

SERVICENOW PROJECT SUBMISSION
SLA MANAGEMENT FOR HARDWARE GROUP - PRIORITY 4

Submitted by

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SLA MANAGEMENT FOR HARDWARE GROUP - PRIORITY 4: RESPONSE TO RESOLUTION

Project Overview:

As a Service Desk Agent, I want to ensure that the SLA clock for priority 4 hardware-related tickets pauses when the ticket status is set to "On Hold" and stops when the ticket status is set to "Resolved" or "Closed", so that the SLA accurately reflects the time spent actively working on the ticket and does not include periods when the ticket is pending or completed.

Objectives:

- **Maintenance Schedule Optimization**
- Develop and document a systematic maintenance schedule for hardware assets to enhance equipment longevity and reduce repair needs.
- Focus on identifying equipment with frequent, non-urgent failures and create preventive measures.
- **Incident Reporting and Tracking Improvements**
- Standardize incident reporting for low-priority issues to improve transparency and analysis over time.
- Establish a tracking mechanism to monitor and record low-priority issues, aiming for a decrease in similar incidents.
- **Performance and Efficiency Enhancements**
- Analyze the hardware environment to identify underperforming devices or processes with low impact.

- Recommend low-cost upgrades or optimizations to improve efficiency without requiring immediate action.

Key Features and Concepts Used :

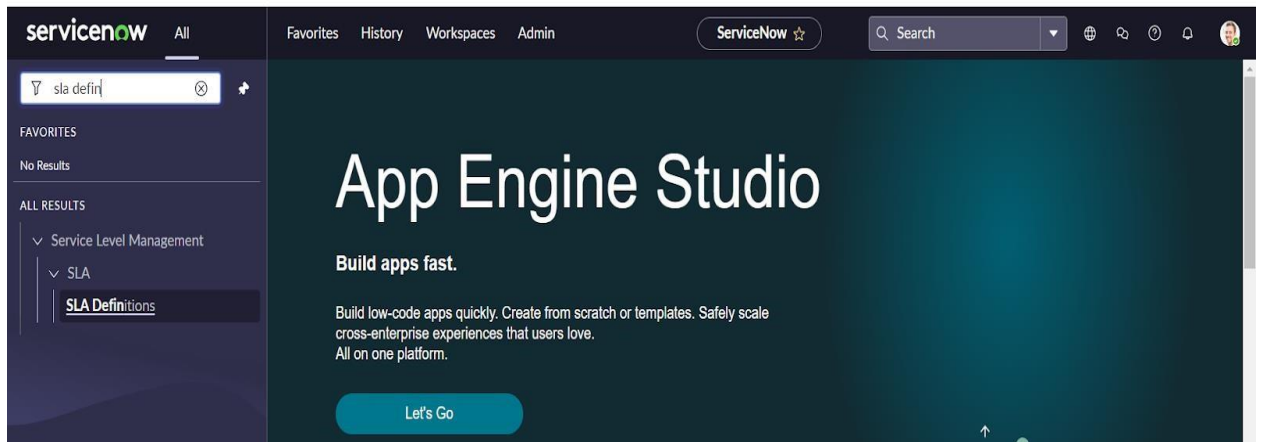
- Knowledge on Service Now.
- Knowledge on SLA(Service Level Agreement).
- SLA(Service Level Agreement).
- Service Now Administration.
- Hardware Required:
- Windows 8 machine
- Software Required:
- Install with two web browser
- System Required:
- Bandwidth of 30mbps

Detailed Steps To Solution Design :

Implementation :

Activity-1

1. Open service now developer Instance
2. Click on All
3. Search for SLA Definition



4. Create New
5. Fill the information as mentioned below
 - Name : Hardware Group - Priority 4
 - Type : SLA
 - Target : Response
 - Table : incident
 - Duration : 1 hour

Schedule source : No schedule Leave
the other things default

SLA Definition
New record

n SLA starting now will breach on 2024-05-15 00:56:50 (Actual elapsed time: 1 Hour)

Name
Hardware Group - Priority 4

Type
SLA

Target
Response

Table
Incident [incident]

Flow
Default SLA flow

Enable logging
☐

Active
☒

Application
Global

Duration type
User specified duration

* Duration
Days 00 Hours 1 00 00

Schedule source
No schedule

SLA will run 24x7 as no schedule is selected

6. Under start condition fill the given information

Active>>is>>true

Priority>>is>>4-low

State>>is>>New

7. Under when to cancel choose

When start condition is not met.

Start condition
Pause condition
Stop condition
Reset condition

The conditions under which the new SLA will be attached and canceled

[Start condition](#)
Add Filter Condition
Add "OR" Clause

All of these conditions must be met

Active

is

true

AND

OR

×

Priority

is

4 - Low

AND

OR

×

State

is

New

AND

OR

×

Retroactive start ☐

When to cancel

Start conditions are not met

Submit

8. Under stop condition

Assignment group >> is not empty

Start condition
Pause condition
Stop condition
Reset condition

The condition under which the SLA will complete

[Stop condition](#)
Add Filter Condition
Add "OR" Clause

Assignment group

is not empty

AND

OR

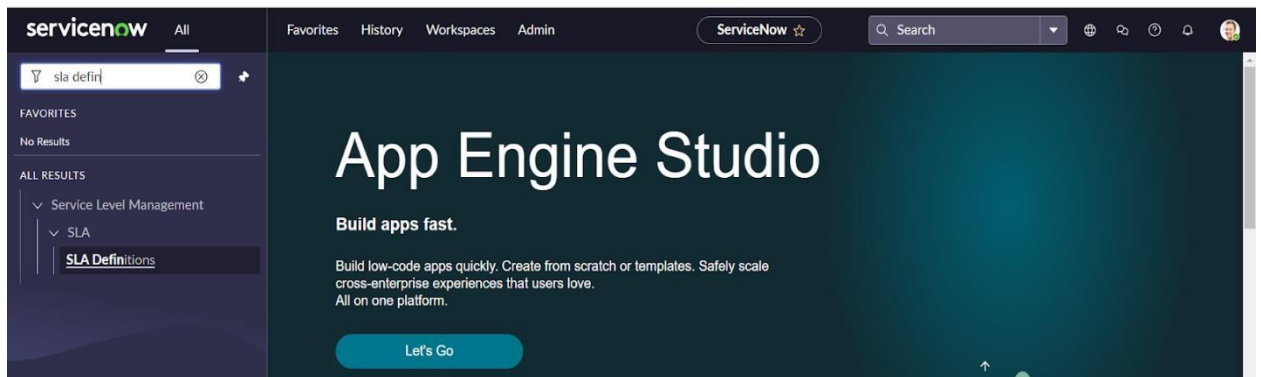
×

Submit

9. Click on submit.

Activity - 2:

1. Click on All
2. Search for SLA Definition



3. Create New
4. Fill the information as mentioned below

Name : Hardware Group-Resolution

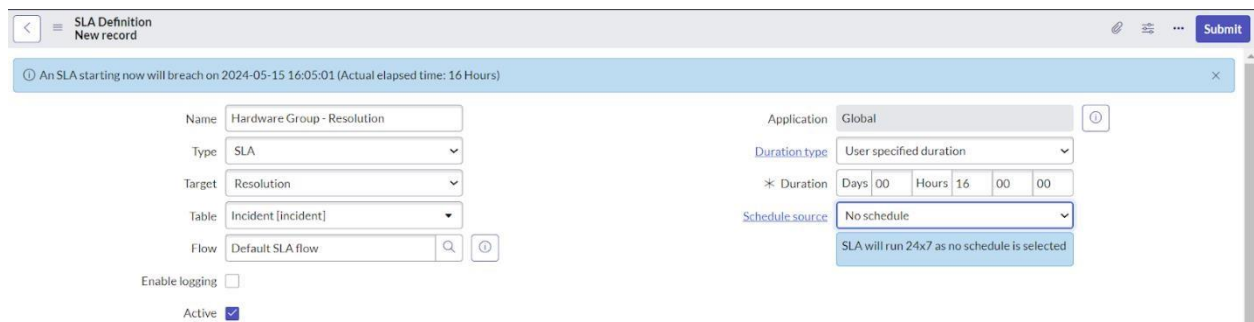
Type : SLA

Target : Resolution

Table : incident

Duration : 16 hour

Schedule source : No schedule Leave
the other things default



< SLA Definition
New record

An SLA starting now will breach on 2024-05-15 16:05:01 (Actual elapsed time: 16 Hours)

Name: Hardware Group - Resolution

Type: SLA

Target: Resolution

Table: Incident [incident]

Flow: Default SLA flow

Application: Global

Duration type: User specified duration

* Duration: Days 00 Hours 16 Minutes 00 Seconds 00

Schedule source: No schedule
SLA will run 24x7 as no schedule is selected

Enable logging: ☐

Active: ☒

Submit

5. Under start condition fill the given information

Assignment group >> is not empty

Start condition

Pause condition

Stop condition

Reset condition

The conditions under which the new SLA will be attached and canceled

Start condition

Add Filter Condition

Add "OR" Clause

All of these conditions must be met

Assignment group

is not empty

AND

OR

×

-- choose field --

-- oper --

-- value --

×

Retroactive start ☐

When to cancel

Start conditions are not met

Submit

6. Under pause condition fill the following information state>>is>>on hold

7. Under when to resume choose When pause conditions are not met

Start condition
Pause condition
Stop condition
Reset condition

The conditions under which the SLA will pause (stop increasing elapsed time) and resume

[Pause condition](#)
Add Filter Condition
Add "OR" Clause

State
is
On Hold
AND
OR
X

When to resume
Pause conditions are not met

Submit

8. Under stop condition fill the following information
State>>is one of>>resolved,closed

Start condition
Pause condition
Stop condition
Reset condition

The condition under which the SLA will complete

[Stop condition](#)
Add Filter Condition
Add "OR" Clause

State
is one of
On Hold
Resolved
Closed
Canceled
AND
OR
X

Submit

9. Click on submit.

Testing and Validation:

- Navigate to ALL
- Search for incident
- Click on create new
- Fill the incident form and click on save

Incident
New record

Number: INC0010030

* Caller: Adela Cervantsz

Category: Inquiry / Help

Subcategory: -- None --

Service:

Service offering:

Configuration item:

* Short description: Hardware Related Problem

Description:

Channel: -- None --

State: New

Impact: 2 - Medium

Urgency: 3 - Low

Priority: 4 - Low

Assignment group:

Assigned to:

Submit

- Scroll down under SLA you will find SLA response.

Task SLAs (1)

SLA definition

Task = INC0010030

SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop time
Hardware Group - Priority 4	SLA	Response	In progress	59 Minutes	3 Seconds	0.08%	2024-05-15 21:59:04	(empty)

1 to 1 of 1

- Now under assignment group give hardware and click on save.

Number: INC0010030

* Caller: Adela Cervantsz

Category: Inquiry / Help

Subcategory: -- None --

Service:

Service offering:

Configuration item:

* Short description: Hardware Related Problem

Description:

Channel: -- None --

State: New

Impact: 2 - Medium

Urgency: 3 - Low

Priority: 4 - Low

Assignment group: Hardware

Assigned to:

Save

- Under sla you will find SLA response should completed and SLA resolution will start.

Task SLAs (2) Affected CIs Impacted Services/CIs Child Incidents									
SLA definition Search Actions on selected rows...									
Task = INC0010030									
SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop time	
Hardware Group - Priority 4	SLA	Response	Completed	57 Minutes	2 Minutes	4.86%	2024-05-15 21:59:04	2024-05-15 22:01:59	
Hardware Group - Resolution	SLA	Resolution	In progress	15 Hours 59 Minutes	2 Seconds	0%	2024-05-15 22:01:59	(empty)	

- If we change state to resolve you will observe resolution to completed.

Number	INC0010030	Channel	-- None --
* Caller	Adela Cervantsz	State	Resolved
Category	Inquiry / Help	Impact	2 - Medium
Subcategory	-- None --	Urgency	3 - Low
Service		Priority	4 - Low
Service offering		Assignment group	Hardware
Configuration item		Assigned to	
* Short description	Hardware Related Problem		

- You will observe resolution state is in completed

Task SLAs (2)

Affected CIs

Impacted Services/CIs

Child Incidents

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🔍

SLA definition

Search

🔔

—

Actions on selected rows...

Task = INC0010030

<input type="checkbox"/>	<input type="checkbox"/>	SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop time
<input type="checkbox"/>		Hardware Group - Priority 4	SLA	Response	Completed	57 Minutes	2 Minutes	4.86%	2024-05-15 21:59:04	2024-05-15 22:01:59
<input type="checkbox"/>		Hardware Group - Resolution	SLA	Resolution	Completed	15 Hours 52 Minutes	7 Minutes	0.79%	2024-05-15 22:01:59	2024-05-15 22:09:33

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1 to 2 of 2

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Key Scenarios Addressed by ServiceNow in the Implementation Project :

○ Incident Management

- **Scenario:** Users report issues with hardware or software; the IT team needs a centralized system for tracking, prioritizing, and resolving these issues. Automates incident logging, categorization, and escalation. This includes workflows that route tickets to the appropriate support teams and tools for tracking status and SLAs.

○ Change Management

- **Scenario:** Hardware and software changes, like system upgrades or patches, need to be managed to minimize disruption. Facilitates request approvals, risk assessments, and change planning with an integrated change calendar and automated workflows that ensure all necessary steps are completed before changes are implemented.

CONCLUSION:

Implementing ServiceNow effectively addresses a wide range of critical scenarios across IT Service Management, from incident and problem resolution to asset tracking, change management, and SLA monitoring. By automating workflows, providing real-time visibility, and enabling user-friendly interfaces, ServiceNow enhances operational efficiency, reduces manual effort, and ensures compliance with organizational policies.

Moreover, the platform's integrated capabilities, such as the CMDB, knowledge base, and service catalog, empower teams to deliver consistent and reliable support while proactively managing resources and costs. With its focus on scalability and adaptability, ServiceNow serves as a robust foundation for organizations aiming to modernize their IT operations and achieve long-term business goals.