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Get Started with Reports

Trend Reports

Lab 2.3   20 minutes

Lab objectives

In this lab, you create time series reports using different time units, aggregation attributes, and report visualizations.

A. Trend Incidents Counts by Creation date

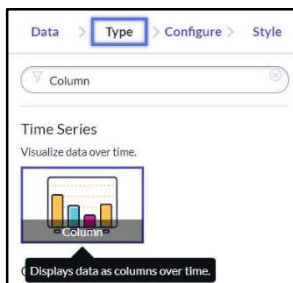In this section, you generate a Time series to observe the trend in the daily creation of new incidents.

1. Navigate to **Reports** > **Create New**.

2. While on the **Data** tab, define the report as shown:

    Report name: **Incidents Created Daily**

    Source type: **Table**

    Table: **Incident [incident]**

3. Click **Next** or select the **Type** tab to open the **Type** section.

4. Type **Column** in the **Filter the visualizations** text box and select the **Column** type. Note that this is a Time Series report type that presents data using the Columns format.
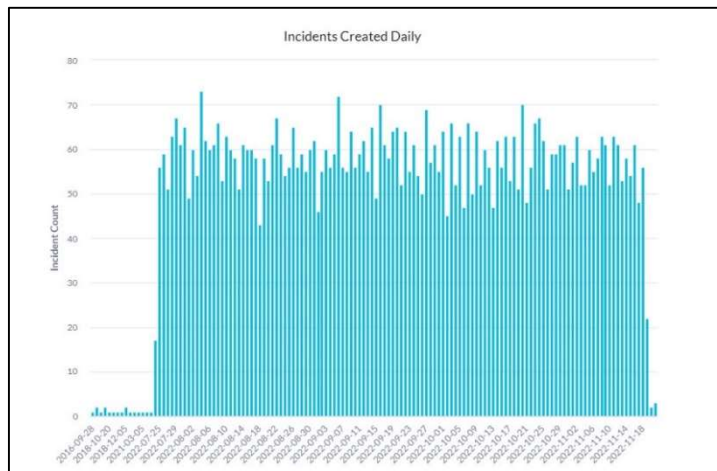
5. Click **Next** or select the **Configure** tab to open the **Configure** section.

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6. Click the **Trend by** dropdown and select the **Created** attribute.

7. Click the **Per** dropdown and select the **Date** attribute.

8. Click **Run** to preview your report and answer the questions below:

    a. How many incidents were created a month ago?
    b. What is the overall trend of incident creation?

9. **Save** the report.
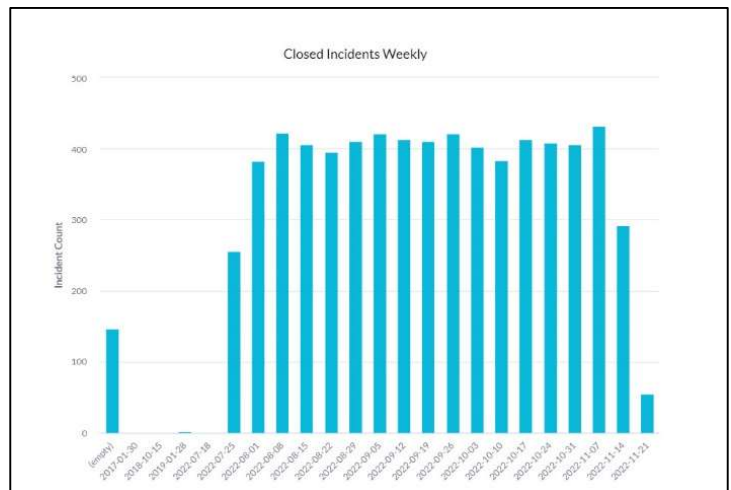
B. Trend Incident Counts by Closed date

In this section, you generate a Time series to see the weekly trends in closing incidents.

1. Navigate the **Configure** tab of the **Incidents Created Daily** report created in the previous section.

2. Click the **Trend by** dropdown and select the **Closed** attribute.

3. Click the **Per** dropdown and select the **Week** attribute.

4. Click the **Report Title** and change it to **Closed Incidents Weekly**.

5. Click **Run** to preview your report and answer the questions below:

    a. What is total number of incidents closed last week?
    b. What is the overall trend in closing incidents?

6. Click **Insert and stay** to insert a new report and stay on the current page.

C. Trend Incident Counts by Closed date

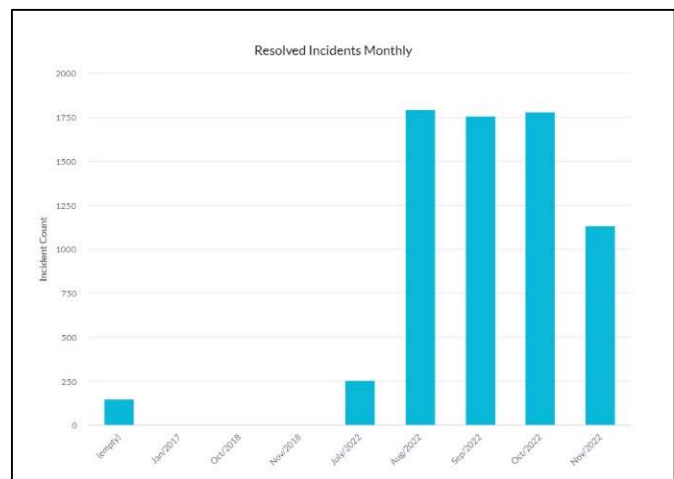In this section, you generate a Time series to see the monthly trend in resolving incidents.

1. Navigate the **Configure** tab of the **Closed Incidents Weekly** report created in the previous section.

2. Click the **Trend by** dropdown and select the **Resolved** attribute.

3. Click the **Per** dropdown and select the **Month** attribute.

4. Click the **Report Title** and change it to **Resolved Incidents Monthly**.

5. Click **Run** to preview your report and answer the questions below:

   a. What is total number of incidents resolved last month?
   b. What is the overall trend in resolving incidents?

6. Click **Insert** to insert a new report.

D. Trend the Business Duration of Incidents

In this section, you generate a Time series to see trends in the business duration of incidents closed daily.

1. Navigate to **Reports** > **Create New**.

2. While on the **Data** tab, define the report as shown:

   Report name: **Business Duration of Closed Incidents**

   Source type: **Table**

   Table: **Incident [incident]**

3. Click **Next** or select the **Type** tab to open the **Type** section.

4. Type **Column** in the **Filter the visualizations** text box and select the **Column** type of Time Series visualization.

5. Optionally, take a moment to explore all the Time Series Visualization types (**Area**, **Line**, **Spline**, and **Step line**) and **Run** the report.

6. Click **Next** or select the **Configure** tab to open the **Configure** section.

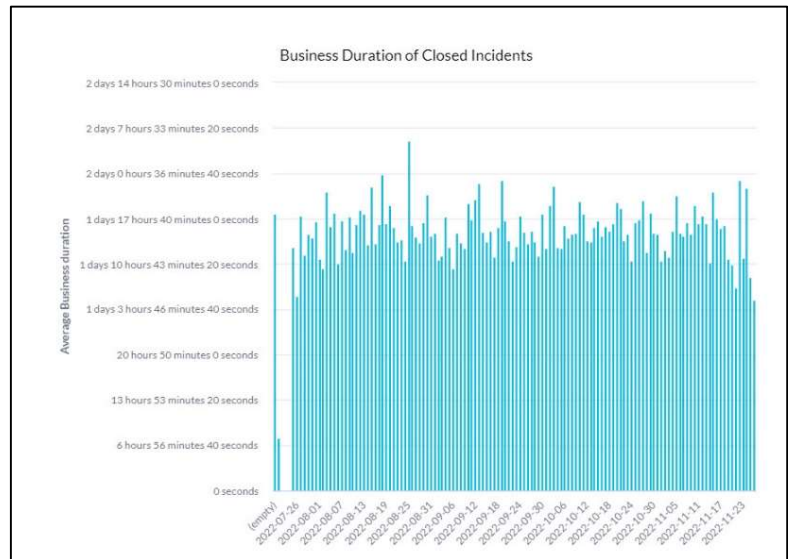7. Click the **Trend by** dropdown and select the **Closed** attribute.

8. Click the **Per** dropdown and select the **Date** attribute.

9. Click the **Aggregation** dropdown and select **Average** attribute.

10. Select the **Business Duration** attribute.

11. Click **Run** to preview your report and answer the questions below:

    a. What is the average business duration of the incidents closed a week ago?

    b. On average, how long does it take to close incidents?

Business Duration of Closed Incidents

12. **Save** the report.

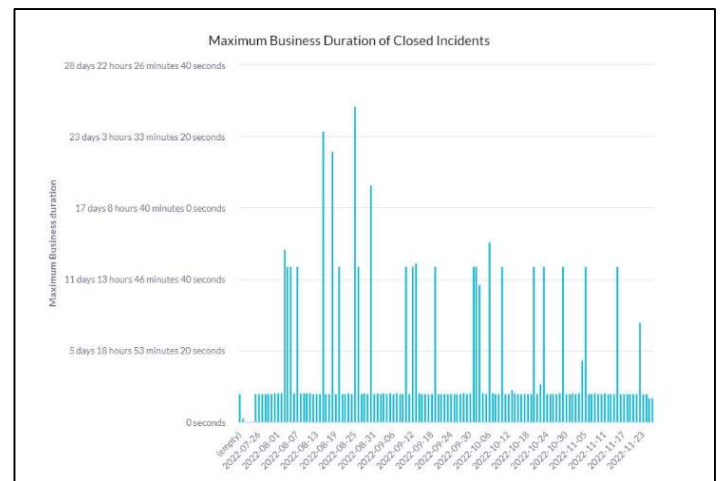## E. Trend the Maximum Business Duration of Closed Incidents

In this section, you generate a Time series to observe the Maximum Business Duration of incidents closed daily.

1. Navigate to the **Configure** section of the **Business Duration of Closed Incidents** report created in the previous section.

2. Click the **Aggregation** dropdown and select the **Maximum** attribute.

3. Make sure the **Business duration** attribute remains selected.

4. Click the **Report Title** and change it to **Maximum Business Duration of Closed Incidents**.

5. Click **Run** to preview your report and answer the below questions:

   a. What is maximum business duration of all closed incidents a week ago?

6. Click **Insert** to insert a new report.

Congratulations! You have completed the
Trend Reports – Time Series lab.

7