

So I First named the app IT help desk
then made a role:
-ITIL

The screenshot shows a software interface for managing roles. At the top, there are tabs for 'Category Assignment - Def.', 'Category Dictionary Entry - None', and 'Role x_1604622_it_hei_0.itil'. The main area is titled 'Role x_1604622_it_hei_0.itil'. It contains fields for 'Suffix' (itil), 'Name' (x_1604622_it_hei_0.itil), 'Assignable by' (a dropdown menu), and 'Description' (access to the ITSM modules, mainly Incidents, Problems, and Changes). Below these fields are 'Update' and 'Delete' buttons. Underneath the main form, there is a navigation bar with tabs: 'Contains Roles', 'Applications with Role', 'Modules with Role', and 'Custom Tables'. The 'Contains' tab is selected and shows a search bar with placeholder text 'for text' and a search icon. A button labeled 'Search' is next to the search bar. To the right of the search bar are 'New' and 'Edit...' buttons. Below the search area, it says 'Role = x_1604622_it_hei_0.itil' and 'Contains'. The main content area displays a placeholder icon of a computer monitor with a question mark and the message 'No records to display'.

then made groups :
-Group Name Description
Service Desk -Default fallback group
Network Support- Handles networking issues
Hardware Support -Handles device repairs
Software
Escalation Team -Receives escalated cases

then add the Role to each group
then also added the group members for each group

The screenshot shows a software interface for managing groups. At the top, there's a header bar with a back arrow, a group name 'Escalation Team', and buttons for 'Update' and 'Delete'. Below this, there are input fields for 'Name' (Escalation Team), 'Manager' (with a search icon), 'Group email' (escalationteam@gmail.com with an envelope icon), and 'Parent' (with a search icon). A 'Description' field contains the text 'Receives escalated cases'. Below these fields is a table titled 'Roles (1)'. The table has columns: 'Created' (checkbox, date 2025-10-07 23:56:21), 'Role' (x_1604622_it_hel_0_itil), 'Granted by' ((empty)), and 'Inherits' (true). There are also buttons for 'Actions on selected rows...' and 'Edit...'. The bottom of the interface shows navigation icons.

next is i made the table Category Assessment:

I added label such as Category, Assignment Group (Reference to sys_groups) , Active , Notes

-I made category as an index

-to make something as an index you need to go to the most bottom section at the database index part and choose their the label you want to be indexed

-turn it into a unique indexed

-for faster lookup table

Table Category Assignment

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: Category Assignment
* Name: x_1604622_it_hel_0_category_assignment

Application: IT Helpdesk
Remote Table:

Columns **Controls** **Application Access**

Table Columns: for text | Search | 1 to 10 of 10 | New

Column label	Type	Reference	Max length	Default value	Display	Mandatory
Sys ID	Sys ID (GUID)	(empty)	32	false	false	
Notes	String	(empty)	40	false	false	
Updated	Date/Time	(empty)	40	false	false	
Created	Date/Time	(empty)	40	false	false	
Category	Choice	(empty)	40	false	true	
Assignment Group	Reference	Group	32	false	true	
Active	True/False	(empty)	40	True	false	false
Updates	Integer	(empty)	40	false	false	
Created by	String	(empty)	40	false	false	
Updated by	String	(empty)	40	false	false	
+ Insert a new row...						

Delete Update Delete All Records

Policies and rules | **IT Helpdesk** | **Preview** | **Save**

Table fields + Add new field

Column label *	Column name *	Type *	Reference	Max length	Default value	Display	Updated
Active	active	True/False			True	<input type="checkbox"/>	2025-10-08 02:00:5
Assignment Group	assignment_group	Reference	Group			<input type="checkbox"/>	2025-10-08 01:03:3
Category	category	Choice <small>5 Choices</small>				<input type="checkbox"/>	2025-10-08 01:57:3
Created	sys_created_on	Date/Time				<input type="checkbox"/>	2025-10-08 00:50:5
Created by	sys_created_by	String		40		<input type="checkbox"/>	2025-10-08 00:50:5
Notes	notes	String		100		<input type="checkbox"/>	2025-10-08 03:37:3
Updated	sys_updated_on	Date/Time				<input type="checkbox"/>	2025-10-08 00:50:5
Updated by	sys_updated_by	String		40		<input type="checkbox"/>	2025-10-08 00:50:5
Updates	sys_mod_count	Integer				<input type="checkbox"/>	2025-10-08 00:50:5

and these are the data inside the table which will be used for lookup later :

- I match every category to an assigned group
- setup the active to true

Category Assignments Active				
All		Assignment Group	Category	Notes
<input type="checkbox"/>	Active	ServiceDesk	Access	Handles account access, password resets,
<input checked="" type="checkbox"/>	true	Network Support	Network	Handles connectivity, routers, Wi-Fi, etc.
<input checked="" type="checkbox"/>	true	Escalation Team	Other	For anything that doesn't fit the main categories.
<input checked="" type="checkbox"/>	true	Hardware Support	Hardware	Handles laptops, monitors, etc.
<input checked="" type="checkbox"/>	true	Software Support	Software	Handles software installation/issues

next is I created a Schedule by going to :

System Scheduler → Schedules → New

Name: 24x7

Timezone: Hongkong

Schedule Entries is for everyday

The screenshot shows the ServiceNow interface for creating a new schedule. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Schedule - 24 x 7'. The main form fields are:

- Name: 24 x 7
- Time zone: Hongkong
- Parent: (empty)
- Application: Global
- Type: create_new_roster
- Description: (empty)

Below the form, under 'Related Links', there is a section for 'Schedule Entries (1)'. It shows a table with one entry:

Name	Repeats	Repeat every	Start date time	End date time
Schedule span	Every day	1	2025-10-09 00:00:00	2025-10-09 23:59:59

next I made the Catalog first:

name: IT Services

Description:

A catalog containing all IT-related services and requests such as troubleshooting, access requests, and technical support.

The screenshot shows the ServiceNow Catalog interface. At the top, there are fields for Title (IT Services), Manager (System Administrator), Application (IT Helpdesk), Active (checked), and Enable Wish List (unchecked). Below these are fields for Description (A catalog containing all IT-related services and requests such as troubleshooting, access requests, and technical support), Desktop image (with a preview of an IT support services graphic), and two optional pages ('Catalog Home' and 'Continue Shopping'). At the bottom are Update and Delete buttons.

next is I made the categories inside it:

named: Helpdesk

The screenshot shows the ServiceNow Category interface. The 'Category - Helpdesk' tab is selected. The form includes fields for Title (Helpdesk), Catalog (IT Services), Application (IT Helpdesk), Active (checked), and Parent (empty). The Description field contains the text: 'Use this category for general IT help and issue reporting items like hardware, software, or access problems.' Below the form are fields for Desktop image (with a preview of an IT help desk graphic) and Header icon (with a preview of a help desk icon labeled 'HELP DESK'). At the bottom are Update and Delete buttons.

next I made a maintain items :

Service Catalog → Catalog Definitions → Maintain Items → New

named it: Submit IT Issue

- connected the catalog and category to it

(this part is new to me so must remember)

-I added a new variable, go to the most bottom part and click new add a variable.

Field **Value**

Order 1

Type Select Box

Name it_category

Question What type of issue are you reporting?

Choices network / hardware / software / access / other

Mandatory Yes

for the choices to appear save first

The screenshot shows the ServiceNow interface for managing variables. At the top, the title is 'Variable - What type of issue are you reporting?'. Below the title, there are several configuration fields:

- Application:** IT Helpdesk
- Type:** Select Box
- Catalog item:** Submit IT Issue
- Order:** 1
- Status:** Active (checked)
- Mandatory:** Mandatory (checked)
- Read only:** Read only (unchecked)
- Hidden:** Hidden (unchecked)
- Disable automatic slot fill based on user context:** A checkbox that is unchecked.

Below these settings, there is a tabbed interface with 'Question' selected. The 'Question' tab contains the following information:

- Question:** What type of issue are you reporting?
- Name:** it_category
- Conversational label:** (empty)
- Tooltip:** (empty)

At the bottom of this section are 'Copy', 'Update', and 'Delete' buttons. Below this is a 'Related Links' section with a 'Run Point Scan' button. The main content area is titled 'Question Choices' and contains a table of choices:

	Text	Value	Order	Inactive
<input type="checkbox"/>	Hardware	hardware	100	false
<input type="checkbox"/>	Software	software	100	false

2 Variable: Description

Field **Value**

Order 2

Type Multi-line Text

Name it_description

Question Describe the problem in detail

Mandatory Yes

💡 Why: Lets the user explain the issue clearly so IT staff can understand what to fix.

The screenshot shows the ServiceNow interface for configuring a variable. At the top, the navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Variable - Describe the problem in detail'. Below the title, there are several configuration fields:

- Application:** IT Helpdesk
- Type:** Multi Line Text
- Catalog Item:** Submit IT Issue
- Order:** 2
- Active:** checked
- Mandatory:** checked
- Read only:** unchecked
- Hidden:** unchecked
- Disable automatic slot fill based on user context:** unchecked

Below these settings is a tabbed section with tabs: Question, Annotation, Type Specifications, Default Value, Auto-populate, Permission, and Availability. The 'Question' tab is selected, showing the following input fields:

- * Question:** Describe the problem in detail
- * Name:** it_description
- Conversational label:** (empty)
- Tooltip:** (empty)
- Example Text:** (empty)

At the bottom of the configuration area are 'Copy', 'Update', and 'Delete' buttons.

3 Variable: Urgency

Field **Value**

Order 3

Type Select Box

Name it_urgency

Question How urgent is this issue?

Choices High (Label) - 1(value), 2 = Medium, 3 = Low

Mandatory Yes

The screenshot shows the ServiceNow Catalog Item builder for the item 'Submit IT Issue'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Variable - How urgent is the issue?'. The main form has sections for 'Question' and 'Question Choices'. Under 'Question', fields include 'Question' (How urgent is the issue?), 'Name' (it_urgency), 'Conversational label', and 'Tooltip'. Under 'Question Choices', there is a table with two rows:

Text	Value	Order	Inactive
High	1	1	false
Medium	2	2	false

Buttons at the bottom include 'Copy', 'Update', and 'Delete'. A 'Related Links' section with 'Run Point Scan' is also visible.

to edit is just go to catalog builder

The screenshot shows the ServiceNow Catalog Item builder for the item 'Submit IT Issue'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Catalog Item - Submit IT Issue'. The main form has sections for 'Build and modify items faster with the improved Catalog Builder.' and 'Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.' Below these are input fields for 'Name' (Submit IT Issue), 'Catalogs' (IT Services), 'Category' (Helpdesk), 'State' (Published), 'Checked out' (false), 'Owner' (System Administrator), 'Application' (IT Helpdesk), 'Active' (checked), and 'Fulfillment automation level' (Unspecified).

to keep it well designed add a label at the top by going to variable of the catalog item and choosing label on the variables part . putting the question as just text and so on.

Submit IT Issue

* Indicates required

Issue Details

* What type of issue are you reporting?

-- None --

* Describe the problem in detail

* How urgent is the issue ?

-- None --

Submit

Required information

What type of issue are you reporting?

Describe the problem in detail

How urgent is the issue ?

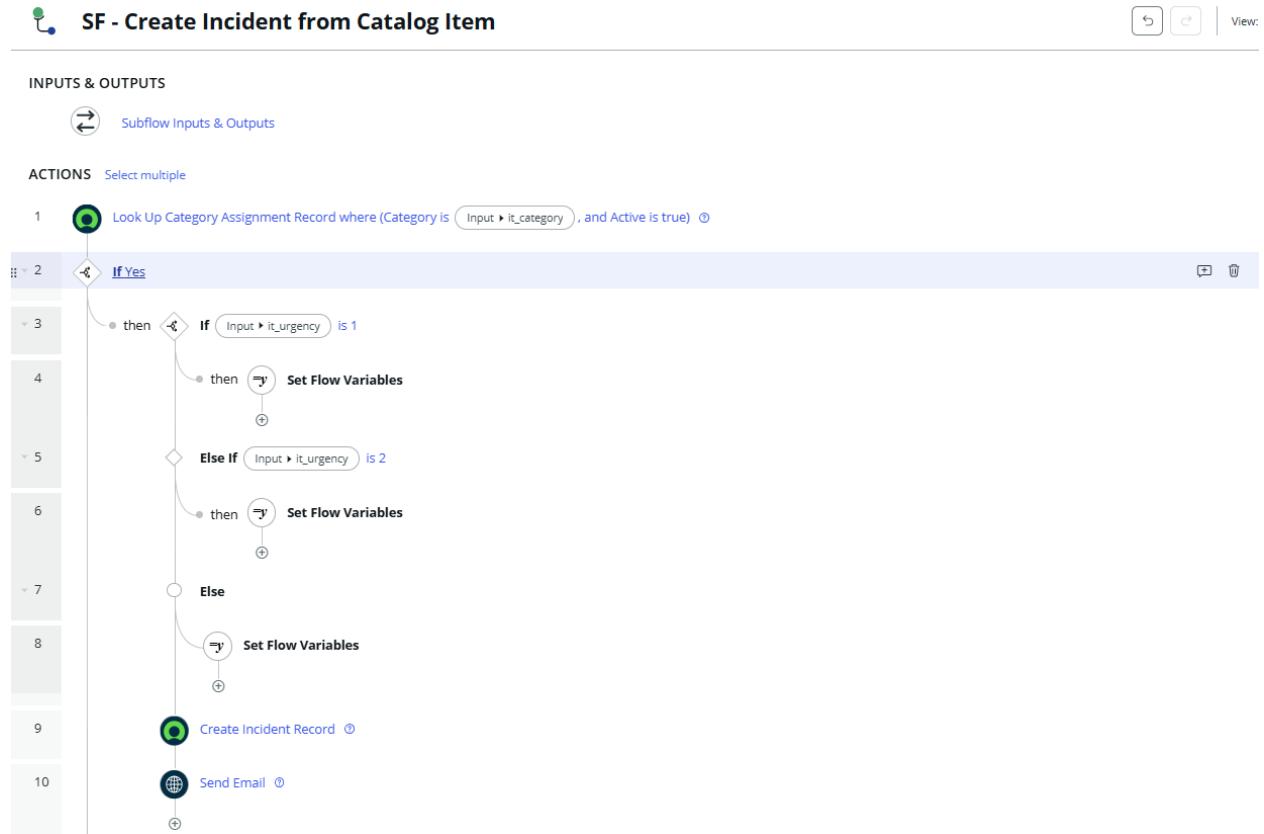
I'm now setting up the sub flow to be put in my process engine :

The screenshot shows the ServiceNow Workflow Studio interface. At the top, there's a header bar with the 'Workflow Studio' logo and the title 'SF - Create Incident from Catalog Item'. Below the header, there's a dark blue navigation bar with a '+' icon.

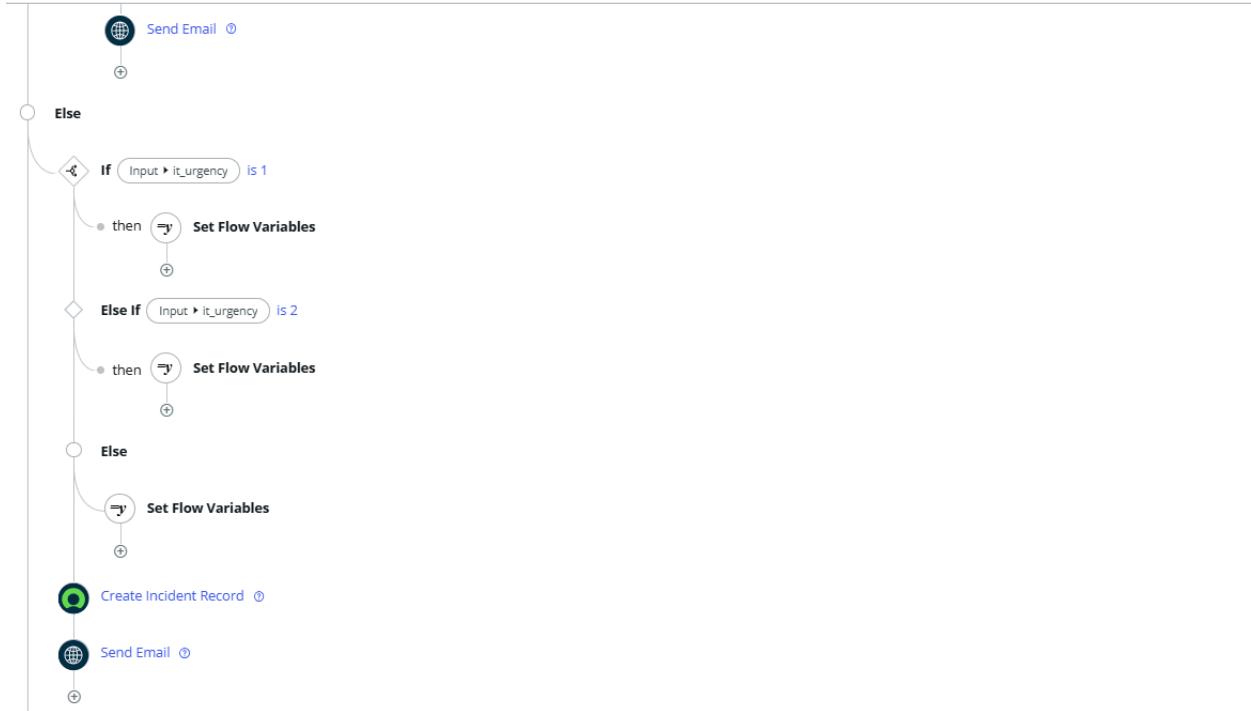
The main area is titled 'SF - Create Incident from Catalog Item'. It has several sections:

- INPUTS & OUTPUTS**: A section with a '+' button and the text 'Select to create the inputs & outputs of your subflow'.
- ACTIONS**: A section with a '+' button and the text 'Select multiple'.
- ERROR HANDLER**: A section with a toggle switch that is currently off. Below it, the text says 'If an error occurs in your flow, the actions you add here will run.'

The Current whole subflow in which after looking up there will be multiple decisions since currently there are no switch on ServiceNow . Then an incident record will be created and will send an email to the one submitted the catalog item:



SF - Create Incident from Catalog Item



Subflow • IT Helpdesk

Flow • IT Helpdesk

SF - Create Incident from Catalog Item

Add an Action, Flow Logic, or Subflow

View:

ERROR HANDLER

If an error occurs in your flow, the actions you add here will run.

```

22  □ If Input > it_urgency is 1
23   ● then =y Set Flow Variables
24  □ Else If Input > it_urgency is 2
25   ● then =y Set Flow Variables
26  ○ Else
27   ● =y Set Flow Variables
28  ○ Create Incident Record
29  ○ Send Email
  
```

Add an Action, Flow Logic, or Subflow

next is I made a flow , got the variables from the catalog and connect the variables to the subflow



TEST RESULTS:

The screenshot shows the 'Execution Details' page for the 'Create Incident from Submit IT Issue' flow. The top navigation bar has tabs for 'Create Incident from Catalog Item Requested', 'Create Incident from Submit IT Issue' (highlighted in blue), 'Create Incident from Subflow', and 'SF - Create Incident from Catalog Item Requested'. The status bar indicates 'Test Run - Completed'.

The page displays the following information:

- EXECUTION DETAILS:** Shows the flow name and a 'Test Run - Completed' status.
- FLOW STATISTICS:** Shows the flow was run as System Administrator, completed at 2025-10-11 01:21:52, and took 1522ms.
- TRIGGER:** Catalog Item Requested
- ACTIONS:**

Action	Type	State	Start time	Duration
Get Catalog Variables from Submit IT Issue	Core Action	Completed	2025-10-11 01:21:52	10ms
SF - Create Incident from Catalog Item	Run as: System Administrator	Completed	2025-10-11 01:21:52	1509ms
- ERROR HANDLER:** None listed.

SUBFLOW CONTEXT:

SLA for High Priority if its 1:

Start condition and the duration is 4hrs , schedule is 24x7

Name: SLA – High Priority – 4hr Escalation

Type: SLA

Target: -- None --

Table: Incident [incident]

Flow: Default SLA flow

Application: IT Helpdesk

Duration type: User specified duration

*** Duration**: Days: 0 Hours: 04 Minutes: 00 Seconds: 00

Schedule source: SLA definition

*** Schedule**: 24 x 7

Timezone source: The caller's time zone

File logging

Active

on

The new SLA will be attached and canceled.

Condition

Priority 1 - Critical

Active start

To cancel

Condition

-- choose field -- -- value --

STOP CONDITION:

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

The condition under which the SLA will complete

Stop condition **Add Filter Condition** **Add OR Clause**

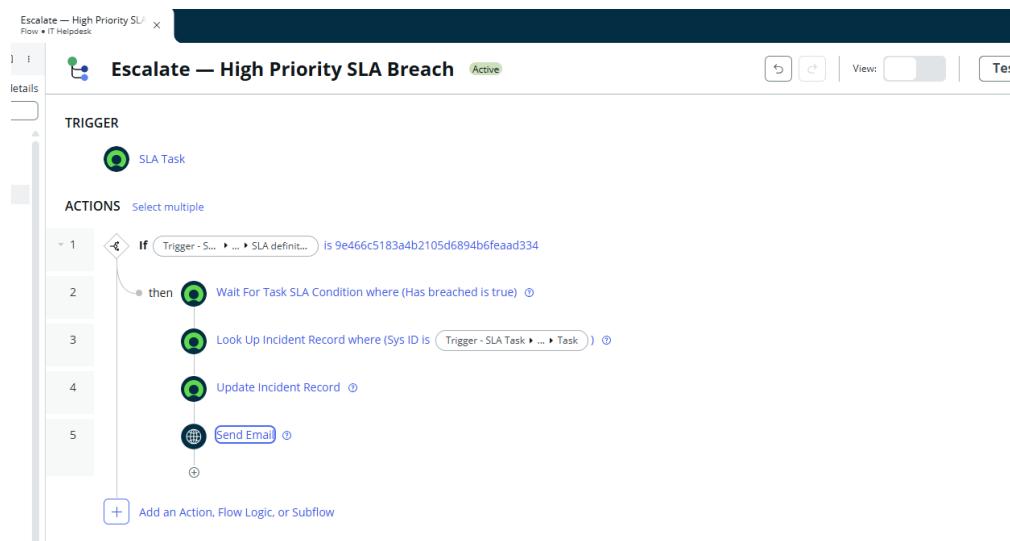
State is Resolved
or State is Closed

AND **OR** **X**

Update **Delete**

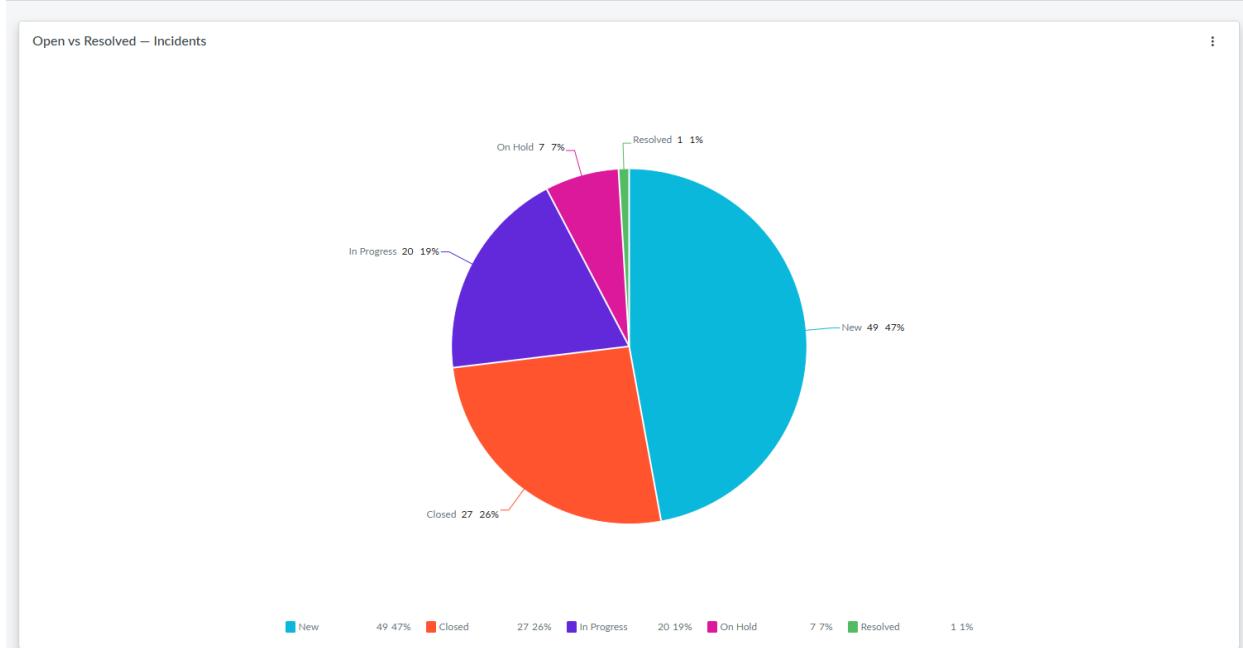
ESCALATE – HIGH PRIORITY SLA BREACH :

by looking up incident record and updating incident record.



Open vs Resolved — Incidents Pie chart report:

Open vs Resolved – Incidents



The recent open incidents list with a condition for state and Opened and a sort of opened to desc:

Recent Open Incidents

Recent Open Incidents									
Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
INC0010060	2025-10-18 08:14:44	IT Issue: network - Internet Connection ...	Abel Tuter	1 - Critical	New	Network	Network Support		2025-10-18 10:14:44
INC0010056	2025-10-17 22:16:35	IT ISSUE: mobileTest Mobile outage		1 - Critical	New	mobile	Escalation Team		2025-10-18 10:16:36
INC0010055	2025-10-17 22:16:08	IT ISSUE: mobileTest Mobile outage		1 - Critical	New	mobile	Escalation Team		2025-10-18 10:16:08
INC0010054	2025-10-17 11:08:15	IT Issue: access - Testing Access outage		1 - Critical	New	access	Escalation Team		2025-10-18 11:08:15
INC0010053	2025-10-17 09:14:41	IT Issue: hardware - Test for the dashboard		1 - Critical	New	Hardware	Escalation Team		2025-10-18 11:14:41
INC0010052	2025-10-12 13:32:20	IT Issue: hardware - 4 HOURS TEST		1 - Critical	New	Hardware	Escalation Team		2025-10-18 11:31:48
INC0010051	2025-10-12 13:11:12	IT Issue: network - network test		1 - Critical	New	Network	Escalation Team		2025-10-18 11:31:48

THE SLA Breached - High Priority list: -with condition for SLA definition and Has breached is true

SLA Breaches — High Priority

SLA Breaches — High Priority									
Task	SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop time
INC0010055	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	4 Hours	<div style="width: 100.01%;">100.01%</div>	2025-10-17 22:16:08	
INC0010054	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	9 Hours 55 Minutes	<div style="width: 248.15%;">248.15%</div>	2025-10-17 11:08:15	
INC0010053	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	11 Hours 49 Minutes	<div style="width: 295.47%;">295.47%</div>	2025-10-17 09:14:41	
INC0010056	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	13 Hours 26 Minutes	<div style="width: 335.94%;">335.94%</div>	2025-10-17 22:16:35	
INC0010048	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	1 Day 18 Hours 23 Minutes	<div style="width: 1,059.79%;">1,059.79%</div>	2025-10-12 02:40:19	
INC0010046	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	1 Day 18 Hours 50 Minutes	<div style="width: 1,071.02%;">1,071.02%</div>	2025-10-12 02:13:22	
INC0010045	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	1 Day 19 Hours 5 Minutes	<div style="width: 1,077.11%;">1,077.11%</div>	2025-10-12 01:58:45	
INC0010044	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	1 Day 19 Hours 19 Minutes	<div style="width: 1,082.99%;">1,082.99%</div>	2025-10-12 01:44:39	
INC0010043	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	1 Day 19 Hours 27 Minutes	<div style="width: 1,086.35%;">1,086.35%</div>	2025-10-12 01:36:35	
INC0010042	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	1 Day 19 Hours 29 Minutes	<div style="width: 1,087.32%;">1,087.32%</div>	2025-10-12 01:34:15	

Showing 1-10 of 21

Records per page: 10 ▾

THE IT HELP DESK- OVERVIEW:

servicenow All Favorites History Workspaces Admin Platform Analytics Search

IT Helpdesk — Overview Last refreshed: 31 minutes ago

Open vs Resolved — Incidents

Status	Percentage
New	49.47%
In Progress	20.19%
Closed	27.26%
On Hold	7.7%

SLA Breaches — High Priority

Task	SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop time
INC0010055	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	4 Hours	<div style="width: 100.01%;">100.01%</div>	2025-10-17 22:16:08	
INC0010054	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	9 Hours 55 Minutes	<div style="width: 248.15%;">248.15%</div>	2025-10-17 11:08:15	
INC0010053	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	11 Hours 49 Minutes	<div style="width: 295.47%;">295.47%</div>	2025-10-17 09:14:41	
INC0010056	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	13 Hours 26 Minutes	<div style="width: 335.94%;">335.94%</div>	2025-10-17 22:16:35	
INC0010048	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	1 Day 18 Hours 23 Minutes	<div style="width: 1,059.79%;">1,059.79%</div>	2025-10-12 02:40:19	
INC0010046	SLA High Priority 4hr Escalation	SLA		In progress	0 Seconds	1 Day 18 Hours 50 Minutes	<div style="width: 1,071.02%;">1,071.02%</div>	2025-10-12 02:13:22	

Recent Open Incidents

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
INC0010060	2025-10-18 08:14:44	IT Issue: network - Internet Connection ...	Abel Tuter	1 - Critical	New	Network	Network Support		2025-10-18 10:14:44
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