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POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY
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ServiceNow Administrator Project

Monitoring Incident States for Effective Management

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Year : IV

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Monitoring Incident States for Effective Management

ABSTRACT:

User Story:-

As a ServiceNow Assignment Group Manager, They want a report that provides visibility into incidents assigned to my group, filtered by their current state (New, On Hold, In Progress), so that I can efficiently track, manage, and prioritize the incidents handled by my team

Pre-Requisites:-

- Knowledge on Service now administration
- Knowledge on tables
- Knowledge on reports

Skills used to solve the problem statement:-

1. Service Now Administration.

Two Major Method :

Implementation

Result

Implementation:

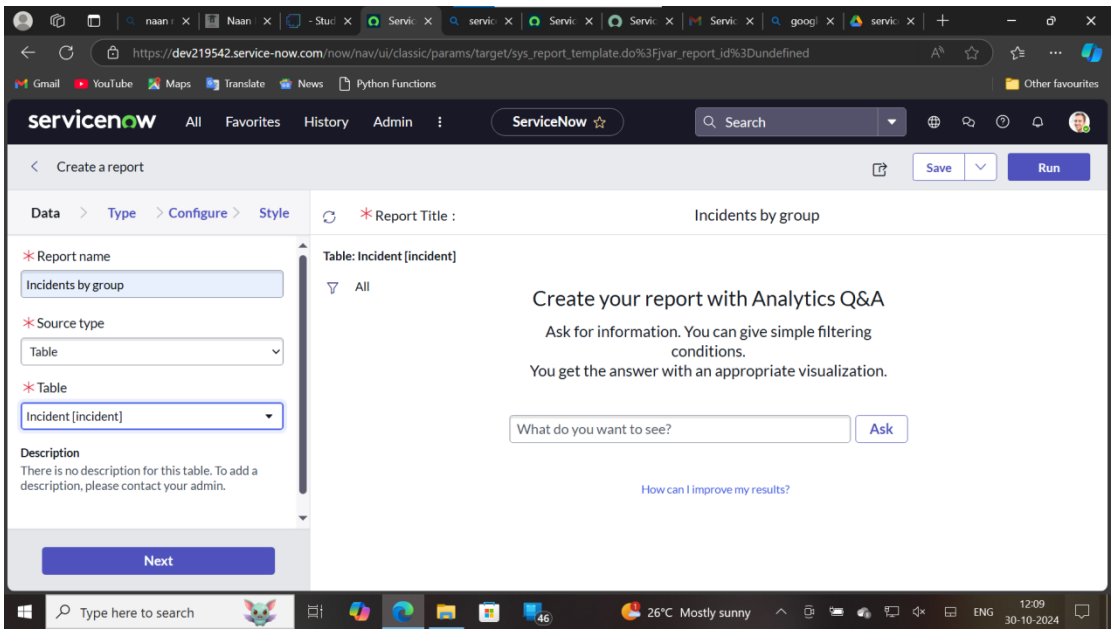
Activity-1: Open ServiceNow Developer Instance:

- Access the ServiceNow Developer instance by logging in to your account. Ensure you have the appropriate permissions to create reports and dashboards.

Navigate to Reports:

- Click on the **All** option in the left-hand menu to open the application navigator.
- In the search bar, type **Reports** and select **Create New** under the Reports section.

Activity-2: Create a New Report

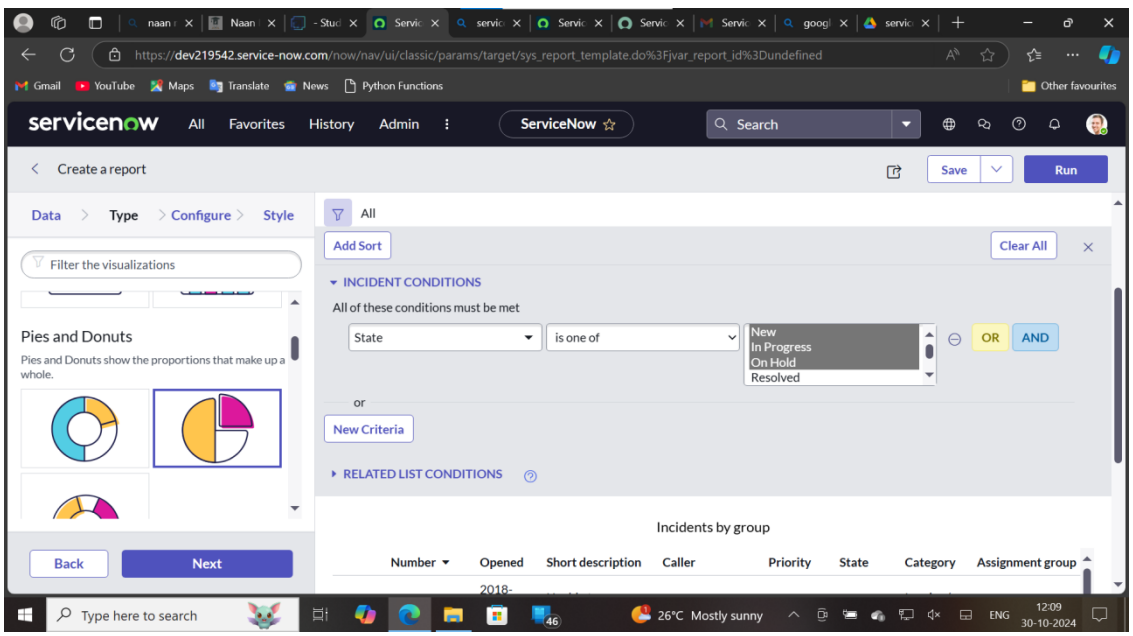


- Click **Create New** to start creating a new report.
- Enter a meaningful **Report Name** that describes the report's purpose, e.g., "Incident State Analysis."

Select the Source Type:

- Set **Source Type** to **Table** to define where the data will come from.
- In the **Table** dropdown, select **Incident** as the table.

Configure the Report Type:



- Click **Next** to proceed.
- Set the **Report Type** to **Pie Chart** to visualize the data distribution across incident states.

Activity-3: Apply Filters and Conditions

Set the Filter Conditions:

- Click on the **funnel** icon to add conditions to the report.
- Configure the following fields:
- **Field:** Set to **State**.
- **Operator:** Select **is one of** to include multiple states.
- **Value:** Enter **New, On Hold, In Progress** to include only these specific states.

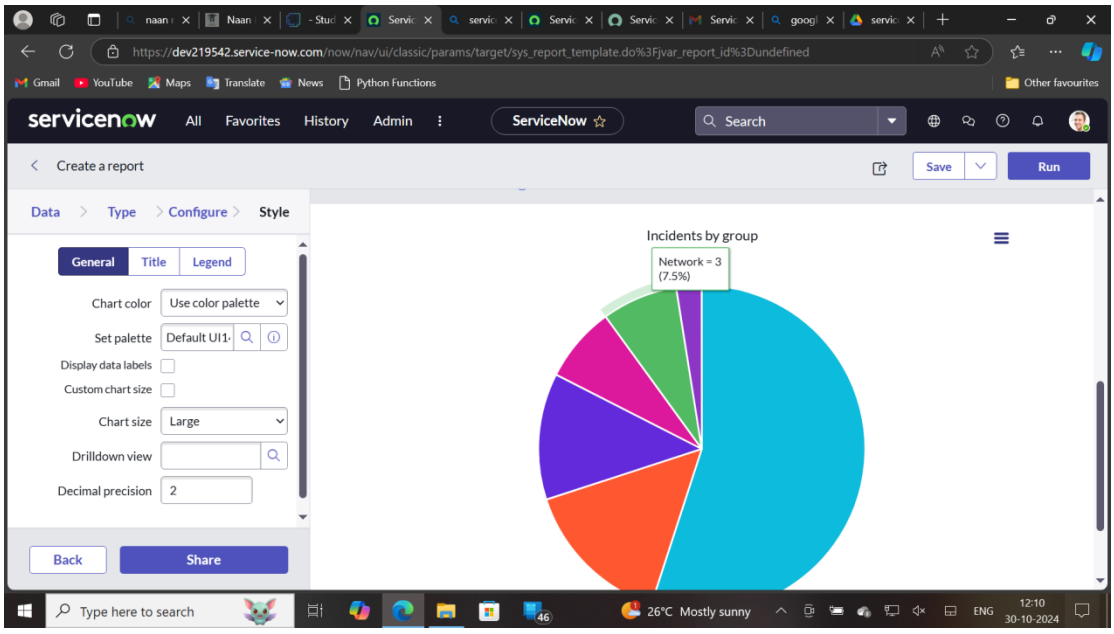
Activity-4: Group Data and Save the Report

Group the Report Data:

- Click **Next** to proceed to grouping options.
- Set **Group by** to **Assignment Group** to group incidents based on the teams responsible.

Save the Report:

- Click **Save** to store your configuration.
- Select **Run** to generate the report and preview the results.



Activity-5: Add Report to Dashboard

Add the Report to a Dashboard:

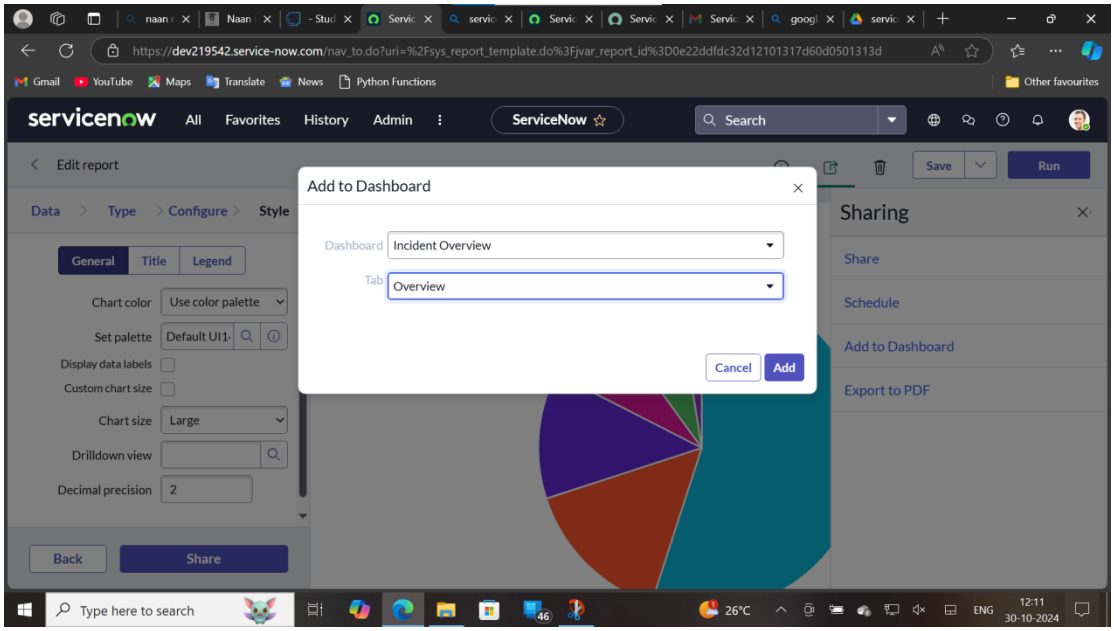
1. After saving, choose the **Add to Dashboard** option.

Configure the Dashboard:

1. Enter a **Dashboard Name** and **Title** for clarity. This name should reflect the purpose, e.g., "Incident Overview Dashboard."
2. Click **Add** to finalize.

Save the Dashboard:

1. Confirm that your new dashboard was successfully added to the **Incident Overview** folder for easier access.



RESULT

Access the ServiceNow PDI (Personal Developer Instance)

Open the ServiceNow PDI Instance:

- Log in to your ServiceNow Personal Developer Instance (PDI) to access your personalized environment where the report and dashboard were created.

Navigate to Dashboards:

- In the left-hand menu, click on **All** to open the application navigator.
- Type **Dashboard** in the search bar.

Select the Dashboard Option:

- Under **Self-Service**, click on **Dashboards**. This will open the main dashboard management interface, where all accessible dashboards are listed.

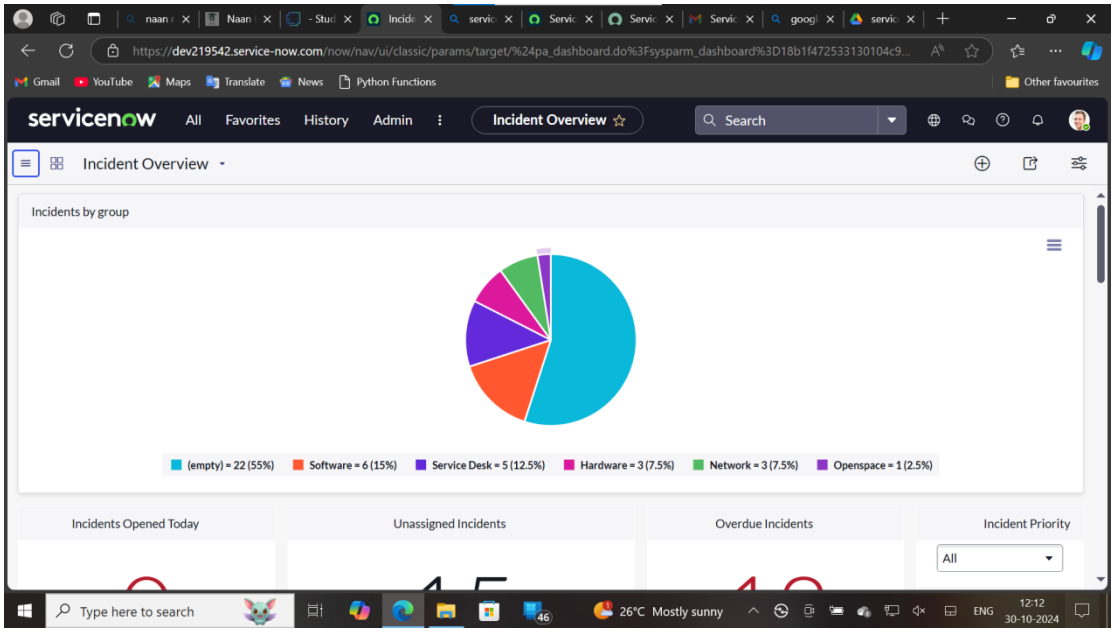
Locate and Open the "Incident Overview" Dashboard

Search for the "Incident Overview" Dashboard:

- In the search bar within the dashboard section, type **Incident**.
- Locate and select **Incident Overview** from the list of available dashboards.

Access the Dashboard:

- Click on **Incident Overview** to open the dashboard.
- Here, you will find the report created earlier, displaying a **pie chart** showing the incident states (New, On Hold, In Progress) grouped by assignment group.



Conclusion:

The **Incident Overview Dashboard** project in ServiceNow successfully demonstrates how to create a tailored reporting solution for incident management. By setting up a dynamic pie chart and integrating it into a dashboard, this project enables clear visualization of incident states and assignments. This provides users with a streamlined tool to monitor incident progress, improve resource allocation, and support informed decision-making within IT service management. Overall, this project highlights ServiceNow's powerful reporting capabilities to enhance operational efficiency and transparency.