# ServiceNow Project Report

Monitoring Incident States for Effective Management

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**Introduction**

Incident management is a critical process for maintaining smooth operations and minimizing disruptions within an organization. The primary goal is to ensure that incidents are addressed promptly and effectively. To support this objective, our organization has implemented a system to monitor the states of incidents. This project focuses on providing assignment group managers with insights into the current state of incidents assigned to their teams.

## Objective

The objective of this project is to develop a report within the ServiceNow platform to monitor incidents that are in the states of 'New,' 'On Hold,' and 'In Progress.' This report will enable managers to prioritize and address issues promptly, improving overall service quality and ensuring efficient resolution of incidents.

## Implementation

The implementation of this project was carried out using the ServiceNow platform. Below are the detailed steps followed:

### Activity-1: Creating the Report

1. Access the ServiceNow Developer Instance.

2. Click on 'All' and search for 'Reports'.

3. Click on 'Create New' to start a new report.

4. Provide a suitable name for the report.

5. Select 'Source Type' as 'Table'.

6. Choose the 'Incident' table as the data source.

7. Click on 'Next'.

8. Select 'Type' as 'Pie Chart' for visualization.

9. Click on the funnel icon to add a condition:

- Field: State

- Operator: isoneof

- Value: New, On Hold, In Progress

10. Click on 'Next'.

11. Group the data by 'Assignment Group'.

12. Click on 'Save' to save the report.

13. Run the report to view the results.

### Activity-2: Adding Report to Dashboard

1. Open the ServiceNow Dashboard.

2. Provide a suitable title for the dashboard.

3. Add the newly created report to the dashboard.

4. Save the dashboard to the 'Incident Overview' folder.

## Benefits

By implementing this report, assignment group managers can gain valuable insights into the current state of incidents. This enables them to:

* 1. Identify and prioritize critical issues promptly.
* 2. Monitor team performance and workload effectively.
* 3. Improve overall service quality by ensuring timely resolution of incidents.

## Conclusion

The Monitoring Incident States report provides a robust solution for managing incident states efficiently. By leveraging the ServiceNow platform, our organization can enhance its incident management processes, ensuring better service delivery and improved operational efficiency.