**TOPIC : 12**
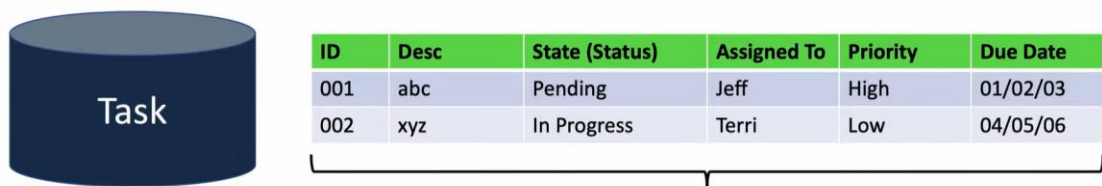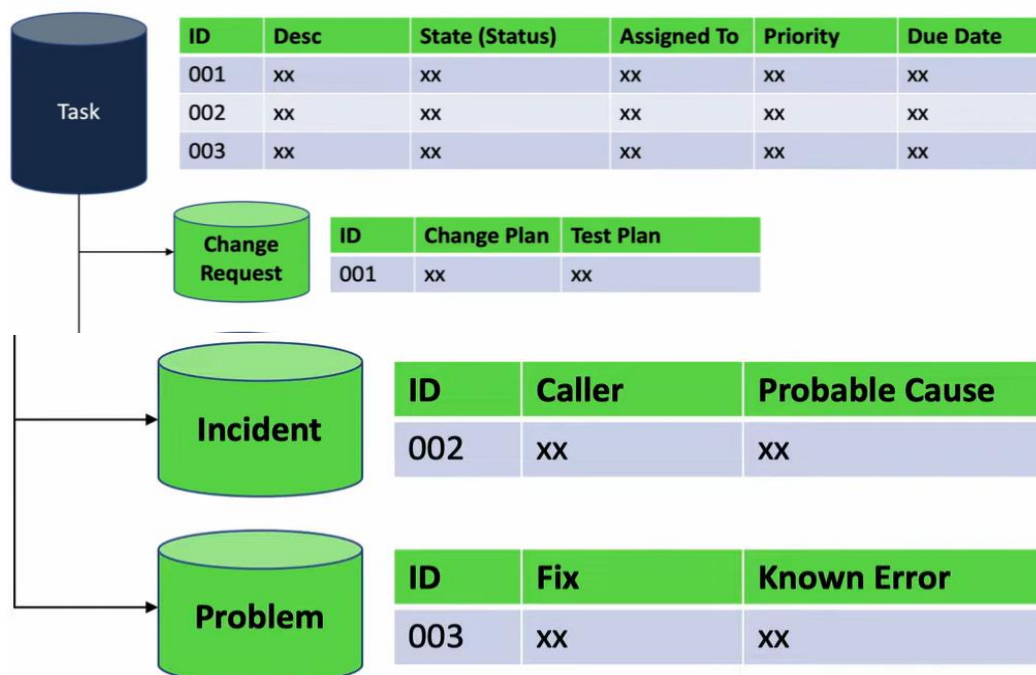
Incident Management Capabilities

- Incident Creation: Automatic incident creation through various channels such as email, phone, and self-service portal.

- Task Creation: Creation of tasks to resolve incidents, including assignment of tasks to individuals or groups.

- Task Assignment Rules: Definition of rules to automate task assignment based on factors such as incident category, priority, and location.

- Task Collaboration: Collaboration features to facilitate communication and coordination among team members.

- Visual Task Boards: Visualization of tasks and incidents using Kanban boards, providing a clear view of the workflow and enabling efficient tracking and management.

A Task is some item of work that needs to get done. In ServiceNow, each Task is represented by a record in a database table named Task [task].

**Task**

| ID | Desc | State (Status) | Assigned To | Priority | Due Date |
|-----|------|----------------|-------------|----------|----------|
| 001 | abc | Pending | Jeff | High | 01/02/03 |
| 002 | xyz | In Progress | Terri | Low | 04/05/06 |

ServiceNow's incident management capabilities are closely integrated with other modules, including Problem and Change Management.

**Task**

| ID | Desc | State (Status) | Assigned To | Priority | Due Date |
|-----|------|----------------|-------------|----------|----------|
| 001 | xx | xx | xx | xx | xx |
| 002 | xx | xx | xx | xx | xx |
| 003 | xx | xx | xx | xx | xx |

**Change Request**

| ID | Change Plan | Test Plan |
|-----|-------------|-----------|
| 001 | xx | xx |

**Incident**

| ID | Caller | Probable Cause |
|-----|--------|----------------|
| 002 | xx | xx |

**Problem**

| ID | Fix | Known Error |
|-----|-----|-------------|
| 003 | xx | xx |

Problem Management

Problem management involves identifying the root cause of incidents and implementing permanent solutions to prevent future occurrences. ServiceNow's problem management capabilities include:

- Problem Identification: Identification of problems through incident analysis and pattern recognition.

- Root Cause Analysis: Performance of root cause analysis to identify the underlying cause of problems.

- Solution Implementation: Implementation of solutions to prevent future occurrences of incidents.

## Task Collaboration
**User Presence** allows multiple stakeholders to view and update a record simultaneously

The **Active Viewers Icon** will display on the header bar when another user is viewing the record at the same time.
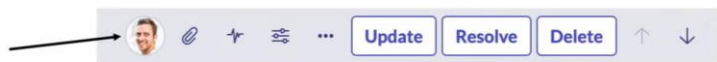
Change Management

Change management involves managing changes to the IT infrastructure to minimize disruptions and ensure that changes are properly assessed, approved, and implemented. ServiceNow's change management capabilities include:

- Change Request Management: Management of change requests, including assessment, approval, and implementation.

- Change Scheduling: Scheduling of changes to minimize disruptions and ensure that changes are implemented during planned maintenance windows.

- Change Review and Approval: Review and approval of changes to ensure that they meet business requirements and do not introduce unnecessary risks.