PIE Tech

POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY

(Approved by **AICTE** and Affiliated to **Anna University**)

sky is the limit

NAAN MUDHALAVAN

ServiceNow Administrator Project

Monitoring Incident States for Effective Management

Name   :   Sakkinabegam J

Register No :   723621104036

Year   :   IV

Semester.   :   07

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 :

1. Implementation

2. 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.
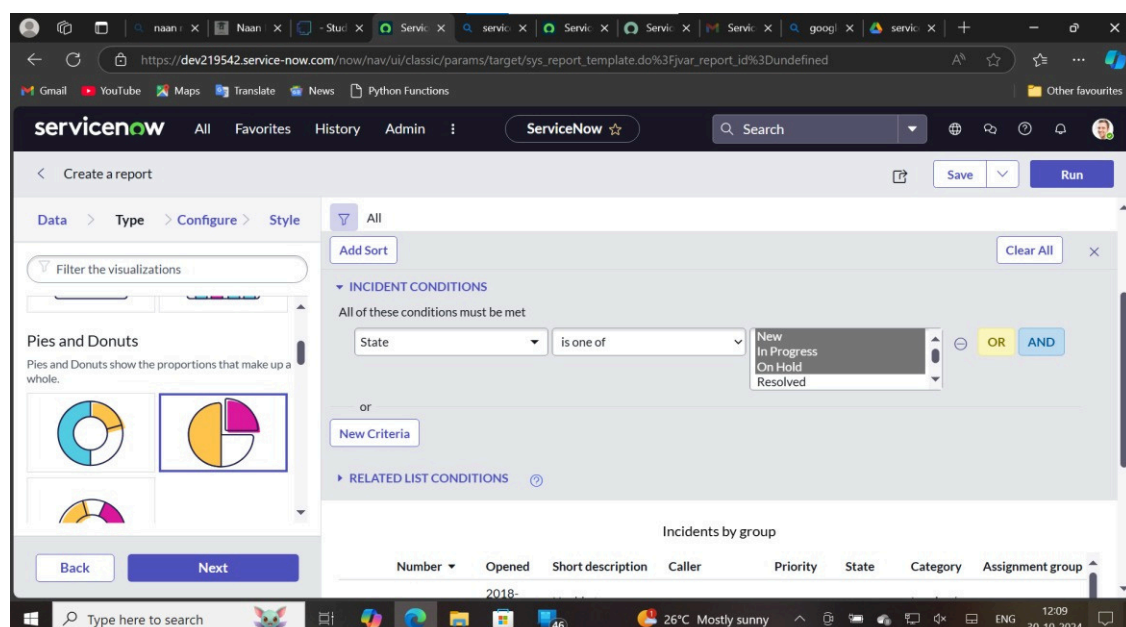
Activity-2: Create a New Report
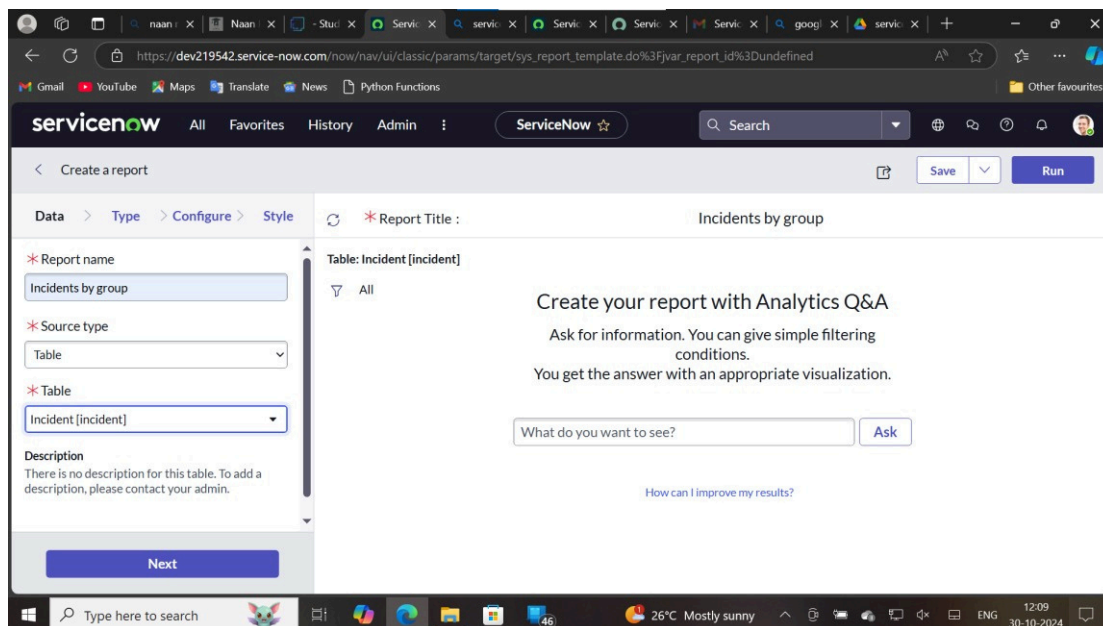
☐ Click **Create New** to start creating a new report. Enter a meaningful **Report**
☐ **Name** that describes the report's purpose, e.g., "Incident State Analysis."

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.
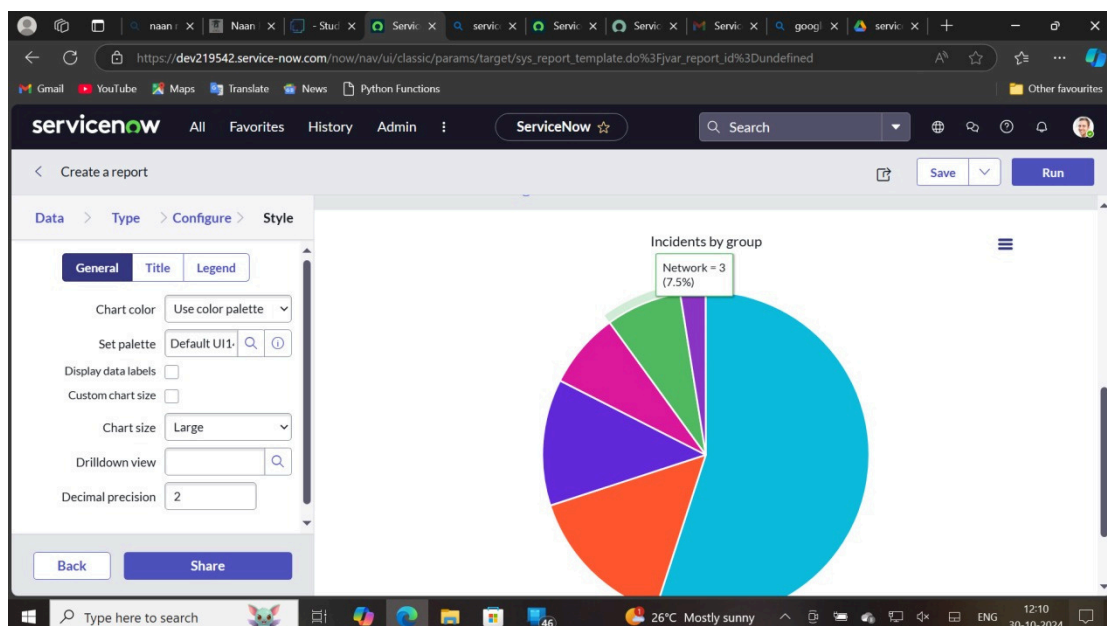
Activity-5: Add Report to Dashboard

### 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.
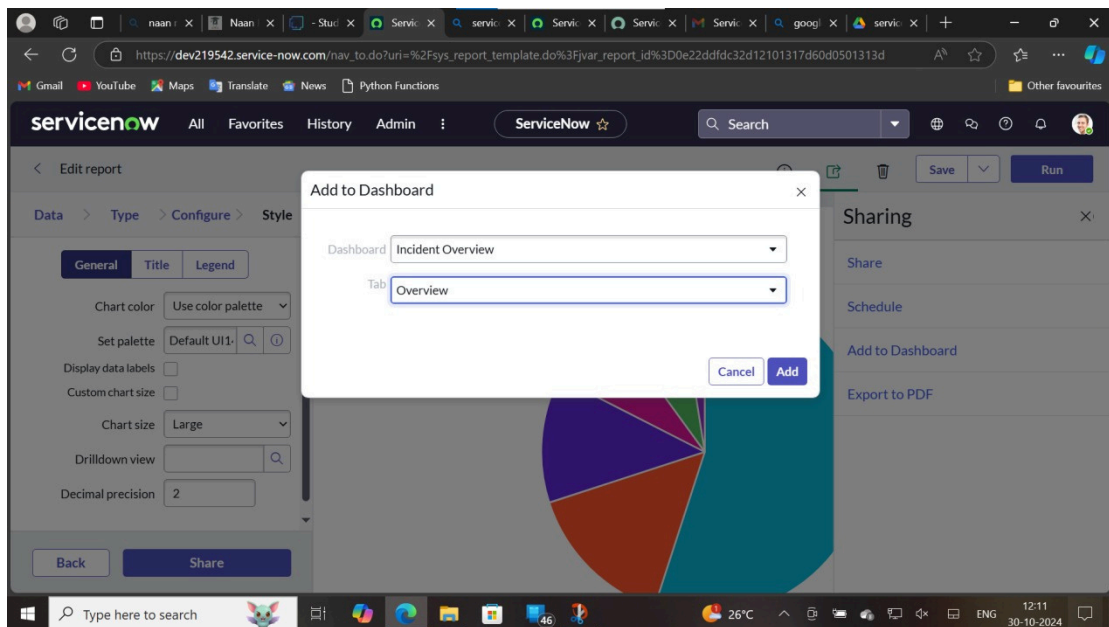
RESULT :

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.
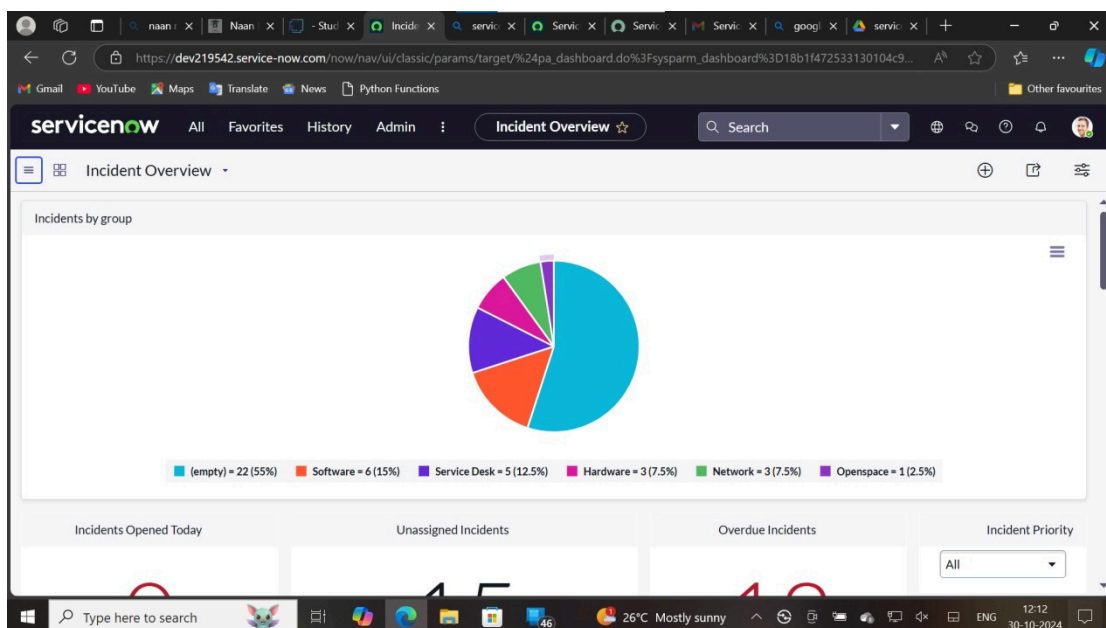
Locate and Open the "Incident Overview" Dashboard

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.