

**Name: Arya Kashikar**

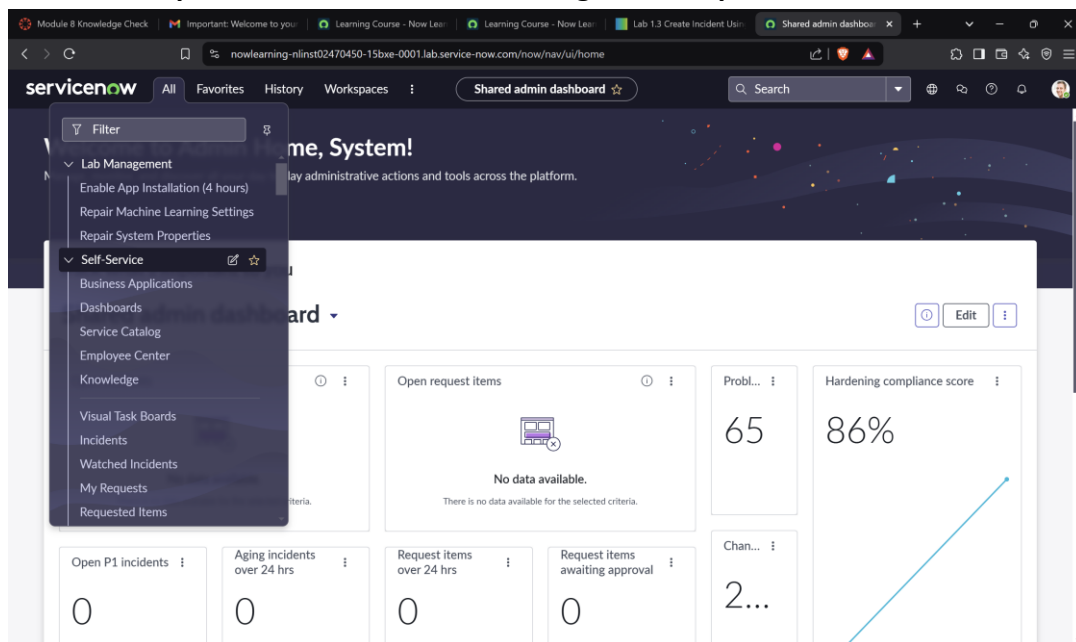
**PRN: 22070521036**

**Course- Certified System Administrator**

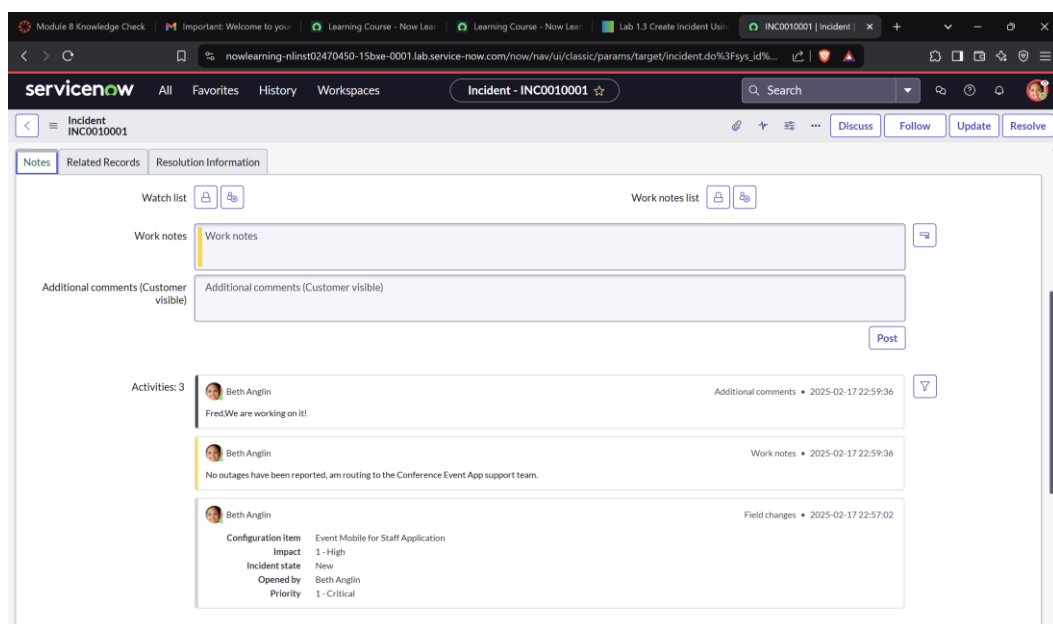
**Lab 1.3.1 – 1.3.3**

➔ **Create Incident Using Classic Lists and Forms**

➔ **Section 1: Explore ITSM and Incident Management Capabilities**



➔ **Section 2: Create a New Incident in the Classic Environment**



### ➔ Section 3: Explore Incident Lists in the Classic Environment

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0010001	2025-02-17 22:52:55	Cannot get the Conference Event Mobile app to staff to launch.It is flashing error 555.	Fred.Luddy	1 - Critical	New	Software	Conference Event App Support	(empty)	2025-02-17 22:59:36	beth.anglin

### ➔ Section 4: Receive Work Assignments in the Classic Environment

Number	Priority	State	Assigned to	Short description	Task type
INC0010001	1 - Critical	New	(empty)	Cannot get the Conference Event Mobile app to staff to launch.It is flashing error 555.	Incident
TASK0004185	4 - Low	Open	(empty)	Ensure this database has all support staff listed, manager, support group, etc.	Follow On Task
TASK0004186	4 - Low	Open	(empty)	Ensure this database has all support staff listed, manager, support group, etc.	Follow On Task
TASK0004187	4 - Low	Open	(empty)	Ensure this database has all support staff listed, manager, support group, etc.	Follow On Task
TASK0004188	4 - Low	Open	(empty)	Ensure this database has all support staff listed, manager, support group, etc.	Follow On Task
TASK0004189	4 - Low	Open	(empty)	Ensure this database has all support staff listed, manager, support group, etc.	Follow On Task
TASK0004190	4 - Low	Open	(empty)	Ensure this database has all support staff listed, manager, support group, etc.	Follow On Task
TASK0004191	4 - Low	Open	(empty)	Ensure this database has all support staff listed, manager, support group, etc.	Follow On Task
TASK0004192	4 - Low	Open	(empty)	Ensure this database has all support staff listed, manager, support group, etc.	Follow On Task
TASK0020022	4 - Low	Open	(empty)	See the audit results below for the discrepancies that must be addressed	Follow On Task
TASK0020024	4 - Low	Open	(empty)	See the audit results below for the discrepancies that must be addressed	Follow On Task
TASK0020026	4 - Low	Open	(empty)	See the audit results below for the discrepancies that must be addressed	Follow On Task
TASK0020062	4 - Low	Open	(empty)	Ensure this database has all support staff listed, manager, support group, etc.	Follow On Task
TASK0020063	4 - Low	Open	(empty)	Ensure this database has all support staff listed, manager, support group, etc.	Follow On Task
TASK0020064	4 - Low	Open	(empty)	Ensure this database has all support staff listed, manager, support group, etc.	Follow On Task
TASK0020065	4 - Low	Open	(empty)	Ensure this database has all support staff listed, manager, support group, etc.	Follow On Task
TASK0020066	4 - Low	Open	(empty)	Ensure this database has all support staff listed, manager, support group, etc.	Follow On Task
TASK0020067	4 - Low	Open	(empty)	Ensure this database has all support staff listed, manager, support group, etc.	Follow On Task