

Ticket Resolution Task Completion Using ServiceNow

Condition

During my recent experience with the ticketing system, several support tickets were raised concerning various IT-related issues, impacting user productivity and system functionality.

Problem Statement

The tickets involved a range of issues, including software installation requests, password resets, system access problems, and general technical support inquiries. Timely resolution was critical to maintaining operational efficiency and user satisfaction.

Actions Taken

1. Ticket Review:

- Analyzed the incoming tickets in the ServiceNow tool to prioritize issues based on urgency and impact on users.

2. Diagnosis and Troubleshooting:

- Investigated each ticket by gathering relevant information from users, identifying the root causes of reported issues, and replicating problems where necessary.

3. Resolution Implementation:

- For software installation requests, coordinated with the software deployment team to ensure timely installations.
- Assisted users with password resets by verifying their identities and implementing secure changes.
- Resolved system access problems by checking user permissions and ensuring compliance with security protocols.
- Provided general technical support by offering step-by-step guidance and troubleshooting solutions.

4. Documentation:

- Recorded detailed notes for each ticket resolution within the ServiceNow platform to maintain a clear audit trail and facilitate knowledge sharing.

5. Follow-Up:

- Conducted follow-up communications with users to confirm that issues were fully resolved and to gather feedback on the support provided.

Visual Representation

servicenow

Service Management

Filter navigator

Container Vulnerability Response

My Approvals

▼ Container Vulnerable Items

Assigned to Me

Assigned to My Groups

Critical and High Risk

Exploitable

Approaching Target

Missed Target

All

► Libraries

► Administration

Container Vulnerable Items

Search

Risk score

Search

1

to 20 of 3,127

All > Assignment group is Operations

		Number	Summary	Image Repository	Risk score	Risk rating	Severity	Source
		CVIT0010724	In Python before 3.9.5, the ipaddress li...	mcr.microsoft.com	80	2 - High	1 - Critical	Sysdig
		CVIT0010948	The Keccak XKCP SHA-3 reference implemen...	mcr.microsoft.com	80	2 - High	1 - Critical	Sysdig
		CVIT0010729	GNU Libtasn1 before 4.19.0 has an ETYPE...	mcr.microsoft.com	80	2 - High	1 - Critical	Sysdig
		CVIT0010940	In Python 3 through 3.9.0, the Lib/test/...	mcr.microsoft.com	80	2 - High	1 - Critical	Sysdig
		CVIT0011427	GNU Libtasn1 before 4.19.0 has an ETYPE...	gke.gcr.io	80	2 - High	1 - Critical	Sysdig
		CVIT0010692	In net/http in Go before 1.18.6 and 1.19...	mcr.microsoft.com	60	3 - Medium	2 - High	Sysdig
		CVIT0011457	extensions/libxt_tcp.c in iptables throu...	gke.gcr.io	60	3 - Medium	2 - High	Sysdig
		CVIT0010922	SQLite 1.0.12 through 3.39.x before 3.39...	mcr.microsoft.com	60	3 - Medium	2 - High	Sysdig
		CVIT0010686	client_golang is the instrumentation lib...	mcr.microsoft.com	60	3 - Medium	2 - High	Sysdig

Conclusion

The ticket resolution tasks were completed, resulting in improved user satisfaction and restored functionality across various systems. Utilizing the ServiceNow tool allowed for efficient tracking and management of support requests, ultimately enhancing operational effectiveness.