

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.

The screenshot shows the 'Incident - Create INC0010001' form in the ServiceNow interface. The form is organized into two main columns of fields. The left column includes fields for Number (INC0010001), Caller (Alissa Mountjoy), Category (Inquiry / Help), Subcategory (Email), Service, Service offering, Configuration item (Outlook), and Short description (User called about outlook emails not working.). The right column includes fields for Channel (Phone), State (New), Impact (3 - Low), Urgency (2 - Medium), Priority (4 - Low), Assignment group (Help Desk), and Assigned to. At the bottom, there is a large text area for the Description (User stated that she is no longer receiving new emails inside her inbox folder.). The form has a top navigation bar with tabs for Favorites, History, Workspaces, and Admin, and a search bar. The bottom of the form has buttons for Submit and Resolve.

Number	INC0010001	Channel	Phone
* Caller	Alissa Mountjoy	State	New
Category	Inquiry / Help	Impact	3 - Low
Subcategory	Email	Urgency	2 - Medium
Service		Priority	4 - Low
Service offering		Assignment group	Help Desk
Configuration item	Outlook	Assigned to	
* Short description	User called about outlook emails not working.		
Description	User stated that she is no longer receiving new emails inside her inbox folder.		

2. Submitting the Incident

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



Incidents										
All > Active = true > Number = INC0010001										
Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	
INC0010001	2025-09-08 21:58:43	User called about outlook emails not working.	Alissa Mountjoy	4 - Low	In Progress	Inquiry / Help	Help Desk	Fred Luddy	2025-09-08 22:11:09	



Incidents										
All > Active = true										
Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	
INC0010001	2025-09-08 21:58:43	User called about outlook emails not working.	Alissa Mountjoy	4 - Low	In Progress	Inquiry / Help	Help Desk	Fred Luddy	2025-09-08 22:11:09	
INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-11 23:30:24	
INC0009005	2018-08-31 21:35:21	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	2018-12-11 23:18:55	
INC0009001	2018-09-11 20:56:26	Unable to post content on a Wiki page	David Miller	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2018-12-11 23:32:42	
INC0008112	2019-07-29 11:48:43	Assessment : ATF Assessor	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-29 11:49:28	
INC0008111	2019-07-22 14:04:57	ATF : Test1	System Administrator	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-22 14:05:48	
INC0008001	2021-01-15 13:04:14	ATF:TEST2	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2021-01-21 15:31:42	
INC0007002	2018-10-16 22:47:51	Need access to the common drive.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-11 23:28:49	
INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	David Miller	1 - Critical	New	Hardware	Openspace	(empty)	2025-07-27 17:19:50	
INC0001990	2020-06-07 09:02:25	Unable to access the personal details section in payroll portal	Problem CoordinatorATF	5 - Planning	On Hold	Inquiry / Help	(empty)	(empty)	2020-06-07 09:04:34	
INC0000059	2016-08-10 09:14:29	Unable to access team file share	Rick Berzle	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:14:29	
INC0000058	2016-08-10 09:37:45	Performance problems with email	Bow Ruggeri	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:37:45	
INC0000057	2016-08-10 09:14:59	Performance problems with wifi	Bertie Luby	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:14:59	
	2025-07-06	SAP Sales app is not		1 -	In				2025-07-06	


3. Assigning the Incident

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

Notes | Related Records | Resolution Information



Watch list  

Work notes list  


Work notes 

☐ Additional comments (Customer visible)

Activities: 2

 System Administrator
 Work notes • 2025-09-08 22:18:13 

Assigner ticket to local support group.



 System Administrator
 Field changes • 2025-09-08 22:11:09



Assigned to	Fred Luddy
Configuration item	Outlook
Impact	3 - Low
Incident state	In Progress
Opened by	System Administrator
Priority	4 - Low


4. Documenting Work Notes

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

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Watch list  

Work notes list  


Work notes 

☐ Additional comments (Customer visible)

Activities: 2

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 Work notes • 2025-09-08 22:18:13 

Assigner ticket to local support group.

 System Administrator
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Assigned to	Fred Luddy
Configuration item	Outlook
Impact	3 - Low
Incident state	In Progress
Opened by	System Administrator
Priority	4 - Low

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.

[Related Search Results >](#)

Notes

Related Records

Resolution Information

Knowledge ☐

Resolved by

Resolution code

Resolved

Resolution notes

6. Final Verification

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

Notes

Related Records

Resolution Information

Knowledge ☒

Resolved by

* Resolution code

Resolved

* Resolution notes

Skills Demonstrated

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