SSERVICENOW PROJECT SUBMISSON

Requesting Monitoring Incident State For Effective Management ServiceNow

Submitted by

M.PUGAZHENTHI au723921104038

S.YOGESH au723921104057

G.SIVASAKTHIBALA au723921104047

VIJAYSAI au723921104025

Arjun College of Technology , Coimbatore Anna University

Chennai -600 025

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.

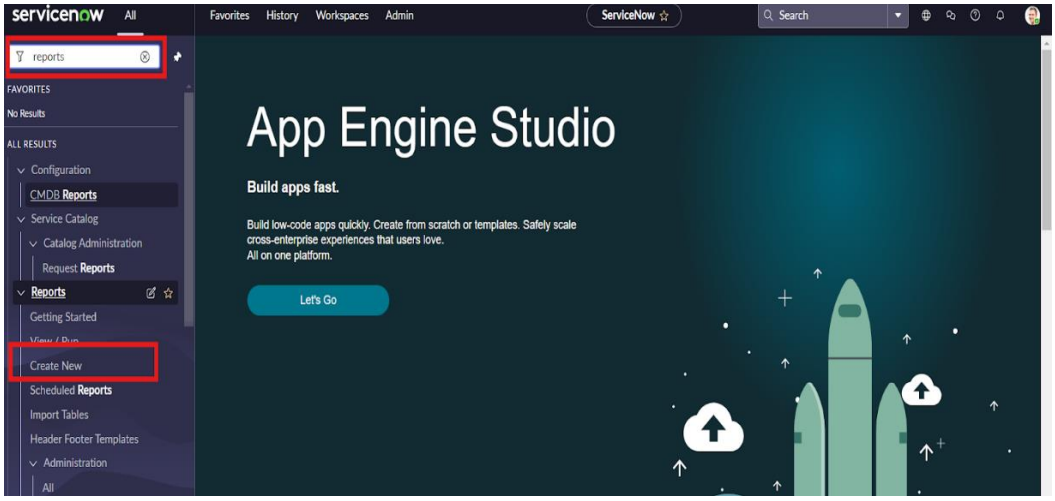
Skills :

Knowledge on Service now administration
Knowledge on tables
Knowledge on reports

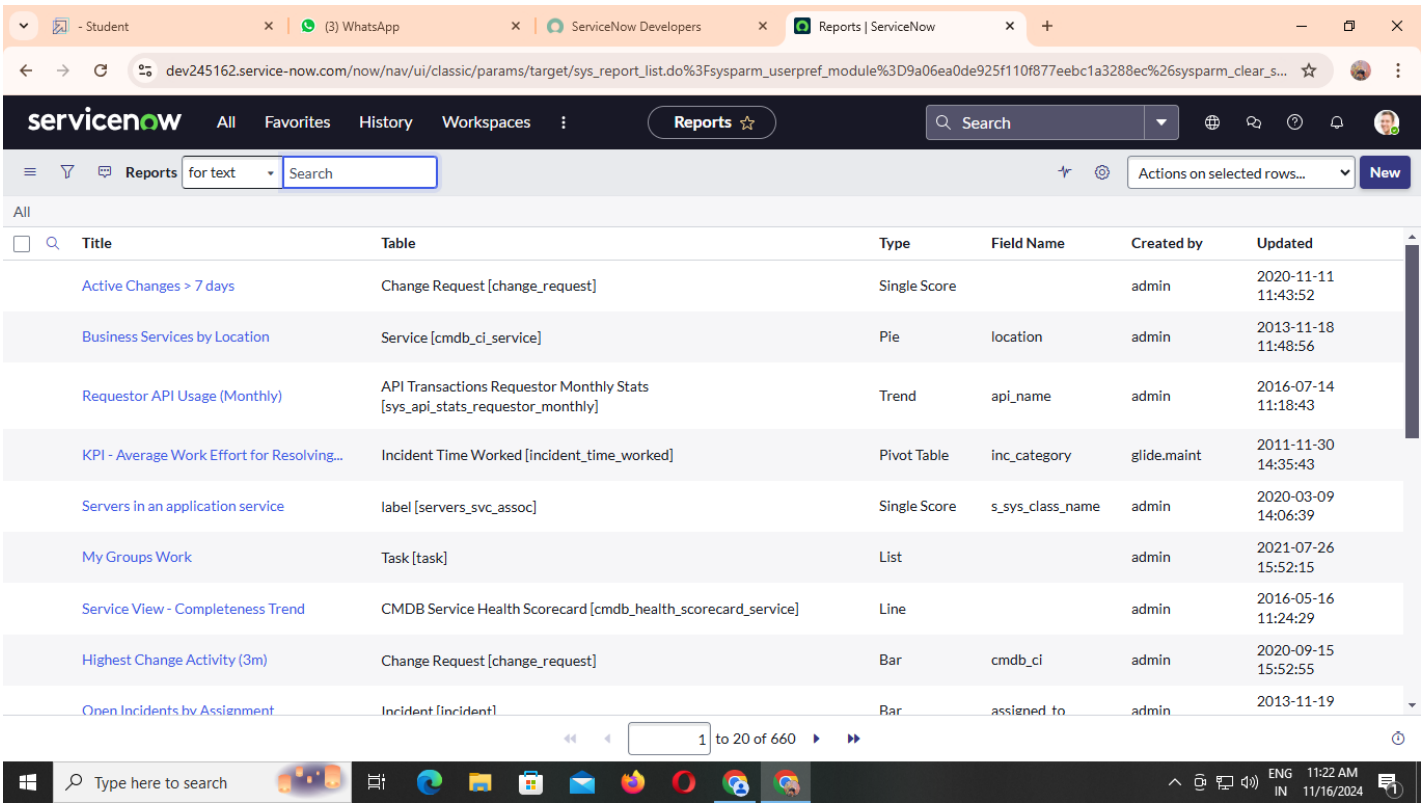
Detailed Steps To Solution Design :

Implementation :

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

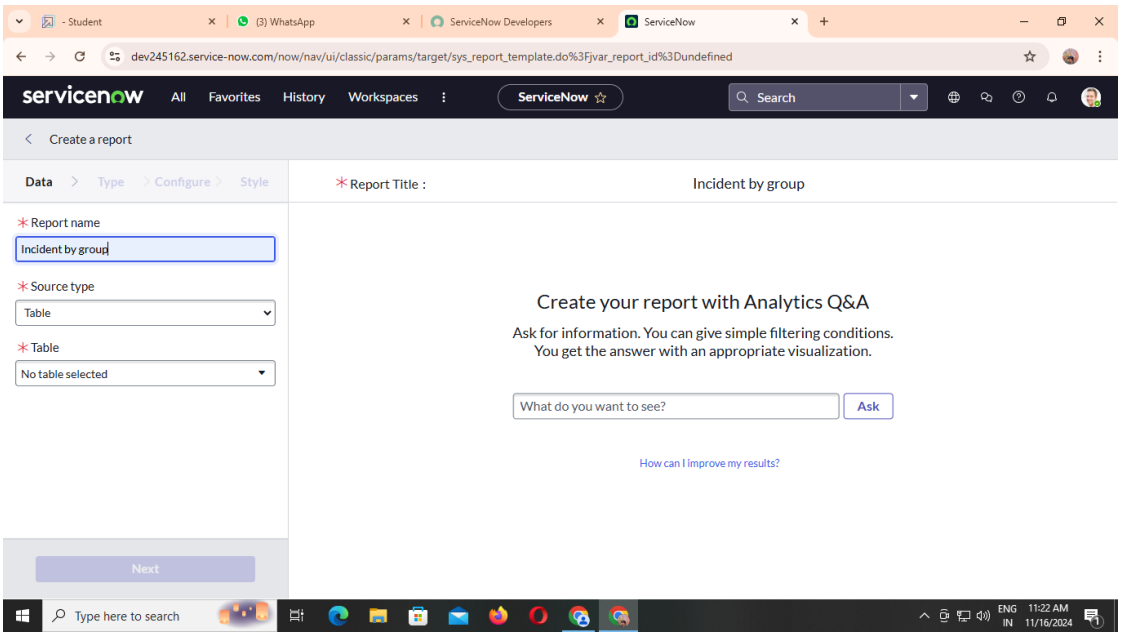


1. Search for reports and click on create new
2. Give the report name
3. Select source type as table



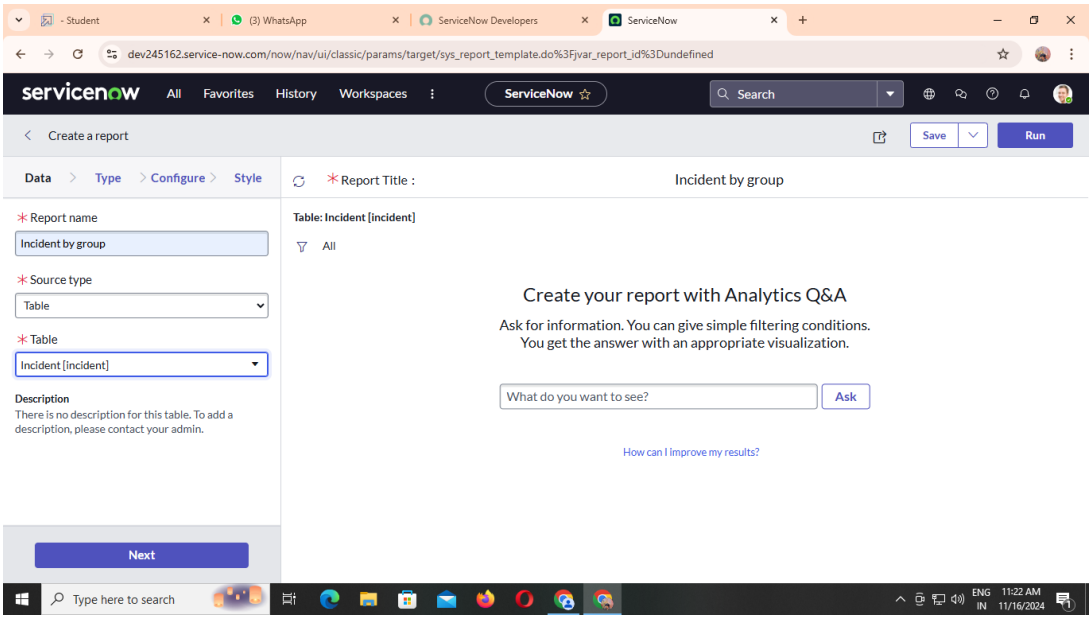
1.

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

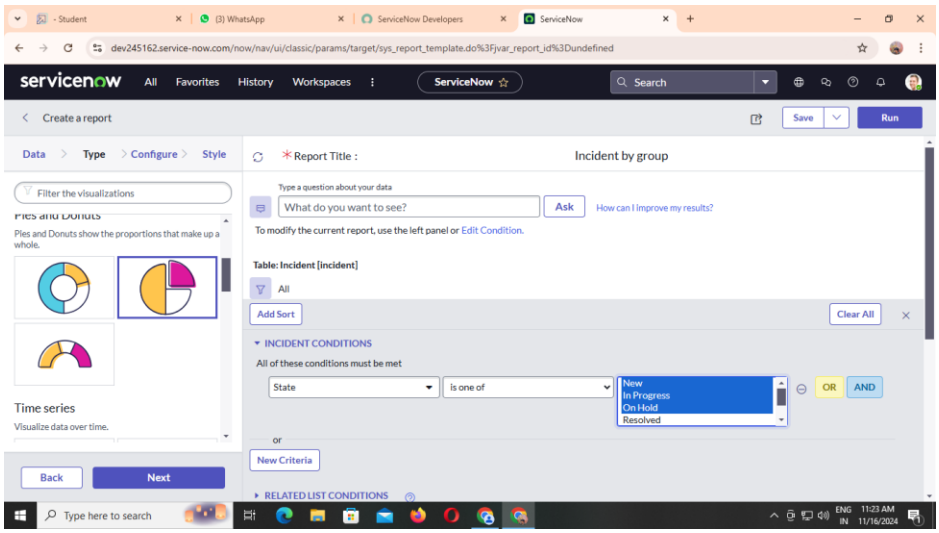


Click on funnel icon and give condition Field

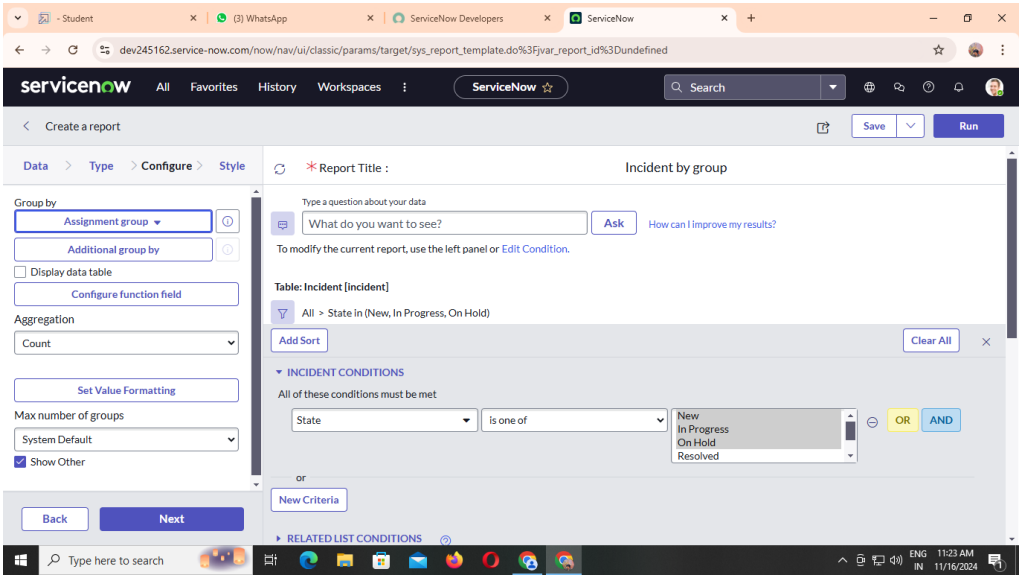
1. Click on next



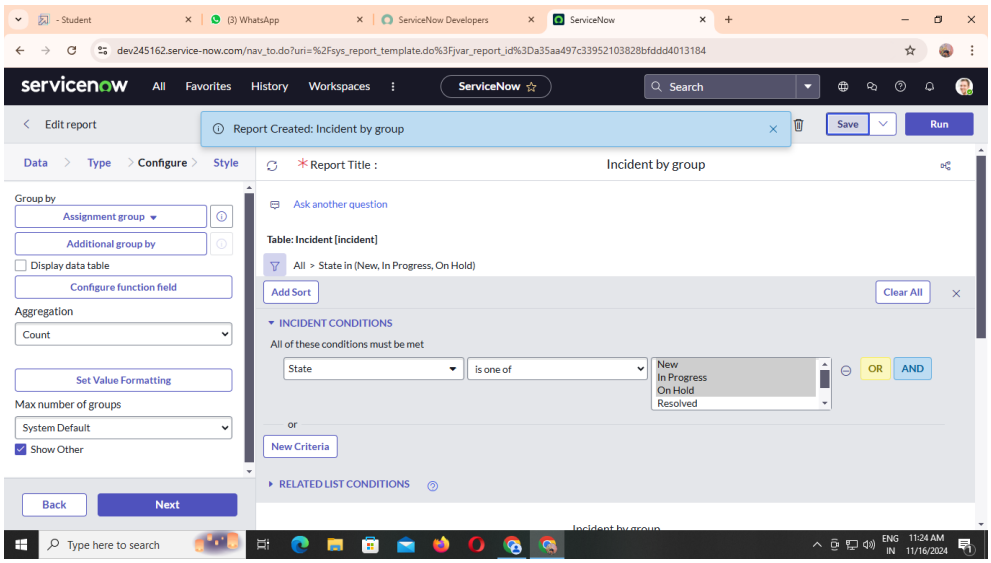
1. Group by assignment group and click on next
2. Click on save

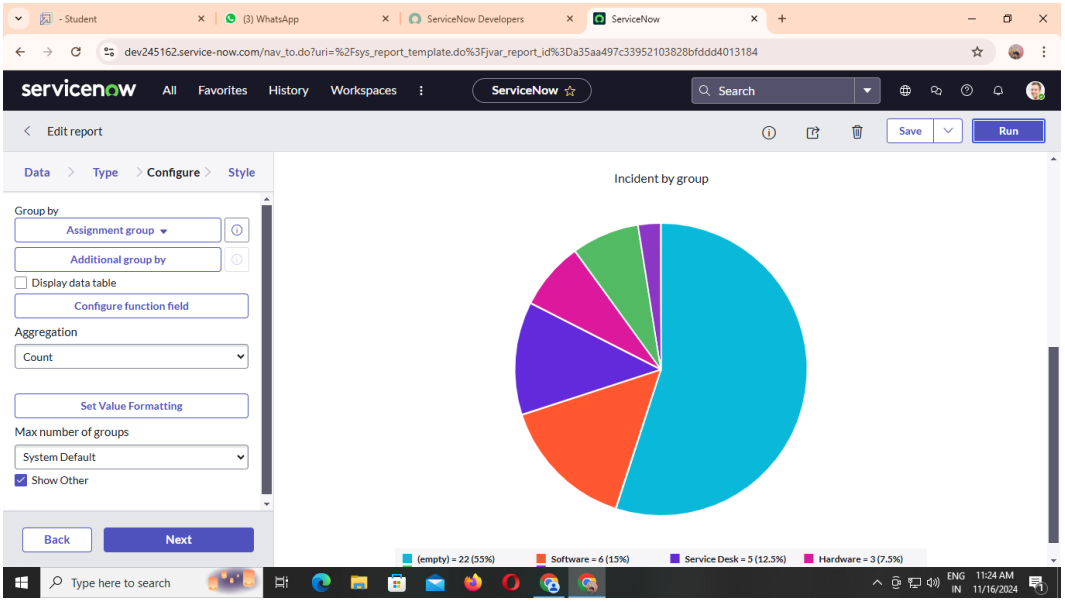


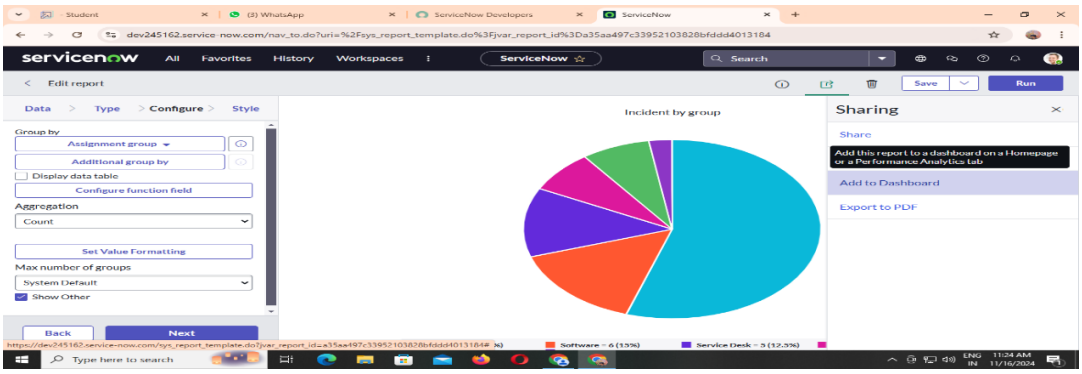
Click on run

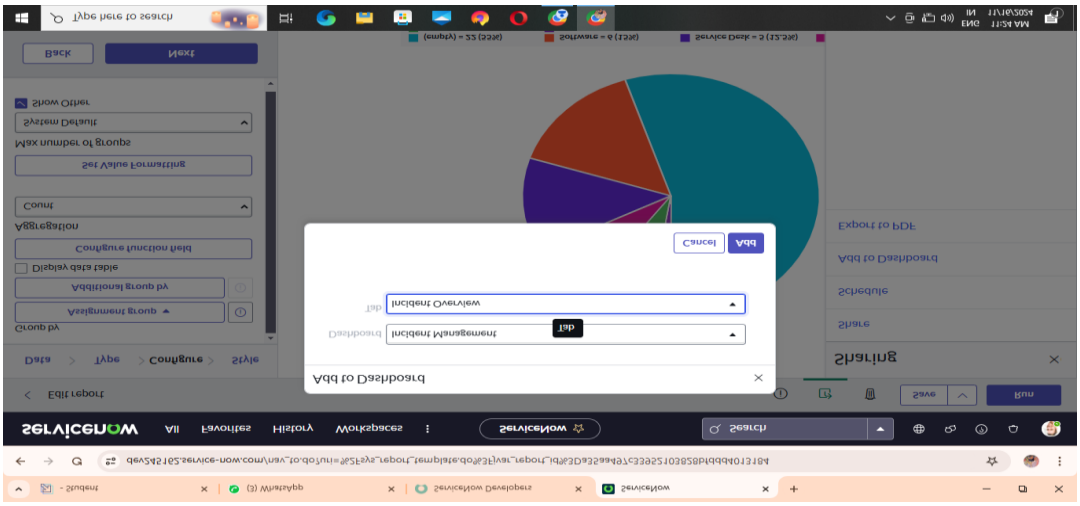


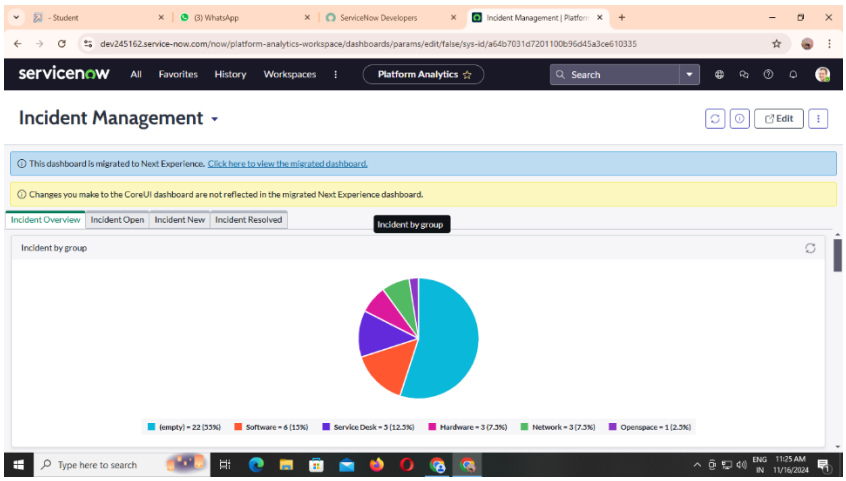
Now add report to dashboard


Edit report
Report Created: Incident by group
Save
Run
Data
Type
Configure
Style
Report Title :
Incident by group
Group by
Assignment group
Additional group by
Display data table
Configure function field
Aggregation
Count
Set Value Formatting
Max number of groups
System Default
Show Other
Ask another question
Table: Incident [incident]
All > State in (New, In Progress, On Hold)
Add Sort
Clear All
INCIDENT CONDITIONS
All of these conditions must be met
State
is one of
New
In Progress
On Hold
Resolved
OR
AND
or
New Criteria
RELATED LIST CONDITIONS
Back
Next


Edit report
Save
Run
Data
Type
Configure
Style
Incident by group
Group by
Assignment group
Additional group by
Display data table
Configure function field
Aggregation
Count
Set Value Formatting
Max number of groups
System Default
Show Other
Back
Next
(empty) = 22 (55%)
Software = 6 (15%)
Service Desk = 5 (12.5%)
Hardware = 3 (7.5%)


servicenow
Edit report
Data
Type
Configure
Style
Group by
Assignment group
Additional group by
Display data table
Configure function field
Aggregation
Count
Set Value Formatting
Max number of groups
System Default
Show Other
Back
Next
Incident by group
Sharing
Share
Add this report to a dashboard on a Homepage or a Performance Analytics tab
Add to Dashboard
Export to PDF




Incident Management
Platform Analytics
This dashboard is migrated to Next Experience. Click here to view the migrated dashboard.
Changes you make to the CoreUI dashboard are not reflected in the migrated Next Experience dashboard.
Incident Overview
Incident Open
Incident New
Incident Resolved
Incident by group
(empty) = 22 (53%)
Software = 6 (15%)
Service Desk = 5 (12.5%)
Hardware = 3 (7.5%)
Network = 3 (7.5%)
Openspace = 1 (2.5%)

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.

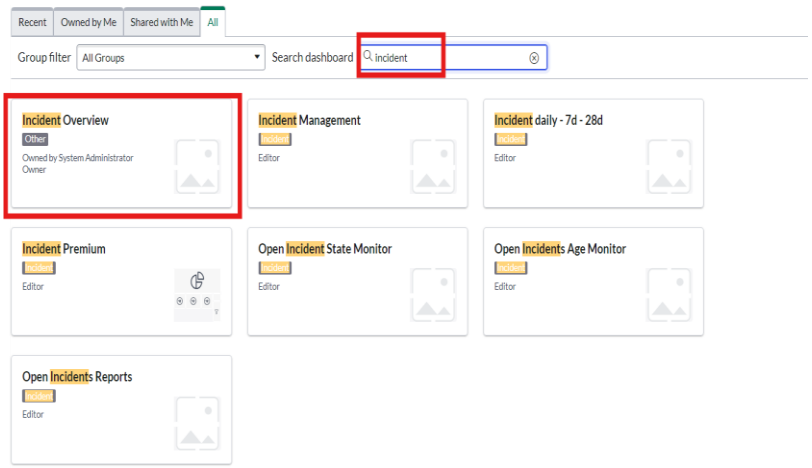
- **Functional Testing**:
  - **Incident Detection**: Test the system's ability to detect and log incidents accurately.
  - **State Transitions**: Verify that the system appropriately tracks and updates the incident's state from detection to resolution.
  - **Escalation Logic**: Simulate various incident 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.

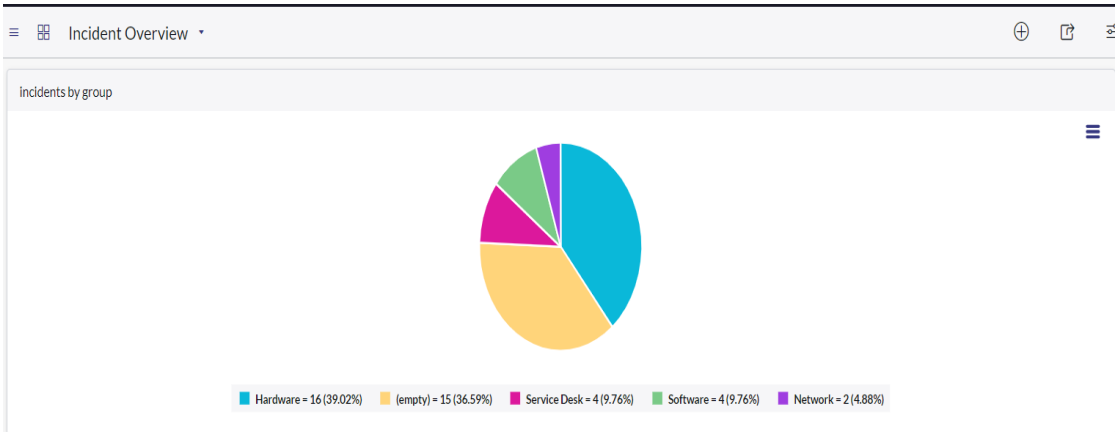
Open service now PDI instance

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



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.