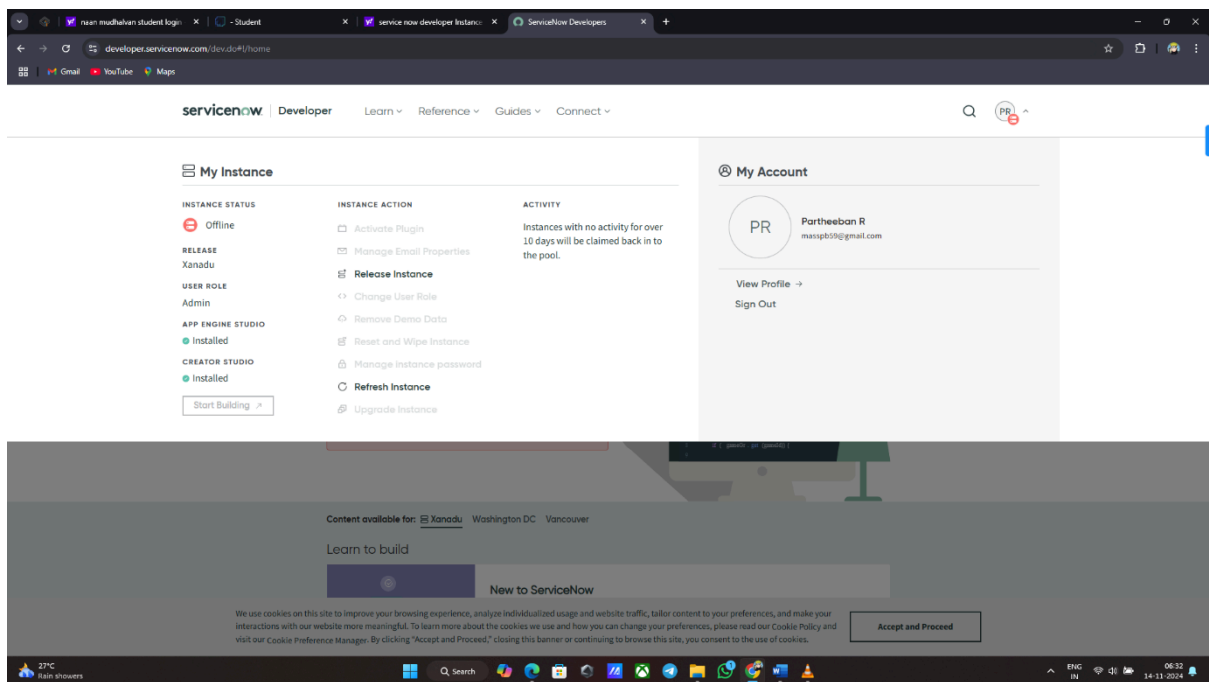# SLA Management for Hardware Group - Priority 4

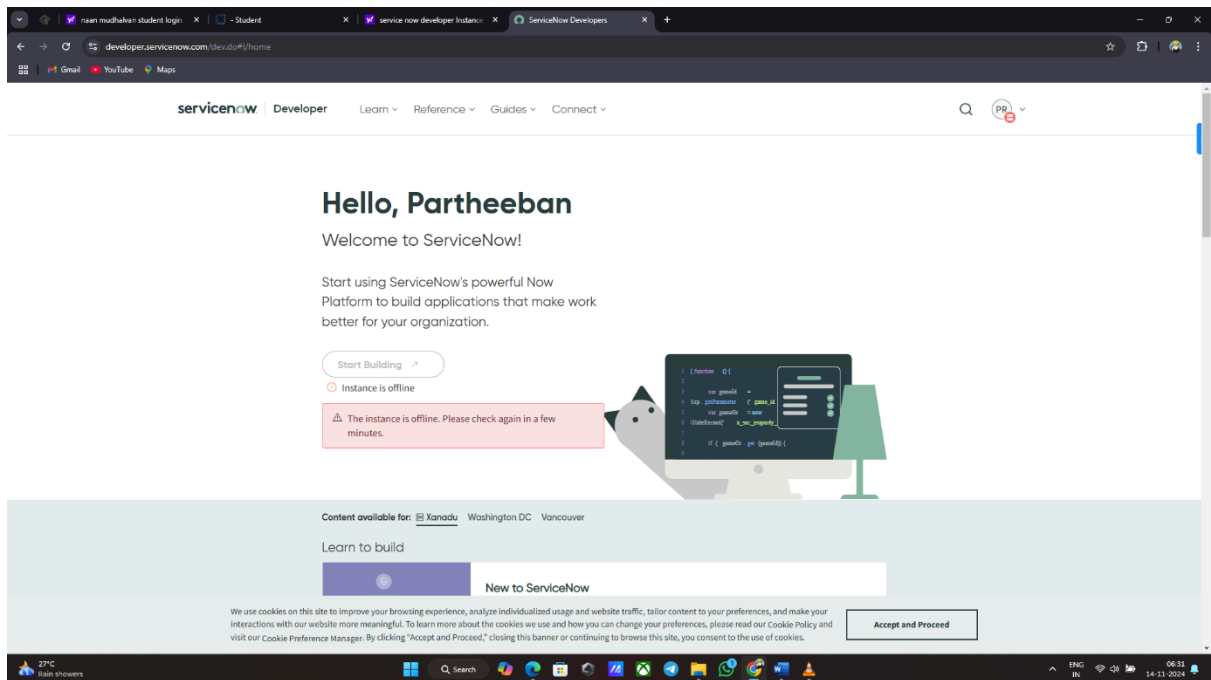**Skills:**

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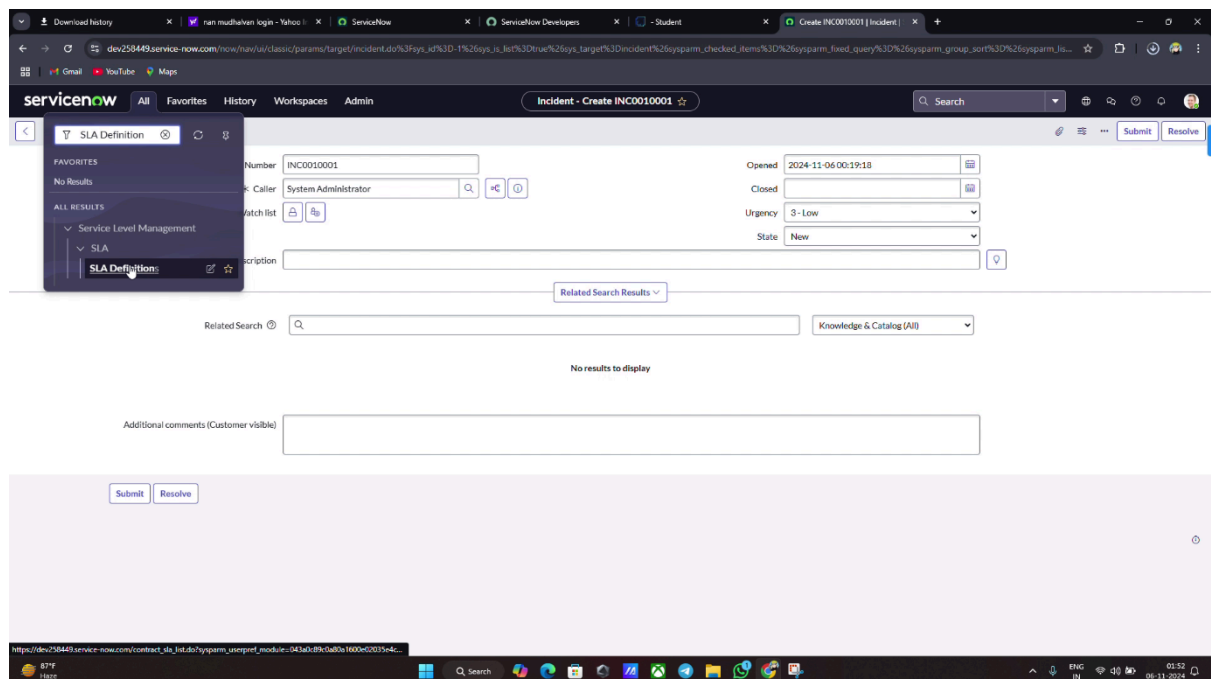
Implementation:

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

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.

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

Step 5: Click on submit.

Activity - 2:

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

Step 2: Fill the information as mentioned

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

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

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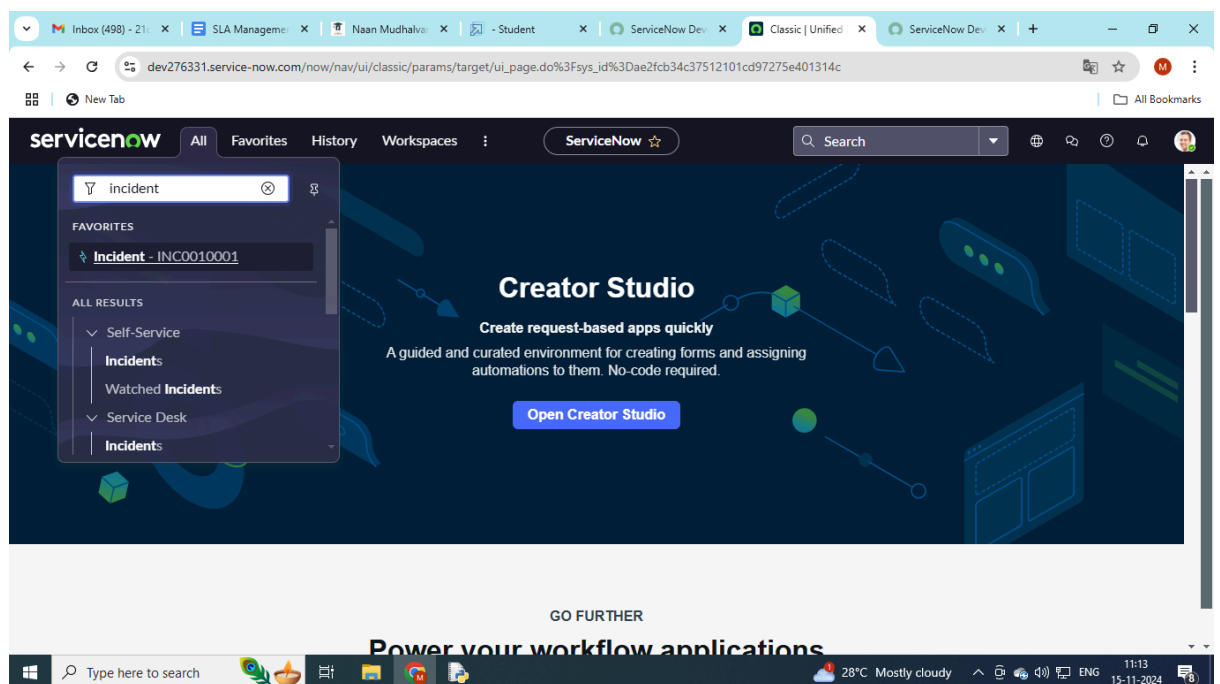

Step 6: Click on submit.

SLA Management for Hardware Group - Priority 4 created

Results:

1. Navigate to ALL
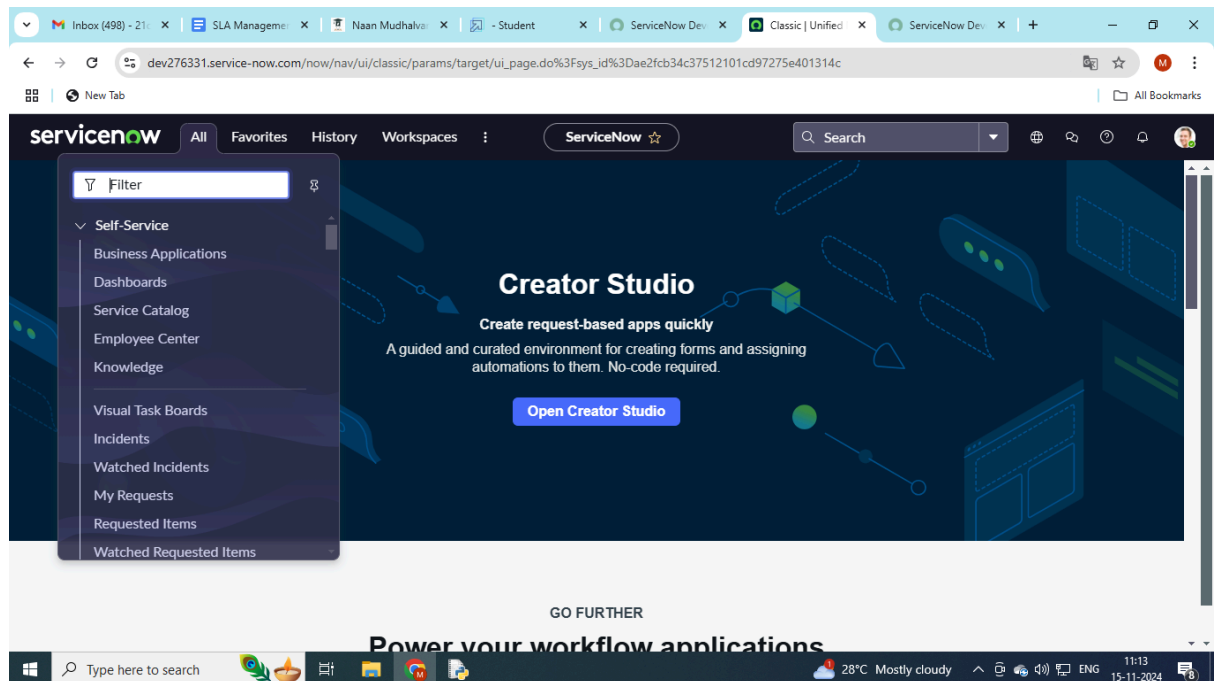
2. Search for incident

3. Click on create new

4. I fill the incident form and click on save

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