

SERVICE NOW PROJECT REPORT

ServiceNow Operations Ticket Management System

1. INTRODUCTION

1.1 Project Overview

The ServiceNow Operations Ticket Management System is designed to automate the process of managing operational support requests within an organization. The system enables users to raise issues related to platform access, certification services, and operational problems while automatically routing tickets to appropriate support teams using workflow automation.

1.2 Purpose

The purpose of this project is to:

- Reduce manual ticket assignment
- Improve operational efficiency
- Automate issue routing
- Enhance user satisfaction
- Enable faster issue resolution

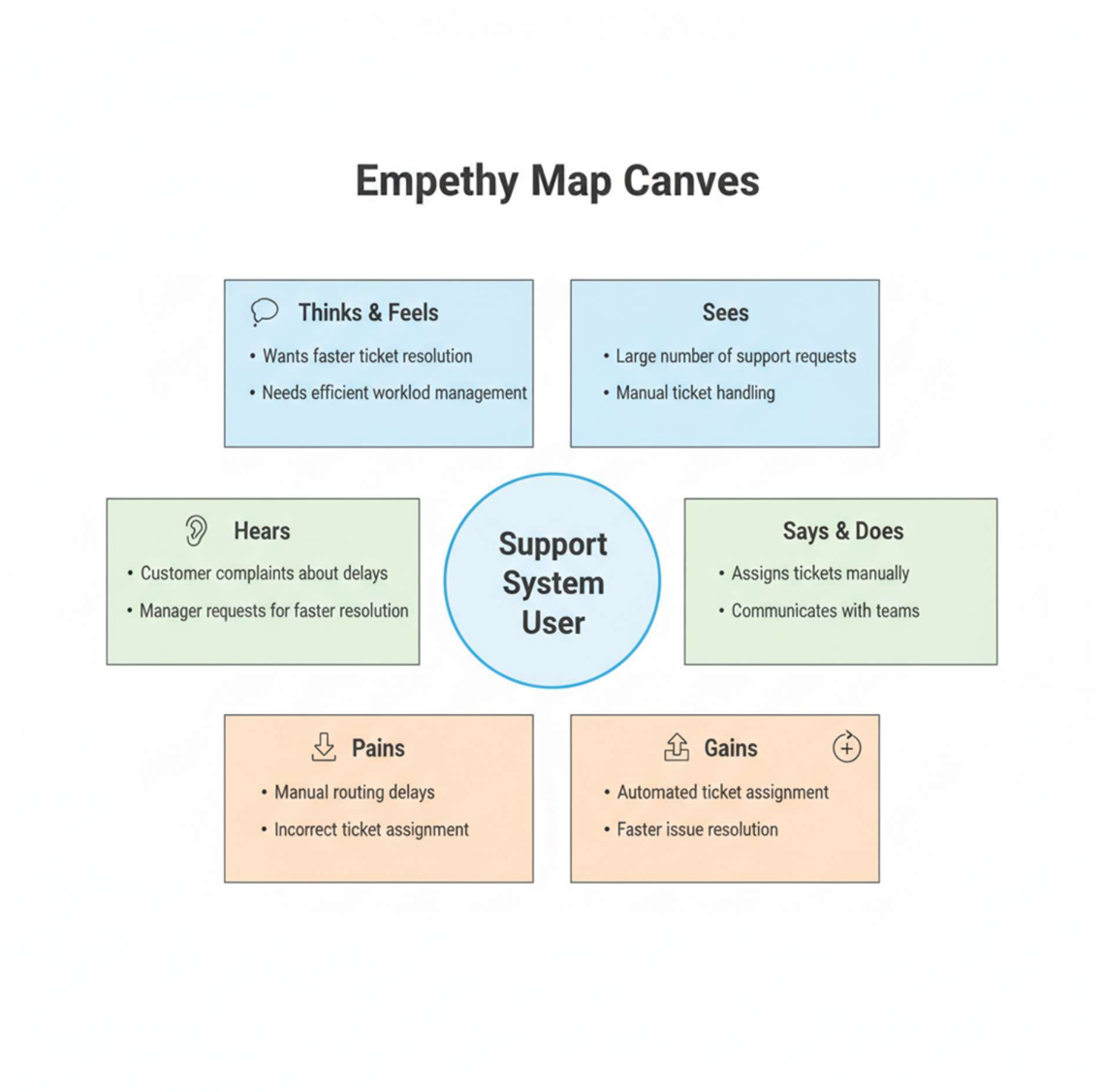
2. IDEATION PHASE

2.1 Problem Statement

Organizations face delays in resolving operational issues due to manual ticket handling and improper workload distribution. Lack of automation results in slower response time and reduced productivity.

2.2 Empathy Map Canvas

The empathy analysis identified user frustrations such as delayed ticket resolution, manual communication, and inefficient support processes. Users require automated systems that ensure faster and accurate ticket handling.



2.3 Brainstorming

Brainstorming sessions explored solutions such as automated ticket routing, role-based access management, and workflow automation using ServiceNow Flow Designer.

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

The customer journey includes issue identification, ticket submission, automated routing, support resolution, and user notification.



3.2 Solution Requirement

Functional Requirements

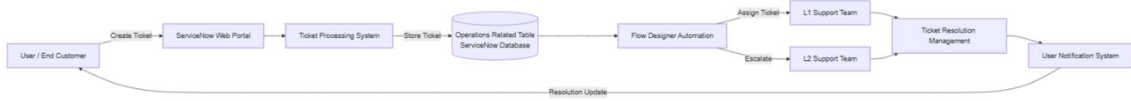
- Ticket creation module
- Issue categorization
- Automated assignment
- Role-based access
- Ticket tracking

Non-Functional Requirements

- System reliability
- Fast response time
- Secure access control
- High availability

3.3 Data Flow Diagram

The system processes ticket requests from users and routes them through automated workflows to support teams.



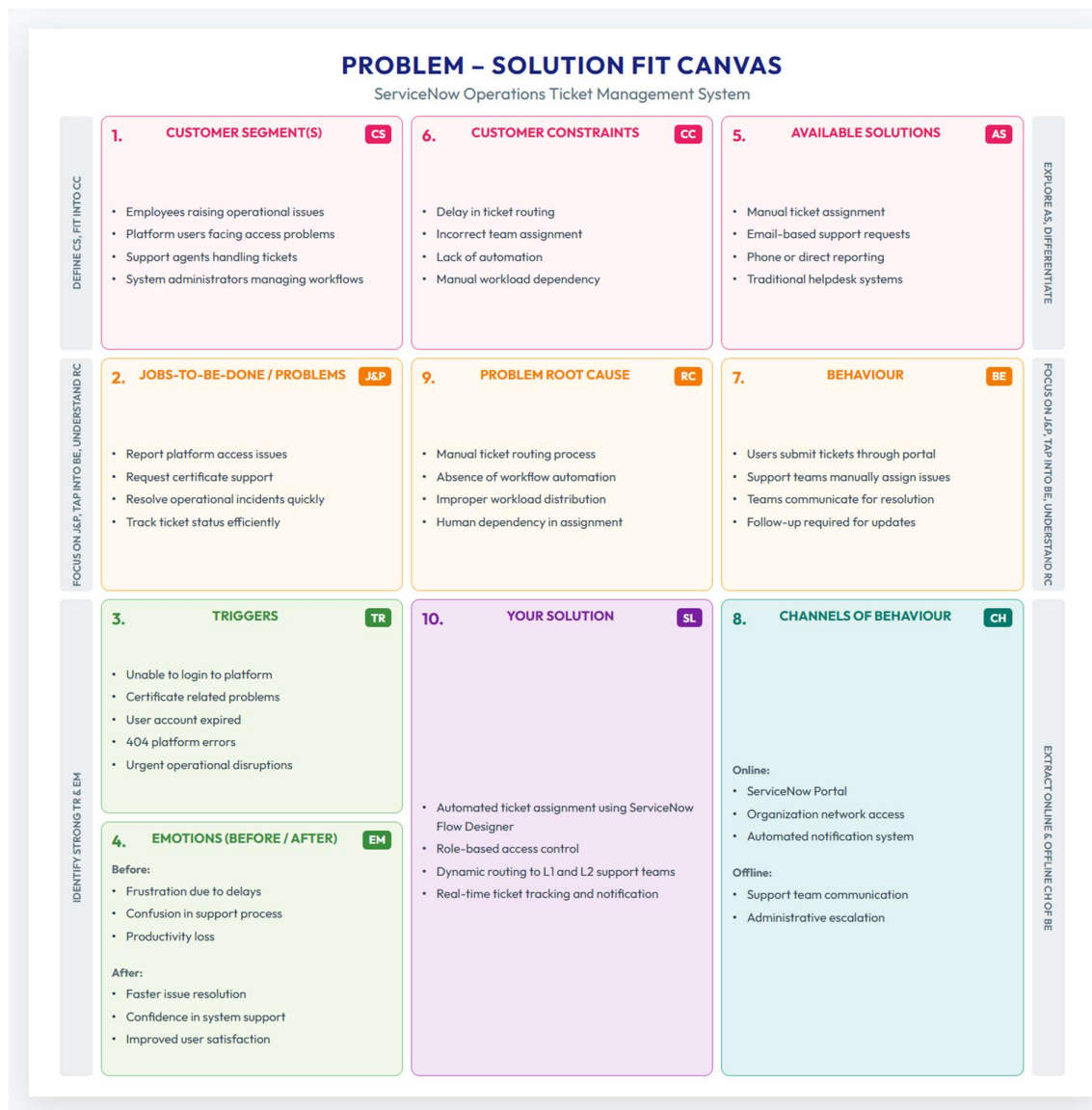
3.4 Technology Stack

Component	Technology
Platform	ServiceNow
Workflow Automation	Flow Designer
Database	ServiceNow Tables
Security	ACL & Roles
Interface	ServiceNow Forms
Deployment	Cloud Platform

4. PROJECT DESIGN

4.1 Problem Solution Fit

The proposed solution aligns with user needs by automating ticket routing and minimizing manual workload.

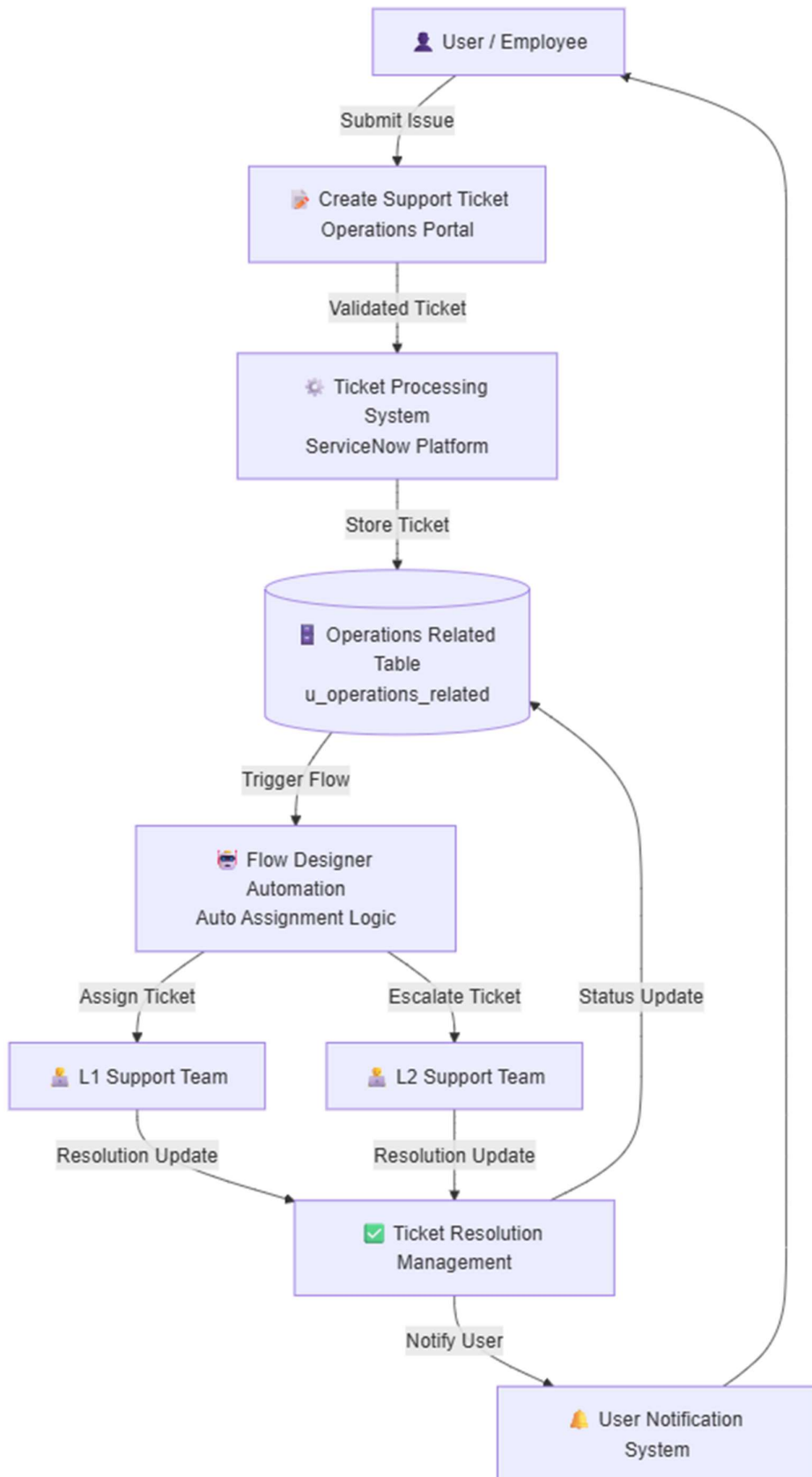


4.2 Proposed Solution

The system automatically assigns operational tickets to L1 or L2 support teams based on issue type using predefined workflows.

4.3 Solution Architecture

The architecture consists of user interface forms, ServiceNow database tables, workflow automation, and support group management.



5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

The project was executed using Agile methodology with sprint-based planning involving requirement analysis, development, testing, and deployment phases.

6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing

Performance testing validated system responsiveness and workflow execution efficiency.

Test Environment

Parameter	Details
Platform	ServiceNow Developer Instance
Application	Operations Related Module
Users Tested	Admin, Support Agent
Database	ServiceNow Table
Browser	Google Chrome

Performance Test Scenarios

Test Case ID	Scenario	Expected Result	Actual Result	Status
PT01	Create Operations Ticket	Ticket created instantly	Successful	Pass
PT02	Flow Trigger Execution	Auto assignment triggered	Successful	Pass
PT03	Database Storage	Record stored correctly	Successful	Pass
PT04	Group Assignment	Ticket assigned automatically	Successful	Pass
PT05	Multiple Ticket Creation	System stable	Successful	Pass

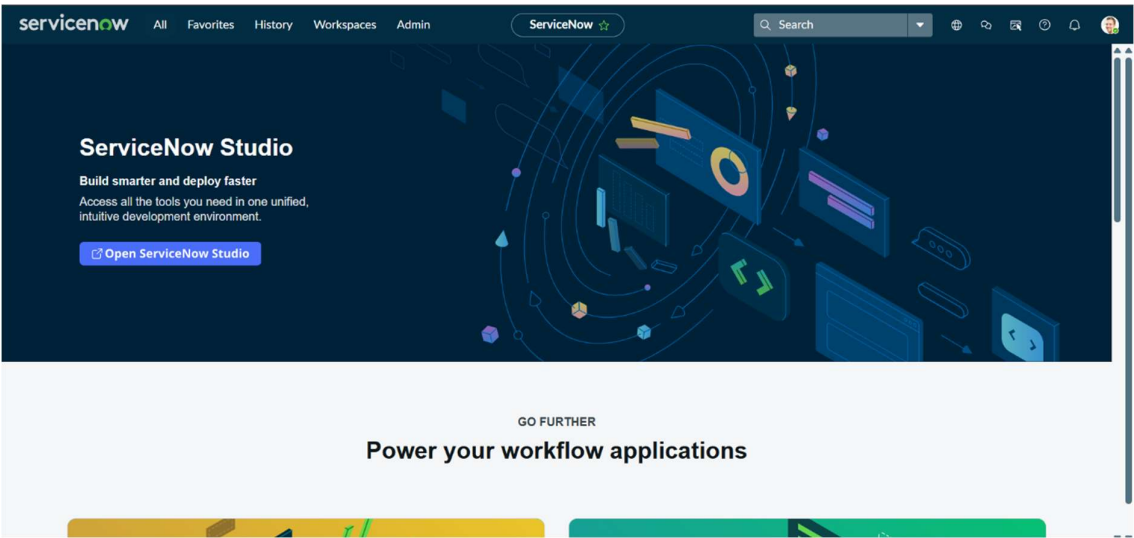
Performance Metrics

Metric	Result
Ticket Creation Time	< 2 seconds
Flow Execution Time	< 3 seconds
Response Time	Fast
System Stability	Stable
Automation Accuracy	100%

7. RESULTS

7.1 Output Screenshots

- User Creation



servicenow

AllFavoritesHistoryWorkspacesAdminUsers

Search

UsersCreatedSearch

Actions on selected rows...New

	User ID	Name	Email	Active	Created	Updated
	manager.user	Manager User	manager@abc.com	true	2026-02-25 03:27:32	2026-02-25 03:27:44
	support.agent	Support Agent	support@abc.com	true	2026-02-25 03:25:02	2026-02-25 03:25:57
	aes.creator	Creator User		true	2026-02-24 19:58:47	2026-02-25 03:13:36
	Help Desk	User 1	help.desk@example.com	true	2026-01-12 01:52:08	2026-02-24 19:27:41
	manifah.masood	Manifah Masood	manifah.masood@example.com	true	2026-01-09 08:13:35	2026-02-24 19:27:41
	guillermo.frohlich	Guillermo Frohlich	guillermo.frohlich@example.com	true	2026-01-09 07:04:03	2026-02-24 19:27:43
	securitycenter.user	Security Center Data Collection User		true	2026-01-06 04:40:04	2026-02-24 19:27:47
	virtual.agent	Virtual Agent		true	2026-01-06 04:32:37	2026-02-24 19:27:45
	andrew.och	Andrew Och	andrew.och@example.com	true	2026-01-05 08:45:02	2026-02-24 19:27:44
	aqib.mushtaq	Aqib Mushtaq	aqib.mushtaq@example.com	false	2026-01-05 08:35:36	2026-02-24 19:27:42
	arya.hajarha	Arya Hajarha	arya.hajarha@example.com	true	2026-01-05 08:32:04	2026-02-24 19:27:46
	bushra.akhtar	Bushra Akhtar	bushra.akhtar@example.com	true	2026-01-05 08:25:39	2026-02-24 19:27:43
	SLA Manager	SLA Manager	sla.manager@example.com	true	2026-01-05 01:16:14	2026-02-24 19:27:44
	SLA Admin	SLA Admin	sla.admin@example.com	true	2026-01-05 01:15:35	2026-02-24 19:27:41
	change.atf	ATF Change Management		true	2026-01-05 00:50:50	2026-02-24 19:27:45
	problem.admin	Problem Administrator	problem.admin@example.com	true	2026-01-04 21:01:37	2026-02-24 19:27:41
	problem.manager	Problem Manager	problem.manager@example.com	true	2026-01-04 21:01:07	2026-02-24 19:27:46

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• Group Configuration

servicenow

AllFavoritesHistoryWorkspacesAdminGroups

Search

GroupsUpdatedSearch

Actions on selected rows...New

	Name	Description	Active	Manager	Parent	Updated
	L2 Support Team	Handles Level 2 escalated tickets	true	(empty)	(empty)	2026-02-25 03:31:49
	L1 Support Team	Handles Level 1 support tickets	true	(empty)	(empty)	2026-02-25 03:31:22
	Help Desk		true	ATF Change Management	(empty)	2026-01-12 01:50:32
	RMA Approvers	Responsible for Return Material Authoriz...	true	(empty)	(empty)	2026-01-05 13:12:50
	Application Development	Team Develops ITSM Applications in London	true	Bushra Akhtar	(empty)	2026-01-05 08:42:02
	Network CAB Managers	Group to represent the CAB Managers for ...	true	(empty)	(empty)	2026-01-05 00:36:33
	Problem Analyzers	Group that works on analyzing and fixing...	true	(empty)	(empty)	2026-01-04 21:11:33
	Problem Solving	Group that works on analyzing and fixing...	true	(empty)	(empty)	2026-01-04 21:10:15
	Service Desk		true	Beth Anglin	(empty)	2026-01-04 16:14:56
	MIF Admins		true	(empty)	(empty)	2025-03-27 08:13:12
	Conditional Script Writer	This is the default group introduced by ...	true	(empty)	(empty)	2025-02-25 18:04:32
	MFA Exempted User Group	Add the users into this group for which ...	true	(empty)	(empty)	2024-08-07 08:57:10
	Project Mgmt		true	(empty)	(empty)	2024-05-09 18:42:19
	Capacity Mgmt		true	(empty)	(empty)	2024-05-09 18:40:19
	Database Atlanta	Manages databases hosted in Atlanta	true	(empty)	Database	2024-03-30 11:47:18
	Database San Diego	Manages databases hosted in San Diego	true	(empty)	Database	2024-03-30 11:46:37
	Creator Studio Restricted Users	Provides access to the Creator Studio de...	true	(empty)	(empty)	2023-12-07 15:58:22

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• Table Creation

servicenow							
Access Controls							
Updated							
Search							
Actions on selected rows...							
All							
	Name	Decision Type	Operation	Type	Active	Updated by	Updated
	u_operations_related.u_description	Allow If	write	record	true	admin	2026-02-25 07:07:08
	u_operations_related.u_status	Allow If	write	record	true	admin	2026-02-25 07:06:24
<input type="checkbox"/>	u_operations_related.u_issue	Allow If	write	record	true	admin	2026-02-25 07:04:12
	u_operations_related	Allow If	read	record	true	admin	2026-02-25 06:25:59
	u_operations_related	Allow If	read	record	true	admin	2026-02-25 05:23:00
	u_operations_related	Allow If	write	record	true	admin	2026-02-25 05:23:00
	u_operations_related	Allow If	delete	record	true	admin	2026-02-25 05:23:00
	u_operations_related	Allow If	create	record	true	admin	2026-02-25 05:23:00
	sys_og_tool_execution_context.*	Allow If	read	record	true	system	2026-02-24 21:15:03
	sys_og_tool_execution_context.*	Allow If	write	record	true	system	2026-02-24 21:15:03
	gen_ai_service_secret.*	Allow If	read	record	true	system	2026-02-24 21:14:53
	gen_ai_service_secret.*	Allow If	write	record	true	system	2026-02-24 21:14:53
	gen_ai_service_secret.secret	Allow If	read	record	true	system	2026-02-24 21:14:53
	sn_try_build_agent_knowledge_source	Allow If	read	record	true	system	2026-02-24 20:07:52
	sn_try_build_agent_knowledge_source	Deny Unless	create	record	true	system	2026-02-24 20:07:52
	sn_try_build_agent_freemium_usage_log	Allow If	create	record	true	system	2026-02-24 20:07:52
	sn_try_build_agent_freemium_usage_log	Allow If	report_view	record	true	system	2026-02-24 20:07:52

• Flow Automation

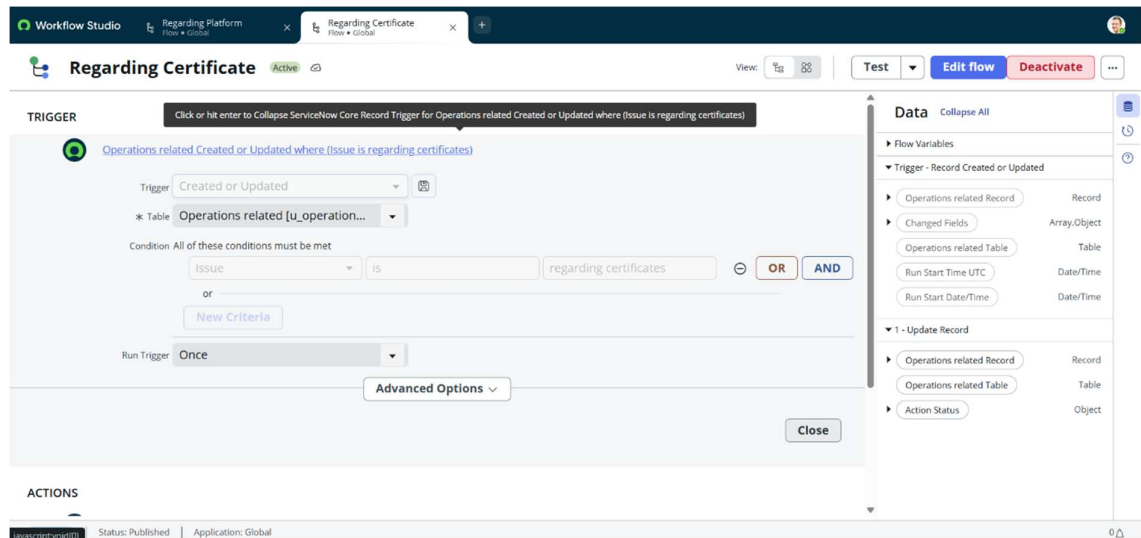
Workflow Studio
Regarding Platform
Flow + Global

Regarding Platform
Active
View
Test
Edit flow
Deactivate

TRIGGER
Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)
Trigger: Created or Updated
Table: Operations related (u_operation...)
Condition: All of these conditions must be met
Issue is unable to login to platform
or
Issue is 404 error
or
Issue is regarding user expired
Run Trigger: Once

Data
Collapse All
Flow Variables
Trigger - Record Created or Updated
Operations related Record: Record
Changed Fields: Array.Object
Operations related Table: Table
Run Start Time UTC: Date/Time
Run Start Date/Time: Date/Time
1 - Update Record
Operations related Record: Record
Operations related Table: Table
Action Status: Object

Status: Published
Application: Global



- Ticket Assignment Results

Description	Issue	Assigned to group	Status
Test platform issue	unable to login to platform	L2 Support Team	

8. ADVANTAGES & DISADVANTAGES

Advantages

- Automated ticket routing
- Reduced manual effort
- Faster issue resolution
- Improved operational efficiency

Disadvantages

- Requires ServiceNow platform access
- Initial configuration complexity

9. CONCLUSION

The ServiceNow Operations Ticket Management System successfully automates operational issue handling and improves support efficiency through workflow automation and role-based access control.

10. FUTURE SCOPE

- AI-based ticket prioritization
- Chatbot integration
- Predictive issue analytics
- Mobile support dashboard

11. APPENDIX

Source Code

ServiceNow configuration scripts and workflows

GitHub & Project Demo Link

- GitHub Repository: <https://github.com/Narasimha-kambham/ServiceNow-Operations-Ticket-Management-System.git>
- Demo Video Link: <https://drive.google.com/file/d/1iW-9wNSv7SRmrtnfKIPyXA6vdG8Lzgiq/view?usp=sharing>