SERVICENOW PROJECT SUBMISSON

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 :

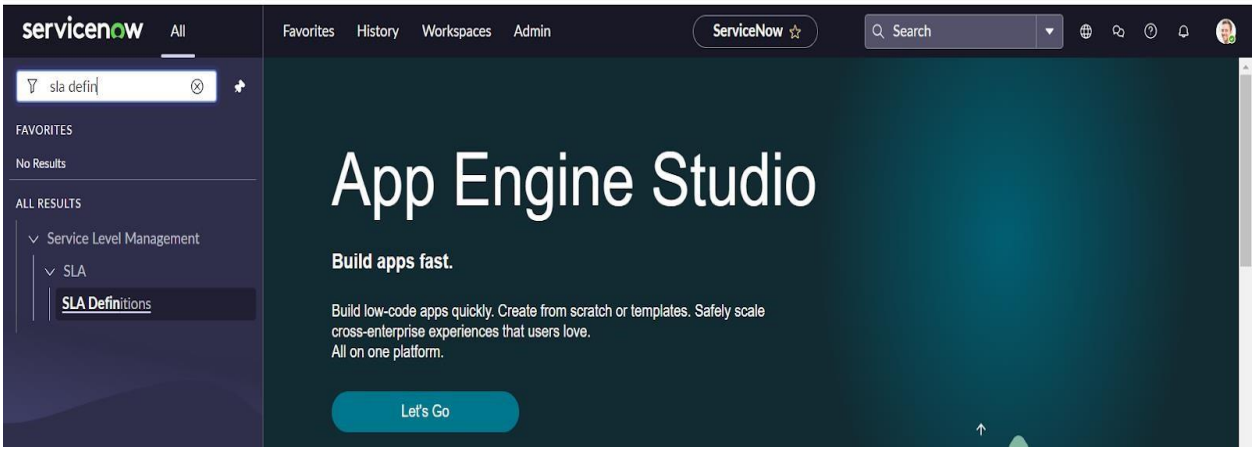
- Knowledge on Service Now.
- Knowledge on SLA(Service Level Agreement).
- SLA(Service Level Agreement).
- Service Now Administration.
- Hardware Required:
- Windows 8 machine
- Software Required:
- Install with two web browser
- System Required:
- Bandwidth of 30mbps

Detailed Steps To Solution Design :

Implementation :

Activity-1

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

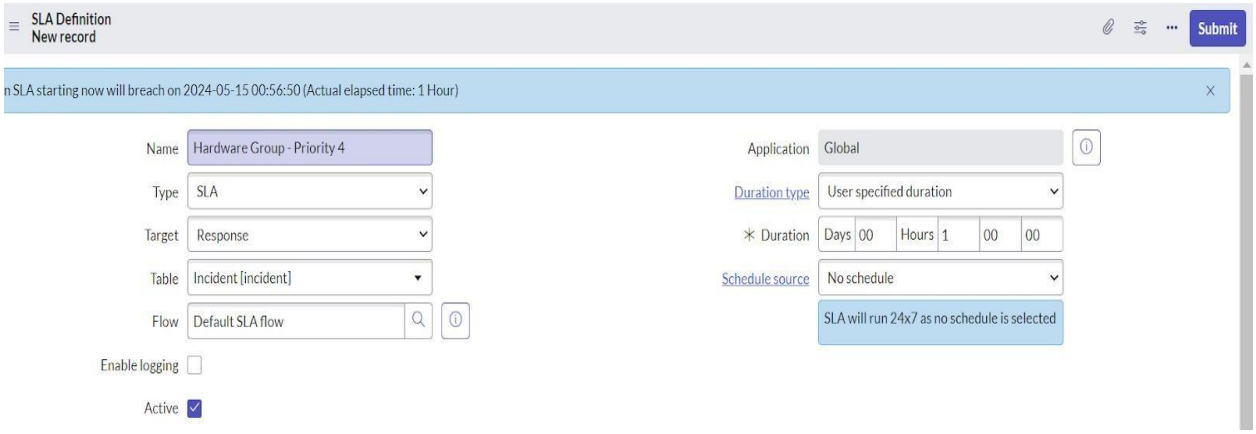


4. Create New

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

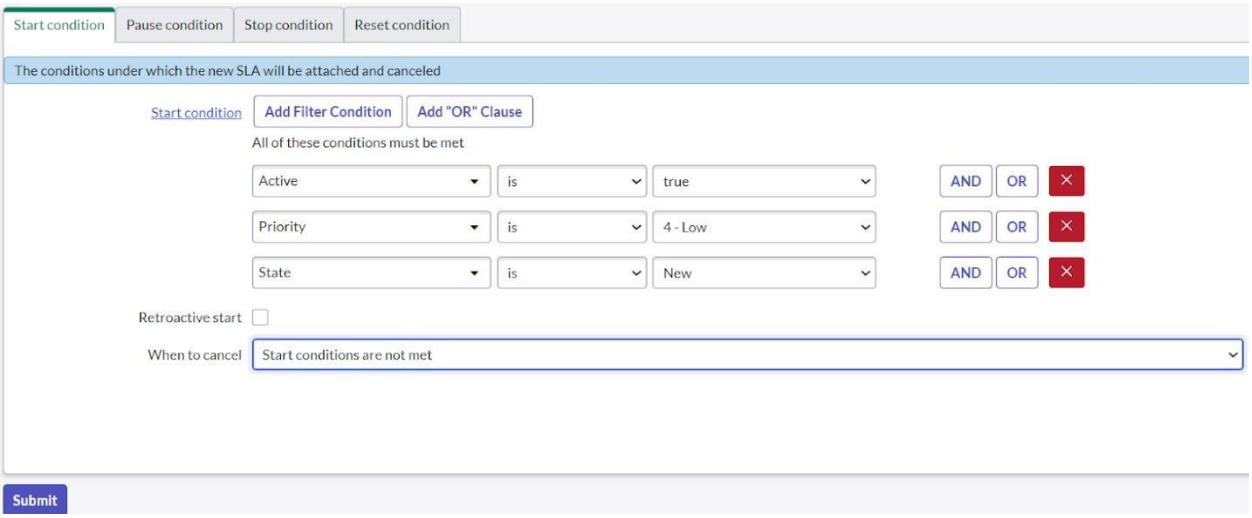


6. Under start condition fill the given information

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

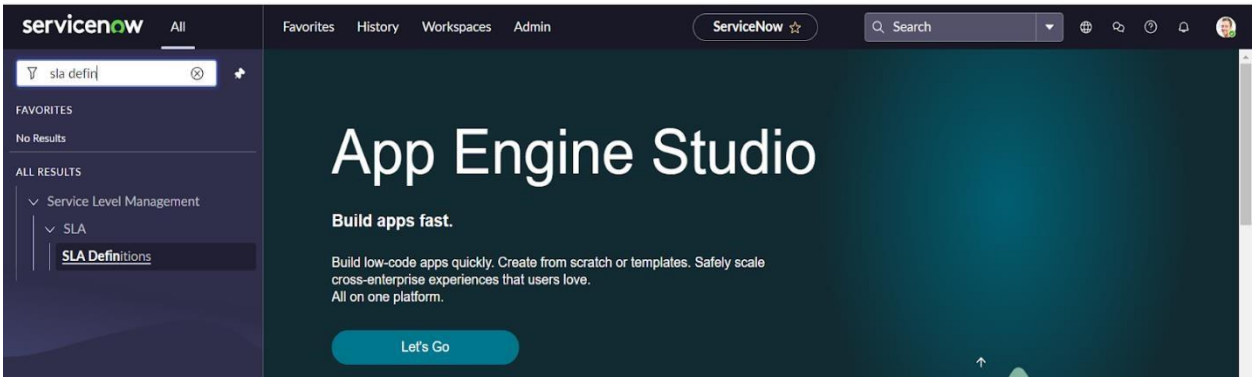
Assignment group >> is not empty

9. Click on submit.

Activity - 2:

1. Click on All

2. Search for SLA Definition

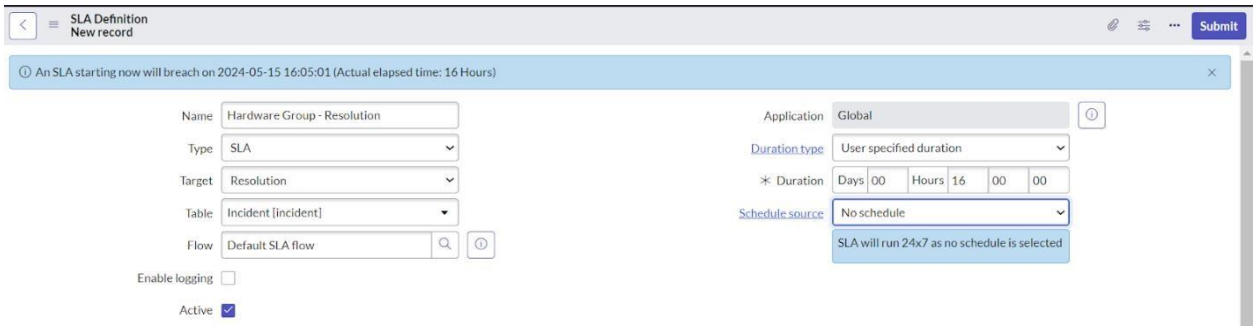


3. Create New

4. Fill the information as mentioned below

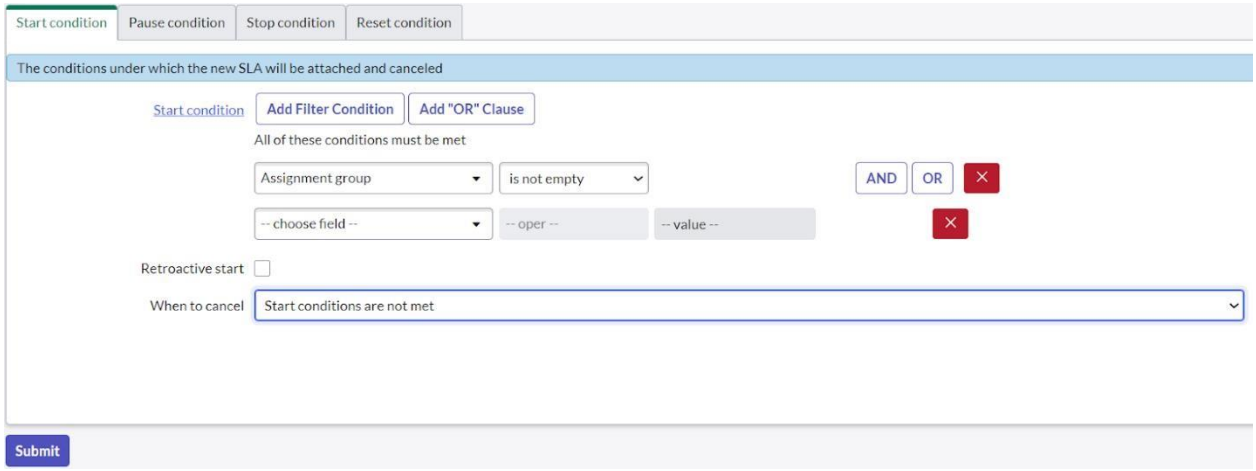
Name : Hardware Group-Resolution
Type : SLA
Target : Resolution
Table : incident
Duration : 16 hour

Schedule source : No schedule Leave
the other things default



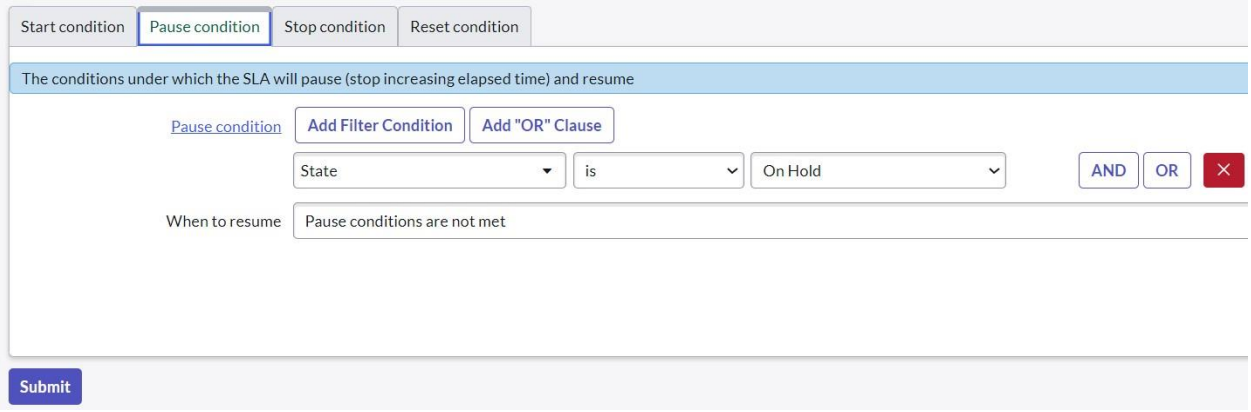
5. Under start condition fill the given information

Assignment group >> is not empty



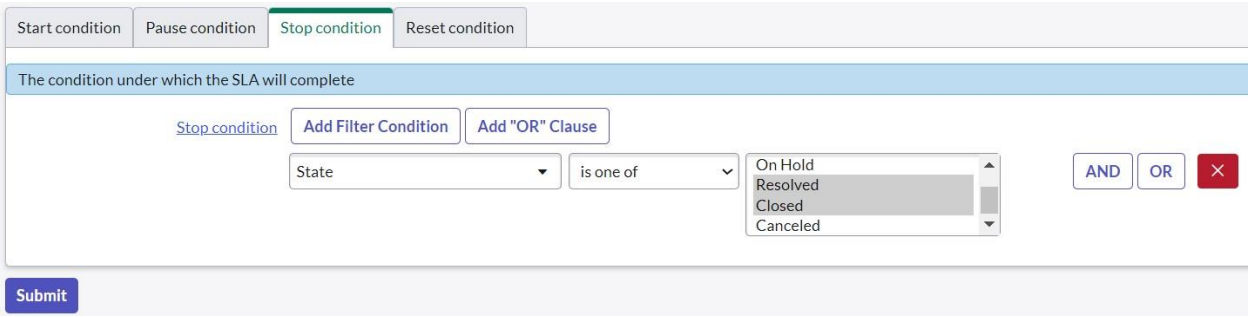
6. Under pause condition fill the following information state>>is>>on hold

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



8. Under stop condition fill the following information

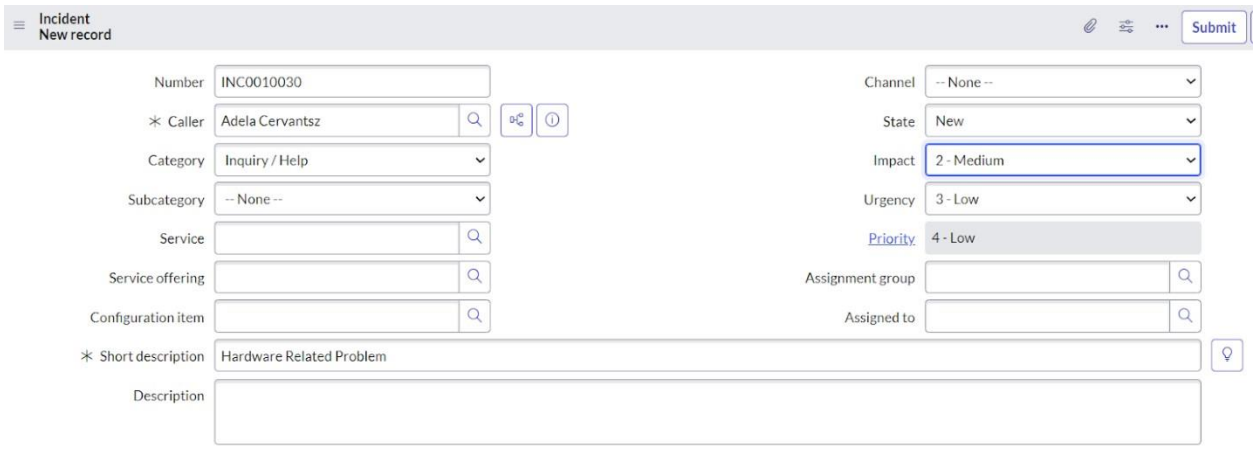
State>>is one of>>resolved,closed



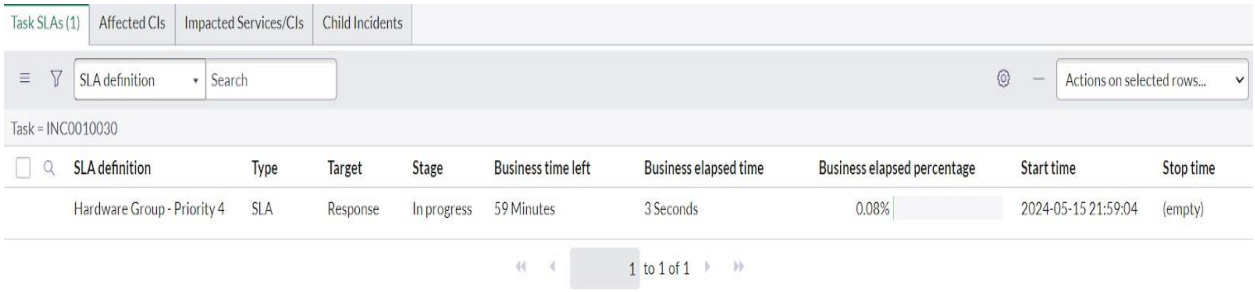
9. Click on submit.

Testing and Validation:

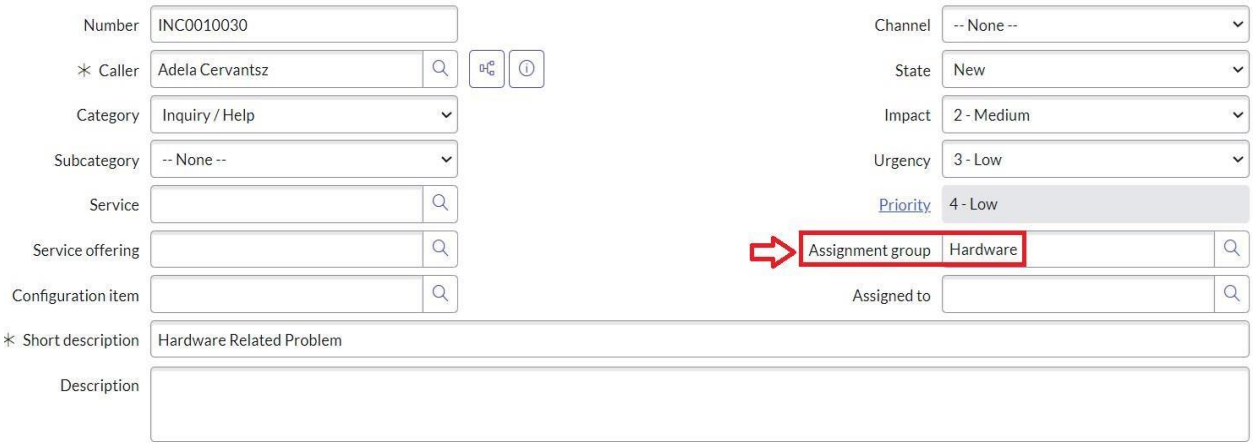
- Navigate to ALL
- Search for incident
- Click on create new
- Fill the incident form and click on save



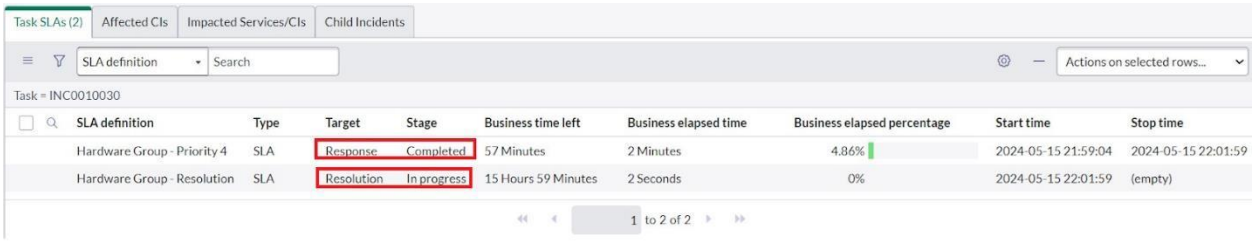
- Scroll down under SLA you will find SLA response.



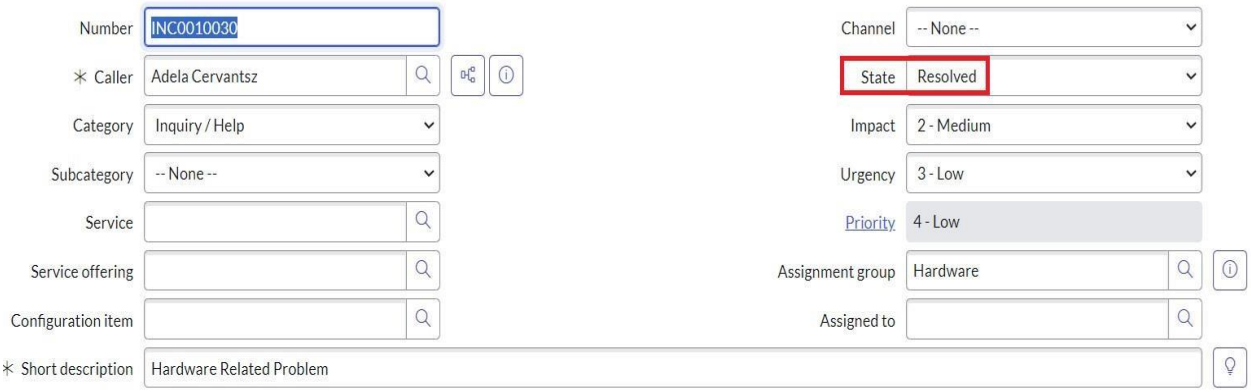
- Now under assignment group give hardware and click on save.



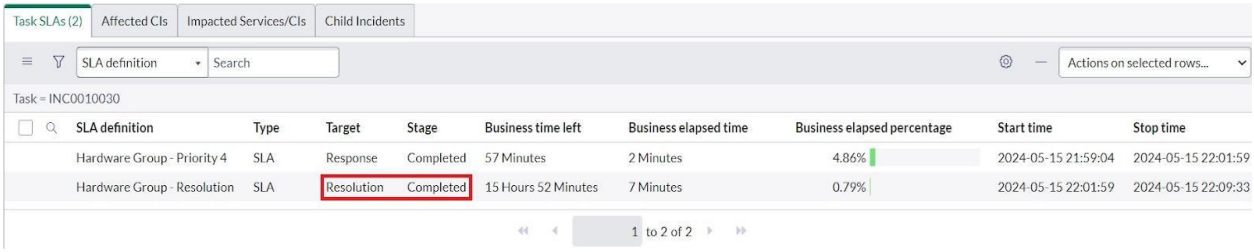
- Under sla you will find SLA response should completed and SLA resolution will start.



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



- You will observe resolution state is in completed



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.