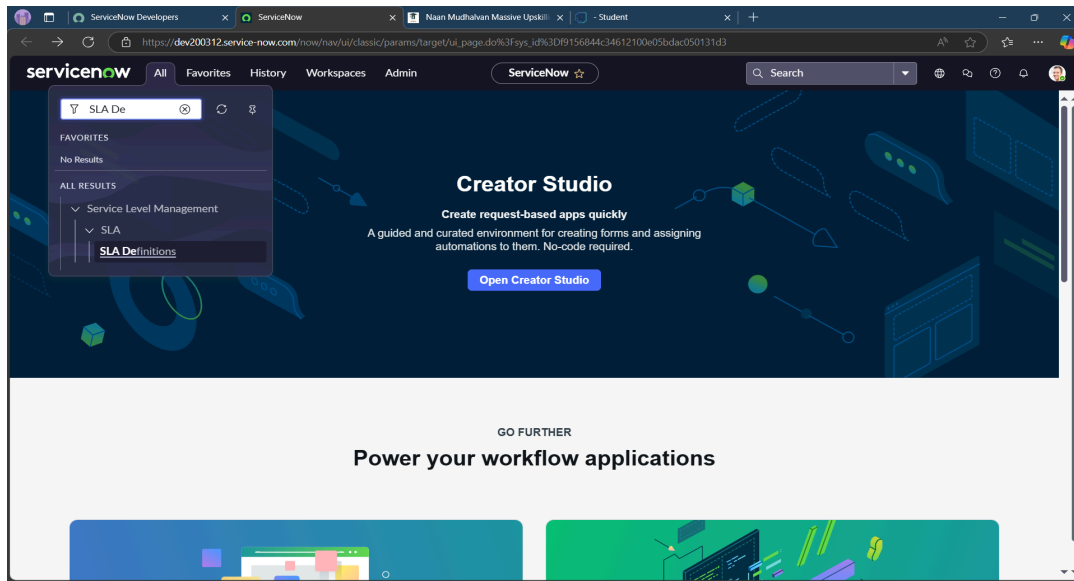


ACTIVITY - 2

1. Click on All
2. Search for SLA Definition



1. Fill the information as mentioned below
Name : Hardware Group-Resolution
Type : SLA
Target : Resolution
Table : incident
Duration : 16 hour
Schedule source : No schedule
Leave the other things default

SLA Definition - New Record

An SLA starting now will breach on 2024-11-18 23:06:29 (Actual elapsed time: 16 Hours)

Name: Hardware Group-Resolution
Type: SLA
Target: Resolution
Table: Incident [incident]
Flow: Default SLA flow
Application: Global
Duration type: User specified duration
Duration: 16 Hours
Schedule source: No schedule
SLA will run 24x7 as no schedule is selected

Enable logging: ☐
Active: ☒

Start condition | Pause condition | **Stop condition** | Reset condition

The condition under which the SLA will complete

Stop condition: Add Filter Condition | Add "OR" Clause

-- choose field -- -- oper -- -- value --

Submit

5. Under start condition fill the given information
Assignment group >> is not empty

The screenshot shows the 'Start condition' tab of the 'SLA Definition - New Record' form. The form includes fields for 'Target' (Resolution), 'Table' (Incident [incident]), 'Flow' (Default SLA flow), 'Enable logging' (unchecked), and 'Active' (checked). The 'Duration' field is set to 00 days, 16 hours, and 00 minutes. The 'Schedule source' is set to 'No schedule', with a note: 'SLA will run 24x7 as no schedule is selected'. The 'Start condition' section has a title 'The conditions under which the new SLA will be attached and canceled'. It contains a 'Start condition' button, 'Add Filter Condition', and 'Add "OR" Clause' buttons. A filter is added: 'Assignment group' is 'is not empty'. There are 'AND', 'OR', and 'X' buttons for logical operators. The 'Retroactive start' checkbox is unchecked. The 'When to cancel' dropdown is set to 'Start conditions are not met'. A 'Submit' button is at the bottom left.

6. Under pause condition fill the following information
state>>is>>onhold
7. Under when to resume choose
When pause conditions are not met

The screenshot shows the 'Pause condition' tab of the 'SLA Definition - New Record' form. The form includes fields for 'Type' (SLA), 'Target' (Resolution), 'Table' (Incident [incident]), 'Flow' (Default SLA flow), 'Enable logging' (unchecked), and 'Active' (checked). The 'Duration' field is set to 00 days, 16 hours, and 00 minutes. The 'Schedule source' is set to 'No schedule', with a note: 'SLA will run 24x7 as no schedule is selected'. The 'Pause condition' section has a title 'The conditions under which the SLA will pause (stop increasing elapsed time) and resume'. It contains a 'Pause condition' button, 'Add Filter Condition', and 'Add "OR" Clause' buttons. A filter is added: 'State' is 'is' 'On Hold'. There are 'AND', 'OR', and 'X' buttons for logical operators. The 'When to resume' dropdown is set to 'Pause conditions are not met'. A 'Submit' button is at the bottom left.

8. Under stop condition fill the following information
State>>is one of>>resolved,closed

The screenshot shows the ServiceNow 'SLA Definition - New Record' form. The form is divided into several sections. The top section contains fields for Name, Type, Target, Table, Flow, Application, Duration type, Duration, and Schedule source. The 'Stop condition' tab is active, showing a condition: 'State is one of' with a dropdown menu open showing 'On Hold', 'Resolved', 'Closed', and 'Canceled'. The 'Submit' button is at the bottom left.

SLA Definition - New Record

Name: Hardware Group-Resolution

Type: SLA

Target: Resolution

Table: Incident [incident]

Flow: Default SLA flow

Application: Global

Duration type: User specified duration

* Duration: Days 00 Hours 16 00 00

Schedule source: No schedule

SLA will run 24x7 as no schedule is selected

Enable logging: ☐

Active: ☒

Start condition | Pause condition | **Stop condition** | Reset condition

The condition under which the SLA will complete

Stop condition: Add Filter Condition Add "OR" Clause

State is one of

On Hold
Resolved
Closed
Canceled

AND OR X

Submit

9. Click on submit.