

Project Document Template

Project Title

- **Project Overview**

This project, "Monitoring Incident States for Effective Management," is designed to streamline incident tracking and management for ServiceNow Assignment Group Managers. The primary goal is to improve visibility into incidents assigned to specific groups by categorizing them according to their current state (New, On Hold, In Progress). This solution leverages ServiceNow's reporting and dashboarding features to present a clear, accessible overview of active incidents, allowing managers to efficiently monitor and prioritize tasks. The intended benefit is enhanced operational efficiency and data-driven decision-making to align with organizational goals of improved incident resolution and effective resource allocation.

- **Objectives**

The project aims to achieve the following objectives:

Business Goals:

1. **Enhanced Incident Management:** Enable Assignment Group Managers to easily track and prioritize incidents based on their state, improving response and resolution times.
2. **Resource Allocation:** Provide insight into the workload distribution among assignment groups, helping optimize resource use.
3. **Real-time Visibility:** Ensure Assignment Group Managers have immediate access to the latest incident states, aiding in timely decision-making.

Specific Outcomes:

1. **Interactive Incident Dashboard:** A dedicated dashboard offering an at-a-glance view of incident states, categorized by assignment group.
2. **Efficient Filtering and Visualization:** An intuitive filtering system that categorizes incidents into 'New,' 'On Hold,' and 'In Progress' states, presented as a pie chart for rapid interpretation.

- **Key Features and Concepts Utilized**

This project incorporates several key ServiceNow features to achieve the outlined objectives:

1. ServiceNow Report Creation: Built custom reports using ServiceNow's reporting module, enabling precise filtering by incident states.
2. Pie Chart Visualization: Selected a pie chart type to represent incident distribution across states, offering visual clarity and ease of interpretation.
3. Dashboard Integration: Integrated the report into a custom dashboard, ensuring Assignment Group Managers have quick access to real-time incident data.
4. Condition-based Filtering: Configured filters to display incidents in states such as New, On Hold, and In Progress, ensuring that only relevant data is displayed.

• Detailed Steps to Solution Design

The following steps outline the design process:

1. ServiceNow Developer Instance Setup:

- Logged into ServiceNow Developer Instance.
- Created a new report under the "All" menu by selecting "Reports" and then "Create New."

2. Report Configuration:

- Report Name: Named the report appropriately (e.g., "Incident State Overview").
- Source Type: Selected "Table" as the source type.
- Table Selection: Chose the "Incident" table as the data source.
- Set the visualization type to "Pie Chart."

3. Filter Conditions:

- Configured a condition for the "State" field:
 - Field: State
 - Operator: is one of
 - Value: New, On Hold, In Progress

4. Grouping and Save:

- Grouped data by the "Assignment Group" field.
- Saved and ran the report to view results.

5. Dashboard Integration:

- Created a new dashboard, providing it with a title and adding the report to the "Incident Overview" folder.
- This allows the report to be readily accessible under "Self Service" in the dashboard interface.

6. Accessibility:

Opened the ServiceNow PDI instance.

Navigated to "Dashboard" under "Self Service" and verified the dashboard integration.

SCREENSHOTS ARE ATTACHED AFTER CONCLUSION SECTION

• Testing and Validation

Describe the approach to testing:

- Unit Testing : Validated that each filter and data grouping functioned as intended, showing only the specified incident states (New, On Hold, In Progress) for the correct assignment groups.
- User Interface Testing : Confirmed that the dashboard displayed accurately in the ServiceNow interface, ensuring the pie chart visualization was clear and the data was correctly categorized.

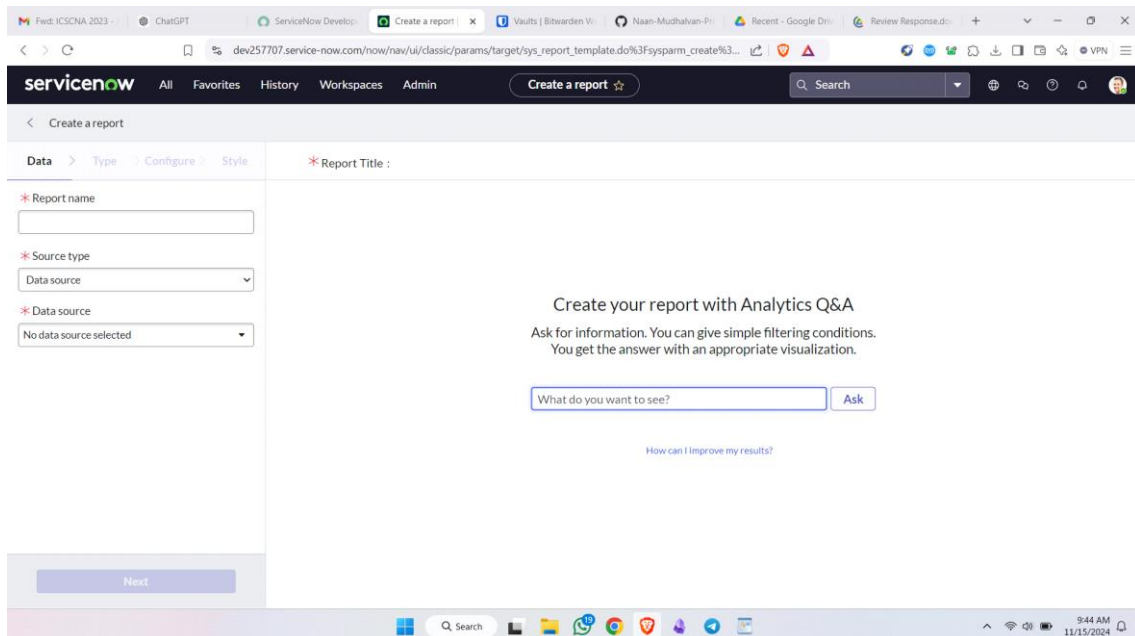
• Key Scenarios Addressed by ServiceNow in the Implementation Project

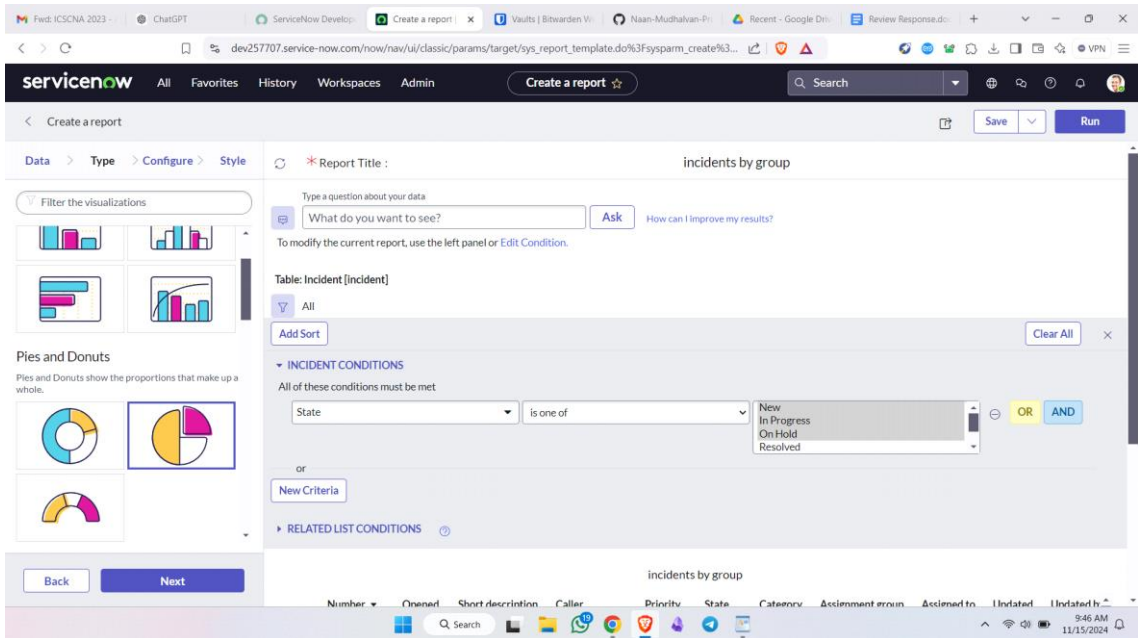
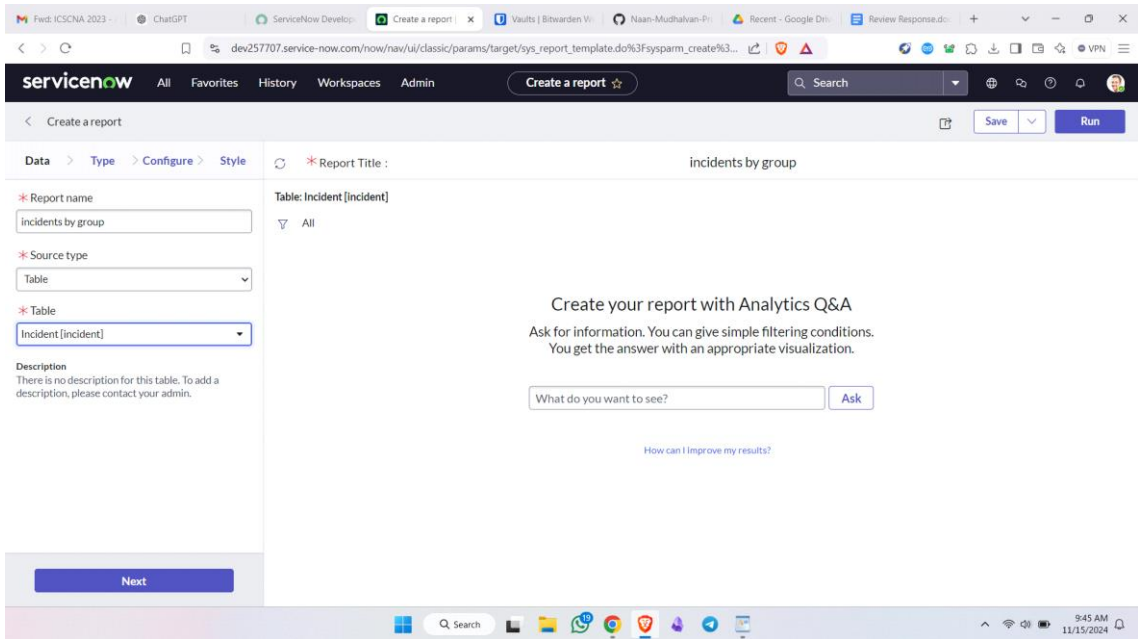
The ServiceNow implementation addresses several key scenarios relevant to effective incident management:

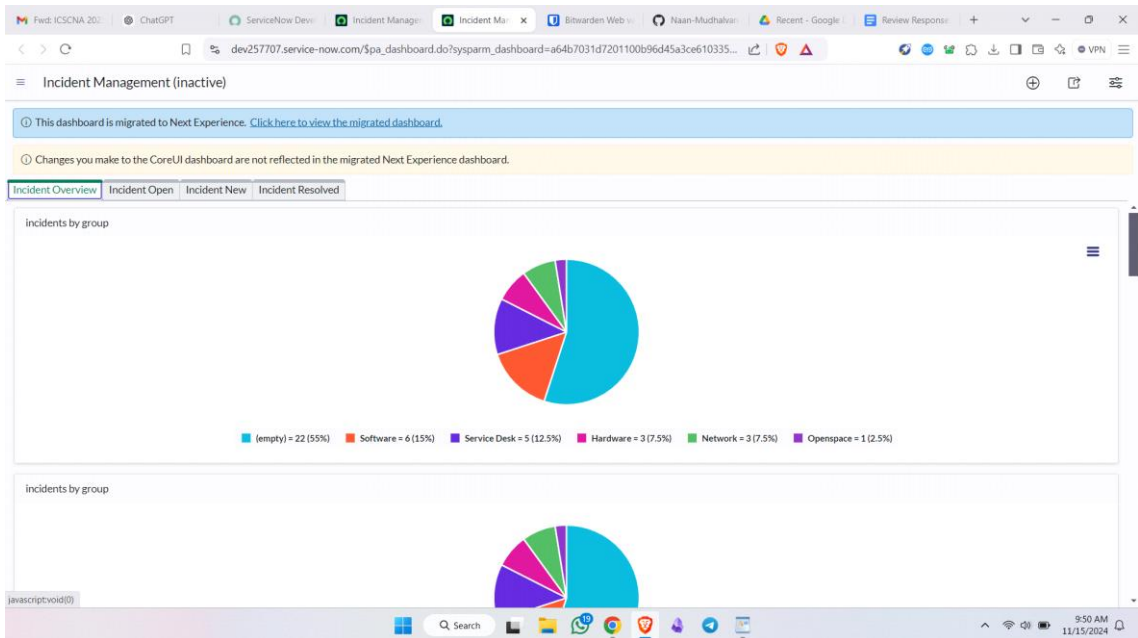
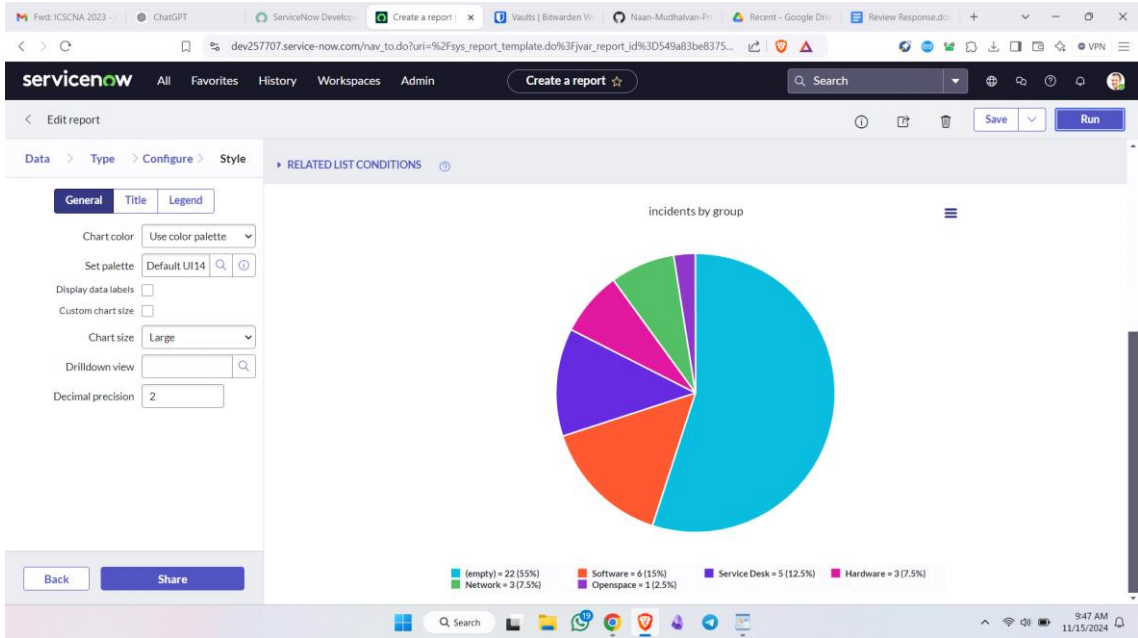
1. Real-time Incident Status Tracking: Provides Assignment Group Managers with up-to-date information on incident states.
2. Resource Allocation and Workload Management: By categorizing incidents by assignment group, the project supports decisions around resource allocation.
3. State-specific Prioritization: Managers can prioritize incidents based on their current state, facilitating a smoother workflow and faster response to urgent issues.

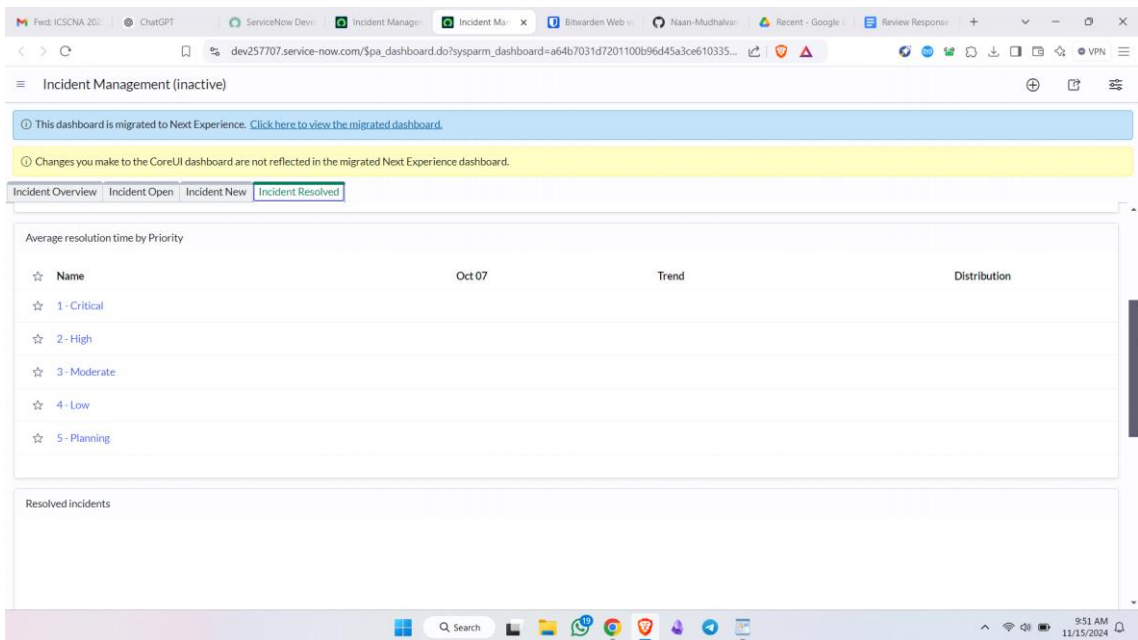
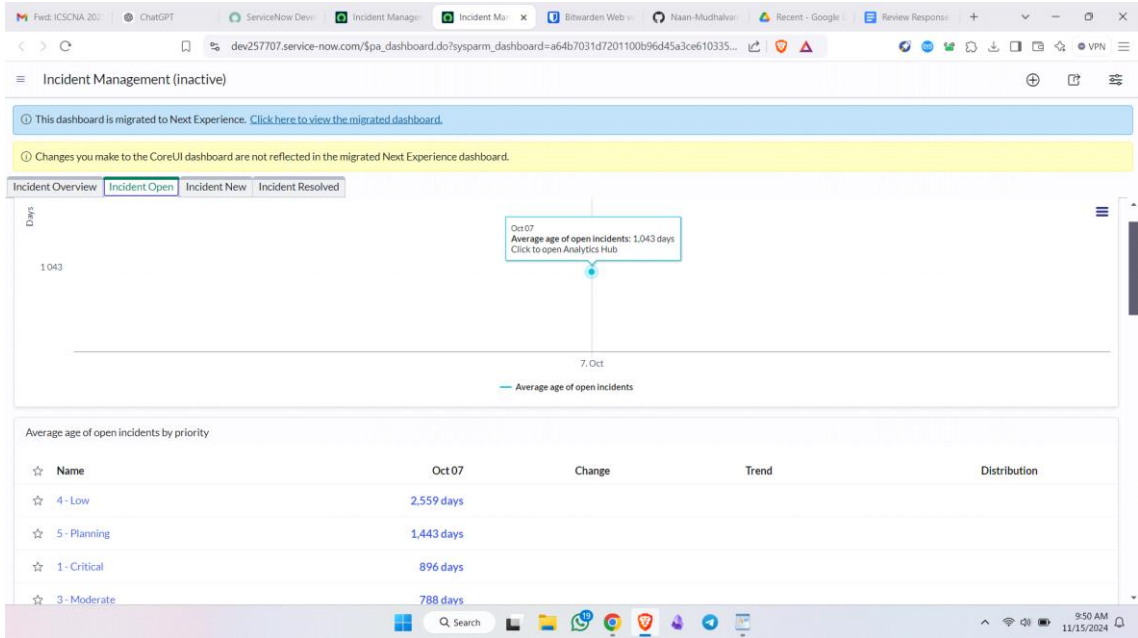
• Conclusion

Summary of Achievements: This project successfully delivers a streamlined reporting and dashboard solution for incident management. By integrating an incident state-based report with a user-friendly dashboard in ServiceNow, Assignment Group Managers gain real-time visibility into incident status, enabling informed decision-making and effective resource management. This aligns with organizational goals of improved incident handling and enhanced operational efficiency.



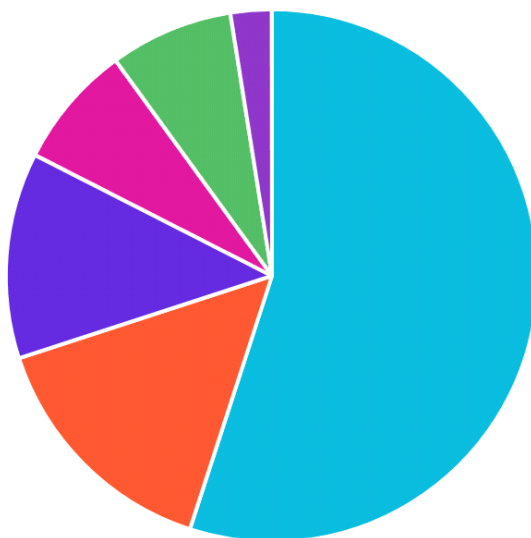






Implementation output:

incidents by group



■ (empty) = 22 (55%)	■ Software = 6 (15%)	■ Service Desk = 5 (12.5%)
■ Hardware = 3 (7.5%)	■ Network = 3 (7.5%)	■ Openspace = 1 (2.5%)

