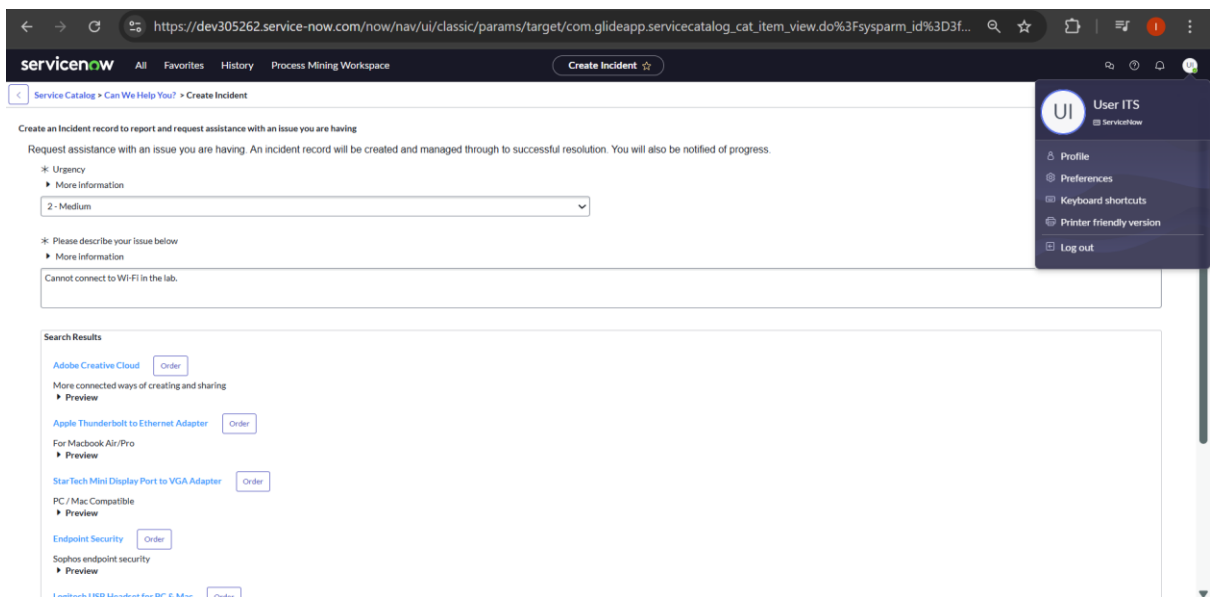# ITSM Class: B

CLASS ACTIVITY WEEK 6

Individual

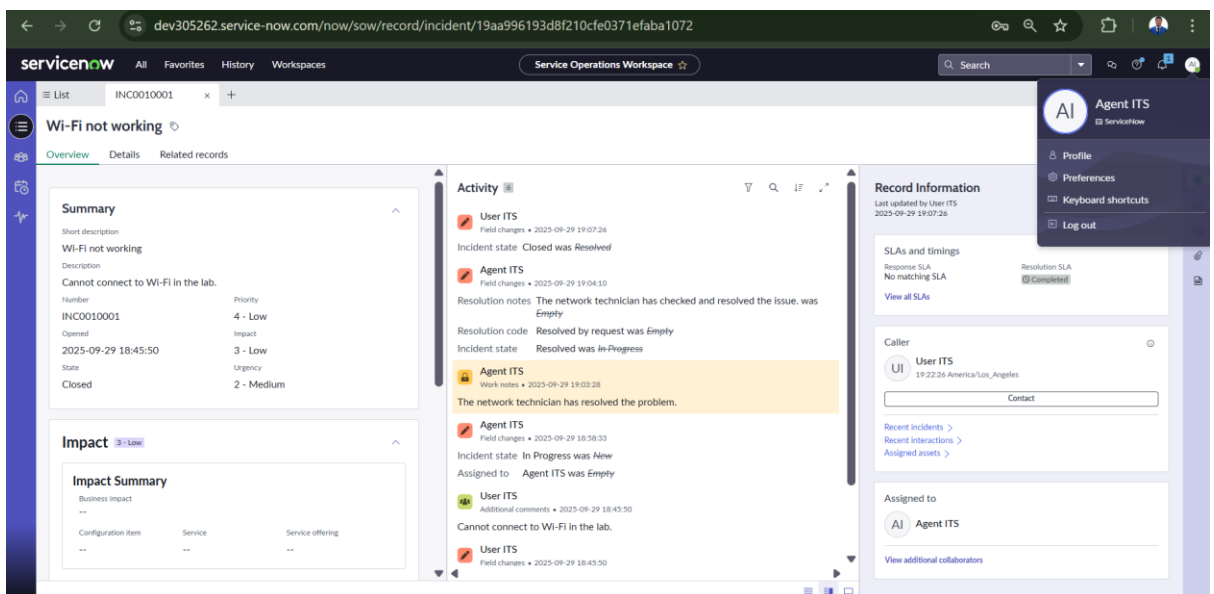Name: I Putu Febryan Khrisyantara

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 **ITS Manager's dashboard or reports**.