ServiceNow Incident Management Mini-Project

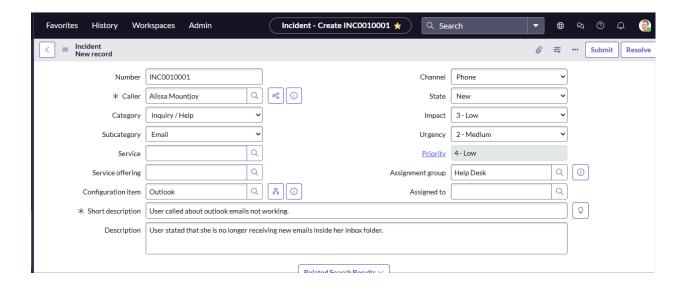
Project Overview

In this project, I demonstrated my ability to work with **ServiceNow Incident Management**. I showcased the end-to-end process of handling a ticket, from creation to assignment, documentation, and resolution. This simulates how real-world IT support teams manage incidents, ensuring proper communication, tracking, and closure of issues.

Steps Demonstrated

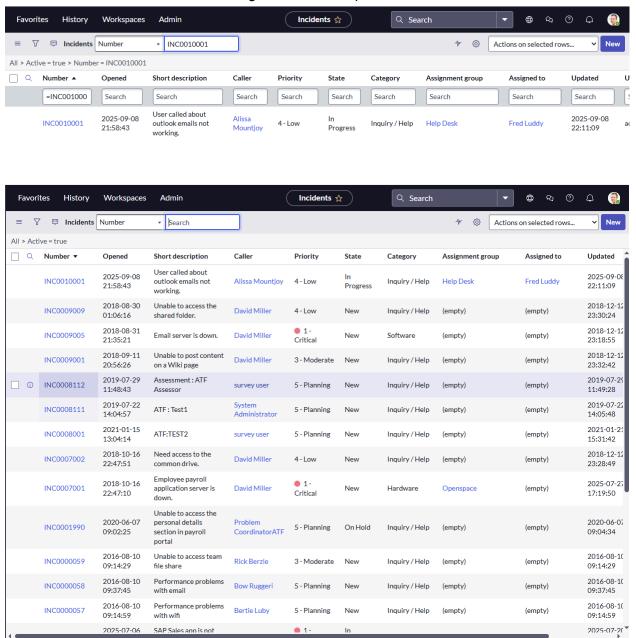
1. Creating a New Incident

- I logged into my ServiceNow instance and navigated to the Incident module.
- I created a new incident by entering a short description and a detailed description.



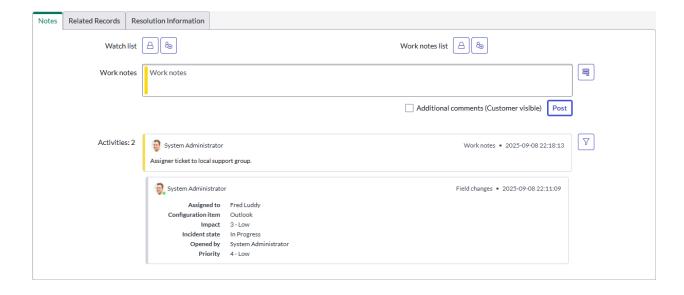
2. Submitting the Incident

• I saved the incident, and ServiceNow generated a unique ticket number.



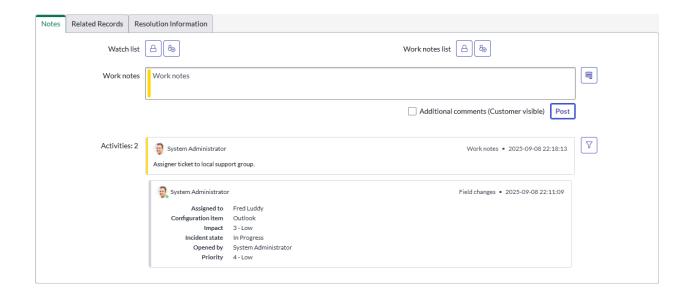
3. Assigning the Incident

 I updated the Assignment Group and Assigned To fields to simulate routing the issue to the correct team member.



4. Documenting Work Notes

- I used the **Work Notes** section for internal IT updates.
- I added **Additional Comments** to simulate user-facing communication.



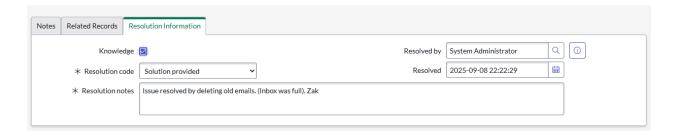
5. Resolving the Incident

- I changed the status to **Resolved** after simulating the fix.
- I provided details in the Resolution Notes field to clearly describe the solution.



6. Final Verification

 I verified the ticket was successfully updated to the Resolved state with full documentation.



Skills Demonstrated

- Incident lifecycle management in ServiceNow
- Ticket creation, assignment, and resolution
- Professional documentation of technical issues
- Simulating IT support workflows