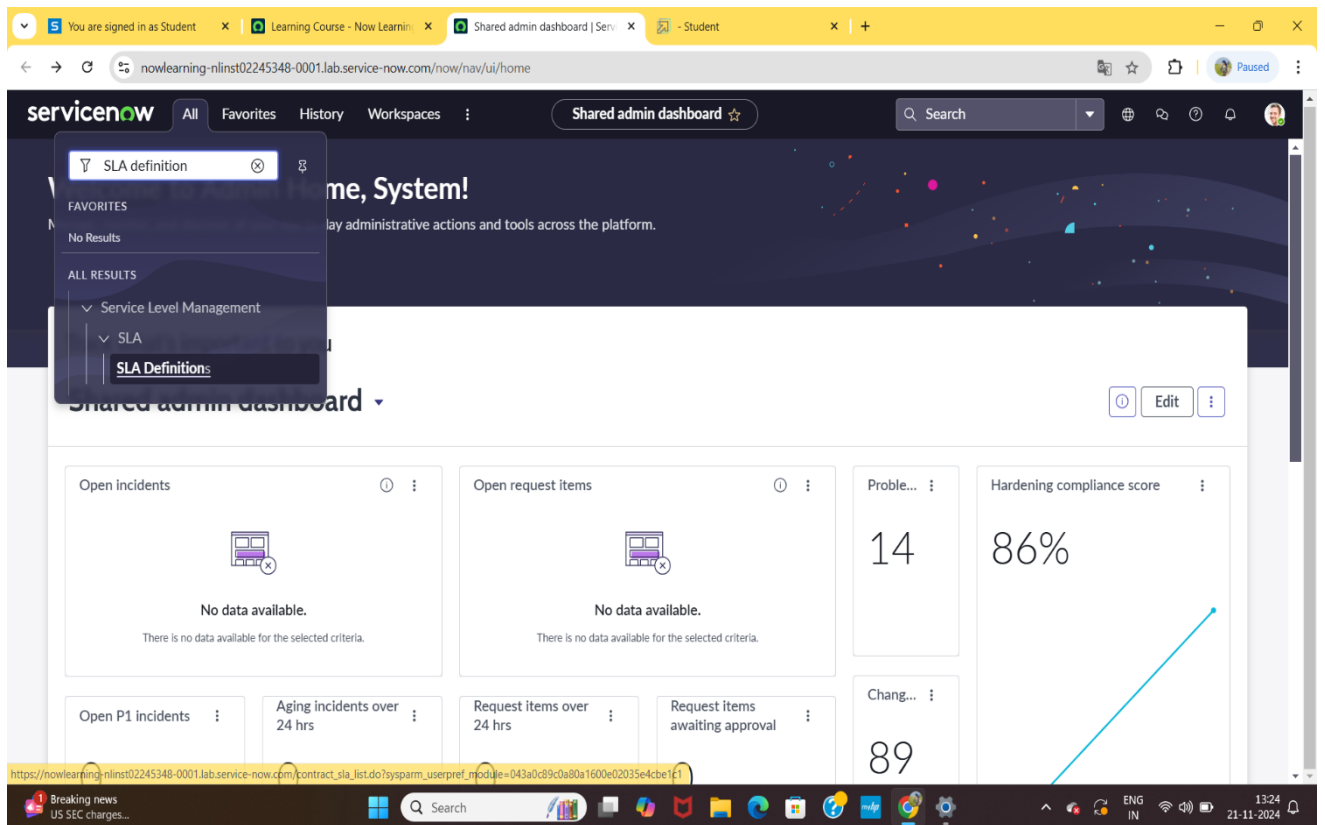


## SLA Management for Hardware Group – Priority 4

### 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

The screenshot shows the ServiceNow 'SLA Definition - New Record' form. At the top, a notification states: 'An SLA starting now will breach on 2024-11-21 09:00:12 (Actual elapsed time: 1 Hour)'. The form fields are as follows:

- Name:** Hardware Group - Priority 4
- Type:** SLA
- Target:** Response
- Table:** Incident [Incident]
- Flow:** Default SLA flow
- Application:** Global
- Duration type:** User specified duration
- \* Duration:** Days 00, Hours 01, 00, 00
- Schedule source:** No schedule (A tooltip indicates: 'SLA will run 24x7 as no schedule is selected')
- Enable logging:** ☐
- Active:** ☒

Below the form fields, there are tabs for 'Start condition', 'Pause condition', 'Stop condition', and 'Reset condition'. The 'Start condition' tab is active, showing a section titled 'The conditions under which the new SLA will be attached and canceled'. It includes buttons for 'Start condition', 'Add Filter Condition', and 'Add "OR" Clause'. Below these are dropdowns for 'choose field --', 'oper --', and 'value --'. There is also a 'Retroactive start' checkbox and a 'When to cancel' dropdown set to 'Cancel conditions are met'.

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.

ServiceNow SLA Definition - New Record

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	X
Priority	is	4 - Low	AND	OR	X
State	is	New	AND	OR	X

Retroactive start ☐

When to cancel: Start conditions are not met

Submit

8. Under stop condition  
Assignment group >> is not empty

ServiceNow SLA Definition - Hardware Group - Priority 4

Update | Delete

An SLA starting now will breach on 2024-11-21 09:15:46 (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 0 Hours 01 00 00

Schedule source: No schedule

SLA will run 24x7 as no schedule is selected

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	X
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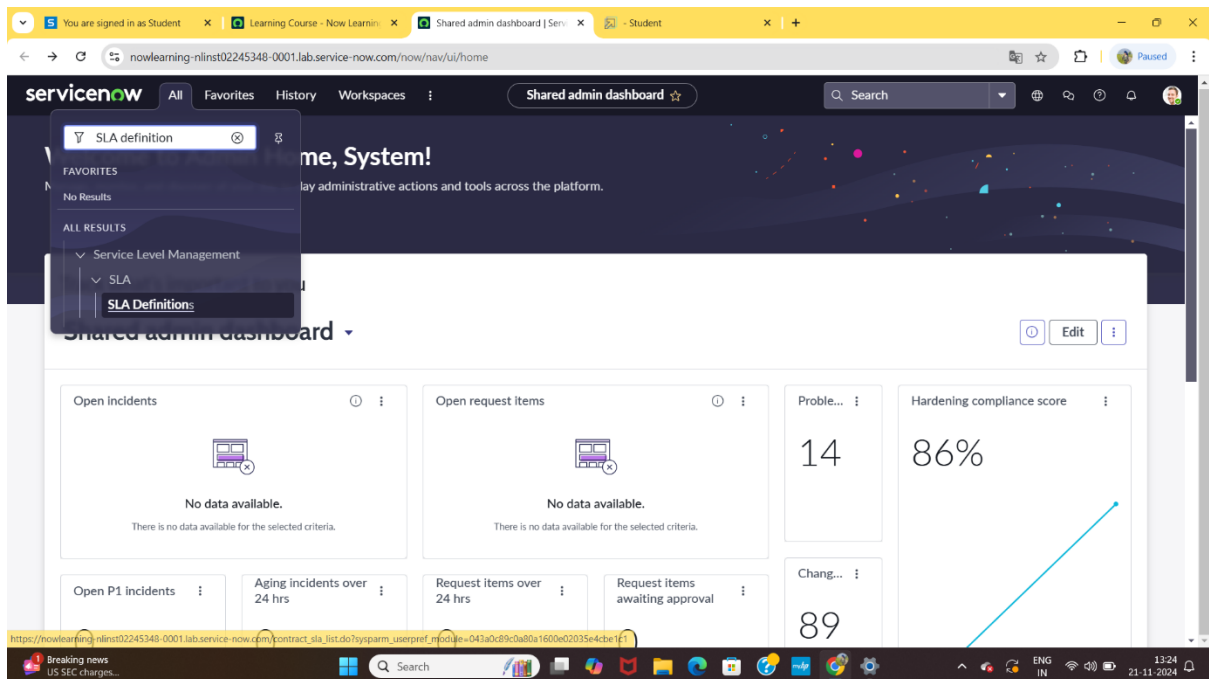
Update | Delete

Related Links

9. Click on submit.

## Activity - 2:

1. Click on All
2. Search for SLA Definition



1. Create New
2. 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

ServiceNow SLA Definition - New Record

① An SLA starting now will breach on 2024-11-22 00:11:46 (Actual elapsed time: 16 Hours)

Name: Hardware Group-Resolution  
 Type: SLA  
 Target: Resolution  
 Table: Incident [Incident]  
 Flow: Default SLA flow  
 Enable logging: ☐  
 Active: ☒

Application: Global  
 Duration type: User specified duration  
 \* Duration: Days 00 Hours 16 00 00  
 Schedule source: No schedule  
 SLA will run 24x7 as no schedule is selected

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  
 -- choose field -- -- oper -- -- value --

Retroactive start: ☐  
 When to cancel: Cancel conditions are met

5. Under start condition fill the given information  
 Assignment group >> is not empty

ServiceNow SLA Definition - New Record

Table: Incident [Incident]  
 Flow: Default SLA flow  
 Enable logging: ☐  
 Active: ☒

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

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  
 Assignment group is not empty AND OR X

Retroactive start: ☐  
 When to cancel: Cancel conditions are met

Cancel condition: Add Filter Condition Add "OR" Clause  
 -- choose field -- -- oper -- -- value --

Submit

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

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

ServiceNow SLA Definition - New Record

Table: Incident [Incident]

Flow: Default SLA flow

Enable logging: ☐

Active: ☒

Schedule source: No schedule

SLA will run 24x7 as no schedule is selected

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.

ServiceNow SLA Definition - New Record

Name: Hardware Group-Resolution

Type: SLA

Target: Resolution

Table: Incident [Incident]

Flow: Default SLA flow

Enable logging: ☐

Active: ☒

Application: Global

Duration type: User specified duration

\* Duration: Days 00 Hours 16 00 00

Schedule source: No schedule

SLA will run 24x7 as no schedule is selected

Start condition | **Stop condition** | Pause 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.