definition - Hardware Group - Priority 4

SLA breakdown definition

No records to display

Step 5: Click on submit.

ServiceNow SLA Definition - Hardware Group - Priority 4

Name: Hardware Group - Priority 4
Type: SLA
Target: Response
Table: Incident [Incident]
Flow: Default SLA flow
Enable logging: ☐
Active: ☒

Application: Global
Duration type: User specified duration
* Duration: Days 0 Hours 01 00 00
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

Update Delete

Related Links
Validate SLA Definition

SLA Breakdown definitions SLA breakdown def Search New Edit

SLA Definition - Hardware Group - Priority 4

SLA breakdown definition

Activity - 2:

Step 1: Click on All > Search for SLA Definition > Create New

The screenshot shows the ServiceNow 'Incident - Create INC0010001' form. The left sidebar is open, showing the 'SLA Definition' option under 'Service Level Management'. The main form has the following fields:

- Number: INC0010001
- Caller: System Administrator
- Opened: 2024-11-06 00:19:18
- Closed: (empty)
- Urgency: 3 - Low
- State: New

A 'Submit' button is visible at the bottom right of the form. Below the form, there is a 'Related Search' section with a search bar and a dropdown menu set to 'Knowledge & Catalog (All)'. The text 'No results to display' is shown below the search bar. At the bottom, there is an 'Additional comments (Customer visible)' text area and 'Submit' and 'Resolve' buttons.

Step 2: Fill the information as mentioned

The screenshot shows the ServiceNow 'SLA Definition - Hardware Group-Resolution' form. The form is filled with the following information:

- Name: Hardware Group-Resolution
- Type: SLA
- Target: Resolution
- Table: Incident [Incident]
- Flow: Default SLA flow
- Application: Global
- Duration type: User specified duration
- * Duration: Days 0, Hours 16, 00, 00
- Schedule source: No schedule
- SLA will run 24x7 as no schedule is selected
- Enable logging: ☐
- Active: ☒

The 'Stop condition' tab is active, showing the condition under which the SLA will complete. The condition is: State is one of New, In Progress, On Hold, Resolved. The 'Update' and 'Delete' buttons are visible at the bottom of the condition section. Below the condition section, there is a 'Related Links' section with a link to 'Validate SLA Definition'. At the bottom, there is a search bar for 'SLA Breakdown definitions' and a 'New' button.

Step 3: Under start condition fill the given information
Assignment group >> is not empty

The screenshot shows the ServiceNow interface for defining an SLA. The top navigation bar includes 'ServiceNow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The breadcrumb trail is 'SLA Definition - Hardware Group-Resolution'. The form is titled 'SLA Definition - Hardware Group-Resolution' and includes a status bar indicating 'An SLA starting now will breach on 2024-11-06 16:24:40 (Actual elapsed time: 16 Hours)'. 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 0, Hours 16, 00, 00
- Schedule source: No schedule
- SLA will run 24x7 as no schedule is selected

The 'Start condition' tab is selected, showing the conditions under which the new SLA will be attached and canceled. The condition is defined as:

- Assignment group is not empty
- AND
- OR

The 'When to cancel' dropdown is set to 'Start conditions are not met'. The 'Update' and 'Delete' buttons are visible at the bottom.

Step 4: Under pause condition fill the following information
state>>is>>onhold and When pause conditions are not met

The screenshot shows the ServiceNow interface for defining an SLA. The top navigation bar includes 'ServiceNow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The breadcrumb trail is 'SLA Definition - Hardware Group-Resolution'. The form is titled 'SLA Definition - Hardware Group-Resolution' and includes a status bar indicating 'An SLA starting now will breach on 2024-11-06 16:24:40 (Actual elapsed time: 16 Hours)'. 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 0, Hours 16, 00, 00
- Schedule source: No schedule
- SLA will run 24x7 as no schedule is selected

The 'Pause condition' tab is selected, showing the conditions under which the SLA will pause (stop increasing elapsed time) and resume. The condition is defined as:

- State is On-Hold
- AND
- OR

The 'When to resume' dropdown is set to 'Pause conditions are not met'. The 'Update' and 'Delete' buttons are visible at the bottom.

Step 5: Under stop condition fill the following information
State>>is one of>>resolved, closed

The screenshot shows the 'SLA Definition - Hardware Group-Resolution' form in ServiceNow. The form is titled 'An SLA starting now will breach on 2024-11-06 16:24:40 (Actual elapsed time: 16 Hours)'. 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 0, Hours 16, Minutes 00, Seconds 00
- Schedule source: No schedule
- SLA will run 24x7 as no schedule is selected

Below the form fields, there is a section for 'Stop condition'. The 'Stop condition' tab is selected. The condition is defined as 'The condition under which the SLA will complete'. The condition is 'State' is one of 'New', 'In Progress', 'On Hold', 'Resolved'. The 'Resolved' option is selected. The 'AND' and 'OR' buttons are visible. The 'Update' and 'Delete' buttons are also present.

Step 6: Click on submit.

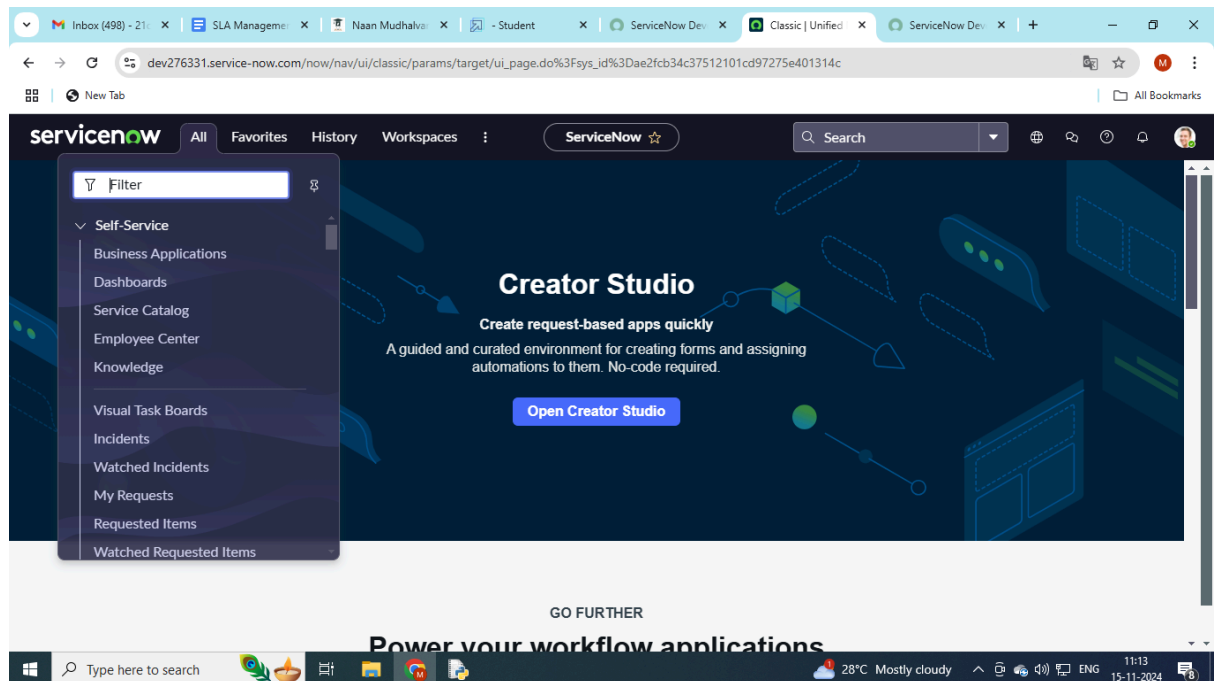
The screenshot shows the 'SLA Definitions' list in ServiceNow. The list contains the following rows:

Name	Type	Target	Duration	Table	Updated
Hardware Group-Resolution	SLA	Resolution	16 Hours	Incident [Incident]	2024-11-05 23:14:12
ATF - test all conditions	SLA	Resolution	1 Hour	Incident [Incident]	2019-11-25 16:32:11
ATF - test start/pause/top conditions	SLA	Response	1 Hour	Incident [Incident]	2019-11-25 16:32:11
Database group resolution (P1 only)	OLA	Resolution	1 Hour	Incident [Incident]	2019-09-10 18:03:19
Hardware Group - Priority 4	SLA	Response	1 Hour	Incident [Incident]	2024-11-05 23:15:48
Network group resolution	OLA	Resolution	4 Hours	Incident [Incident]	2019-09-10 17:54:49
Priority 1 resolution (1 hour)	SLA	Resolution	1 Hour	Incident [Incident]	2019-09-10 17:54:49
Priority 1 response (15 minutes)	SLA	Response	15 Minutes	Incident [Incident]	2019-09-10 17:55:07
Priority 2 resolution (8 hour)	SLA	Resolution	8 Hours	Incident [Incident]	2019-09-10 17:54:49
Priority 2 response (1 hour)	SLA	Response	1 Hour	Incident [Incident]	2019-09-10 17:55:07
Priority 3 resolution (1 day)	SLA	Resolution	1 Day	Incident [Incident]	2019-09-10 17:54:49
Priority 3 response (4 hours)	SLA	Response	4 Hours	Incident [Incident]	2019-09-10 17:55:07
Priority 4 resolution (2 day)	SLA	Resolution	2 Days	Incident [Incident]	2019-09-10 17:54:49
Priority 4 response (8 hours)	SLA	Response	8 Hours	Incident [Incident]	2019-09-10 17:55:07
Priority 5 response (40 hours)	SLA	Response	1 Day 16 Hours	Incident [Incident]	2019-09-10 17:55:07

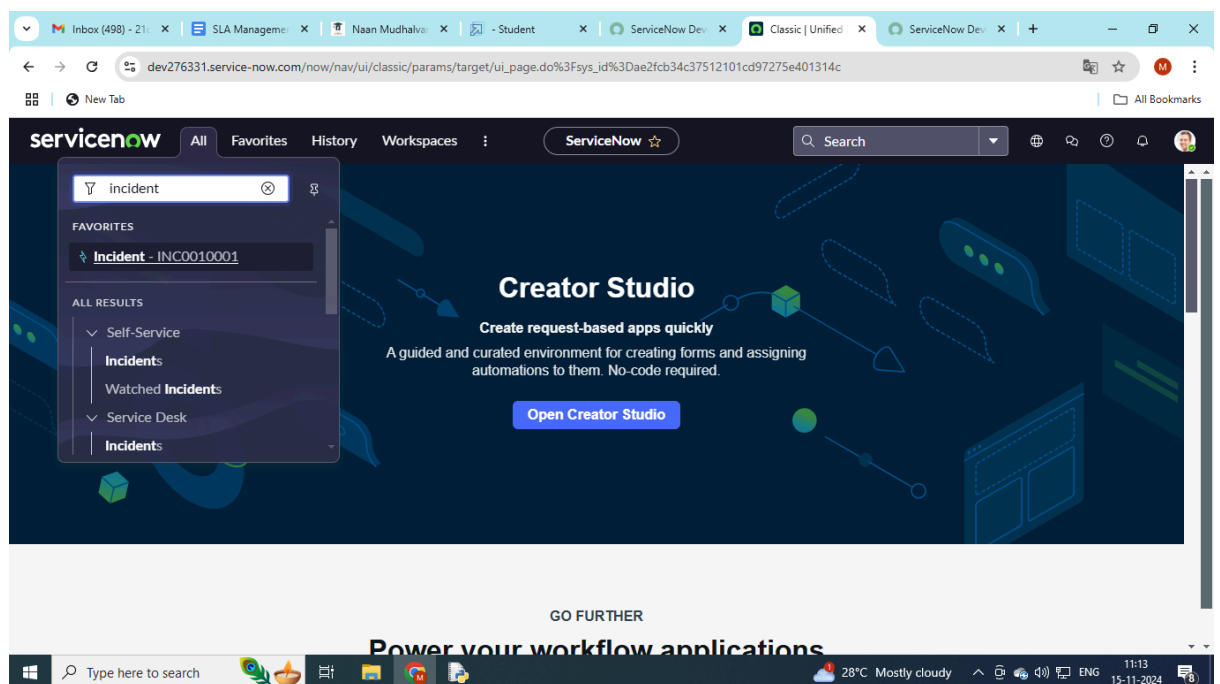
SLA Management for Hardware Group - Priority 4 created

Results:

1. Navigate to ALL



2. Search for incident



3. Click on create new

The screenshot shows the ServiceNow Incident form for INC0010001. The form is partially filled with the following data:

Field	Value
Number	INC0010001
Caller	Adela Cervantsz
Category	Inquiry / Help
Subcategory	-- None --
Service	
Service offering	
Configuration item	
Short description	Hardware Related Problem
Description	
Channel	-- None --
State	Resolved
Impact	2 - Medium
Urgency	3 - Low
Priority	4 - Low
Assignment group	Hardware
Assigned to	

The 'Save' button is visible at the bottom right of the form. The 'Related Search Results' section is also visible below the form.

4. I fill the incident form and click on save

The screenshot shows the ServiceNow Incident form for INC0010001 with the 'Save' dropdown menu open. The menu options are:

- Save
- Add to Visual Task Board
- Copy Incident
- Create Incident Task
- Create Outage
- Create Problem
- Create Request
- Create Child Incident
- Create Normal Change
- Create Standard Change
- Create Emergency Change
- Refresh Impacted Services
- Metrics Timeline
- Follow on Live Feed
- Analyze Access
- Configure
- Export
- View
- Create Favorite
- Copy URL
- Copy sys_id

The 'Save' button is highlighted in the menu. The 'Related Search Results' section is also visible below the form.

5. I scrolled down under SLA and I found SLA response.

6. Now under the assignment group I give hardware and click on save.

7. Under sla I find SLA response should be completed and SLA resolution started.

8. If I change state to resolve we observe resolution to completed.

9. We will observe resolution state is in completed

The screenshot displays the ServiceNow interface for Incident - INC0010001. The page shows the incident details, including the priority (4 - Low) and various action buttons like Update, Close Incident, and Delete. Below the incident details, there are related links for SLA Timeline and Repair SLAs. The main section is titled 'Task SLAs (2)' and contains a table with two rows of SLA definitions.

SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop time
Hardware Group - Priority 4	SLA	Response	Completed	58 Minutes	1 Minute	3.28%	2024-11-12 22:11:56	2024-11-12 22:13:54
Hardware Group - Resolution	SLA	Resolution	Completed	15 Hours 57 Minutes	2 Minutes	0.21%	2024-11-12 22:13:54	2024-11-12 22:15:57

The table shows two SLA definitions for the incident. The first SLA, 'Hardware Group - Priority 4', is in the 'Completed' stage with a business time left of 58 minutes and a business elapsed time of 1 minute. The second SLA, 'Hardware Group - Resolution', is also in the 'Completed' stage with a business time left of 15 hours 57 minutes and a business elapsed time of 2 minutes. Both SLAs have a business elapsed percentage of 3.28% and 0.21% respectively. The start and stop times are also displayed for each SLA.