

Monitoring Incident States for Effective Management

Project Overview :

Our organization needs a report for the incident management process. This report will help assignment group managers monitor the current state of incidents assigned to their teams. The focus will be on incidents that are in the states of "New," "On Hold," and "In Progress." By providing this information, managers can prioritize and address issues promptly, ensuring efficient incident resolution and improving overall service quality.

Key Objectives :

Understanding Incident States

Incident states in ServiceNow represent the lifecycle of an issue or disruption. Common states include:

- **New:** A freshly created incident awaiting assignment or action.
- **In Progress:** An incident being actively worked on by an assigned team.
- **On Hold:** Temporarily paused due to dependencies, such as awaiting customer input or third-party action.
- **Resolved:** The incident has been addressed but not yet closed.
- **Closed:** Fully completed, verified, and no further action required.

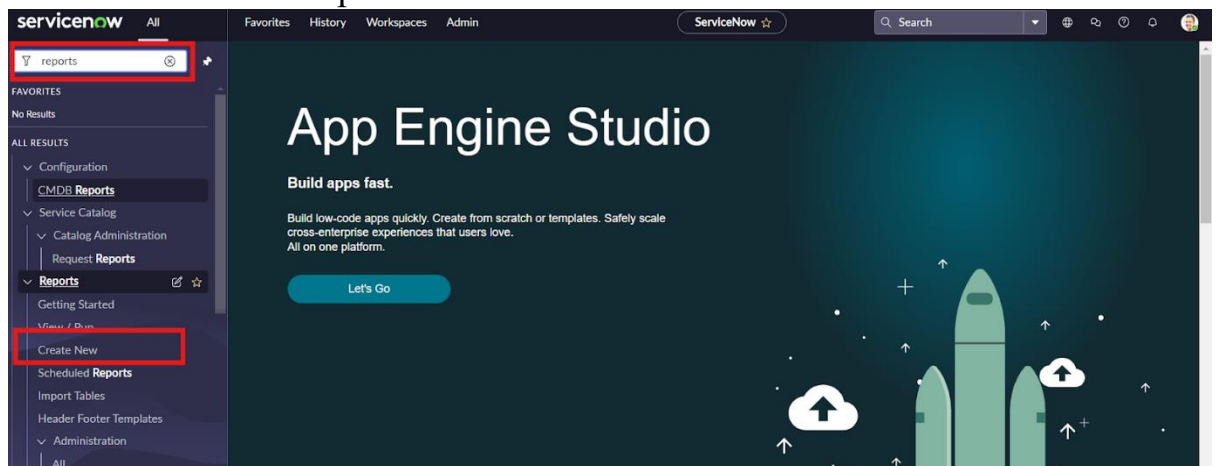
Key Features and Concepts Used :

- **Reporting and Dashboards**
- **Knowledge on Service now administration**
- **Knowledge on tables**
- **Knowledge on reports**

Detailed Steps to Solution :

Activity-1:

1. Open service now developer Instance
2. Click on All
3. Search for reports and click on create new



4. Give the report name
5. Select source type as table

6. Select table incident

Create a report

Data > Type > Configure > Style

* Report name
Incidents by group

* Source type
Table

* Table
Incident [incident]

Description
There is no description for this table. To add a description, please contact your admin.

Table: Incident [incident]
All

Create your report with Analytics Q&A
Ask for information. You can give simple filtering conditions.
You get the answer with an appropriate visualization.

What do you want to see? Ask

How can I improve my results?

Next

7. Click on next

8. Select type as pie chart

9. Click on funnel icon and give condition Field : state Operator : is one of Value : new, on hold, in progress

Data source for your report

Data > Type > Configure > Style

Filter the visualizations

Pie

Time Series
Visualize data over time.

Back Next

Report Title : incidents by group

Type a question about your data
What do you want to see? Ask How can I improve my results?

To modify the current report, use the left panel or [Edit Condition](#).

Table: Incident [incident]
All

Add Sort Clear All

CONDITIONS
All of these conditions must be met

State is one of New In Progress On Hold Resolved

or New Criteria

RELATED LIST CONDITIONS

incidents by group

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to
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10. Click on next

11.Group by assignment group and click on next

[Data](#) > [Type](#) > [Configure](#) > [Style](#)

Group by

Assignment group ▼

Additional group by

☐ Display data table

Configure function field

Aggregation

Count ▼

Set Value Formatting

Max number of groups

System Default ▼

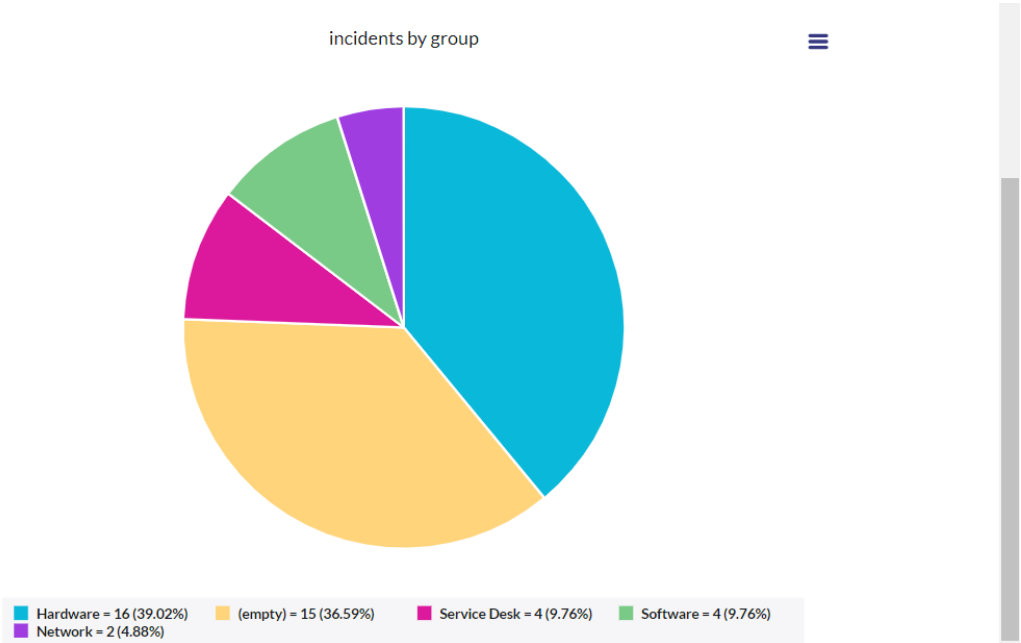
☒ Show Other

Back

Next

12.Click on save

13.Click on run



14.Now add report to dashboard

Edit report

Data > Type > Configure > Style

Report Title : incidents by group

Group by: Assignment group

Additional group by:

Display data table: ☐

Configure function field:

Aggregation: Count

Set Value Formatting:

Max number of groups: System Default

Show Other: ☒

Table: Incident [Incident]

All>State in (New, In Progress, On Hold)

incidents by group

Sharing

Share

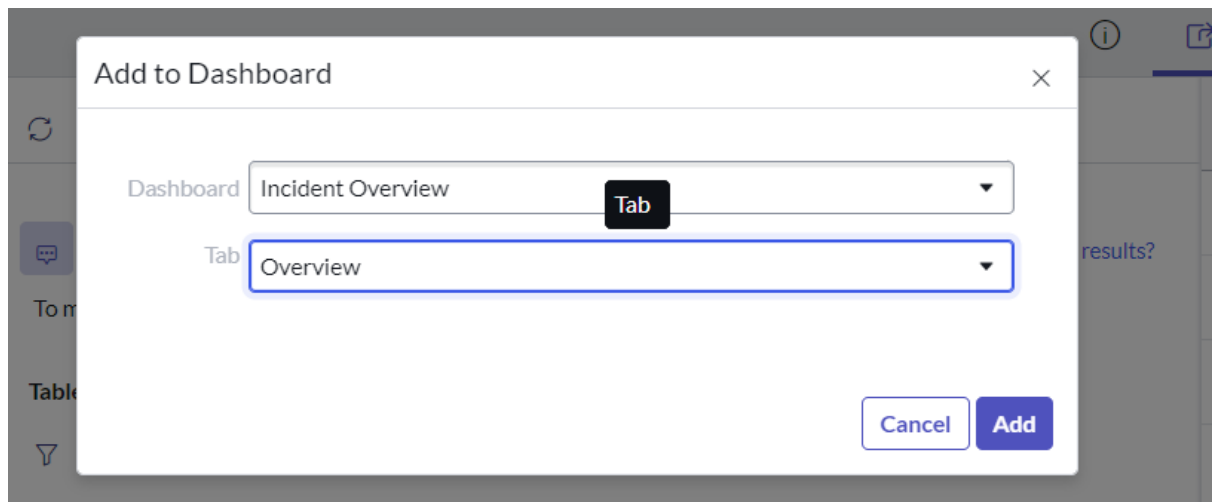
Schedule

Add to Dashboard

Export to PDF

Back Next

15. Give the dashboard and title name



16. Click on add

17. New Dashboard was added to the incident overview folder

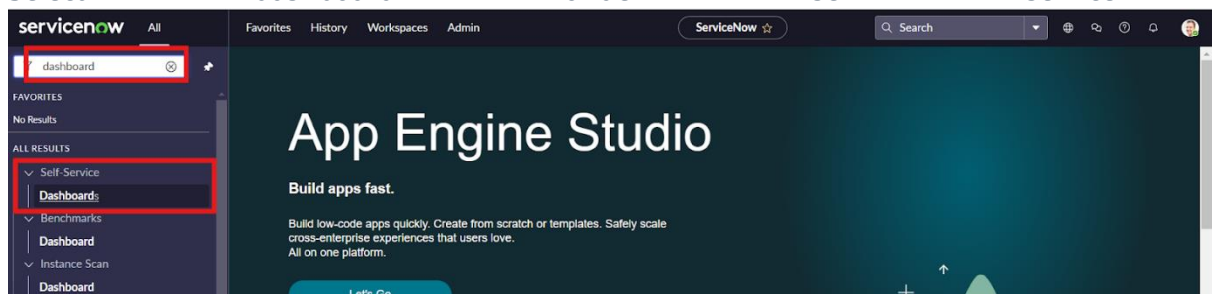
18.

Open service now PDI instance

19. Click on all

20. Search for dashboard

21. Select dashboard under self service

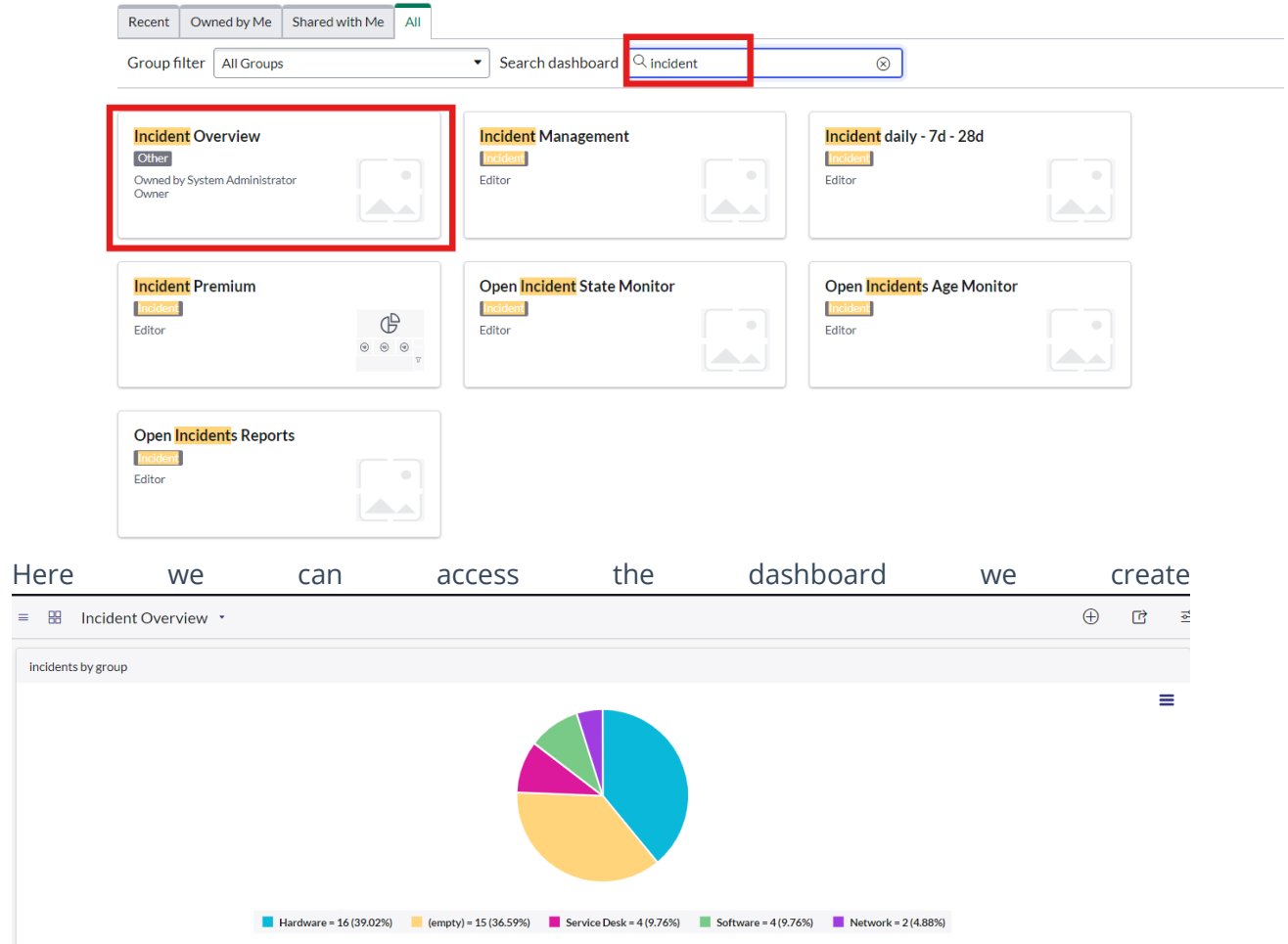


22. In the search bar enter incident

23. Select

incident

overview



Testing and Validation :

Incident Lifecycle Workflow

- Verify that incidents transition correctly through all defined states (e.g., *New* → *In Progress* → *Resolved* → *Closed*).
- Create test incidents to simulate the lifecycle.
- Test state transitions based on predefined conditions and triggers.
- Ensure state restrictions (e.g., incidents cannot move directly from *New* to *Resolved*) work as expected.

Business Rules and Notifications

- **Objective:** Confirm that automated actions occur as configured.
- Test business rules triggering state changes (e.g., moving an incident from *In Progress* to *On Hold* when awaiting external inputs).

- **Validate email or in-app notifications are sent to stakeholders during state transitions.**

Key Scenario's addressed by Service now in Implementation :

Reporting and Continuous Improvement

- **Scenario:** Inability to provide meaningful insights into incident management performance. Use **performance analytics dashboards** for real-time tracking of key metrics (e.g., mean time to resolution, SLA adherence). Analyze incident state transitions for bottleneck identification and process improvement.

Conclusion :

Monitoring and managing incident states effectively in ServiceNow is essential for maintaining streamlined IT service operations and ensuring prompt resolution of issues. By focusing on a well-defined incident lifecycle, leveraging automation, and addressing key scenarios like SLA breaches, misassignments, and dependencies, ServiceNow administrators can improve incident handling and enhance user satisfaction. Testing and validation play a pivotal role in ensuring these configurations function correctly. Through rigorous testing of workflows, state transitions, automation rules, and integrations, administrators can prevent errors, reduce downtime, and align processes with business objectives. User acceptance testing and ongoing monitoring further ensure that the system evolves to meet changing needs while maintaining high reliability. Ultimately, effective incident state management fosters a culture of accountability, transparency, and continuous improvement, enabling IT teams to deliver consistent and value-driven support to their organizations.