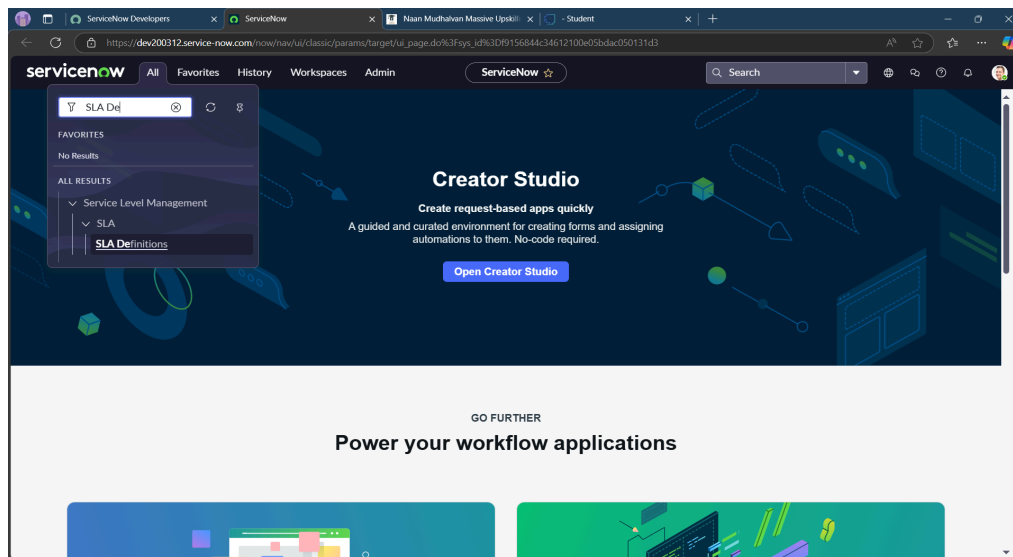


ACTIVITY 1

1. Open service now developer Instance
2. Click on All
3. Search for SLA Definition



1. Create New
2. Fill the information as mentioned below
Name : Hardware Group - Priority 4
Type : SLA
Target : Response
Table : incident
Duration : 1 hour
Schedule source : No schedule
Leave the other things default

Name	Type	Target	Duration	Table	Updated
ATF - test all conditions	SLA	Resolution	1 Hour	Incident [incident]	2019-11-25 16:32:11
ATF - test start/pause/stop 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
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

6. Under start condition fill the given information
Active>>is>>true
Priority>>is>>4-low
State>>is>>New
7. Under when to cancel choose
When the start condition is not met.

The screenshot shows the 'SLA Definition - New Record' form in ServiceNow. The 'Active' checkbox is checked. The 'Start condition' tab is selected. The form displays the following configuration:

- Start condition:** Add Filter Condition, Add "OR" Clause
- Conditions:** 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

A 'Submit' button is located at the bottom left of the form.

8. Under stop condition
Assignment group >> is not empty

The screenshot shows the 'SLA Definition - New Record' form in ServiceNow, with the 'Stop condition' tab selected. The form displays the following configuration:

- 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 00, Hours 1, 00, 00
- Schedule source:** No schedule
- SLA will run 24x7 as no schedule is selected**
- Stop condition:** Add Filter Condition, Add "OR" Clause
 - Assignment group is not empty

A 'Submit' button is located at the bottom left of the form.

9. Click on submit.