

## SSERVICENOW PROJECT SUBMISSION

# Requesting Monitoring Incident State For Effective Management ServiceNow

Submitted by

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## **Requesting WiFi Access Through ServiceNow Project Overview :**

Our organization needs a report for the incident management process. This report will help assignment group managers monitor the current state of incidents assigned to their teams. The focus will be on incidents that are in the states of "New," "On Hold," and "In Progress." By providing this information, managers can prioritize and address issues promptly, ensuring efficient incident resolution and improving overall service quality.

### **Objectives :**

- **Timely Detection and Response:** Ensure incidents are detected as early as possible and managed promptly to minimize downtime and impact.
- **Progress Tracking:** Continuously monitor the status of each incident to ensure it progresses toward resolution in an efficient manner.

- **Resource Allocation:** Identify and assign necessary resources, including personnel and tools, to resolve the incident effectively.
- **Transparency and Communication:** Keep stakeholders informed about the status of the incident, including updates on progress, issues, and resolution timelines.

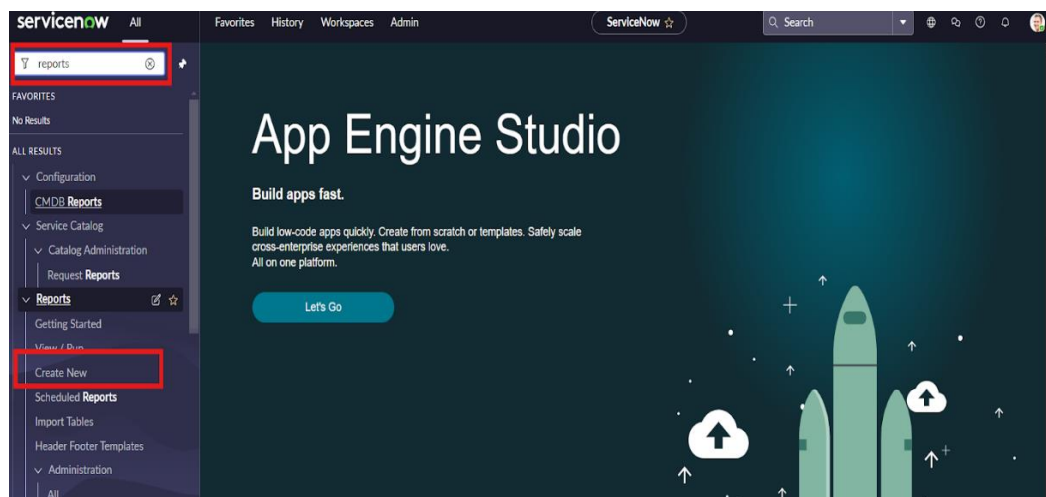
## Skills :

Knowledge on Service now administration  
 Knowledge on tables  
 Knowledge on reports

## Detailed Steps To Solution Design :

### Implementation :

1. Open service now developer Instance
2. Click on All



1. Search for reports and click on create new
2. Give the report name
3. Select source type as table

dev245162.service-now.com/now/nav/ui/classic/params/target/sys\_report\_list.do%3Fsysparm\_userpref\_module%3D9a06ea0de925f110f877eebc1a3288ec%26sysparm\_clear\_s...

servicenow All Favorites History Workspaces Reports Search

for text Search Actions on selected rows... New

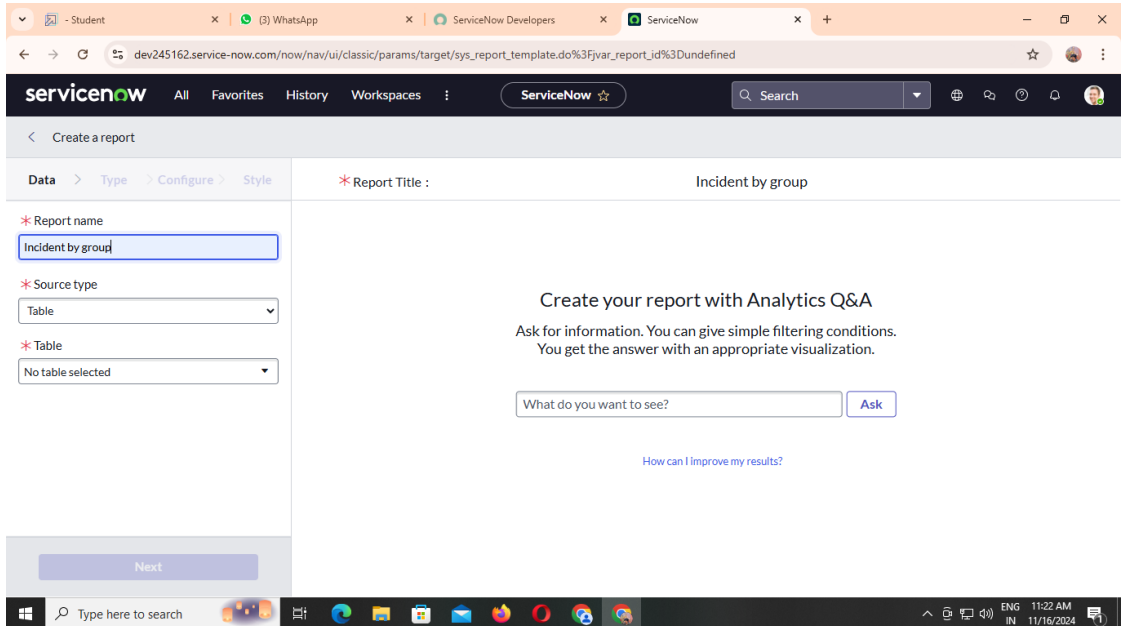
Title	Table	Type	Field Name	Created by	Updated
Active Changes > 7 days	Change Request [change_request]	Single Score		admin	2020-11-11 11:43:52
Business Services by Location	Service [cmdb_ci_service]	Pie	location	admin	2013-11-18 11:48:56
Requestor API Usage (Monthly)	API Transactions Requestor Monthly Stats [sys_api_stats_requestor_monthly]	Trend	api_name	admin	2016-07-14 11:18:43
KPI - Average Work Effort for Resolving...	Incident Time Worked [incident_time_worked]	Pivot Table	inc_category	glide.maint	2011-11-30 14:35:43
Servers in an application service	label [servers_svc_assoc]	Single Score	s_sys_class_name	admin	2020-03-09 14:06:39
My Groups Work	Task [task]	List		admin	2021-07-26 15:52:15
Service View - Completeness Trend	CMDB Service Health Scorecard [cmdb_health_scorecard_service]	Line		admin	2016-05-16 11:24:29
Highest Change Activity (3m)	Change Request [change_request]	Bar	cmdb_ci	admin	2020-09-15 15:52:55
Open Incidents by Assignment	Incident [incident]	Bar	assigned to	admin	2013-11-19

1 to 20 of 660

Type here to search

ENG 11:22 AM 11/16/2024

- 1.
2. Select table incident
3. Click on next
4. Select type as pie chart



dev245162.service-now.com/now/nav/ui/classic/params/target/sys\_report\_template.do%3Fjvar\_report\_id%3Dundefined

servicenow All Favorites History Workspaces ServiceNow Search

Create a report

Data > Type > Configure > Style

\* Report Title : Incident by group

\* Report name  
Incident by group

\* Source type  
Table

\* Table  
No table selected

Create your report with Analytics Q&A  
Ask for information. You can give simple filtering conditions.  
You get the answer with an appropriate visualization.

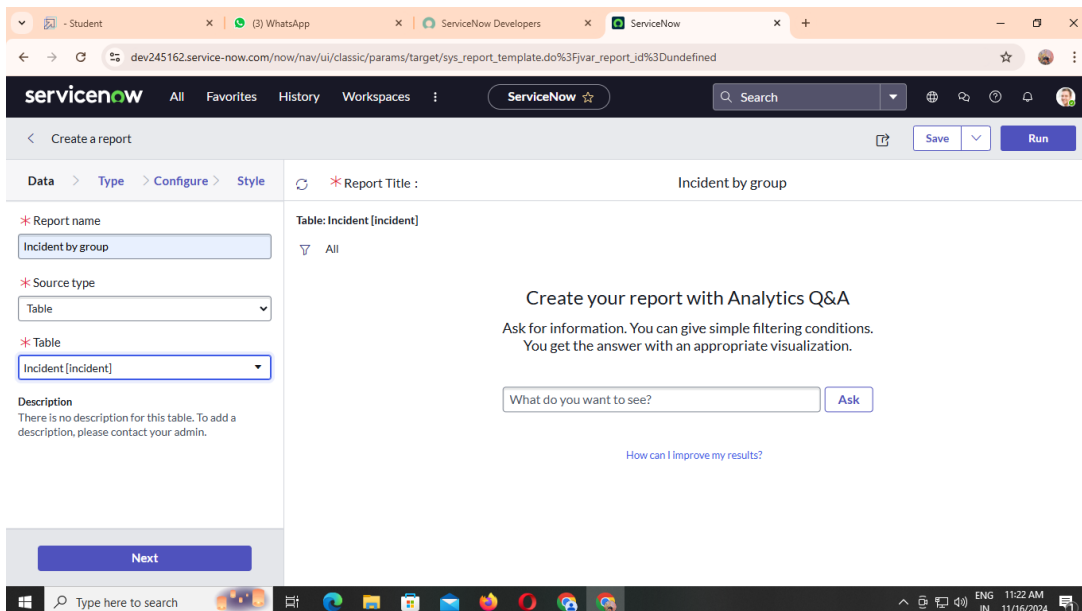
What do you want to see? Ask

How can I improve my results?

Next

Click on funnel icon and give condition Field

1. Click on next



dev245162.service-now.com/now/nav/ui/classic/params/target/sys\_report\_template.do%3Fjvar\_report\_id%3Dundefined

servicenow All Favorites History Workspaces ServiceNow Search

Create a report Save Run

Data > Type > Configure > Style

\* Report Title : Incident by group

\* Report name  
Incident by group

\* Source type  
Table

\* Table  
Incident [Incident]

Table: Incident [Incident]  
All

Create your report with Analytics Q&A  
Ask for information. You can give simple filtering conditions.  
You get the answer with an appropriate visualization.

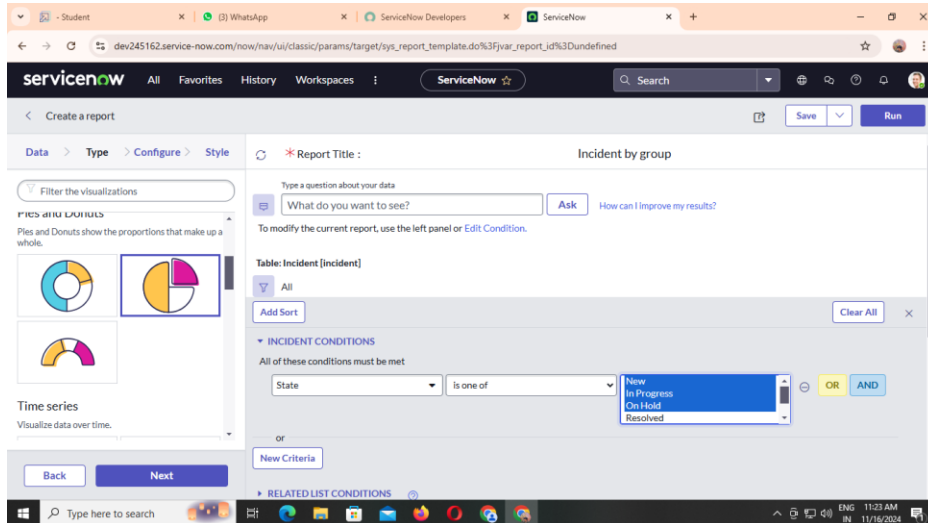
What do you want to see? Ask

How can I improve my results?

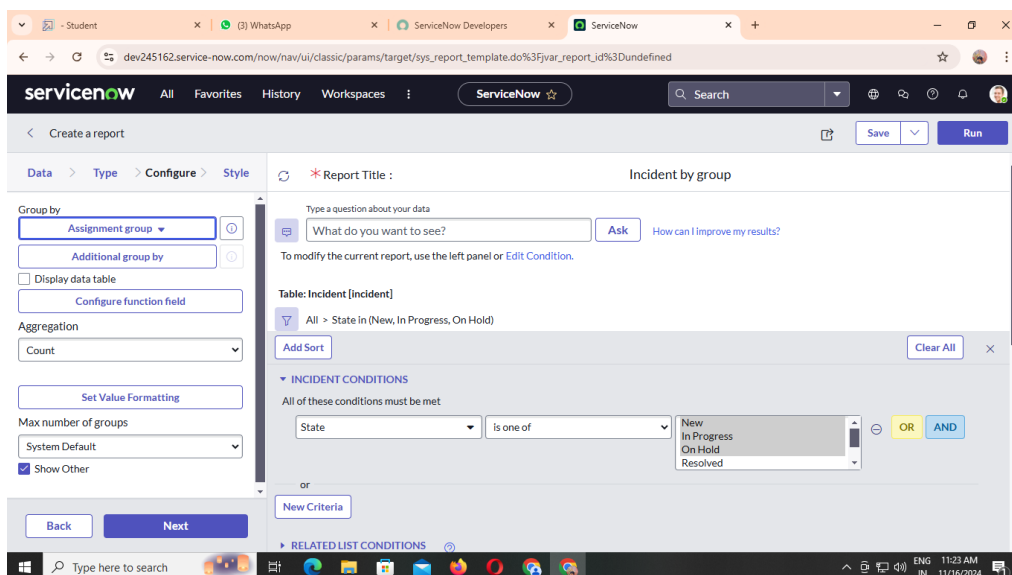
Next

Description  
There is no description for this table. To add a description, please contact your admin.

1. Group by assignment group and click on next
2. Click on save



Click on run



Now add report to dashboard

ServiceNow

dev245162.service-now.com/nav\_to.do?uri=%2Fsys\_report\_template.do%3Fsys\_report\_id%3D3Da35aa497c33952103828bfddd4013184

Report Created: Incident by group

Report Title : Incident by group

Group by: Assignment group

Aggregation: Count

INCIDENT CONDITIONS

All of these conditions must be met

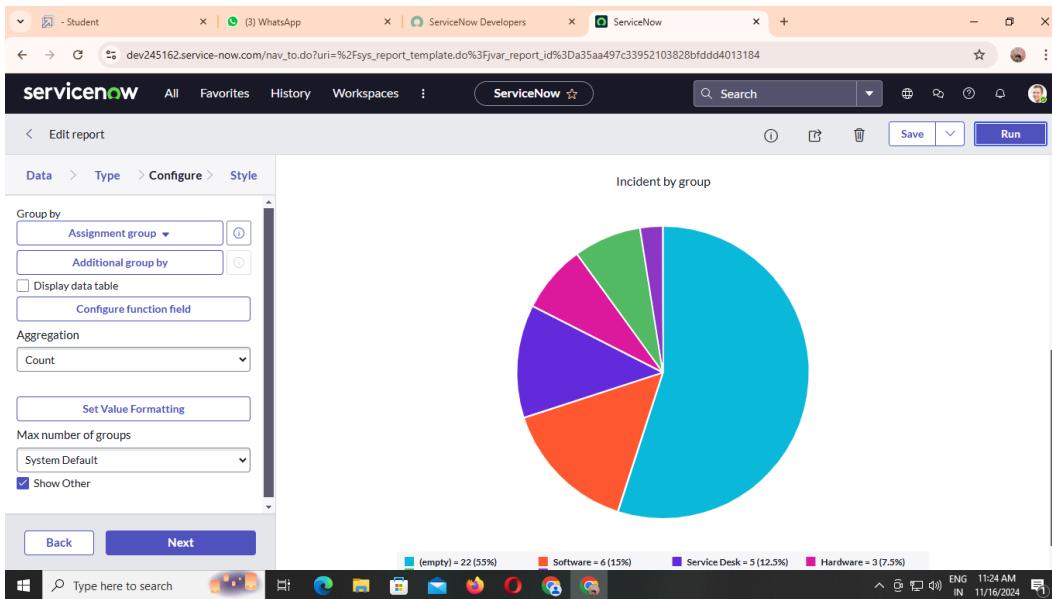
State is one of New In Progress, On Hold, Resolved

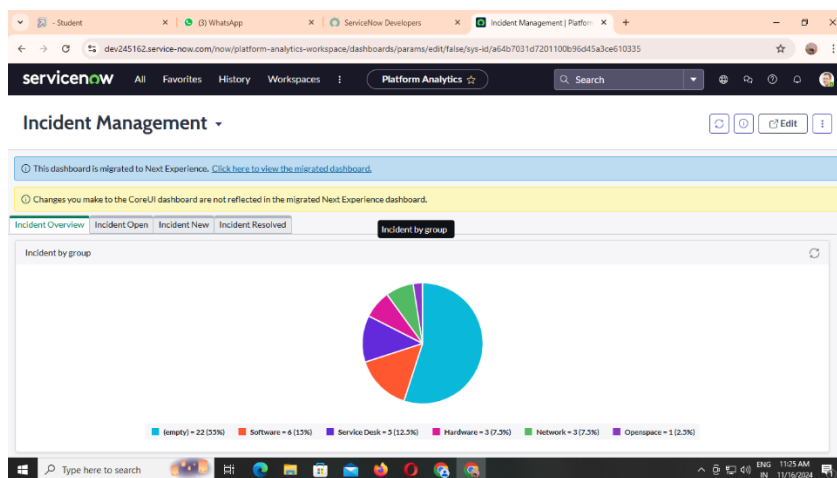
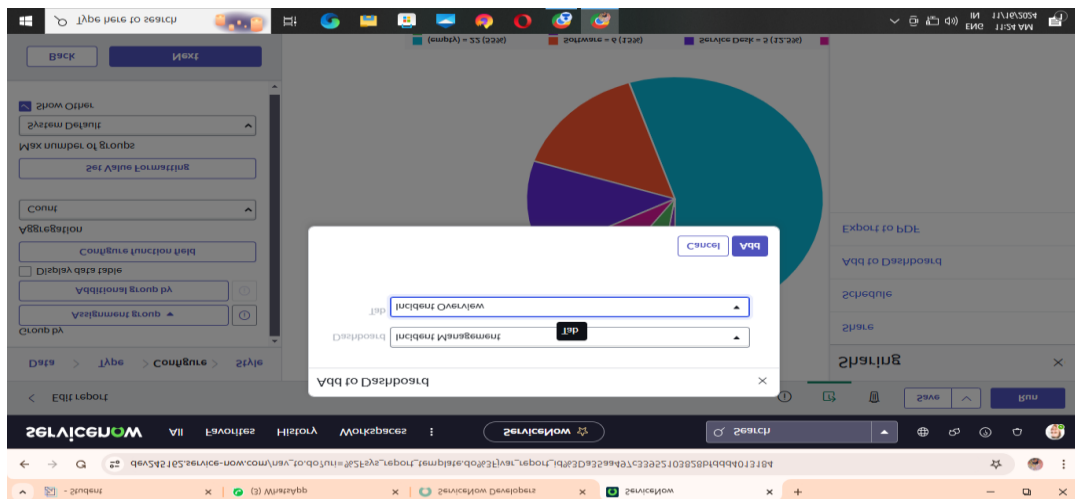
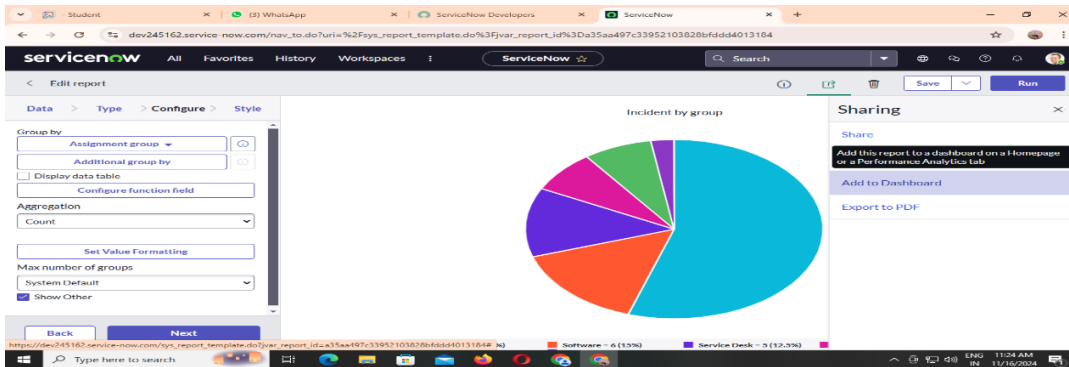
Table: Incident [Incident]

Ask another question

Clear All

Back Next





# Result

## Testing of Incident State Monitoring System ;

**Objective:** Test the incident monitoring system for its ability to handle real-life scenarios, and ensure it functions under various conditions.

- **Functional Testing:**

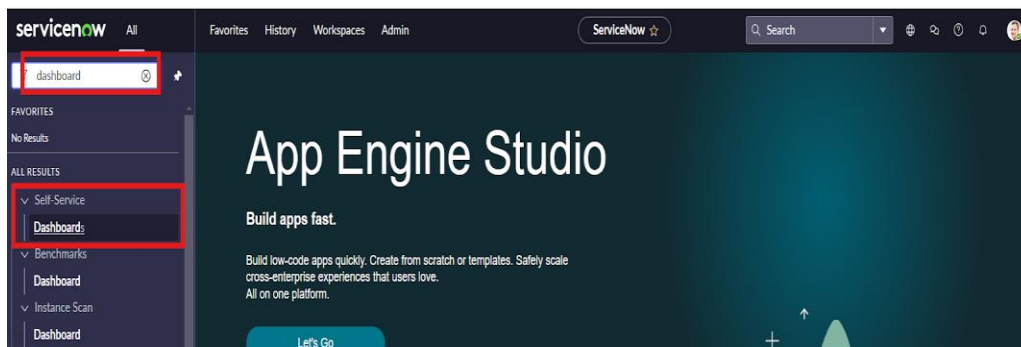
- **Incident Detection:** Test the system's ability to detect and log incidents accurately.
- **State Transitions:** Verify that the system appropriately tracks and updates the incident's state from detection to resolution.
- **Escalation Logic:** Simulate various incident scenarios to confirm that the system correctly escalates issues based on pre-configured rules (e.g., severity or resolution time).

- **Load Testing:**

- Test how the system handles a large number of simultaneous incidents. This is essential to ensure the monitoring tool can manage high incident volumes without performance degradation.

Open service now PDI instance

1. Click on all
2. Search for dashboard
3. Select dashboard under self service



1. In the search bar enter incident
2. Select incident overview



Recent
 Owned by Me
 Shared with Me
 All

Group filter: All Groups
 Search dashboard:

**Incident Overview**  
Other  
 Owned by System Administrator  
 Owner

**Incident Management**  
Incident  
 Editor

**Incident daily - 7d - 28d**  
Incident  
 Editor

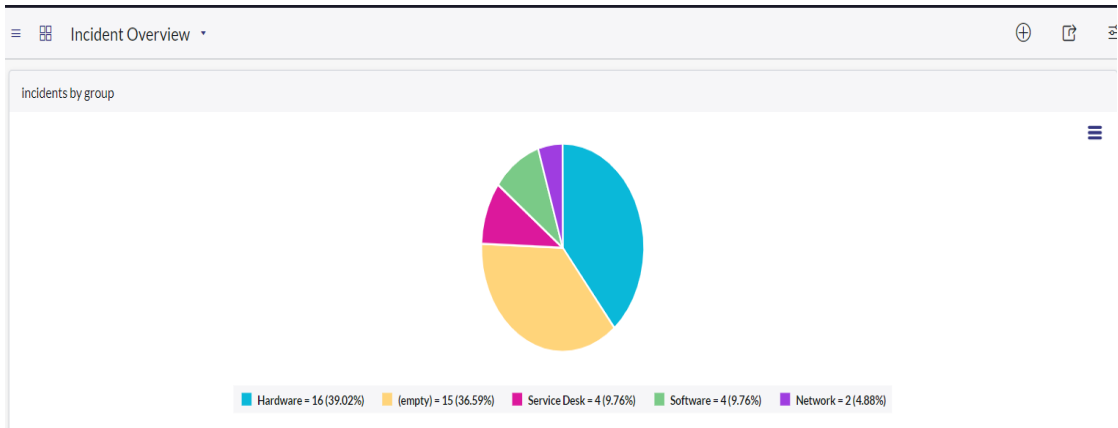
**Incident Premium**  
Incident  
 Editor

**Open Incident State Monitor**  
Incident  
 Editor

**Open Incidents Age Monitor**  
Incident  
 Editor

**Open Incidents Reports**  
Incident  
 Editor

Here we can access the dashboard we create



## Conclusion

In conclusion, effective **monitoring of incident states** is crucial for ensuring timely detection, efficient management, and resolution of incidents within an organization. The process of **validation and testing** is integral to ensuring that the monitoring system meets its intended objectives and functions optimally under various conditions.

Through **validation**, we ensure that the monitoring system aligns with organizational requirements, provides accurate data, and supports key stakeholders in making informed decisions. The **testing phase** ensures that the system can handle real-life scenarios, high incident volumes, and integration with other systems, while maintaining performance and security.