

PIE Tech

POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY

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ServiceNow Administrator Project

Monitoring Incident States for Effective Management

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Monitoring Incident States for Effective Management

ABSTRACT,

User Story:-

As a ServiceNow Assignment Group Manager, They want a report that provides visibility into incidents assigned to my group, filtered by their current state (New, On Hold, In Progress), so that I can efficiently track, manage, and prioritize the incidents handled by my team

Pre-Requisites:-

Knowledge on Service now administration

Knowledge on tables

Knowledge on reports

Skills used to solve the problem statement:1.

Service Now Administration.

Two Major Method :

Implementation

Result

Implementation:

Activity-I: Open ServiceNow Developer Instance:

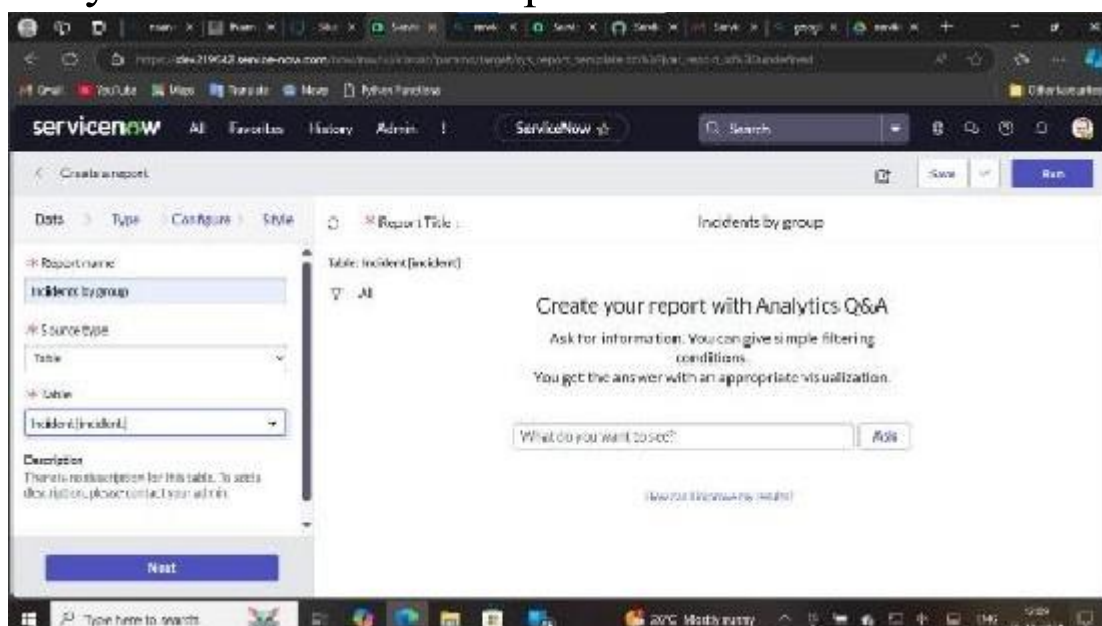
Access the ServiceNow Developer Instance by logging in to your account. Ensure you have the appropriate permissions to create reports and dashboards.

Navigate to Reports:

Click on the All option in the left-hand menu to open the application navigator.

In the search bar, type Reports and select Create New under the Reports section.

Activity-2: Create a New Report



□ Click Create New to start creating a new report.

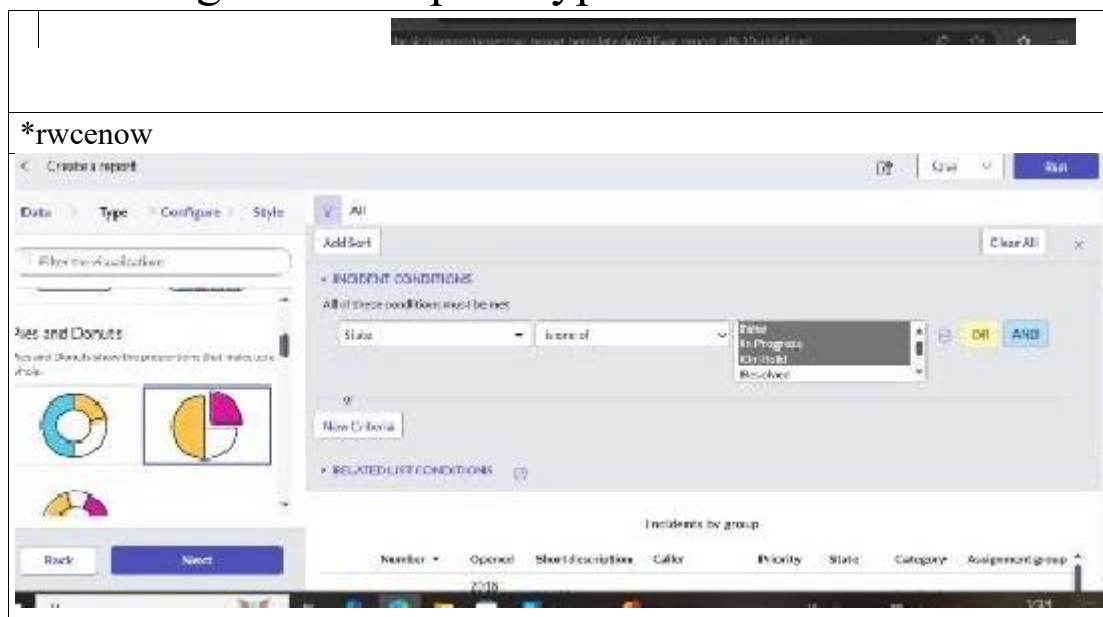
- ❑ Enter a meaningful Report Name that describes the report's purpose, e.g., "Incident

State Analysis."

Select the Source Type:

Set Source Type to Table to define where the data will come from. In the Table dropdown, select Incident as the table,

Configure the Report Type:



Click Next to proceed.

LJ Set the Report Type to Pie Chart to visualize the data distribution across incident EI states.

Activity-3: Apply Filters and Conditions

Set the Filter Conditions:

- ❑ Click on the funnel icon to add conditions to the report.

Configure the following fields:

- ❑ Field: Set to State.
- ❑ Operator: Select is one of to include multiple states.

Value: Enter New, On Hold, In Progress to include only these specific states.

Activity-4: Group Data and Save the Report

Group the Report Data:

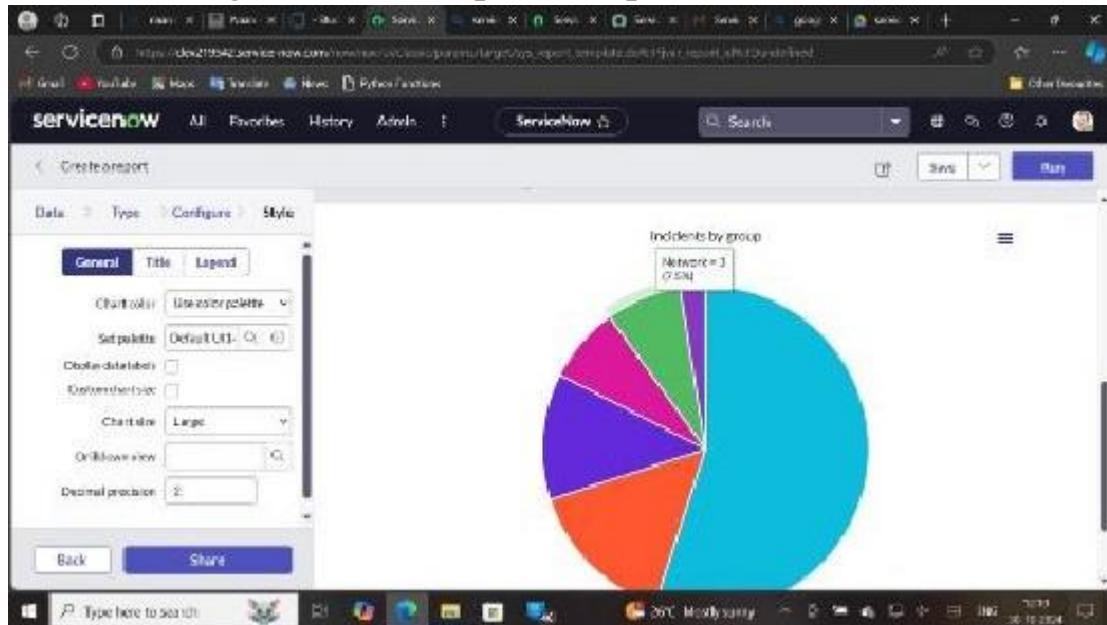
Click Next to proceed to grouping options.

Set Group by to Assignment Group -to group incidents based on the teams responsible.

Save the Report:

Click Save to store your configuration,

Select Run to generate the report and preview the results.



Activity-5: Add Report to Dashboard

Add the Report to a Dashboard:

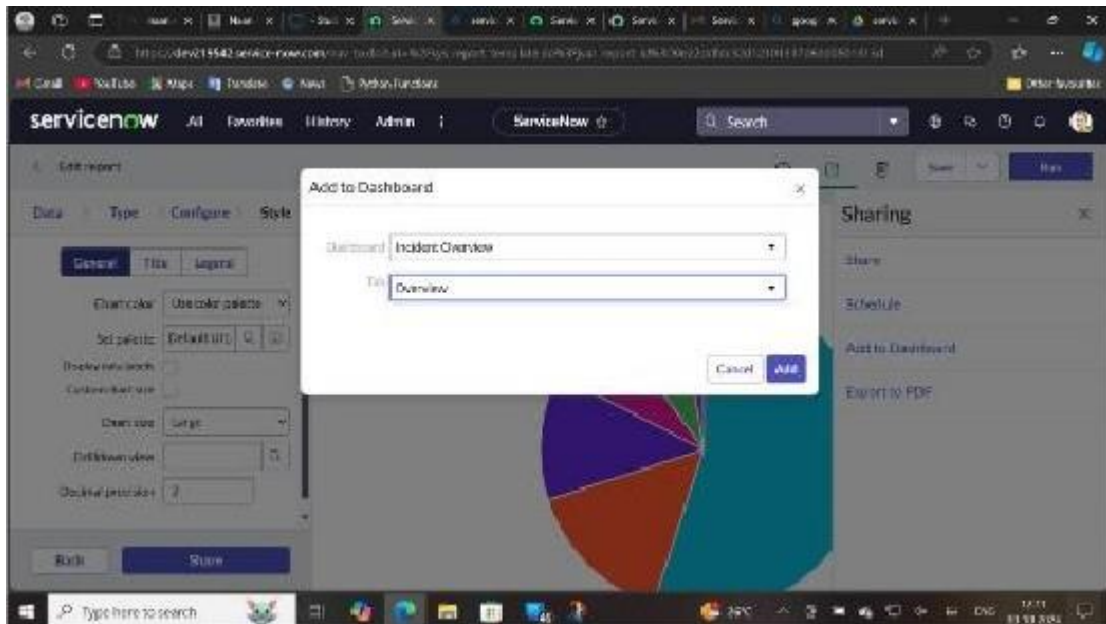
1. After saving, choose the Add to Dashboard option.

Configure the Dashboard:

1. Enter a Dashboard Name and Title for clarity. This name should reflect the purpose, e.g., "Incident Overview Dashboard."
2. Click Add to finalize.

Save the Dashboard:

1. Confirm that your new dashboard was successfully added to the Incident Overview folder for easier access.



RESULT

Access the ServiceNow PDI (Personal Developer Instance)

Open the ServiceNow PDI Instance:

Log in to your ServiceNow Personal Developer Instance (PDI) to access your personalized environment where the report and dashboard were created.

Navigate to Dashboards:

Z] In the left-hand menu, click on All to open the application navigator.

Type Dashboard in the search bar.

Select the Dashboard Option:

Under Self-Service, click on Dashboards. This will open the main dashboard management interface, where all accessible dashboards are listed,

Locate and Open the "Incident Overview" Dashboard

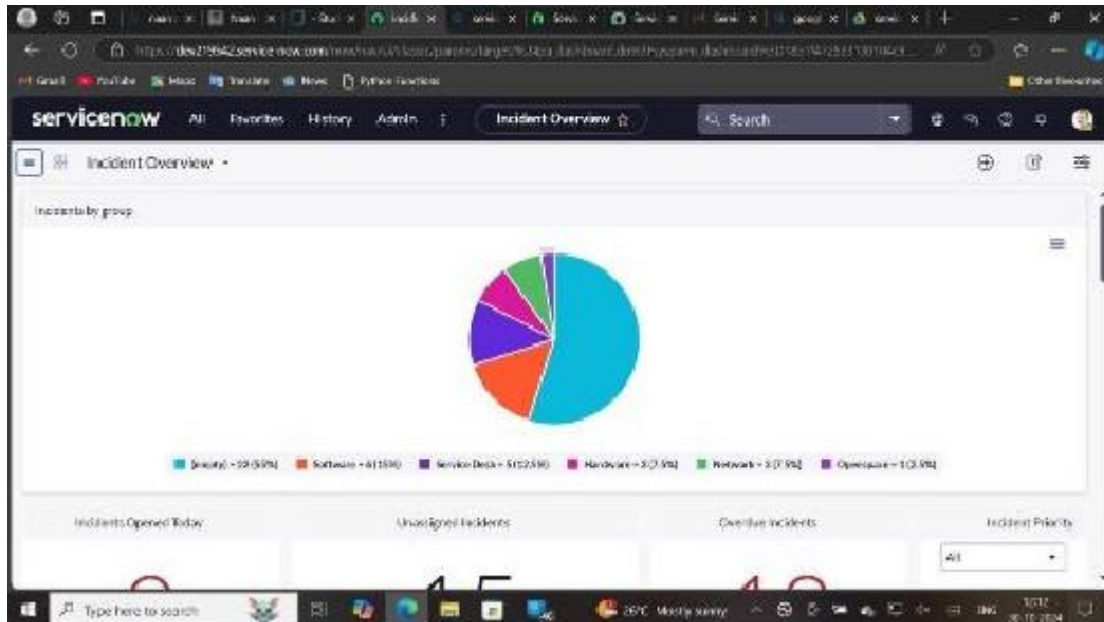
Search for the "Incident Overview" Dashboard:

In the search bar within the dashboard section, type Incident. Locate and select Incident Overview from the list of available dashboards.

Access the Dashboard:

Click on Incident Overview to open the dashboard.

Here, you will find the report created earlier, displaying a pie chart showing the incident states (New, On Hold, In Progress) grouped by assignment group.



Conclusion:

The Incident Overview Dashboard project in ServiceNow successfully demonstrates how to create a tailored reporting solution for incident management. By setting up a dynamic pie chart and integrating it into a dashboard, this project enables clear visualization of incident states and assignments. This provides users with a streamlined tool to monitor incident progress, improve resource allocation, and support informed decision-making within IT service management. Overall, this project highlights ServiceNow's powerful reporting capabilities to enhance operational efficiency and transparency.