

ITSM CLASS: B

LAB ACTIVITY 3

GROUP 2 ---

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Data Selection and Preparation

Link Sheet:  Lab-02 Kelompok 2

At this stage, we selected fifteen incident records from the Kaggle dataset previously utilized in earlier sessions. The dataset was refined and organized into three ITIL-compliant categories: five pertaining to Network issues, five to Hardware issues, and five to Software/Application issues. Each record was thoroughly analyzed and documented in a spreadsheet, detailing its short description, full description, category, urgency, impact, and designated assignment group. The dataset link was shared through a Google Sheet to maintain transparency and accessibility for all group members. This preparation step was essential to ensure that the chosen incidents could be accurately converted into ServiceNow tickets during the simulation.

A	B	C	D	E	F	G	H
ID	Body	Description	Short Description	Category	Urgency	Impact	Suggested Assignment Group
7	Customer Support, We are encountering a disruption in VPN-router connectivity that is impacting several devices, notably essential remote telemedicine systems and EMR integrations. Attempts to resolve the issue by restarting affected devices and resetting the router have been unsuccessful. We suspect the problem may be related to firmware disruptions following recent network updates. This disruption is significantly affecting our operations, and we urgently need assistance to identify and fix the root cause. Kindly advise on additional troubleshooting steps.	Customer Support, We are encountering a disruption in VPN-router connectivity that is impacting several devices, notably . General incident reported by user	VPN-router connectivity disruption affecting remote telemedicine systems	Network	Medium	Medium	Network Support Team
19	Dear Customer Support, We are experiencing extensive connectivity problems impacting numerous devices throughout the office. The issues have been observed with headsets, printers, and workstations all at once, significantly disrupting daily activities. Our initial investigation indicates that the cause may be a network outage or a misconfiguration within the system infrastructure. Our team has already tried several troubleshooting methods, including rebooting affected devices and swapping hardware components, but unfortunately, these efforts did not resolve the disruptions.	Dear Customer Support, We are experiencing extensive connectivity problems impacting numerous devices throughout the office. The issues have been observed with headsets, printers, and workstations all at once, significantly disrupting daily activities. General incident reported by user	Extensive connectivity problems affecting devices (headsets, printers, workstations)	Network	Medium	Medium	Network Support Team
20	Dear Customer Support, I am reaching out to report persistent issues with network connectivity that are significantly disrupting my workflow. I've observed sporadic interruptions across several devices, which I believe may be caused by a temporary reconnection of essential infrastructure or other devices within the network configuration. In an attempt to resolve the problem, I have already taken several measures, such as restarting the affected equipment and repositioning the repeater to different locations within the premises. Despite these efforts, the connectivity issues persist.	Dear Customer Support Team, I am reaching out to report persistent issues with network connectivity that are significantly disrupting my workflow. I've observed sporadic interruptions across several devices, which I believe may be caused by a temporary reconnection of essential infrastructure or other devices within the network configuration. General incident reported by user	Persistent network connectivity issues, possibly due to malfunctioning repeater or interference	Network	Medium	Medium	Network Support Team
28	Dear Customer Support Team, We are facing repeated system failures that are significantly impairing EMR/PACS integrations as well as telemedicine platforms. Despite our prompt attempts to restart the affected equipment and activate incident response procedures, the problems persist and continue to interfere with essential healthcare functions. Our preliminary investigations indicate that the underlying issues might be related to hardware malfunctions or possible security breaches. We have taken immediate measures to isolate the affected areas, but the systems are still not stable.	Dear Customer Support Team, We are facing repeated system failures that are significantly impairing EMR/PACS integrations as well as telemedicine platforms. General incident reported by user	System failures impairing EMR/PACS integrations, suspected hardware malfunction or security breach	Network	High	High	Network Support Team
41	Dear Support Team, We have discovered a severe disruption affecting the EMR/PACS connections, which seems to be caused by a network failure and may indicate a security compromise. Initial assessments by the SOC DevSecOps teams revealed immediate vulnerabilities. We are currently monitoring the situation closely to ensure system stability and security. We request your urgent assistance in diagnosing and resolving the problem to restore	Dear Support Team, We have discovered a severe disruption affecting the EMR/PACS connections, which seems to be caused by a network failure and may indicate a security compromise. General incident reported by user	Severe disruption in EMR/PACS connections caused by network failure and possible security	Network	High	High	Network Support Team

A	B	C	D	E	F	G	H
ID	Body	Description	Short Description	Category	Urgency	Impact	Suggested Assignment Group
6	Dear Support Team, I am reporting a recurring issue with the Laser Printer when printing from MacBook Pro running macOS 15. Several team members have recently encountered this problem, which appears to be connected to the latest macOS 15 system updates. We believe the root cause might be a driver compatibility issue due to the updated operating systems or printer firmware. To troubleshoot, we have restarted the printer and MacBook devices, reinstalled the printer drivers, and verified configurations.	Dear Support Team, I am reporting a recurring issue with the Laser Printer when printing from MacBook Pro running macOS 15. General incident reported by user	Laser printer fails when printing from macOS 15	Hardware	Medium	Medium	Hardware Support Team
16	Dear Customer Support Team, I hope this message reaches you in good health. I am seeking compliance advice regarding the integration of Desktop PCs into healthcare storage solutions. My main priority is to guarantee that data management and storage procedures fully adhere to HIPAA and GDPR standards. Could you please share your suggestions for the best configuration of these drives within a healthcare setting? In particular, I am keen to learn about secure setup options that can assist in maintaining compliance.	Dear Customer Support Team, I hope this message reaches you in good health. Users experiencing technical disruptions or system errors	Integration of Seagate Expansion Desktop 6TB drives into healthcare storage	Hardware	High	High	Hardware Support Team
21	Dear Customer Support Team, I am reaching out to request help with a problem I am facing on my PC. Recently, the audio hardware is no longer being recognized by the system. Despite several troubleshooting efforts, such as reconnecting the device, updating the drivers, and restarting the computer, the issue persists. This problem has made the audio output completely unusable, impacting my ability to listen to media and participate in video calls. I have checked the Device Manager, and the audio hardware appears in the list of devices, with the connections confirmed.	Dear Customer Support Team, I am reaching out to request help with a problem I am facing on my PC. General incident reported by user	Audio hardware not recognized on PC after troubleshooting	Hardware	Low	Low	Hardware Support Team
22	Dear Customer Support Team, I hope this message reaches you in good health. I am seeking help regarding an issue with my Bose headphones. I am trying to connect them to a QNAP NAS. Despite numerous efforts to establish a reliable connection, I am unable to get the headset to function correctly with the NAS, which is causing considerable disruptions to my daily activities. I have verified that both devices are running the latest firmware and software updates. I also attempted to reconnect and restart the devices multiple times.	Dear Customer Support Team, I hope this message reaches you in good health. Users experiencing technical disruptions or system errors	Bose headset cannot connect properly to QNAP NAS	Hardware	Medium	Medium	Hardware Support Team
46	Dear Support Team, I hope this message reaches you well. I am reaching out for help regarding an issue with my VR controller. Recently, I have been unable to synchronize the controller with my headset. Despite trying multiple times, the device does not seem to connect or sync correctly. I have attempted various troubleshooting methods, including restarting both the headset and controller, verifying firmware updates, and ensuring that the batteries are fully charged. Regrettably, none of these actions have resolved the issue. The controller simply	Dear Support Team, I hope this message reaches you well. Users experiencing technical disruptions or system errors	VR controller cannot sync with headset	Hardware	Medium	Medium	Hardware Support Team

A	B	C	D	E	F	G	H
ID	Body	Description	Short Description	Category	Urgency	Impact	Suggested Assignment Group
17	Dear Customer Support, We are encountering a problem where employees are unable to open Excel, PowerPoint, and other Office programs on MacBook Air devices, despite having valid licenses. This issue started after a recent macOS update, which we suspect may have caused compatibility problems, possibly due to expired authentication tokens. To attempt a fix, we rebooted the laptop, tried repairing Office, and re-entered Microsoft credentials. Regrettably, none of these actions resolved the issue, and the applications still cannot be accessed. We would appreciate your assistance in resolving this matter.	Dear Customer Support, We are encountering a problem where employees are unable to open Excel, PowerPoint, and other Office programs on MacBook Air devices, despite having valid licenses. This issue started after a recent macOS update, which we suspect may have caused compatibility problems, possibly due to expired authentication tokens. To attempt a fix, we rebooted the laptop, tried repairing Office, and re-entered Microsoft credentials. Regrettably, none of these actions resolved the issue, and the applications still cannot be accessed. We would appreciate your assistance in resolving this matter.	Office programs (Excel, PowerPoint) fail to open on macOS	Software/Application	High	High	Software Support Team
23	Currently facing sporadic connectivity difficulties with our cloud-native SaaS system. The suspected reason appears to be linked to orchestrated resource distribution via Kubernetes-managed microservices. After restarting the affected services and examining deployment logs, the issue continues. Further investigation and escalation are required to resolve this matter swiftly.	Currently facing sporadic connectivity difficulties with the cloud-native SaaS system. General incident reported by user	Connectivity difficulties with the cloud-native SaaS system. General incident reported by user	Software/Application	Medium	Medium	Software Support Team
29	Dear Customer Support Team, I am reaching out to urgently highlight a serious incident impacting our cloud-native SaaS environment. Since the start of the day, we've faced considerable interruptions that have greatly hampered our daily activities. The issue seems directly linked to the platform's performance and availability, warranting immediate analysis and resolution. The challenges include sporadic outages, sluggish response rates, and occasional errors when attempting to access key features.	Dear Customer Support Team, I wish to urgently highlight a serious incident impacting our cloud-native SaaS environment. Since the start of the day, we've faced considerable interruptions that have greatly hampered our daily activities. The issue seems directly linked to the platform's performance and availability, warranting immediate analysis and resolution. The challenges include sporadic outages, sluggish response rates, and occasional errors when attempting to access key features.	Cloud-native SaaS platform interruptions affecting availability and performance	Software/Application	High	High	Software Support Team
31	Dear Support Team, We are currently facing sporadic disruptions impacting multiple products, which we believe may be related to a recent CI/CD pipeline update. This update might be affecting the orchestration of microservices and resource distribution. We have already restarted the affected services and thoroughly examined the Kubernetes logs, but the issue continues. Could you please help us in diagnosing and resolving this problem as soon as possible? Your prompt support would be highly appreciated. Best regards, [Your Name]	Dear Support Team, We are currently facing sporadic disruptions impacting multiple products, which we believe may be related to a recent CI/CD pipeline update. This update might be affecting the orchestration of microservices and resource distribution. We have already restarted the affected services and thoroughly examined the Kubernetes logs, but the issue continues. Could you please help us in diagnosing and resolving this problem as soon as possible? Your prompt support would be highly appreciated. Best regards, [Your Name]	CI/CD pipeline update causing disruptions in microservices	Software/Application	Medium	Medium	Software Support Team
45	Dear Customer Support Team, I am submitting a report concerning a service disruption affecting our cloud-native SaaS platform. We've noticed sporadic outages that hinder full utilization of the platform's capabilities. These interruptions are causing workflow delays and impacting overall efficiency. Could you please provide an update on the current status of the problem and an estimated timeframe for resolution? Additionally, any recommended measures to reduce the impact would be appreciated. Thank you for your prompt attention to this matter. I look forward	Dear Customer Support Team, I am submitting a report concerning a service disruption affecting our cloud-native SaaS platform. We've noticed sporadic outages that hinder full utilization of the platform's capabilities. These interruptions are causing workflow delays and impacting overall efficiency. Could you please provide an update on the current status of the problem and an estimated timeframe for resolution? Additionally, any recommended measures to reduce the impact would be appreciated. Thank you for your prompt attention to this matter. I look forward	Cloud-native SaaS platform outages hindering workflow efficiency	Software/Application	Medium	Medium	Software Support Team

System Setup (by PDI Owner)

Create Assignment Groups

Network Support Team

Group
Network Support Team

Name	Network Support Team	Group email	<input type="text"/>	<input type="button" value="mailto"/>
Manager	<input type="text"/>	Parent	<input type="text"/>	<input type="button" value="Search"/>
Description	<input type="text"/>			

Roles Group Members (2) Groups

User

Group = Network Support Team

<input type="checkbox"/> <input type="button" value="User"/> ITS Network
<input type="checkbox"/> <input type="button" value="User"/> ITS Worker

1 to 2 of 2

Hardware Support Team

Group
Hardware Support Team

Name	Hardware Support Team	Group email	<input type="text"/>	<input type="button" value="mailto"/>
Manager	<input type="text"/>	Parent	<input type="text"/>	<input type="button" value="Search"/>
Description	<input type="text"/>			

Roles Group Members (2) Groups

User

Group = Hardware Support Team

<input type="checkbox"/> <input type="button" value="User"/> ITS Hardware
<input type="checkbox"/> <input type="button" value="User"/> ITS Worker

1 to 2 of 2

Software Support Team

Group Software Support Team

Name	Software Support Team	Group email	<input type="text"/>	<input type="button" value="mailto:"/>
Manager	<input type="text"/>	<input type="button" value="Search"/>	Parent	<input type="text"/>
Description	<input type="text"/>			

Roles Group Members (2) Groups

Group = Software Support Team

User
ITS Software
ITS Worker

Actions on selected rows...

1 to 2 of 2

Simulation Flow

Phase 1: Customer Role

Network Incident	
INC0010009	<p>Incident INC0010009 View: Self Service*</p> <p>Number INC0010009 * Caller Customer Kelompok 2 Watch list</p> <p>Opened 2025-10-08 23:57:52 Closed Urgency 2 - Medium State Resolved</p> <p>* Short description VPN-router connectivity disruption affecting remote telemedicine systems</p> <p>Additional comments Additional comments Post</p> <p>Activities: 1 (Filtered) c2 Customer Kelompok 2 VPN-router connectivity disruption affecting remote telemedicine systems Additional comments • 2025-10-08 23:57:52</p> <p>Update Close Incident Reopen Incident</p>
INC0010017	<p>Incident INC0010017 View: Self Service*</p> <p>Number INC0010017 * Caller Customer Kelompok 2 Watch list</p> <p>Opened 2025-10-09 00:00:28 Closed Urgency 2 - Medium State In Progress</p> <p>* Short description Extensive connectivity problems affecting devices (headsets, printers, workstations)</p> <p>Related Search Results ></p> <p>Additional comments Additional comments Post</p> <p>Activities: 1 (Filtered) c2 Customer Kelompok 2 Extensive connectivity problems affecting devices (headsets, printers, workstations) Additional comments • 2025-10-09 00:00:28</p>
INC0010018	<p>Incident INC0010018 View: Self Service*</p> <p>Number INC0010018 * Caller Customer Kelompok 2 Watch list</p> <p>Opened 2025-10-09 00:01:33 Closed Urgency 2 - Medium State In Progress</p> <p>* Short description Persistent network connectivity issues, possibly due to malfunctioning repeater</p> <p>Related Search Results ></p> <p>Additional comments Additional comments Post</p> <p>Activities: 1 (Filtered) c2 Customer Kelompok 2 Persistent network connectivity issues, possibly due to malfunctioning repeater or interference Additional comments • 2025-10-09 00:01:33</p>

INC0010019	<p>Number: INC0010019 Opened: 2025-10-09 00:02:18</p> <p>* Caller: Customer Kelompok 2 Closed:</p> <p>Watch list: Add Edit</p> <p>Urgency: 1-High State: In Progress</p> <p>* Short description: System failures impairing EMR/PACS integrations, suspected hardware malfunction</p> <p>Related Search Results ></p> <p>Additional comments: Additional comments Post</p> <p>Activities: 1 (Filtered) View Edit Delete</p> <p>C2 Customer Kelompok 2 System failures impairing EMR/PACS integrations, suspected hardware malfunction or security breach</p> <p>Additional comments • 2025-10-09 00:02:18</p>
INC0010020	<p>Number: INC0010020 Opened: 2025-10-09 00:03:07</p> <p>* Caller: Customer Kelompok 2 Closed:</p> <p>Watch list: Add Edit</p> <p>Urgency: 1 - High State: In Progress</p> <p>* Short description: Severe disruption in EMR/PACS connections caused by network failure and possible security compromise</p> <p>Related Search Results ></p> <p>Additional comments: Additional comments Post</p> <p>Activities: 1 (Filtered) View Edit Delete</p> <p>C2 Customer Kelompok 2 Severe disruption in EMR/PACS connections caused by network failure and possible security compromise</p> <p>Additional comments • 2025-10-09 00:03:07</p>
<h3>Hardware Incidents</h3>	
INC0010011	<p>Incident: INC0010011 View: Self Service</p> <p>Number: INC0010011 Opened: 2025-10-08 23:58:05</p> <p>Caller: Customer Kelompok 2 Closed: 2025-10-09 01:12:33</p> <p>Watch list:</p> <p>Short description: Laser printer fails when printing from macOS 15</p> <p>Activities: 4 (Filtered) View Edit Delete</p> <p>IH ITSHardware Resolution notes: Printer firmware was updated to full compatibility with the new operating system. was Resolved</p> <p>IH ITSHardware Resolution code: Solution provided Resolution notes: Resolved</p> <p>C2 Customer Kelompok 2 Laser printer fails when printing from macOS 15</p> <p>C2 Customer Kelompok 2 Impact: 3 - Low Opened by: Customer Kelompok 2 Priority: 4 - Low</p>

INC0010013	<p>INC0010013</p> <p>Incident INC0010013 View: Self Service*</p> <table border="1"> <tr> <td>Number</td><td>INC0010013</td><td>Opened</td><td>2025-10-08 23:58:45</td></tr> <tr> <td>* Caller</td><td>Customer Kelompok 2</td><td>Closed</td><td></td></tr> <tr> <td>Watch list</td><td>A B</td><td>Urgency</td><td>1-High</td></tr> <tr> <td></td><td></td><td>State</td><td>In Progress</td></tr> <tr> <td colspan="2">* Short description</td><td colspan="2">Integration of Seagate Expansion Desktop 6TB drives into healthcare storage</td></tr> <tr> <td colspan="4">Related Search Results ></td></tr> <tr> <td colspan="4">Additional comments Additional comments Post</td></tr> <tr> <td colspan="4"> Activities: 2 [Filtered] <table border="1"> <tr> <td>Customer Kelompok 2</td><td>Additional comments • 2025-10-08 23:58:45</td></tr> <tr> <td colspan="2">Integration of Seagate Expansion Desktop 6TB drives into healthcare storage</td></tr> <tr> <td>Customer Kelompok 2</td><td>Field changes • 2025-10-08 23:58:45</td></tr> <tr> <td>Impact 3 - Low Opened by Customer Kelompok 2 Priority 3 - Moderate</td><td></td></tr> </table> </td></tr> </table>	Number	INC0010013	Opened	2025-10-08 23:58:45	* Caller	Customer Kelompok 2	Closed		Watch list	A B	Urgency	1-High			State	In Progress	* Short description		Integration of Seagate Expansion Desktop 6TB drives into healthcare storage		Related Search Results >				Additional comments Additional comments Post				Activities: 2 [Filtered] <table border="1"> <tr> <td>Customer Kelompok 2</td><td>Additional comments • 2025-10-08 23:58:45</td></tr> <tr> <td colspan="2">Integration of Seagate Expansion Desktop 6TB drives into healthcare storage</td></tr> <tr> <td>Customer Kelompok 2</td><td>Field changes • 2025-10-08 23:58:45</td></tr> <tr> <td>Impact 3 - Low Opened by Customer Kelompok 2 Priority 3 - Moderate</td><td></td></tr> </table>				Customer Kelompok 2	Additional comments • 2025-10-08 23:58:45	Integration of Seagate Expansion Desktop 6TB drives into healthcare storage		Customer Kelompok 2	Field changes • 2025-10-08 23:58:45	Impact 3 - Low Opened by Customer Kelompok 2 Priority 3 - Moderate	
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INC0010014	<p>INC0010014</p> <p>Incident INC0010014 View: Self Service*</p> <table border="1"> <tr> <td>Number</td> <td>INC0010014</td> <td>Opened</td> <td>2025-10-08 23:59:31</td> </tr> <tr> <td>* Caller</td> <td>Customer Kelompok 2</td> <td>Closed</td> <td></td> </tr> <tr> <td>Watch list</td> <td>A B</td> <td>Urgency</td> <td>3 - Low</td> </tr> <tr> <td></td> <td></td> <td>State</td> <td>In Progress</td> </tr> <tr> <td colspan="2">* Short description</td> <td colspan="2">Audio hardware not recognized on PC after troubleshooting</td> </tr> <tr> <td colspan="4">Related Search Results ></td> </tr> <tr> <td colspan="4">Additional comments Additional comments Post</td> </tr> <tr> <td colspan="4"> Activities: 2 [Filtered] <table border="1"> <tr> <td>Customer Kelompok 2</td> <td>Additional comments • 2025-10-08 23:59:31</td> </tr> <tr> <td colspan="2">Audio hardware not recognized on PC after troubleshooting</td> </tr> <tr> <td>Customer Kelompok 2</td> <td>Field changes • 2025-10-08 23:59:31</td> </tr> <tr> <td>Impact 3 - Low Opened by Customer Kelompok 2 Priority 5 - Planning</td> <td></td> </tr> </table> </td></tr> </table>	Number	INC0010014	Opened	2025-10-08 23:59:31	* Caller	Customer Kelompok 2	Closed		Watch list	A B	Urgency	3 - Low			State	In Progress	* Short description		Audio hardware not recognized on PC after troubleshooting		Related Search Results >				Additional comments Additional comments Post				Activities: 2 [Filtered] <table border="1"> <tr> <td>Customer Kelompok 2</td> <td>Additional comments • 2025-10-08 23:59:31</td> </tr> <tr> <td colspan="2">Audio hardware not recognized on PC after troubleshooting</td> </tr> <tr> <td>Customer Kelompok 2</td> <td>Field changes • 2025-10-08 23:59:31</td> </tr> <tr> <td>Impact 3 - Low Opened by Customer Kelompok 2 Priority 5 - Planning</td> <td></td> </tr> </table>				Customer Kelompok 2	Additional comments • 2025-10-08 23:59:31	Audio hardware not recognized on PC after troubleshooting		Customer Kelompok 2	Field changes • 2025-10-08 23:59:31	Impact 3 - Low Opened by Customer Kelompok 2 Priority 5 - Planning	
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INC0010015	<p>INC0010015</p> <p>Incident INC0010015 View: Self Service*</p> <table border="1"> <tr> <td>Number</td> <td>INC0010015</td> <td>Opened</td> <td>2025-10-08 23:59:57</td> </tr> <tr> <td>Caller</td> <td>Customer Kelompok 2</td> <td>Closed</td> <td>2025-10-09 01:14:03</td> </tr> <tr> <td>Watch list</td> <td></td> <td>Urgency</td> <td>2 - Medium</td> </tr> <tr> <td></td> <td></td> <td>State</td> <td>Closed</td> </tr> <tr> <td colspan="2">Short description</td> <td colspan="2">Bose headset cannot connect properly to QNAP NAS</td> </tr> <tr> <td colspan="4"> Activities: 4 [Filtered] <table border="1"> <tr> <td>Customer Kelompok 2</td> <td>Additional comments • 2025-10-09 01:14:00</td> </tr> <tr> <td colspan="2">Thank you</td> </tr> <tr> <td>ITS Hardware</td> <td>Field changes • 2025-10-09 00:58:09</td> </tr> <tr> <td>Resolution code Solution provided Resolution notes Clear all existing Bluetooth pairings on both devices, restart the NAS Bluetooth service, and reinitiate the pairing process.</td> <td></td> </tr> <tr> <td>Customer Kelompok 2</td> <td>Additional comments • 2025-10-08 23:59:57</td> </tr> <tr> <td colspan="2">Bose headset cannot connect properly to QNAP NAS</td> </tr> <tr> <td>Customer Kelompok 2</td> <td>Field changes • 2025-10-08 23:59:57</td> </tr> <tr> <td>Impact 3 - Low Opened by Customer Kelompok 2 Priority 4 - Low</td> <td></td> </tr> </table> </td></tr> </table>	Number	INC0010015	Opened	2025-10-08 23:59:57	Caller	Customer Kelompok 2	Closed	2025-10-09 01:14:03	Watch list		Urgency	2 - Medium			State	Closed	Short description		Bose headset cannot connect properly to QNAP NAS		Activities: 4 [Filtered] <table border="1"> <tr> <td>Customer Kelompok 2</td> <td>Additional comments • 2025-10-09 01:14:00</td> </tr> <tr> <td colspan="2">Thank you</td> </tr> <tr> <td>ITS Hardware</td> <td>Field changes • 2025-10-09 00:58:09</td> </tr> <tr> <td>Resolution code Solution provided Resolution notes Clear all existing Bluetooth pairings on both devices, restart the NAS Bluetooth service, and reinitiate the pairing process.</td> <td></td> </tr> <tr> <td>Customer Kelompok 2</td> <td>Additional comments • 2025-10-08 23:59:57</td> </tr> <tr> <td colspan="2">Bose headset cannot connect properly to QNAP NAS</td> </tr> <tr> <td>Customer Kelompok 2</td> <td>Field changes • 2025-10-08 23:59:57</td> </tr> <tr> <td>Impact 3 - Low Opened by Customer Kelompok 2 Priority 4 - Low</td> <td></td> </tr> </table>				Customer Kelompok 2	Additional comments • 2025-10-09 01:14:00	Thank you		ITS Hardware	Field changes • 2025-10-09 00:58:09	Resolution code Solution provided Resolution notes Clear all existing Bluetooth pairings on both devices, restart the NAS Bluetooth service, and reinitiate the pairing process.		Customer Kelompok 2	Additional comments • 2025-10-08 23:59:57	Bose headset cannot connect properly to QNAP NAS		Customer Kelompok 2	Field changes • 2025-10-08 23:59:57	Impact 3 - Low Opened by Customer Kelompok 2 Priority 4 - Low	
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INC0010016	
<h3>Software Incidents</h3>	
INC0010006	
INC0010007	

INC0010008	<p>INC0010008</p> <p>servicenow All Favorites History Process Mining Workspace Incident - INC0010008</p> <p>Number: INC0010008 * Caller: Customer Kelompok 2 Watch list: View Edit</p> <p>Opened: 2025-10-08 23:57:39 Closed: View Urgency: 1 - High State: In Progress</p> <p>* Short description: Cloud-native SaaS platform interruptions affecting availability and performance</p> <p>Additional comments: Additional comments Post</p> <p>Activities: 2 (Filtered)</p> <ul style="list-style-type: none"> Customer Kelompok 2 Cloud-native SaaS platform interruptions affecting availability and performance Additional comments • 2025-10-08 23:57:39 Customer Kelompok 2 Impact: 3 - Low Opened by: Customer Kelompok 2 Field changes • 2025-10-08 23:57:39
INC0010010	<p>INC0010010</p> <p>servicenow All Favorites History Process Mining Workspace Incident - INC0010010</p> <p>Number: INC0010010 * Caller: Customer Kelompok 2 Watch list: View Edit</p> <p>Opened: 2025-10-08 23:57:56 Closed: View Urgency: 2 - Medium State: In Progress</p> <p>* Short description: CI/CD pipeline update causing disruptions in microservices</p> <p>Additional comments: Additional comments Post</p> <p>Activities: 2 (Filtered)</p> <ul style="list-style-type: none"> Customer Kelompok 2 CI/CD pipeline update causing disruptions in microservices Additional comments • 2025-10-08 23:57:56 Customer Kelompok 2 Impact: 3 - Low Opened by: Customer Kelompok 2 Field changes • 2025-10-08 23:57:56
INC0010012	<p>INC0010012</p> <p>servicenow All Favorites History Process Mining Workspace Incident - INC0010012</p> <p>Number: INC0010012 * Caller: Customer Kelompok 2 Watch list: View Edit</p> <p>Opened: 2025-10-08 23:58:31 Closed: View Urgency: 2 - Medium State: In Progress</p> <p>* Short description: Cloud-native SaaS platform outages hindering workflow efficiency</p> <p>Additional comments: Additional comments Post</p> <p>Activities: 2 (Filtered)</p> <ul style="list-style-type: none"> Customer Kelompok 2 Cloud-native SaaS platform outages hindering workflow efficiency Additional comments • 2025-10-08 23:58:31 Customer Kelompok 2 Impact: 3 - Low Opened by: Customer Kelompok 2 Field changes • 2025-10-08 23:58:31

Phase 2: Service Desk Agent Role (Tier 1)

Network Incident	
INC0010009	<p>VPN-router connectivity disruption affecting remote telemedicine systems</p> <p>Incident</p> <p>Short description: VPN-router connectivity disruption affecting remote telemedicine systems</p> <p>Description: VPN-router connectivity disruption affecting remote telemedicine systems</p> <p>Number: INC0010009 State: Resolved</p> <p>Caller: Customer Kelompok 2 Impact: 3 - Low</p> <p>Location: Urgency: 2 - Medium</p> <p>Channel: Priority: 4 - Low</p> <p>Category: Network Watch list:</p> <p>Subcategory: VPN Work notes list:</p> <p>Activity</p> <ul style="list-style-type: none"> ITS Worker Work notes • 2025-10-09 00:21:11 Ticket triaged, assigned to specialist. ITS Worker Field changes • 2025-10-09 00:21:11 Assigned to ITS Network was Empty ITS Worker Work notes • 2025-10-09 00:18:17 Incident state: In Progress was New Assigned to ITS Software was Empty Customer Kelompok 2 Additional comments • 2025-10-08 23:57:52 VPN-router connectivity disruption affecting remote telemedicine systems Customer Kelompok 2 Field changes • 2025-09-28 23:57:52 Opened by: Customer Kelompok 2 Impact: 3 - Low <p>Record Information</p> <p>Last updated by ITS Network 2025-10-10 01:39:03</p> <p>SLAs and timings</p> <p>Response SLA: No matching SLA Resolution SLA: 0:00:00</p> <p>Caller: C2 Customer Kelompok 2 01:39:51 America/Los_Angeles Contact: Recent incidents > Recent interactions > Assigned assets ></p> <p>Assigned to: IN ITS Network Reassign: View additional collaborators</p>
INC0010017	<p>Extensive connectivity problems affecting devices (headsets, printers, workstations)</p> <p>Summary</p> <p>Short description: Extensive connectivity problems affecting devices (headsets, printers, workstations)</p> <p>Description: Extensive connectivity problems affecting devices (headsets, printers, workstations)</p> <p>Number: INC0010017 Priority: 4 - Low</p> <p>Opened: 2025-10-09 00:00:28 Impact: 3 - Low</p> <p>State: In Progress Urgency: 2 - Medium</p> <p>Impact</p> <p>Impact Summary</p> <p>Business impact: -- Configuration item: Service: Service offering: --</p> <p>Activity</p> <ul style="list-style-type: none"> ITS Worker Work notes • 2025-10-09 00:24:29 Ticket triaged, assigned to specialist. Customer Kelompok 2 Additional comments • 2025-10-09 00:00:28 Extensive connectivity problems affecting devices (headsets, printers, workstations) Customer Kelompok 2 Field changes • 2025-10-09 00:00:28 Opened by: Customer Kelompok 2 <p>Record Information</p> <p>Last updated by ITS Worker 2025-10-09 00:24:29</p> <p>SLAs and timings</p> <p>Response SLA: No matching SLA Resolution SLA: 0:00:00</p> <p>Caller: C2 Customer Kelompok 2 02:16:47 America/Los_Angeles Contact: Recent incidents > Recent interactions > Assigned assets ></p> <p>Assigned to: IN ITS Network Reassign: View additional collaborators</p>
INC0010018	<p>Persistent network connectivity issues, possibly due to malfunctioning repeater</p> <p>Summary</p> <p>Short description: Persistent network connectivity issues, possibly due to malfunctioning repeater</p> <p>Description: Persistent network connectivity issues, possibly due to malfunctioning repeater or interference</p> <p>Number: INC0010018 Priority: 4 - Low</p> <p>Opened: 2025-10-09 00:01:33 Impact: 3 - Low</p> <p>State: In Progress Urgency: 2 - Medium</p> <p>Impact</p> <p>Impact Summary</p> <p>Business impact: -- Configuration item: Service: Service offering: --</p> <p>Activity</p> <ul style="list-style-type: none"> ITS Worker Work notes • 2025-10-09 00:25:30 Ticket triaged, assigned to specialist. Customer Kelompok 2 Additional comments • 2025-10-09 00:01:33 Persistent network connectivity issues, possibly due to malfunctioning repeater or interference Customer Kelompok 2 Field changes • 2025-10-09 00:01:33 Opened by: Customer Kelompok 2 <p>Record Information</p> <p>Last updated by ITS Worker 2025-10-09 00:25:30</p> <p>SLAs and timings</p> <p>Response SLA: No matching SLA Resolution SLA: 0:00:00</p> <p>Caller: C2 Customer Kelompok 2 02:17:44 America/Los_Angeles Contact: Recent incidents > Recent interactions > Assigned assets ></p> <p>Assigned to: IN ITS Network Reassign: View additional collaborators</p>

INC0010019

System failures impairing EMR/PACS integrations, suspected hardware malfunction

Overview Details Related records

Summary

Short description
System failures impairing EMR/PACS integrations, suspected hardware malfunction

Description
System failures impairing EMR/PACS integrations, suspected hardware malfunction or security breach

Number
INC0010019

Priority
3 - Moderate

Opened
2025-10-09 00:02:18

Impact
3 - Low

Urgency
1 - High

Impact 3 - Low

Impact Summary

Business impact	Configuration item	Service	Service offering
--	--	--	--

Compose

Stacked view

Work notes Additional comments (Customer visi... Email

Enter your Work notes here

Post Work notes

Activity

ITS Worker Work notes • 2025-10-09 00:27:53
Ticket triaged, assigned to specialist.

ITS Worker Field changes • 2025-10-09 00:27:53
Assigned to ITS Network was Empty
Incident state In Progress was New

Customer Kelompok 2 Additional comments • 2025-10-09 00:02:18
System failures impairing EMR/PACS integrations, suspected hardware malfunction or security breach

Customer Kelompok 2 Field changes • 2025-10-09 00:02:18

Record Information

Last updated by ITS Worker 2025-10-09 00:27:53

SLAs and timings

Response SLA No matching SLA Resolution SLA 03:00:00 View all SLAs

Caller

C2 Customer Kelompok 2 02:18:38 America/Los_Angeles Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to

IN ITS Network Reassign View additional collaborators

INC0010020

Severe disruption in EMR/PACS connections caused by network failure and possible

Overview Details Related records

Summary

Short description
Severe disruption in EMR/PACS connections caused by network failure and possible

Description
Severe disruption in EMR/PACS connections caused by network failure and possible security compromise

Number
INC0010020

Priority
3 - Moderate

Opened
2025-10-09 00:03:07

Impact
3 - Low

Urgency
1 - High

Impact 3 - Low

Impact Summary

Business impact	Configuration item	Service	Service offering
--	--	--	--

Compose

Stacked view

Work notes Additional comments (Customer visi... Email

Enter your Work notes here

Post Work notes

Activity

ITS Worker Work notes • 2025-10-09 00:29:28
Ticket triaged, assigned to specialist.

ITS Worker Field changes • 2025-10-09 00:29:28
Incident state In Progress was New
Assigned to ITS Network was Empty

Customer Kelompok 2 Additional comments • 2025-10-09 00:03:07
Severe disruption in EMR/PACS connections caused by network failure and possible security compromise

Customer Kelompok 2 Field changes • 2025-10-09 00:03:07

Record Information

Last updated by ITS Worker 2025-10-09 00:29:28

SLAs and timings

Response SLA No matching SLA Resolution SLA 03:00:00 View all SLAs

Caller

C2 Customer Kelompok 2 02:19:28 America/Los_Angeles Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to

IN ITS Network Reassign View additional collaborators

Hardware Incident

INC0010011

Laser printer fails when printing from macOS 15

Overview Details Related records

Summary

Short description
Laser printer fails when printing from macOS 15

Description
Laser printer fails when printing from macOS 15

Number
INC0010011

Priority
4 - Low

Opened
2025-10-08 23:58:05

Impact
3 - Low

Urgency
2 - Medium

Impact 3 - Low

Impact Summary

Business impact	Configuration item	Service	Service offering
--	--	--	--

Compose

Stacked view

Work notes Additional comments (Customer visi... Email

Printer firmware was updated to have full compatibility with the new operating system

Post Work notes

Activity

ITS Worker Work notes • 2025-10-09 00:33:06
Ticket triaged, assigned to specialist.

ITS Worker Work notes • 2025-10-09 00:19:22
Ticket triaged, assigned to specialist.

ITS Worker Field changes • 2025-10-09 00:19:22
Assigned to ITS Hardware was Empty
Incident state In Progress was New

Record Information

Last updated by ITS Worker 2025-10-09 00:33:06

SLAs and timings

Response SLA No matching SLA Resolution SLA 01:00:00 View all SLAs

Caller

C2 Customer Kelompok 2 00:47:55 America/Los_Angeles Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to

IH ITS Hardware Reassign View additional collaborators

INC0010013

Summary

Short description: Integration of Seagate Expansion Desktop 6TB drives into healthcare storage

Description: Integration of Seagate Expansion Desktop 6TB drives into healthcare storage

Number	Priority
INC0010013	3 - Moderate

Opened: 2025-10-08 23:58:45 Impact: 3 - Low

State: In Progress Urgency: 1 - High

Impact 3 - Low

Impact Summary

Business Impact: --

Configuration Item: Service: Service offering:

Compose

Work notes: Additional comments (Customer visit... Email

Enter your Work notes here

Activity

- ITS Worker: Work notes • 2025-10-09 00:20:17
Ticket triaged, assigned to specialist.
- ITS Worker: Field changes • 2025-10-09 00:20:17
Assigned to ITS Hardware was Empty
- Customer Kelompok 2: Additional comments • 2025-10-08 23:58:45
Integration of Seagate Expansion Desktop 6TB drives into healthcare storage

Record Information

Last updated by ITS Worker 2025-10-09 00:20:17

SLAs and timings

Response SLA: No matching SLA Resolution SLA: Q34.00%

View all SLAs

Caller: C2 Customer Kelompok 2 (08:29:15 America/Los_Angeles)

Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to: IH ITS Hardware

Reassign

INC0010014

Summary

Short description: Audio hardware not recognized on PC after troubleshooting

Description: Audio hardware not recognized on PC after troubleshooting

Number	Priority
INC0010014	5 - Planning

Opened: 2025-10-08 23:59:31 Impact: 3 - Low

State: In Progress Urgency: 3 - Low

Impact 3 - Low

Impact Summary

Business Impact: --

Configuration Item: Service: Service offering:

Compose

Work notes: Additional comments (Customer visit... Email

Enter your Work notes here

Activity

- ITS Worker: Work notes • 2025-10-09 00:20:54
Ticket triaged, assigned to specialist.
- ITS Worker: Field changes • 2025-10-09 00:20:54
Assigned to ITS Hardware was Empty
- Customer Kelompok 2: Additional comments • 2025-10-08 23:59:31
Audio hardware not recognized on PC after troubleshooting

Record Information

Last updated by ITS Worker 2025-10-09 00:20:54

Caller: C2 Customer Kelompok 2 (08:29:46 America/Los_Angeles)

Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to: IH ITS Hardware

Reassign

View additional collaborators

Software Incident

INC0010006

Incident

Short description: Office programs (Excel, PowerPoint) fail to open on macOS

Description: Dear Customer Support, We are encountering a problem where employees are unable to open Excel, PowerPoint, and other Office programs on MacBook Air devices, despite having valid licenses. The issue started after a recent macOS update, which we suspect may have caused compatibility problems, possibly due to expired authentication tokens. To attempt a fix, we rebooted the laptops, tried repairing Office, and re-entered Microsoft credentials. Regrettably, none of these actions resolved the issue, and the applications still cannot be accessed. We would

Number	State
INC0010006	In Progress

Caller: Customer Kelompok 2

Location: --

Channel: Email

Category: Watch list

Compose

Work notes: More

Enter your Work notes here

Activity

- ITS Worker: Field changes • 2025-10-09 00:09:45
Assigned to ITS Software was Empty
- ITS Worker: Field changes • 2025-10-09 00:09:45
Assigned to Empty was ITS-Worker
- ITS Worker: Field changes • 2025-10-09 00:09:48
Assigned to ITS Worker was Empty
- ITS Worker: Work notes • 2025-10-09 00:09:33
Incident state: In Progress was New

Record Information

Last updated by ITS Worker 2025-10-10 00:36:00

SLAs and timings

Response SLA: Q34.00% Resolution SLA: Q34.00%

View all SLAs

Caller: C2 Customer Kelompok 2 (08:36:03 America/Los_Angeles)

Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to: IS ITS Software

Reassign

INC0010007

Incident Details:

- Short description: Connectivity difficulties with cloud-native SaaS system due to Kubernetes orchestration
- Description: Connectivity difficulties with cloud-native SaaS system. The suspected reason appears to be linked to orchestration resource distribution within Kubernetes-managed microservices. After restarting the affected services and examining deployment logs, the issue continues. Further investigation and escalation are required to resolve this matter swiftly.
- Number: INC0010007 State: In Progress
- Caller: Customer Kelompok 2 Impact: 3 - Low
- Location: Location 2 - Medium
- Channel: Email Priority: 4 - Low
- Category: Software

Activity Stream:

- ITS Worker (Field Change) • 2025-10-09 00:15:23: Incident state: In Progress was New
- Assigned to: ITS Software was Empty
- ITS Worker (Work notes) • 2025-10-09 00:12:04: Ticket triaged, assigned to specialist
- Customer Kelompok 2 (Additional comments) • 2025-10-08 23:37:18: Connectivity difficulties with cloud-native SaaS system due to Kubernetes orchestration
- Customer Kelompok 2 (Additional comments) • 2025-10-08 23:37:18: Additional comments
- Customer Kelompok 2 (Work notes) • 2025-10-08 23:37:18: Connectivity difficulties with cloud-native SaaS system due to Kubernetes orchestration
- Customer Kelompok 2 (Reassign) • 2025-10-08 23:37:18: Reassigned to: IS - ITS Software

Record Information:

- SLAs and timings: Response SLA: No matching SLA Resolution SLA: 00:00:00
- Caller: Customer Kelompok 2 (Contact)
- Recent incidents > Recent interactions > Assigned assets >
- Assigned to: IS - ITS Software (Reassign)

INC0010008

Incident Details:

- Short description: Cloud-native SaaS platform interruptions affecting availability and performance
- Description: Dear Customer Support Team, I wish to urgently highlight a serious incident impacting our cloud-native SaaS environment. Since the start of the day, we've faced considerable interruptions that have greatly hampered our daily activities. The issue seems directly linked to the platform's performance and availability, warranting immediate analysis and resolution. The challenges include sporadic outages, sluggish response rates, and occasional errors when attempting to access key features.
- Number: INC0010008 State: In Progress
- Caller: Customer Kelompok 2 Impact: 3 - Low
- Location: Location 1 - High
- Channel: Email Priority: 3 - Moderate
- Category: Software

Activity Stream:

- ITS Worker (Work notes) • 2025-10-09 00:15:55: Ticket triaged, assigned to specialist
- ITS Worker (Field changes) • 2025-10-09 00:17:36: Incident state: In Progress was New
- Assigned to: ITS Software was Empty
- ITS Worker (Work notes) • 2025-10-09 00:14:28: Ticket triaged, assigned to specialist.
- Customer Kelompok 2 (Additional comments) • 2025-10-08 23:37:39: Additional comments
- Customer Kelompok 2 (Work notes) • 2025-10-08 23:37:39: Ticket triaged, assigned to specialist.
- Customer Kelompok 2 (Reassign) • 2025-10-08 23:37:39: Reassigned to: IS - ITS Software

Record Information:

- SLAs and timings: Response SLA: No matching SLA Resolution SLA: 00:00:00
- Caller: Customer Kelompok 2 (Contact)
- Recent incidents > Recent interactions > Assigned assets >
- Assigned to: IS - ITS Software (Reassign)

INC0010010

Incident Details:

- Short description: CI/CD pipeline update causing disruptions in microservices
- Description: Dear Support Team, We are currently facing sporadic disruptions impacting multiple products, which we believe may be related to a recent CI/CD pipeline update. We have identified the affected services and thoroughly examined the Kubernetes logs, but the issue continues. Could you please help us in diagnosing and resolving this problem as soon as possible? Your prompt support would be highly appreciated. Best regards, [Your Name]
- Number: INC0010010 State: In Progress
- Caller: Customer Kelompok 2 Impact: 3 - Low
- Location: Location 2 - Medium
- Channel: Email Priority: 4 - Low
- Category: Software

Activity Stream:

- ITS Worker (Work notes) • 2025-10-09 00:20:09: Ticket triaged, assigned to specialist
- ITS Worker (Field changes) • 2025-10-09 00:18:56: Incident state: In Progress was New
- Assigned to: ITS Software was Empty
- ITS Worker (Work notes) • 2025-10-09 00:18:29: Ticket triaged, assigned to specialist.
- Customer Kelompok 2 (Additional comments) • 2025-10-08 23:37:56: Additional comments
- Customer Kelompok 2 (Work notes) • 2025-10-08 23:37:56: Ticket triaged, assigned to specialist.
- Customer Kelompok 2 (Reassign) • 2025-10-08 23:37:56: Reassigned to: IS - ITS Software

Record Information:

- SLAs and timings: Response SLA: No matching SLA Resolution SLA: 00:00:00
- Caller: Customer Kelompok 2 (Contact)
- Recent incidents > Recent interactions > Assigned assets >
- Assigned to: IS - ITS Software (Reassign)

INC0010012

Phase 3: Specialist (Tier 2)

Network Incident	
INC0010009	<p>VPN-router connectivity disruption affecting remote telemedicine systems</p>
INC0010017	<p>Extensive connectivity problems affecting devices (headsets, printers, workstations)</p>

INC0010018

Persistent network connectivity issues, possibly due to malfunctioning repeater

[Save](#) [Create change request](#)

[Overview](#) [Details](#) [Related records](#)

Summary

Short description: Persistent network connectivity issues, possibly due to malfunctioning repeater

Description: Persistent network connectivity issues, possibly due to malfunctioning repeater or interference

Number: INC0010018	Priority: 4 - Low
Opened: 2025-10-09 00:01:33	Impact: 3 - Low
State: Resolved	Urgency: 2 - Medium

Impact

Impact Summary

Business Impact: --	Service: --	Service offering: --
---------------------	-------------	----------------------

Activity

ITS Network

Work notes • 2025-10-09 02:52:38

On-site diagnostics confirmed the repeater was faulty. The old unit has been replaced with a new wireless repeater. The new device is configured and broadcasting with excellent signal strength. Has asked the user to test the connection for 30 minutes. The user has now confirmed that the network connection is stable, fast, and the persistent disconnection issues have been resolved.

ITS Network

Field changes • 2025-10-10 02:52:38

Resolution notes: The faulty wireless repeater was physically replaced with a new, fully functional unit. After configuration and testing, stable and high-speed wireless connectivity was restored to the area. The solution was verified by the reporting user. was Empty

Resolution code: Resolved by request was Empty

Incident state: Resolved was In-Progress

ITS Worker

Work notes • 2025-10-09 20:23:30

Ticket triaged, assigned to specialist.

ITS Worker

Field changes • 2025-10-09 20:23:30

Record Information

Last updated by ITS Network
2025-10-10 02:52:38

SLAs and timings

Response SLA: No matching SLA Resolution SLA: On Target

[View all SLAs](#)

Caller: Customer Kelompok 2
C2 02:52:40 America/Los_Angeles

Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to: **ITS Network**

Reassign

[View additional collaborators](#)

INC0010019

System failures impairing EMR/PACS integrations, suspected hardware malfunction

[Save](#) [Create change request](#)

[Overview](#) [Details](#) [Related records](#)

Summary

Short description: System failures impairing EMR/PACS integrations, suspected hardware malfunction

Description: System failures impairing EMR/PACS integrations, suspected hardware malfunction or security breach

Number: INC0010019	Priority: 3 - Moderate
Opened: 2025-10-09 00:02:18	Impact: 3 - Low
State: Resolved	Urgency: 1 - High

Impact

Impact Summary

Business Impact: --	Service: --	Service offering: --
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Activity

ITS Network

Work notes • 2025-10-10 03:34:00

The EMR & PACS server connections have been successfully moved to a different line card on the core switch. Monitoring network traffic shows zero packet loss since the migration. We have coordinated with the application team and they have run a full diagnostic on the EMR/PACS integration. They confirm that data flow is restored and the system is fully operational. Since the service is now restored for the user, this incident is being resolved.

ITS Network

Field changes • 2025-10-10 03:34:00

Resolution notes: Service was restored by implementing a workaround. The network connections for the affected servers were physically migrated to a stable, redundant line card on the same switch. Post-migration, the application team tested and confirmed that the EMR/PACS integration is now fully functional. A formal Change Request has been submitted to schedule the permanent replacement of the faulty hardware. was Empty

Resolution code: Resolved by request was Empty

Incident state: Resolved was In-Progress

ITS Worker

Work notes • 2025-10-09 20:27:53

Ticket triaged, assigned to specialist.

Record Information

Last updated by ITS Network
2025-10-10 03:34:00

SLAs and timings

Response SLA: No matching SLA Resolution SLA: On Target

[View all SLAs](#)

Caller: Customer Kelompok 2
C2 03:34:03 America/Los_Angeles

Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to: **ITS Network**

Reassign

[View additional collaborators](#)

INC0010020

Severe disruption in EMR/PACS connections caused by network failure and possible security compromise

[Save](#) [Create change request](#)

[Overview](#) [Details](#) [Related records](#)

Summary

Short description: Severe disruption in EMR/PACS connections caused by network failure and possible security compromise

Description: Severe disruption in EMR/PACS connections caused by network failure and possible security compromise

Number: INC0010020	Priority: 3 - Moderate
Opened: 2025-10-09 00:03:07	Impact: 3 - Low
State: Resolved	Urgency: 1 - High

Impact

Impact Summary

Business Impact: --	Service: --	Service offering: --
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Activity

ITS Network

Work notes • 2025-10-10 03:37:07

Joint investigation with the Cybersecurity team has concluded. We identified a recently implemented firewall rule that was incorrectly blocking the required communication ports between the EMR and PACS servers. The Cybersecurity team has confirmed that there is no evidence of a malicious security breach; the disruption was caused by a configuration error during a planned change. The incorrect firewall rule has been reverted, and traffic is now Show more

ITS Network

Field changes • 2025-10-10 03:37:07

Resolution notes: The misconfigured firewall rule was identified and corrected by an engineer. Following the correction, the application owners tested the system and confirmed that connectivity between EMR and PACS has been fully restored and is now stable. was Empty

Resolution code: Resolved by request was Empty

Incident state: Resolved was In-Progress

ITS Worker

Work notes • 2025-10-09 20:29:28

Ticket triaged, assigned to specialist.

Record Information

Last updated by ITS Network
2025-10-10 03:37:07

SLAs and timings

Response SLA: No matching SLA Resolution SLA: On Target

[View all SLAs](#)

Caller: Customer Kelompok 2
C2 03:37:09 America/Los_Angeles

Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to: **ITS Network**

Reassign

[View additional collaborators](#)

Hardware Incident

INC0010011

INC0010011

Laser printer fails when printing from macOS 15

Summary

Short description: Laser printer fails when printing from macOS 15
Description: Laser printer fails when printing from macOS 15

Number: INC0010011	Priority: 4 - Low
Opened: 2025-10-08 23:58:05	Impact: 3 - Low
State: Resolved	Urgency: 2 - Medium

Impact (3 - Low)

Impact Summary

Business Impact: Configuration item

Activity

- ITS Hardware (Work notes: 2025-10-09 00:49:02) - Printer firmware was updated to have full compatibility with the new operating system.
- ITS Worker (Field changes: 2025-10-09 00:49:02) - Resolution code: Solution provided was Empty
- ITS Worker (Work notes: 2025-10-09 00:33:06) - Incident state: Resolved was In Progress
- ITS Worker (Work notes: 2025-10-09 00:33:06) - Resolution notes: Resolved was Empty

Record Information

Last updated by ITS Hardware 2025-10-09 00:49:02

SLAs and timings: Response SLA: No matching SLA, Resolution SLA: Opened

Caller: C2 Customer Kelompok 2 (Contact: 00:49:04 America/Los_Angeles)

Assigned to: IH ITS Hardware

INC0010013

INC0010013

Integration of Seagate Expansion Desktop 6TB drives into healthcare storage

Summary

Short description: Integration of Seagate Expansion Desktop 6TB drives into healthcare storage
Description: Integration of Seagate Expansion Desktop 6TB drives into healthcare storage

Number: INC0010013	Priority: 3 - Moderate
Opened: 2025-10-08 23:58:45	Impact: 3 - Low
In Progress	Urgency: 1 - High

Impact (3 - Low)

Impact Summary

Business Impact: Configuration item

Activity

- ITS Worker (Work notes: 2025-10-09 00:20:17) - Ticket triaged, assigned to specialist.
- ITS Worker (Field changes: 2025-10-09 00:20:17) - Assigned to: ITS Hardware was Empty
- Customer Kelompok 2 (Additional comments: 2025-10-08 23:58:45) - Incident state: In Progress was New

Record Information

Last updated by ITS Worker 2025-10-09 00:20:17

SLAs and timings: Response SLA: No matching SLA, Resolution SLA: Opened

Caller: C2 Customer Kelompok 2 (Contact: 08:29:15 America/Los_Angeles)

Assigned to: IH ITS Hardware

INC0010014

INC0010014

Audio hardware not recognized on PC after troubleshooting

Summary

Short description: Audio hardware not recognized on PC after troubleshooting
Description: Audio hardware not recognized on PC after troubleshooting

Number: INC0010014	Priority: 5 - Planning
Opened: 2025-10-08 23:59:31	Impact: 3 - Low
In Progress	Urgency: 3 - Low

Impact (3 - Low)

Impact Summary

Business Impact: Configuration item

Activity

- ITS Worker (Work notes: 2025-10-09 00:20:54) - Ticket triaged, assigned to specialist.
- ITS Worker (Field changes: 2025-10-09 00:20:54) - Assigned to: ITS Hardware was Empty
- Customer Kelompok 2 (Additional comments: 2025-10-08 23:59:31) - Incident state: In Progress was New

Record Information

Last updated by ITS Worker 2025-10-09 00:20:54

SLAs and timings: Response SLA: No matching SLA, Resolution SLA: Opened

Caller: C2 Customer Kelompok 2 (Contact: 08:29:46 America/Los_Angeles)

Assigned to: IH ITS Hardware

INC0010015	<p>Bose headset cannot connect properly to QNAP NAS</p>
INC0010016	<p>VR controller cannot sync with headset</p>
Software Incident	
INC0010006	

INC0010007

The screenshot shows the ServiceNow Service Operations workspace. An incident titled "Connectivity difficulties with cloud-native SaaS system due to Kubernetes orchestration" is open. A modal window titled "Resolve" is displayed, containing the following details:

- Resolution note:** Root cause identified in Kubernetes resources allocation limits within one of the microservices responsible for network routing.
- Actions taken:**
 - Reviewed Kubernetes deployment logs and identified CPU throttling in the ingress controller pod.
 - Adjusted deployment configuration to update deployment configuration.
 - Restarted affected pods and verified stable connectivity across all microservices.
 - Confirmed service availability and response times returned to normal.
- Impact:** 3 - Low
- Priority:** 4 - Low
- Incident state:** New

At the bottom right of the modal are "Cancel" and "Resolve" buttons. The main workspace shows other tabs like "Assignment" and "Related Records". On the right side, there's a "Record Information" panel and a "Caller" section.

INC0010008

The screenshot shows the ServiceNow Service Operations workspace. An incident titled "Cloud-native SaaS platform interruptions affecting availability and performance" is open. A modal window titled "Resolve" is displayed, containing the following details:

- Resolution note:** Root cause determined to be insufficient backend resource allocation causing throttling under peak load.
- Actions taken:**
 - Reviewed system metrics and identified performance bottleneck in the API gateway and database layer.
 - Scalped up container replicas and optimized query caching for high-traffic endpoints.
 - Monitored resource utilization post-adjustment, response time and uptime normalized.
 - Conducted load testing to confirm system stability under expected usage levels.
- Impact:** 3 - Low
- Priority:** 3 - Moderate
- Incident state:** New

At the bottom right of the modal are "Cancel" and "Resolve" buttons. The main workspace shows other tabs like "Assignment" and "Related Records". On the right side, there's a "Record Information" panel and a "Caller" section.

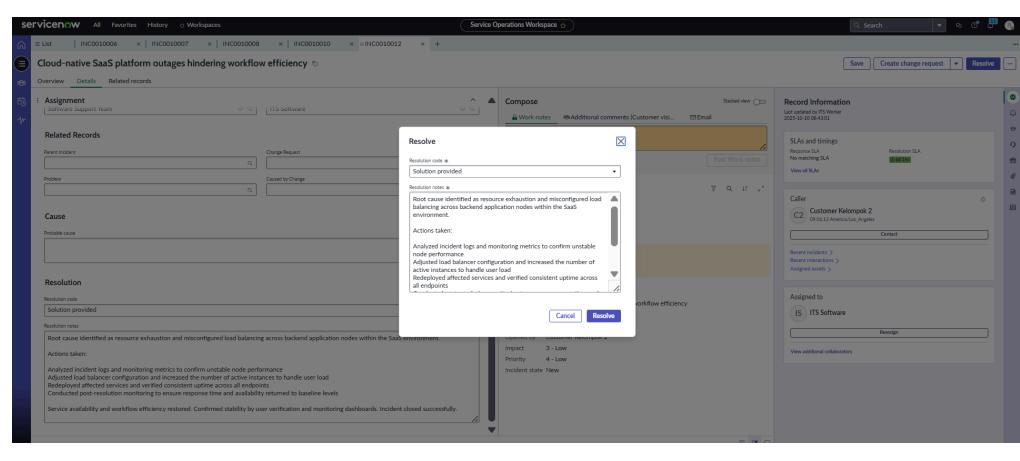
INC0010010

The screenshot shows the ServiceNow Service Operations workspace. An incident titled "CI/CD pipeline update causing disruptions in microservices" is open. A modal window titled "Resolve" is displayed, containing the following details:

- Resolution note:** Root cause traced to a misconfiguration in the CI/CD pipeline that triggered incomplete container deployments across several microservices.
- Actions taken:**
 - Reviewed Jenkins/GitLab CI logs and identified build artifacts missing due to configuration error.
 - Reverted pipeline changes and re-executed full deployment workflow.
 - Validated that all microservices deployed successfully and interconnected correctly within Kubernetes cluster.
 - Conducted health checks and post-deployment monitoring to confirm normal service operations.
- Impact:** 3 - Low
- Priority:** 3 - Low
- Incident state:** New

At the bottom right of the modal are "Cancel" and "Resolve" buttons. The main workspace shows other tabs like "Assignment" and "Related Records". On the right side, there's a "Record Information" panel and a "Caller" section.

INC0010012



Phase 4: Customer Confirmation

INC0010009

Network Incident

Number	INC0010009	Opened	2025-10-08 23:57:52
Caller	Customer Kelompok 2	Closed	2025-10-10 04:26:07
Watch list		Urgency	2 - Medium
State	Closed		
Short description		VPN-router connectivity disruption affecting remote telemedicine systems	
Activities: 7		Additional comments • 2025-10-10 04:26:07	
C2 Customer Kelompok 2 Thankyou			
C2 Customer Kelompok 2 Incident state: Closed was Resolved		Field changes • 2025-10-10 04:26:07	
IN ITS Network Incident state: Resolved was In Progress Resolution code: Resolved by request Resolution notes: The unresponsive VPN service on the router was successfully restarted. Connectivity was tested and confirmed restored by remote users. The connection is now stable and fully operational.		Field changes • 2025-10-10 01:39:03	
IW ITS Worker Assigned to: ITS Network was ITS Software		Field changes • 2025-10-09 00:21:11	
IW ITS Worker Assigned to: ITS Software Incident state: In Progress was New		Field changes • 2025-10-09 00:18:17	

INC0010017	<p>Number INC0010017 Opened 2025-10-09 00:00:28</p> <p>Caller Customer Kelompok 2 </p> <p>Watch list</p> <p>Short description Extensive connectivity problems affecting devices (headsets, printers, workstations)</p> <p>Activities: 6</p> <ul style="list-style-type: none">  Customer Kelompok 2 Thank you Additional comments • 2025-10-10 04:28:31  Customer Kelompok 2 Incident state Closed was Resolved Field changes • 2025-10-10 04:28:31  ITS Network Incident state Resolved was In Progress Resolution code Resolved by request Resolution notes An IT Network specialist performed a physical power-cycle (reboot) on the unresponsive switch. After the device restarted, network services were fully restored. Connectivity was tested and confirmed as resolved by the reporting user. Field changes • 2025-10-10 02:48:03  ITS Worker Assigned to ITS Network Incident state In Progress was New Field changes • 2025-10-09 00:24:29  Customer Kelompok 2 Extensive connectivity problems affecting devices (headsets, printers, workstations) Additional comments • 2025-10-09 00:00:28
INC0010018	<p>Number INC0010018 Opened 2025-10-09 00:01:33</p> <p>Caller Customer Kelompok 2 </p> <p>Watch list</p> <p>Short description Persistent network connectivity issues, possibly due to malfunctioning repeater</p> <p>Activities: 6</p> <ul style="list-style-type: none">  Customer Kelompok 2 Thank you Additional comments • 2025-10-10 04:30:28  Customer Kelompok 2 Incident state Closed was Resolved Field changes • 2025-10-10 04:30:28  ITS Network Incident state Resolved was In Progress Resolution code Resolved by request Resolution notes The faulty wireless repeater was physically replaced with a new, fully functional unit. After configuration and testing, stable and high-speed wireless connectivity was restored to the area. The solution was verified by the reporting user. Field changes • 2025-10-10 02:52:38  ITS Worker Assigned to ITS Network Incident state In Progress was New Field changes • 2025-10-09 00:25:30  Customer Kelompok 2 Persistent network connectivity issues, possibly due to malfunctioning repeater or interference Additional comments • 2025-10-09 00:01:33

INC0010019

Number	INC0010019	Opened	2025-10-09 00:02:18
Caller	Customer Kelompok 2	Closed	2025-10-10 04:31:21
Watch list		Urgency	1 - High
		State	Closed
Short description System failures impairing EMR/PACS integrations, suspected hardware malfunction			
Activities: 6	<p>C2, Customer Kelompok 2 Thank you</p> <p>C2, Customer Kelompok 2 Incident state: Closed was Resolved</p> <p>IN: ITS Network Incident state: Resolved was In Progress Resolution code: Resolved by request Resolution notes: Service was restored by implementing a workaround. The network connections for the affected servers were physically moved to a stable, redundant line card on the same switch. Post-migration, the application team tested and confirmed that the EMR/PACS integration is now fully functional. A formal Change Request has been submitted to schedule the permanent replacement of the faulty hardware.</p> <p>IW: ITS Worker Assigned to: ITS Network Incident state: In Progress was New</p> <p>C2, Customer Kelompok 2 System failures impairing EMR/PACS integrations, suspected hardware malfunction or security breach</p>		
	<p>Additional comments • 2025-10-10 04:31:21</p> <p>Field changes • 2025-10-10 04:31:21</p> <p>Field changes • 2025-10-10 03:34:00</p> <p>Field changes • 2025-10-09 00:27:53</p> <p>Additional comments • 2025-10-09 00:02:18</p>		

INC0010020

Number	INC0010020	Opened	2025-10-09 00:03:07
Caller	Customer Kelompok 2	Closed	2025-10-10 04:32:12
Watch list		Urgency	1 - High
		State	Closed
Short description Severe disruption in EMR/PACS connections caused by network failure and possible			
Activities: 6	<p>C2, Customer Kelompok 2 Thank you</p> <p>C2, Customer Kelompok 2 Incident state: Closed was Resolved</p> <p>IN: ITS Network Incident state: Resolved was In Progress Resolution code: Resolved by request Resolution notes: The misconfigured firewall rule was identified and corrected by an engineer. Following the correction, the application owners tested the system and confirmed that connectivity between EMR and PACS has been fully restored and is now stable.</p> <p>IW: ITS Worker Assigned to: ITS Network Incident state: In Progress was New</p> <p>C2, Customer Kelompok 2 Severe disruption in EMR/PACS connections caused by network failure and possible security compromise</p>		
	<p>Additional comments • 2025-10-10 04:32:12</p> <p>Field changes • 2025-10-10 04:32:12</p> <p>Field changes • 2025-10-10 03:37:07</p> <p>Field changes • 2025-10-09 00:29:28</p> <p>Additional comments • 2025-10-09 00:03:07</p>		

Hardware Incident

INC0010011	<p>INC0010011</p> <p>Incident INC0010011 View: Self Service*</p> <table border="1"> <tr> <td>Number</td><td>INC0010011</td><td>Opened</td><td>2025-10-08 23:58:05</td></tr> <tr> <td>Caller</td><td>Customer Kelompok 2</td><td>Closed</td><td>2025-10-09 01:12:33</td></tr> <tr> <td>Watch list</td><td colspan="3">Urgency 2 - Medium</td></tr> <tr> <td>Short description</td><td colspan="3" rowspan="8">State Closed</td></tr> <tr> <td colspan="4">Laser printer fails when printing from macOS 15</td></tr> <tr> <td colspan="4">Activities: 6</td></tr> <tr> <td colspan="4"> <p>Customer Kelompok 2 Incident state Closed was Resolved</p> <p>Field changes • 2025-10-09 01:12:33</p> </td></tr> <tr> <td colspan="4"> <p>ITS Hardware Resolution notes Printer firmware was updated to have full compatibility with the new operating system. was Resolved</p> <p>Field changes • 2025-10-09 00:59:54</p> </td></tr> <tr> <td colspan="4"> <p>ITS Hardware Incident state Resolved was In Progress Resolution code Solution provided Resolution notes Resolved</p> <p>Field changes • 2025-10-09 00:49:02</p> </td></tr> <tr> <td colspan="4"> <p>ITS Worker Assigned to ITS Hardware Incident state In Progress was New</p> <p>Field changes • 2025-10-09 00:19:22</p> </td></tr> <tr> <td colspan="4"> <p>Customer Kelompok 2 Additional comments • 2025-10-08 23:58:05</p> </td></tr> </table>	Number	INC0010011	Opened	2025-10-08 23:58:05	Caller	Customer Kelompok 2	Closed	2025-10-09 01:12:33	Watch list	Urgency 2 - Medium			Short description	State Closed			Laser printer fails when printing from macOS 15				Activities: 6				<p>Customer Kelompok 2 Incident state Closed was Resolved</p> <p>Field changes • 2025-10-09 01:12:33</p>				<p>ITS Hardware Resolution notes Printer firmware was updated to have full compatibility with the new operating system. was Resolved</p> <p>Field changes • 2025-10-09 00:59:54</p>				<p>ITS Hardware Incident state Resolved was In Progress Resolution code Solution provided Resolution notes Resolved</p> <p>Field changes • 2025-10-09 00:49:02</p>				<p>ITS Worker Assigned to ITS Hardware Incident state In Progress was New</p> <p>Field changes • 2025-10-09 00:19:22</p>				<p>Customer Kelompok 2 Additional comments • 2025-10-08 23:58:05</p>			
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INC0010015	<p>INC0010015</p> <p>Incident INC0010015 View: Self Service*</p> <table border="1"> <tr> <td>Number</td><td>INC0010015</td><td>Opened</td><td>2025-10-08 23:59:57</td></tr> <tr> <td>Caller</td><td>Customer Kelompok 2</td><td>Closed</td><td>2025-10-09 01:14:03</td></tr> <tr> <td>Watch list</td><td></td><td>Urgency</td><td>2 - Medium</td></tr> <tr> <td></td><td></td><td>State</td><td>Closed</td></tr> </table> <p>Short description: Bose headset cannot connect properly to QNAP NAS</p> <p>Activities: 6</p> <ul style="list-style-type: none"> Customer Kelompok 2 Incident state: Closed was Resolved Field changes • 2025-10-09 01:14:03 Customer Kelompok 2 Thank you Additional comments • 2025-10-09 01:14:00 ITS Hardware Incident state: Resolved was: In Progress Resolution code: Solution provided Resolution notes: Clear all existing Bluetooth pairings on both devices, restart the NAS Bluetooth service, and reinitiate the pairing process. Field changes • 2025-10-09 00:58:09 ITS Worker Assigned to: ITS Hardware Incident state: In Progress was: New Field changes • 2025-10-09 00:21:30 Customer Kelompok 2 Additional comments • 2025-10-08 23:59:57 	Number	INC0010015	Opened	2025-10-08 23:59:57	Caller	Customer Kelompok 2	Closed	2025-10-09 01:14:03	Watch list		Urgency	2 - Medium			State	Closed
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		State	Closed														
Software Incident																	
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Number	INC0010006	Opened	2025-10-08 23:56:35														
Caller	Customer Kelompok 2	Closed	2025-10-10 09:06:52														
Watch list		Urgency	1 - High														
		State	Closed														

INC0010007	<p>INC0010007</p> <p>Incident - INC0010007</p> <p>Number: INC0010007 Caller: Customer Kelompok 2 Watch list</p> <p>Opened: 2025-10-08 23:57:18 Closed: 2025-10-10 09:07:50 Urgency: 2 - Medium State: Closed</p> <p>Short description: Connectivity difficulties with cloud-native SaaS system due to Kubernetes orches</p> <p>Activities: 6</p> <ul style="list-style-type: none"> Customer Kelompok 2: Incident state: Closed was Resolved Customer Kelompok 2: Thank you ITS Software: Incident state: Resolved was: In Progress Resolution code: Solution provided Resolution notes: Root cause identified in Kubernetes resource allocation limits within one of the microservices responsible for network routing. Actions taken: Reviewed Kubernetes deployment logs and identified CPU throttling in the ingress controller pod
INC0010008	<p>INC0010008</p> <p>Incident - INC0010008</p> <p>Number: INC0010008 Caller: Customer Kelompok 2 Watch list</p> <p>Opened: 2025-10-08 23:57:39 Closed: 2025-10-10 09:09:05 Urgency: 1 - High State: Closed</p> <p>Short description: Cloud-native SaaS platform interruptions affecting availability and performance</p> <p>Activities: 6</p> <ul style="list-style-type: none"> Customer Kelompok 2: Incident state: Closed was Resolved Customer Kelompok 2: Thank you ITS Software: Incident state: Resolved was: In Progress Resolution code: Solution provided Resolution notes: Root cause determined to be insufficient backend resource allocation causing throttling under peak load. Actions taken: Reviewed system metrics and identified performance bottleneck in the API gateway and database layer Scaled up container replicas and optimized query caching for high-traffic endpoints Monitored resource utilization post-adjustment; response time and uptime normalized
INC0010010	<p>INC0010010</p> <p>Incident - INC0010010</p> <p>Number: INC0010010 Caller: Customer Kelompok 2 Watch list</p> <p>Opened: 2025-10-08 23:57:56 Closed: 2025-10-10 09:09:40 Urgency: 2 - Medium State: Closed</p> <p>Short description: CI/CD pipeline update causing disruptions in microservices</p> <p>Activities: 6</p> <ul style="list-style-type: none"> Customer Kelompok 2: Incident state: Closed was Resolved Customer Kelompok 2: Thank you ITS Software: Incident state: Resolved was: In Progress Resolution code: Solution provided Resolution notes: Root cause traced to a misconfiguration in the CI/CD pipeline that triggered incomplete container deployments across several microservices. Actions taken: Reviewed Jenkins/GitLab CI logs and identified build artifacts missing due to script update error Reverted pipeline changes and re-executed full deployment workflow

INC0010012

servicenow All Favorites History Process Mining Workspace Incident - INC0010012

INC0010012 View: Self Service*

Number: INC0010012
Caller: Customer Kelompok 2
Watch list
Short description: Cloud-native SaaS platform outages hindering workflow efficiency

Opened: 2025-10-08 23:58:31
Closed: 2025-10-10 09:10:12
Urgency: 2 - Medium
State: Closed

Activities: 6

C2 Customer Kelompok 2
Incident state: Closed was Resolved
Field changes: 2025-10-10 09:10:12

C2 Customer Kelompok 2
Additional comments: 2025-10-10 09:10:08
Thank you

IS ITS Software
Incident state: Resolved was In Progress
Resolution code: Solution provided
Resolution note: Root cause identified as resource exhaustion and misconfigured load balancing across backend application nodes within the SaaS environment.
Actions taken:
Analyzed incident logs and monitoring metrics to confirm unstable node performance.
Adjusted load balancer configuration and increased the number of active instances to handle user load.

Field changes: 2025-10-10 09:05:15

Deliverables

1. Your PDI link

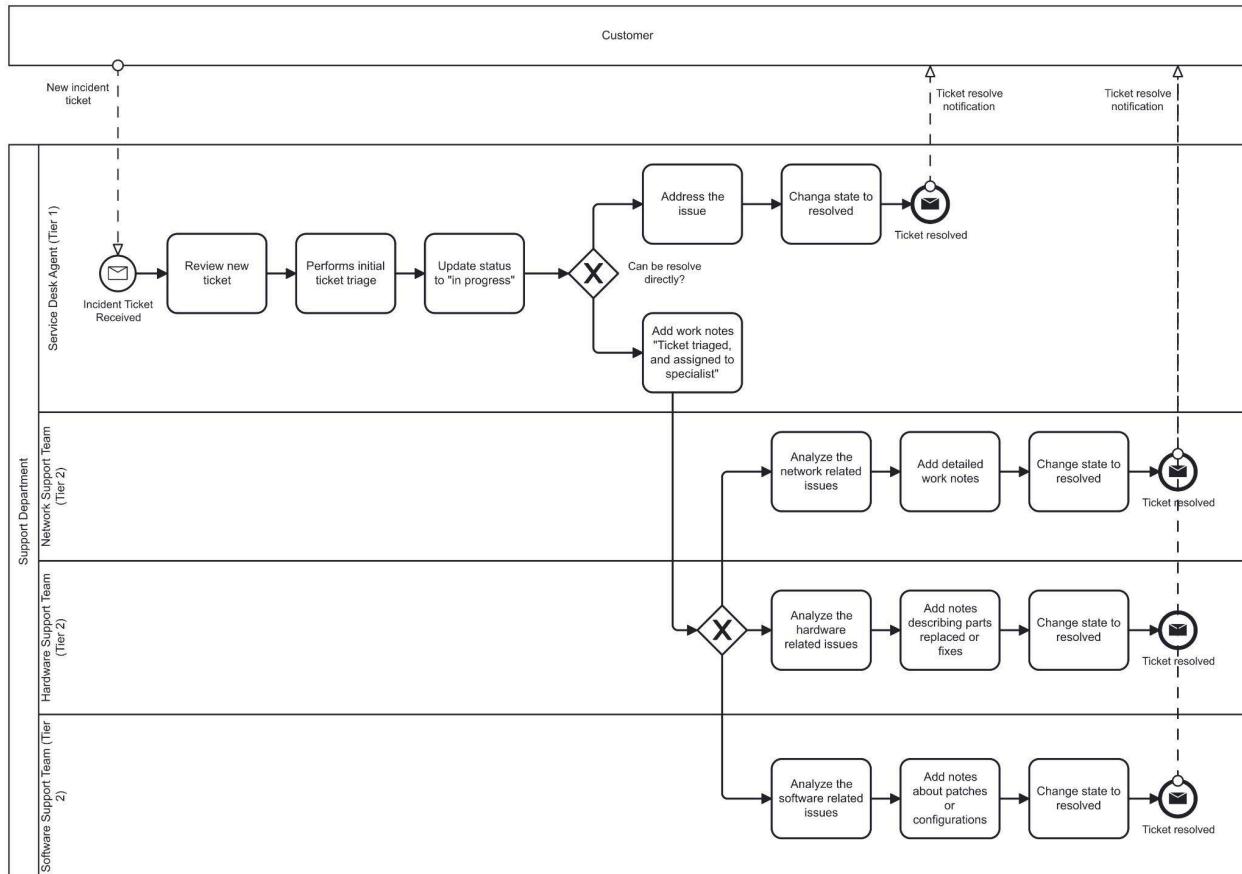
Link : <https://dev305262.service-now.com/>

Pass : Yeswecan!7

2. Roles & Responsibilities

Name	NRP	Roles	Responsibilities
I Putu Febryan Khrisyantara	5026231116	Group Leader, Customers Experiencing Network Issues, Service Desk Agent for Network Issues, and Network Specialist	<ul style="list-style-type: none">• Provides the shared PDI and creates the user accounts.• Find 5 related to Network issues/categories• Perform every simulation on ServiceNow related to Network Issues• Create BPMN
Heber Bryan Hutajulu	5026231204	Team Member, Customers Experiencing Software Issues, Service Desk Agent for Software Issues, and Software/Application Specialist	<ul style="list-style-type: none">• Find 5 related to Software/Application issues/categories• Perform every simulation on ServiceNow related to Software Issues• Create BPMN
Peter Christian Erastus	5026231138	Team Member, Customers Experiencing Hardware Issues, Service Desk Agent for Hardware Issues, and Hardware Specialist	<ul style="list-style-type: none">• Find 5 related to Hardware issues/categories• Perform every simulation on ServiceNow related to Hardware Issues• Create BPMN

3. Workflow



The process starts from an incident ticket submitted by a customer and follows it through to resolution, either by a first-line agent or after escalation to a specialist team.

Participants (Pools & Lanes)

- **Customer:** An external participant who initiates the process by reporting an incident and receives a notification upon its resolution.
- **Service Desk Agent (Tier 1):** The first line of support responsible for receiving, triaging, and attempting to resolve basic incidents.
- **Network Support Team (Tier 2):** A specialist team that handles network-related issues.
- **Hardware Support Team (Tier 2):** A specialist team that handles hardware-related issues.
- **Software Support Team (Tier 2):** A specialist team that handles software or application-related issues.

Step-by-Step Process Flow

- a. **Ticket Creation (Customer & Service Desk)**
 - The process begins when the **Customer** submits a "**New incident ticket**".
 - This ticket is received by the **Service Desk Agent (Tier 1)**
- b. **Initial Handling by Tier 1 (Service Desk Agent)**
 - **Review new ticket:** The Service Desk agent reviews the details of the reported incident.
 - **Performs initial ticket triage:** The agent conducts an initial triage to understand the incident's priority, category, and impact.
 - **Update status to "In progress"**
- c. **First Decision Point: Can it be resolved directly?**
 - The process reaches an **Exclusive Gateway**
 - **If Yes:**
 - The agent directly "**Addresses the issue**".
 - The ticket's state is changed to "**resolved**".
 - The process concludes with an End Event, "Ticket resolved," which triggers a "**Ticket resolve notification**" to be sent to the **Customer**.
 - **If No:**
 - The incident requires handling by a specialist team.
- d. **Escalation to Specialist Team (Tier 2)**
 - **Add work notes:** The Tier 1 agent adds work notes, stating, "Ticket triaged, and assigned to specialist".
 - Next, the process flows to a second **Exclusive Gateway**. The ticket is routed to one of the three specialist Tier 2 teams.
- e. **Specialist Handling (Tier 2 Teams)** The ticket will enter one of the following three parallel paths:
 - **Network Support Team Path:**
 - **Analyze the network related issues**
 - **Add detailed work notes**
 - **Change state to resolved**
 - **Hardware Support Team Path:**
 - **Analyze the hardware related issues**
 - **Add notes describing parts replaced or fixes**
 - **Change state to resolved**
 - **Software Support Team Path:**

- **Analyze the software related issues**
- **Add notes about patches or configurations**
- **Change state to resolved**

f. Resolution

- Once any of the Tier 2 teams completes its tasks and changes the ticket status to "resolved," the process for that path concludes.
- Just like the Tier 1 resolution, the "Ticket resolved" End Event triggers a "**Ticket resolve notification**" to be sent to the **Customer**.

4. Screenshots

- Customer's Service Portal showing submitted incidents.

All > Caller = Customer Kelompok 2 > Active = true > Universal Request is empty			
<input type="checkbox"/>	<input type="checkbox"/> Number ▾	Opened	Short description
	INC0010020	2025-10-09 00:03:07	Severe disruption in EMR/PACS connections caused by network failure and possible
	INC0010019	2025-10-09 00:02:18	System failures impairing EMR/PACS integrations, suspected hardware malfunction
	INC0010018	2025-10-09 00:01:33	Persistent network connectivity issues, possibly due to malfunctioning repeater
	INC0010017	2025-10-09 00:00:28	Extensive connectivity problems affecting devices (headsets, printers, workstations)
	INC0010016	2025-10-09 00:00:27	VR controller cannot sync with headset
	INC0010015	2025-10-08 23:59:57	Bose headset cannot connect properly to QNAP NAS
	INC0010014	2025-10-08 23:59:31	Audio hardware not recognized on PC after troubleshooting
	INC0010013	2025-10-08 23:58:45	Integration of Seagate Expansion Desktop 6TB drives into healthcare storage
	INC0010012	2025-10-08 23:58:31	Cloud-native SaaS platform outages hindering workflow efficiency
	INC0010011	2025-10-08 23:58:05	Laser printer fails when printing from macOS 15
	INC0010010	2025-10-08 23:57:56	CI/CD pipeline update causing disruptions in microservices
	INC0010009	2025-10-08 23:57:52	VPN-router connectivity disruption affecting remote telemedicine systems
	INC0010008	2025-10-08 23:57:39	Cloud-native SaaS platform interruptions affecting availability and performance
	INC0010007	2025-10-08 23:57:18	Connectivity difficulties with cloud-native SaaS system due to Kubernetes orchestration
	INC0010006	2025-10-08 23:56:35	Office programs (Excel, PowerPoint) fail to open on macOS

- Agent's list showing assigned tickets and work notes.

Incidents											
	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	*100	Search	Search	Search	Search	Search	Search	Search	Search	Search	Search
	INC0010006	2025-10-08 23:56:35	Office programs (Excel, PowerPoint) fail to open on macOS	Customer Kelompok 2	3 - Moderate	In Progress	Software	Software Support Team	ITS Software	2025-10-09 00:15:45	its_worker
	INC0010007	2025-10-08 23:57:18	Connectivity difficulties with cloud-native SaaS system due to Kubernetes orches	Customer Kelompok 2	4 - Low	In Progress	Software	Software Support Team	ITS Software	2025-10-09 00:20:41	its_worker
	INC0010008	2025-10-08 23:57:39	Cloud-native SaaS platform interruptions affecting availability and performance	Customer Kelompok 2	3 - Moderate	In Progress	Software	Software Support Team	ITS Software	2025-10-09 00:19:55	its_worker
	INC0010009	2025-10-08 23:57:52	VPN-router connectivity disruption affecting remote telemedicine systems	Customer Kelompok 2	4 - Low	In Progress	Network	Network Support Team	ITS Network	2025-10-09 00:21:11	its_worker
	INC0010010	2025-10-08 23:57:56	CI/CD pipeline update causing disruptions in microservices	Customer Kelompok 2	4 - Low	In Progress	Software	Software Support Team	ITS Software	2025-10-09 00:20:09	its_worker
	INC0010011	2025-10-08 23:58:05	Laser printer fails when printing from macOS 15	Customer Kelompok 2	4 - Low	In Progress	Hardware	Hardware Support Team	ITS Hardware	2025-10-09 00:19:22	its_worker
	INC0010012	2025-10-08 23:58:31	Cloud-native SaaS platform outages hindering workflow efficiency	Customer Kelompok 2	4 - Low	In Progress	Software	Software Support Team	ITS Software	2025-10-09 00:27:59	its_worker
	INC0010013	2025-10-08 23:58:45	Integration of Seagate Expansion Desktop 6TB drives into healthcare storage	Customer Kelompok 2	3 - Moderate	In Progress	Hardware	Hardware Support Team	ITS Hardware	2025-10-09 00:20:17	its_worker
	INC0010014	2025-10-08 23:59:31	Audio hardware not recognized on PC after troubleshooting	Customer Kelompok 2	5 - Planning	In Progress	Hardware	Hardware Support Team	ITS Hardware	2025-10-09 00:20:54	its_worker
	INC0010015	2025-10-08 23:59:57	Bose headset cannot connect properly to QNAP NAS	Customer Kelompok 2	4 - Low	In Progress	Hardware	Hardware Support Team	ITS Hardware	2025-10-09 00:21:30	its_worker
		2025-10-09		Customer							

- Specialists resolving a ticket (incident form open, State = Resolved).

<input checked="" type="checkbox"/>	<input type="checkbox"/>	INC0010019	System failures impairing EMR/PACS integrations, suspected...	Customer Kelompok 2	3 - Moderate	Closed	Network Support Team	ITS Network	2025-10-10 04:31:21	its_user
<input checked="" type="checkbox"/>	<input type="checkbox"/>	INC0010018	Persistent network connectivity issues, possibly due to...	Customer Kelompok 2	4 - Low	Closed	Network Support Team	ITS Network	2025-10-10 04:30:28	its_user
<input checked="" type="checkbox"/>	<input type="checkbox"/>	INC0010017	Extensive connectivity problems affecting devices...	Customer Kelompok 2	4 - Low	Closed	Network Support Team	ITS Network	2025-10-10 04:28:31	its_user
<input checked="" type="checkbox"/>	<input type="checkbox"/>	INC0010016	VR controller cannot sync with headset	Customer Kelompok 2	4 - Low	Closed	Hardware Support Team	ITS Hardware	2025-10-09 01:15:21	its_user
<input checked="" type="checkbox"/>	<input type="checkbox"/>	INC0010015	Bose headset cannot connect properly to QNAP NAS	Customer Kelompok 2	4 - Low	Closed	Hardware Support Team	ITS Hardware	2025-10-09 01:14:03	its_user

Reflection

This lab provided practical insights into the implementation of ITIL concepts on a real-world service management platform. By simulating the end-to-end incident management workflow in ServiceNow, we understood how roles, workflows, and categorization systems interact to ensure efficient ticket handling and resolution. This experience directly enhanced our competencies in data analysis, assigning responsibilities, and collaborating across different support tiers. It also reinforced the critical importance of structured IT service management in maintaining service quality and achieving user satisfaction.