

ITSM Class: B

CLASS ACTIVITY WEEK 6

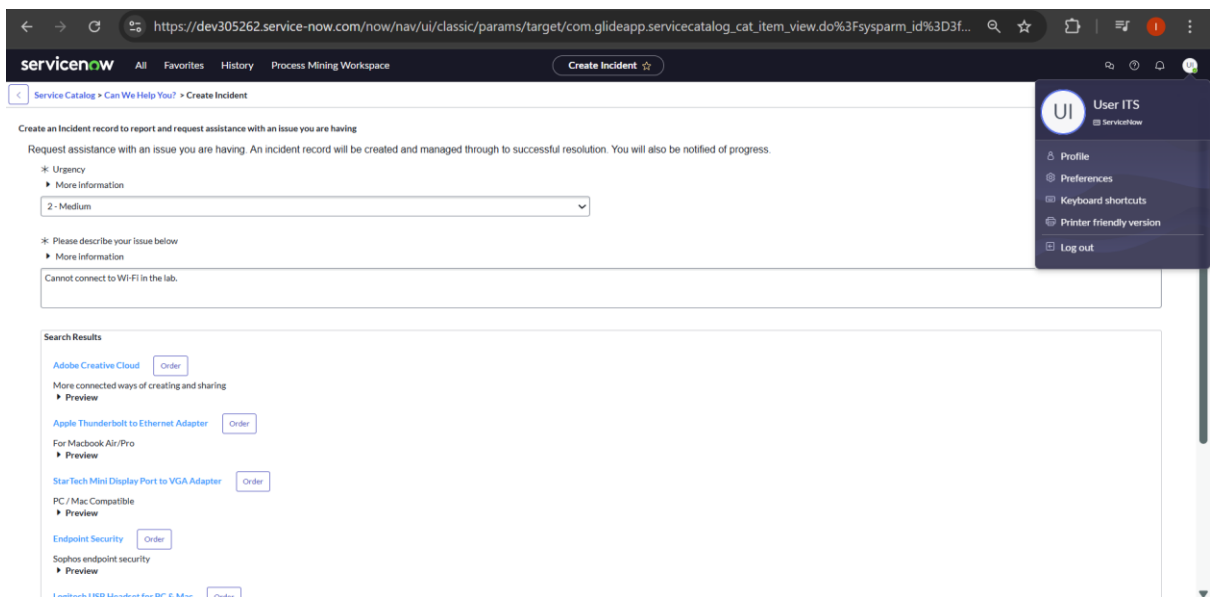
Individual

Name: I Putu Febryan Khrisyantara

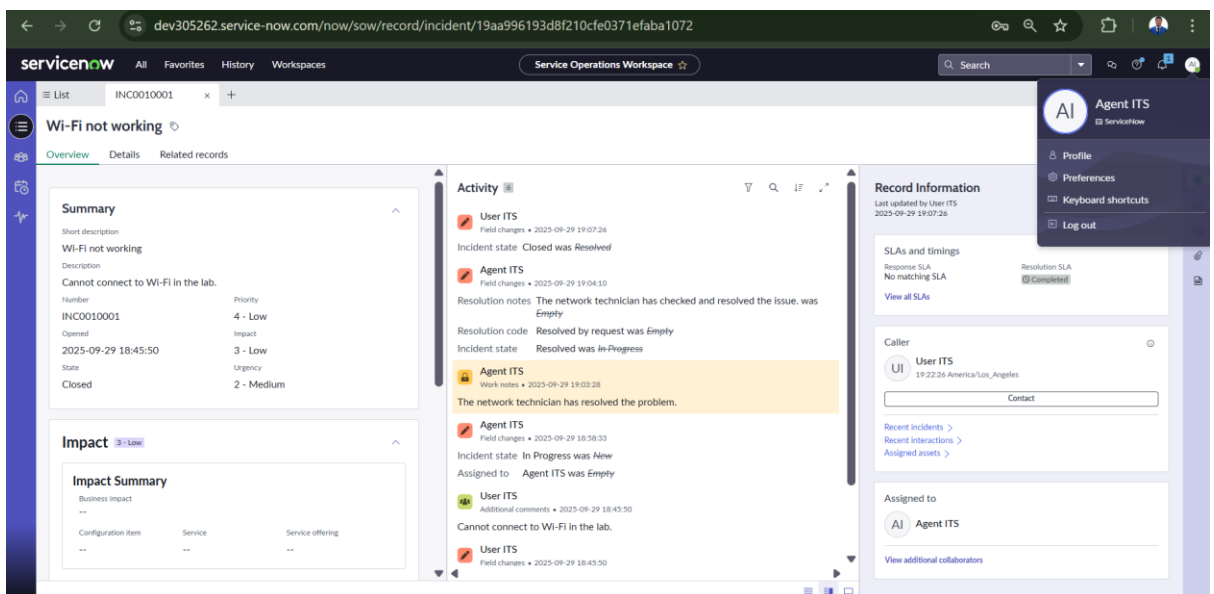
NRP: 5026231116

Information Systems Department
Institut Teknologi Sepuluh Nopember
August-December 2025

- Screenshot of the incident created in ITS User's portal.



- Screenshot of the incident being worked by ITS Agent (agent view).



- Screenshot of ITS User's portal showing the ticket resolved.

Screenshot of a ServiceNow incident record for incident INC0010001. The interface shows the incident details, including the number, caller (User ITS), and short description (Wi-Fi not working). The incident is in the 'Closed' state. The 'Activities' section lists five activities, including 'Incident state' changes and 'Resolution notes'.

Field	Value
Number	INC0010001
Caller	User ITS
Short description	Wi-Fi not working
Opened	2025-09-29 18:45:50
Closed	2025-09-29 19:07:26
Urgency	2 - Medium
State	Closed

Activities: 5

- User ITS: Incident state Closed was Resolved. Field changes • 2025-09-29 19:07:26
- Agent ITS: Incident state Resolved was In Progress. Resolution code Resolved by request. Resolution notes The network technician has checked and resolved the issue. Field changes • 2025-09-29 19:04:10
- Agent ITS: Assigned to Agent ITS. Incident state In Progress was New. Field changes • 2025-09-29 18:58:33
- User ITS: Cannot connect to Wi-Fi in the lab. Additional comments • 2025-09-29 18:45:50
- User ITS: Impact 3 - Low. Incident state New. Opened by User ITS. Field changes • 2025-09-29 18:45:50

- Screenshot of ITS Manager's dashboard or reports.

Screenshot of the ServiceNow Platform Analytics workspace dashboard library. The interface shows a list of dashboards, including the 'Application Services Dashboard'. The user is logged in as 'Manager ITS'.

Filter by name or owner

- Recent
- Bookmarked
- Certified
- Owned by me
- Shared with me
- All

Dashboards

- Application Services Dashboard

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