SLA Management for Hardware Group – Priority 4
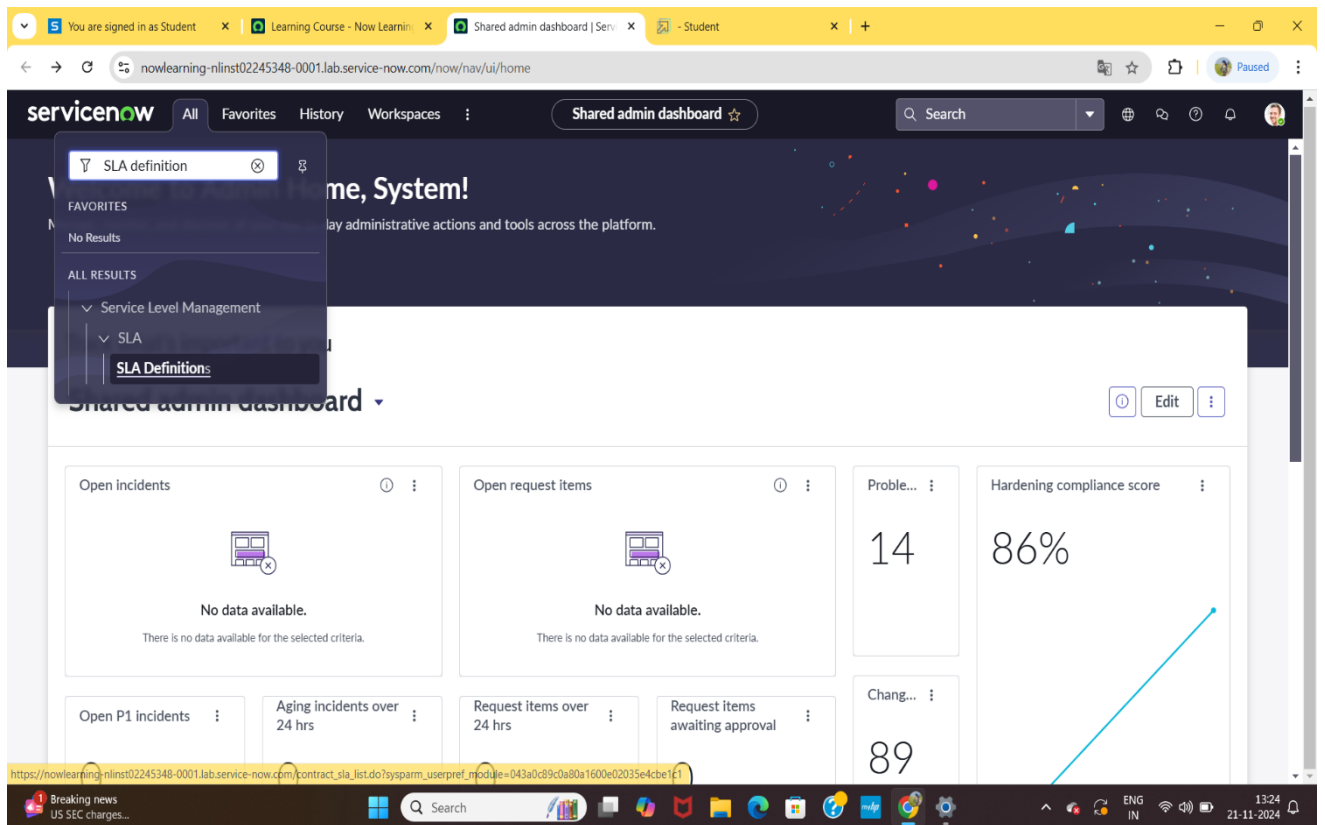
Activity-1

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

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.

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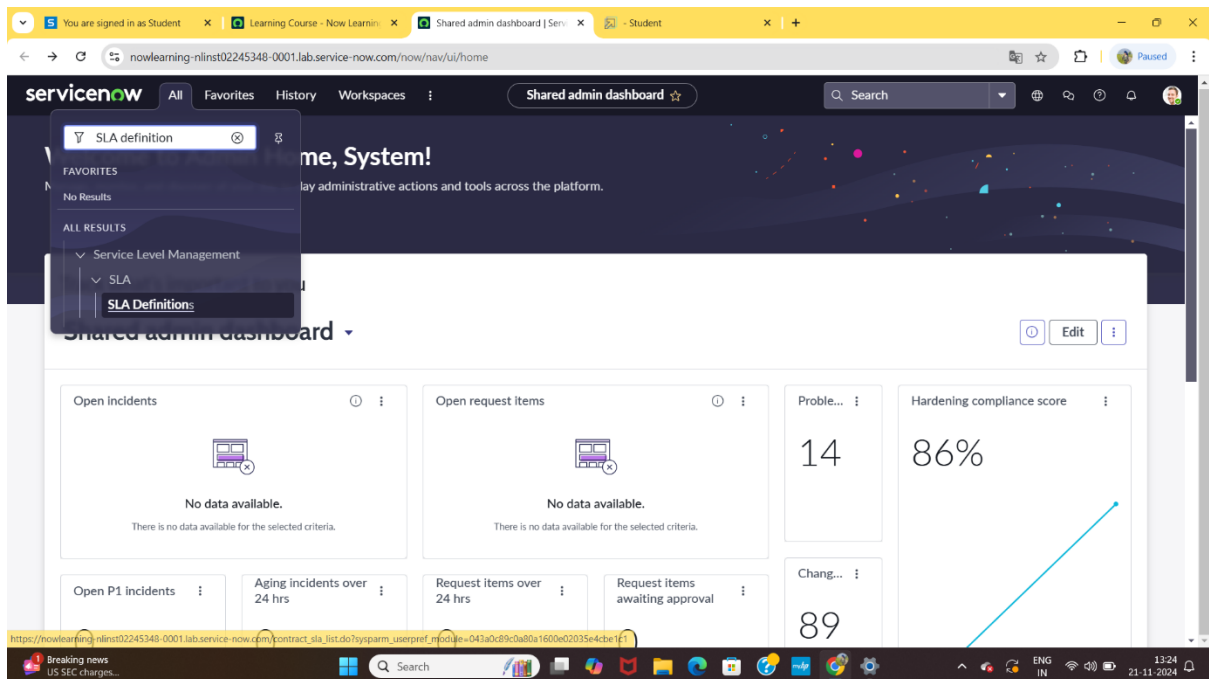

9.   Click on submit.

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

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

6.   Under pause condition fill the following information
state>>is>>onhold
7.   Under when to resume choose
When pause conditions are not met

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

9. Click on submit.