

ITSM Class: B

CLASS ACTIVITY WEEK 6

Individual

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Lab 03 - Service Now

Deliverables Screenshots:

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

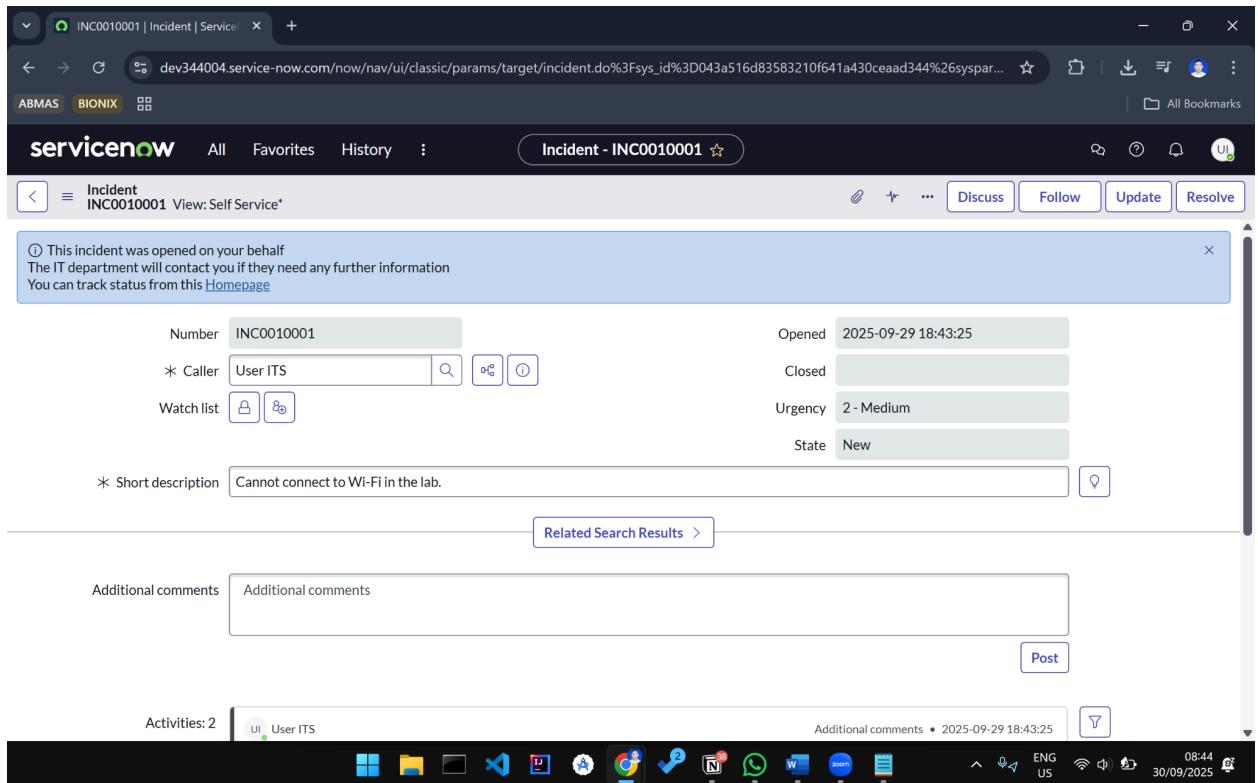
The screenshot shows a ServiceNow web interface for creating a new incident. The browser title bar reads "Create Incident | ServiceNow". The URL in the address bar is "dev344004.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fsysparm_id%3D3f1dd03...". The main content area is titled "Create Incident" and contains the following fields:

- Urgency:** A dropdown menu showing "2 - Medium".
- Description:** A text input field containing the text "Cannot connect to Wi-Fi in the lab."

Below the form, there is a "Search Results" section with two items:

- Adobe Creative Cloud** (with an "Order" button)
- Apple Thunderbolt to Ethernet Adapter** (with an "Order" button)

The bottom of the screen shows the Windows taskbar with various pinned icons and system status indicators.



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

ServiceNow Developers

Service Operations Workspace

Incidents - Unassigned [16]

Last refreshed just now.

Number	Short description	Caller	Priority	State	Service	Assignment group	Assigned to
INC0010001	Cannot connect to Wi-Fi in the lab.	User ITS	4 - Low	New			
INC0009009	Unable to access the shared folder.	David Miller	4 - Low	New			
INC0009005	Email server is down.	David Miller	1 - Critical	New			
INC0009001	Unable to post content on a Wiki page	David Miller	3 - Moderate	New			
INC0008112	Assessment : ATF Assessor	survey user	5 - Planning	New			
INC0008111	ATF : Test1	System Administrator	5 - Planning	New			
INC0008001	ATF : TEST2	survey user	5 - Planning	New			
INC0007002	Need access to the common drive.	David Miller	4 - Low	New			
INC0007001	Employee payroll application	David Miller	1 - Critical	New		Openspace	

Showing 1-16 of 16

Records per page: 20

ServiceNow Developers | INC0010001 | Service Operation | +

dev344004.service-now.com/now/sow/record/incident/043a516d83583210f641a430cead344/params/selected-tab-index/1/selected-tab/index/1/selected-tab/id... | Incognito (2) | All Bookmarks

servicenow All Favorites History Workspaces Service Operations Workspace Search

INC0010001 | Cannot connect to Wi-Fi in the lab.

Overview Details Related records

Incident

Description: Cannot connect to Wi-Fi in the lab.

Number: INC0010001 State: New

Caller: User ITS Impact: 3 - Low

Location: Urgency: 2 - Medium

Channel: Priority: 4 - Low

Category: Watch list: Network

Subcategory: Work notes list: Wireless

Opened: 2025-09-29 18:43:25

Compose Stacked view

Work notes More

Enter your Work notes here

Activity

User ITS Additional comments • 2025-09-29 18:43:25
Cannot connect to Wi-Fi in the lab.

User ITS Field changes • 2025-09-29 18:43:25
Opened by: User ITS
Impact: 3 - Low
Priority: 4 - Low
Incident state: New

Record Information

Last updated by: User ITS
2025-09-29 18:43:25

SLAs and timings
Response SLA: No matching SLA Resolution SLA: 3 wk 0 d
View all SLAs

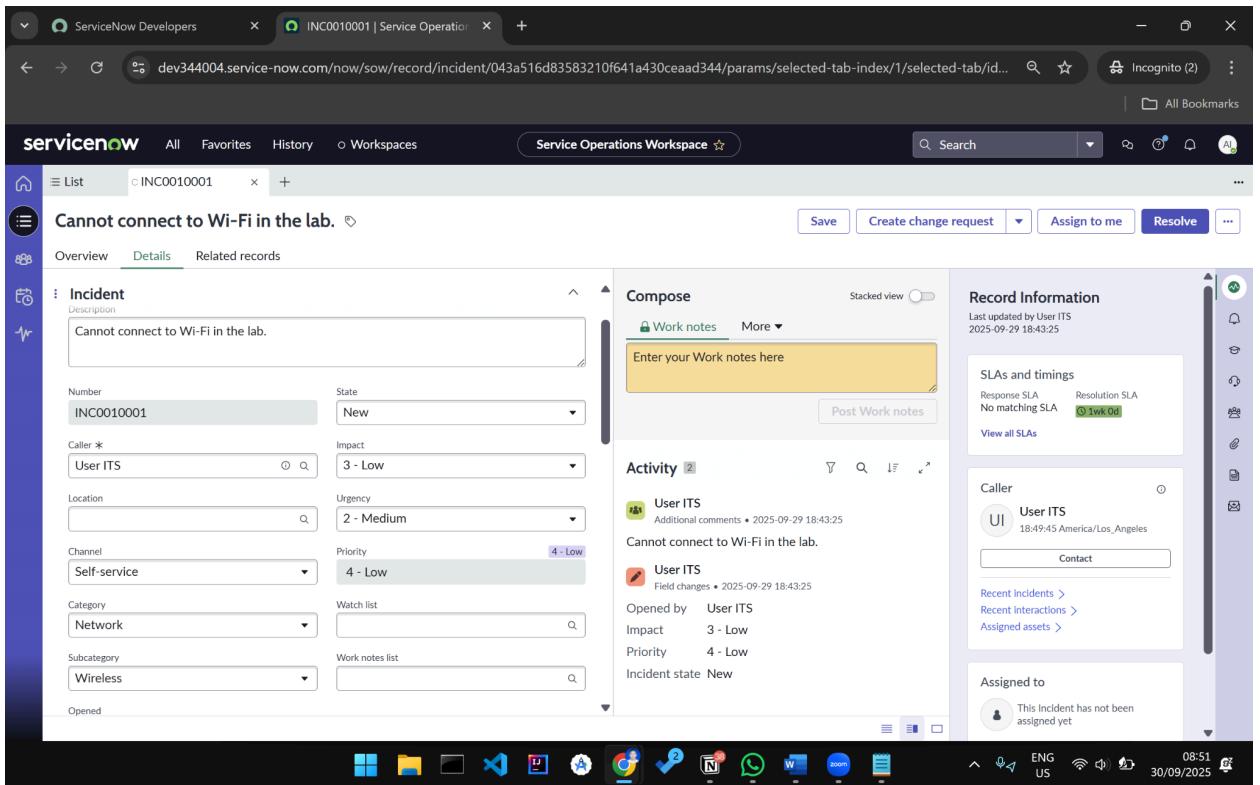
Caller: User ITS
UI: User ITS 18:49:45 America/Los_Angeles
Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to: This Incident has not been assigned yet

Save Create change request Assign to me Resolve

08:51 ENG US 30/09/2025



ServiceNow Developers | INC0010001 | Service Operation | +

dev344004.service-now.com/now/sow/record/incident/043a516d83583210f641a430cead344/params/selected-tab-index/1/selected-tab/index/1/selected-tab/id... | Incognito (2) | All Bookmarks

servicenow All Favorites History Workspaces Service Operations Workspace Search

INC0010001 | Cannot connect to Wi-Fi in the lab.

Overview Details Related records

Impact

Assignment

Assignment group: Assigned to: Agent ITS

Related Records

Parent Incident: Change Request: Problem: Caused by Change:

Cause

Probable cause:

Compose Updates an existing record

Enter your Work notes here Post Work notes

Activity

Agent ITS Field changes • 2025-09-29 18:54:29
Incident state: In Progress was New
Assigned to: Agent ITS was Empty

User ITS Additional comments • 2025-09-29 18:43:25
Cannot connect to Wi-Fi in the lab.

User ITS Field changes • 2025-09-29 18:43:25
Opened by: User ITS
Impact: 3 - Low
Priority: 4 - Low
Incident state: New

Record Information

Updates an existing record

SLAs and timings
Response SLA: No matching SLA Resolution SLA: 3 wk 0 d
View all SLAs

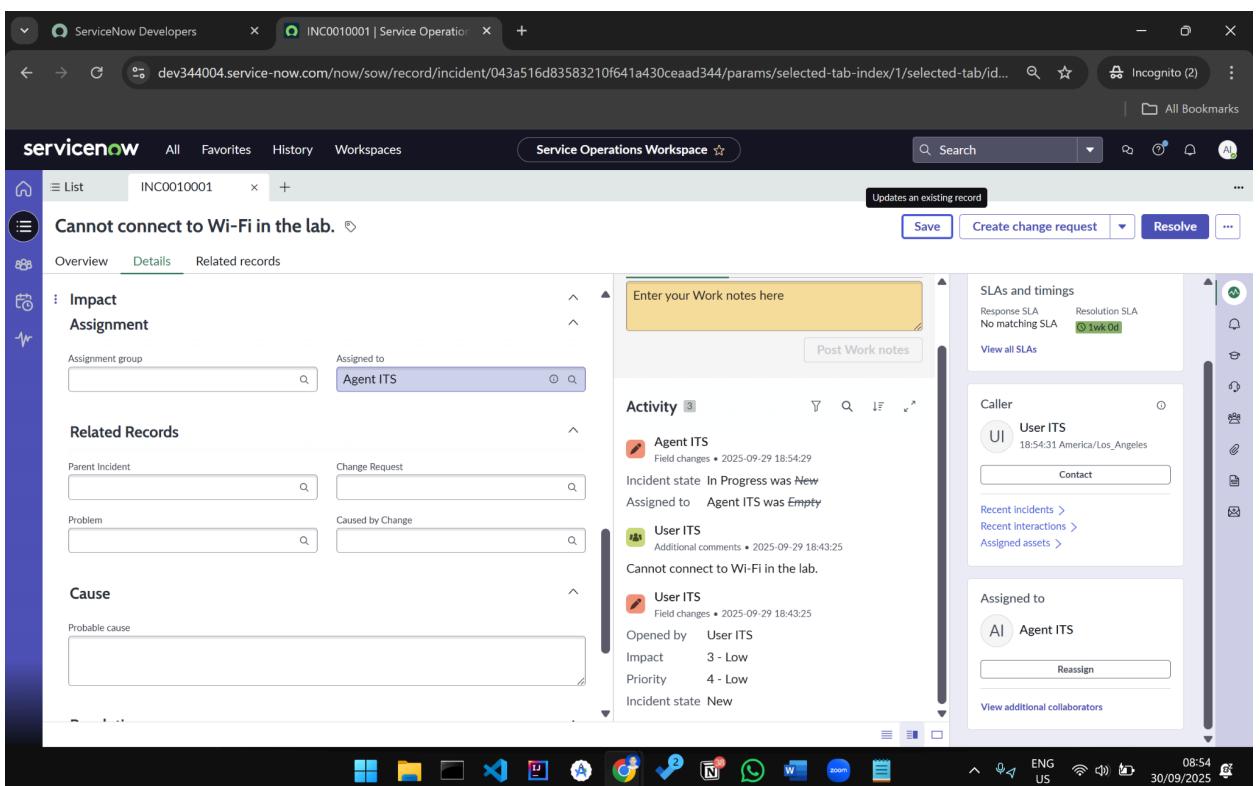
Caller: User ITS
UI: User ITS 18:54:31 America/Los_Angeles
Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to: Agent ITS
Reassign
View additional collaborators

Save Create change request Assign to me Resolve

08:54 ENG US 30/09/2025



Resolution

^

Resolution code

Resolved by request

▼

Resolution notes

The router was functioning improperly. The network technician has checked and resolved the issue.



Resolve

Resolution code *

Resolved by request

▼

Resolution notes *

The router was functioning improperly. The network technician has checked and resolved the issue.

Cancel

Resolve

Agent U.S.

Activity 5



Agent ITS



Field changes • 2025-09-29 19:04:58

Resolution code Resolved by request was *Empty*

Resolution notes The router was functioning improperly. The network technician has checked and resolved the issue. was *Empty*

Incident state Resolved was *In Progress*

Agent ITS



Work notes • 2025-09-29 19:03:33

The network technician has resolved the problem.

Agent ITS



Field changes • 2025-09-29 18:54:29

Incident state In Progress was *New*

Assigned to Agent ITS was *Empty*

User ITS



Additional comments • 2025-09-29 18:43:25

Cannot connect to Wi-Fi in the lab.

User ITS



Field changes • 2025-09-29 18:43:25

Opened by User ITS

Impact 3 - Low

Priority 4 - Low

Incident state New

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

INC0010001 | Incident | ServiceNow

dev344004.service-now.com/nav/ui/classic/params/target/incident.do%3Fsys_id%3D043a516d83583210f641a430cead344%26sysparm_vie...

All Favorites History : Incident - INC0010001 ☆

ABMAS BIONIX

Incident INC0010001 View: Self Service

AI Agent ITS Field changes • 2025-09-29 19:04:58

Incident state Resolved was In Progress
Resolution code Resolved by request
Resolution notes The router was functioning improperly. The network technician has checked and resolved the issue.

AI Agent ITS Field changes • 2025-09-29 18:54:29

Assigned to Agent ITS
Incident state In Progress was New

UI User ITS Additional comments • 2025-09-29 18:43:25

Cannot connect to Wi-Fi in the lab.

UI User ITS Field changes • 2025-09-29 18:43:25

Impact 3 - Low
Incident state New
Opened by User ITS
Priority 4 - Low

09:06 ENG US 30/09/2025

This screenshot shows the ServiceNow Incident view for incident INC0010001. It displays a timeline of activities from four agents and one user. The first activity is from an AI agent (ITS) resolving the incident. The second is another AI agent (ITS) assigning it to a specific user. A user (ITS) then logs a comment about a Wi-Fi connection issue. Finally, another AI agent (ITS) sets the incident state to New. The interface includes standard browser controls, a top navigation bar with links like 'All', 'Favorites', and 'History', and a bottom taskbar with various icons.

servicenow All Favorites History : Incidents ☆

Incidents Number Search

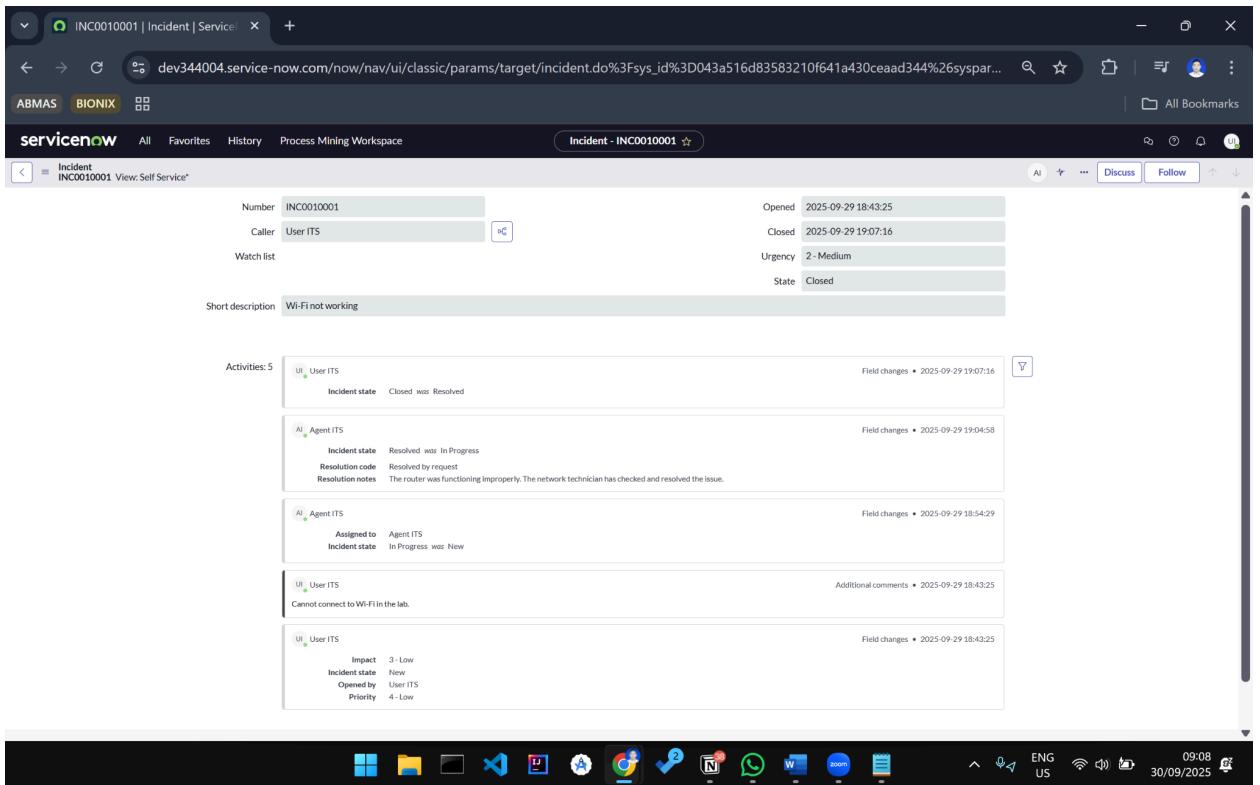
Incident INC0010001 has been permanently closed

All > Caller = User ITS > Active = true > Universal Request is empty

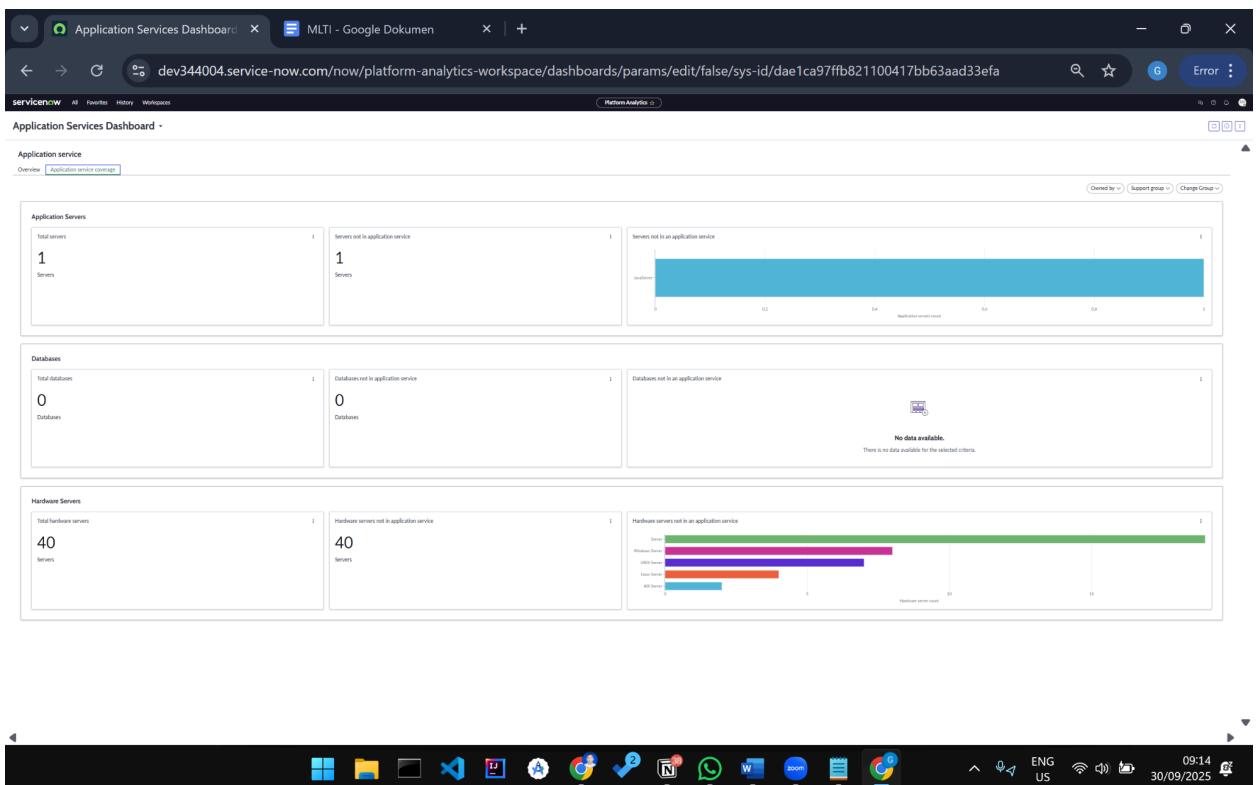
Number	Opened	Short description
INC0010001	

09:06 ENG US 30/09/2025

This screenshot shows the ServiceNow Incidents list view. It displays a single row for incident INC0010001, which is marked as 'closed'. A message above the table states that the incident has been permanently closed. The table has columns for 'Number', 'Opened', and 'Short description'. The 'Opened' column contains a series of dots, indicating the date is too long to fit. The interface includes a top navigation bar with links like 'All', 'Favorites', and 'History', and a bottom taskbar with various icons.



4. Screenshot of ITS Manager's dashboard or reports.



Step By Step Screenshots:

ServiceNow Developers | New Record | User | ServiceNow | +

dev344004.service-now.com/nav/ui/classic/params/target/sys_user.do?sys_id=1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sys...

User - New Record

User New record

To set up the User's password, save the record and then click Set Password.

User ID	itsuser	Email	itsuser@example.com
First name	User	Language	-- None --
Last name	ITS	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

Submit

08:19 ENG US 30/09/2025

ServiceNow Developers | New Record | User | ServiceNow | +

dev344004.service-now.com/nav/ui/classic/params/target/sys_user.do?sys_id=1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sys...

User - New Record

User New record

To set up the User's password, save the record and then click Set Password.

User ID	itsagent	Email	itsagent@example.com
First name	Agent	Language	-- None --
Last name	ITS	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

Submit

08:21 ENG US 30/09/2025

User - New Record

To set up the User's password, save the record and then click Set Password.

User ID	itsmanager	Email	itsmanager@example.com
First name	Manager	Language	-- None --
Last name	ITS	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

Submit

User - User ITS

Set Password

Password generated successfully.

User ID: itsuser
 First name: User
 Last name: ITS
 Title:
 Department:
 Password needs reset:
 Locked out:
 Active:
 Web service access only:
 Internal Integration User:

Update **Set Password** **Delete**

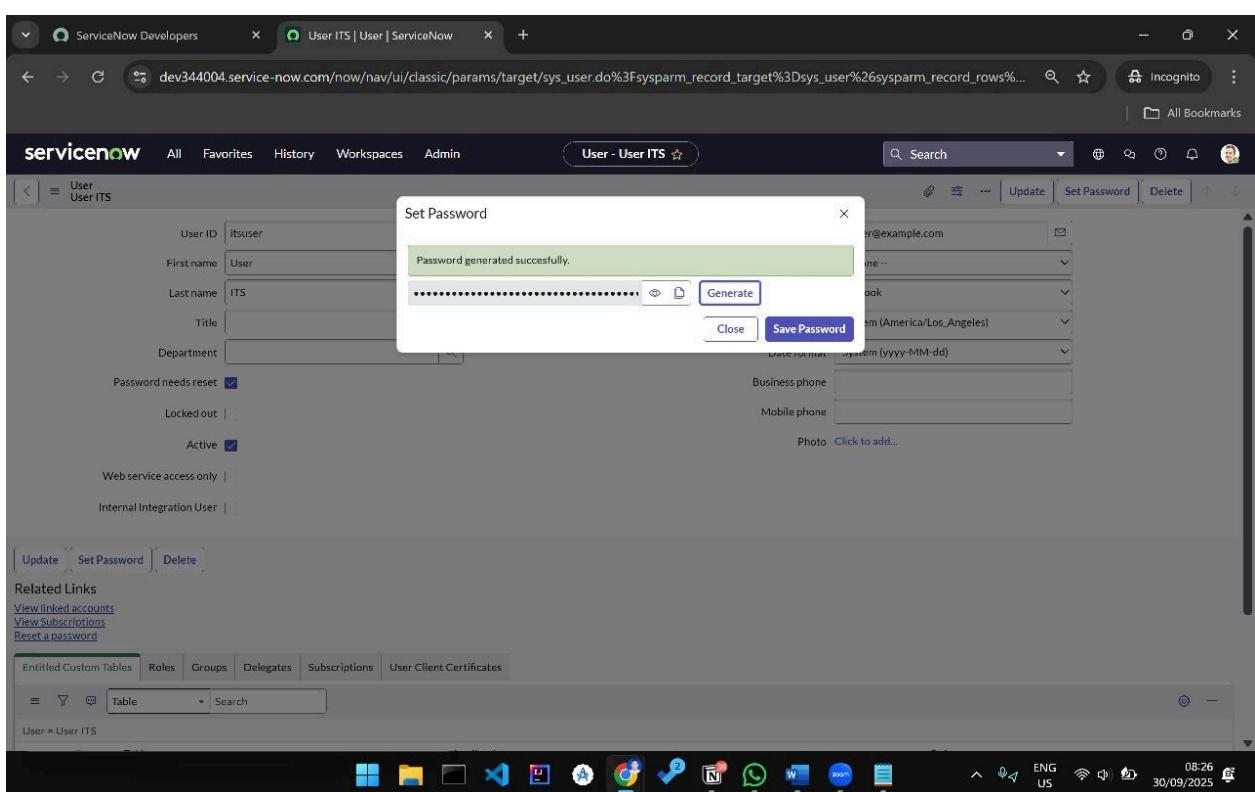
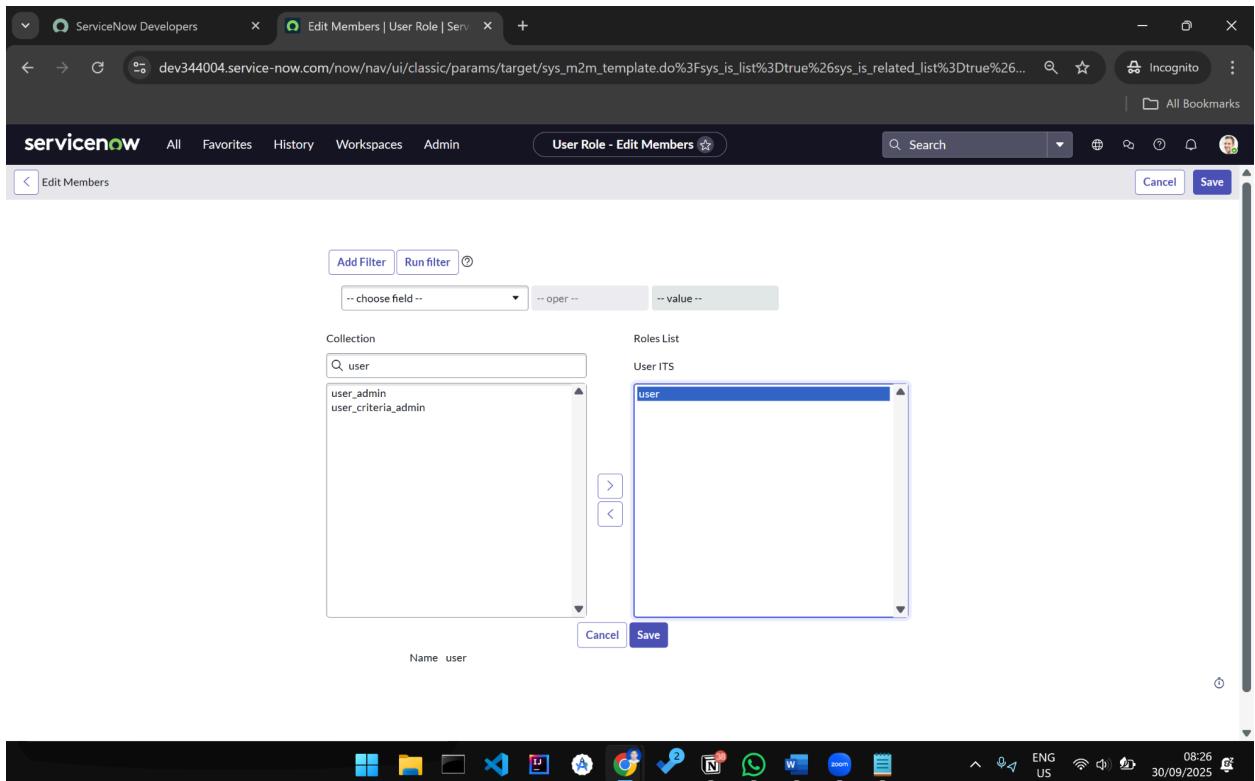
Related Links

- View linked accounts
- View Subscriptions
- Reset a password

Entitled Custom Tables Roles Groups Delegates Subscriptions User Client Certificates

Table Search

User = User ITS



ServiceNow Developers | Edit Members | User Role | ServiceNow

dev344004.service-now.com/nav/ui/classic/params/target/sys_m2m_template.do?sys_is_list=true&sys_is_related_list=true&... Incognito All Bookmarks

servicenow All Favorites History Workspaces Admin User Role - Edit Members Search

Edit Members Cancel Save

Add Filter Run filter

-- choose field -- -- oper -- -- value --

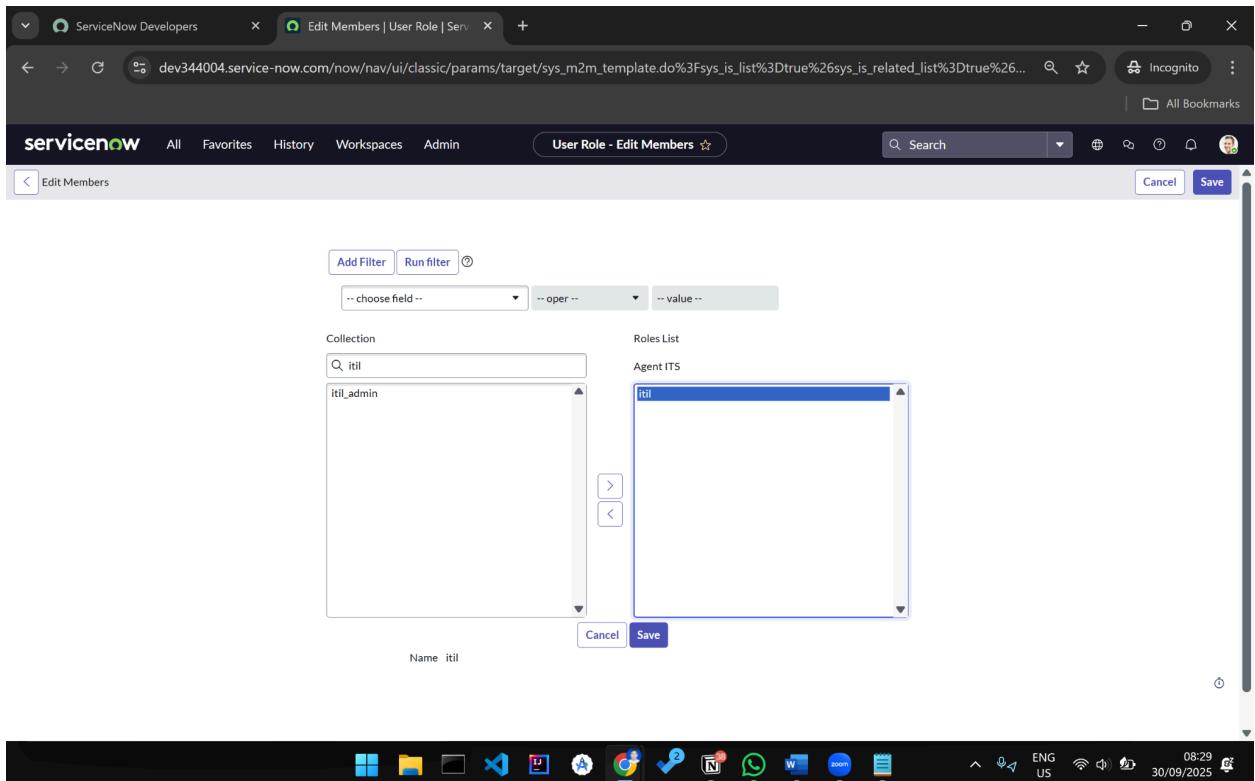
Collection Roles List

Name: itil

itil_admin > itil

Cancel Save

08:29 ENG US 30/09/2025



ServiceNow Developers | Manager ITS | User | ServiceNow

dev344004.service-now.com/nav/ui/classic/params/target/sys_user.do?sys_id=3D6985196583583210f641a430ceaad302%26sysparm_r... Incognito All Bookmarks

servicenow All Favorites History Workspaces Admin User - Manager ITS Search

User Manager ITS Update Set Password Delete

User ID: itsmanager

First name: Manager

Last name: ITS

Title:

Department:

Password needs reset:

Locked out:

Active:

Web service access only:

Internal Integration User:

Set Password

Password copied successfully.

Close Save Password

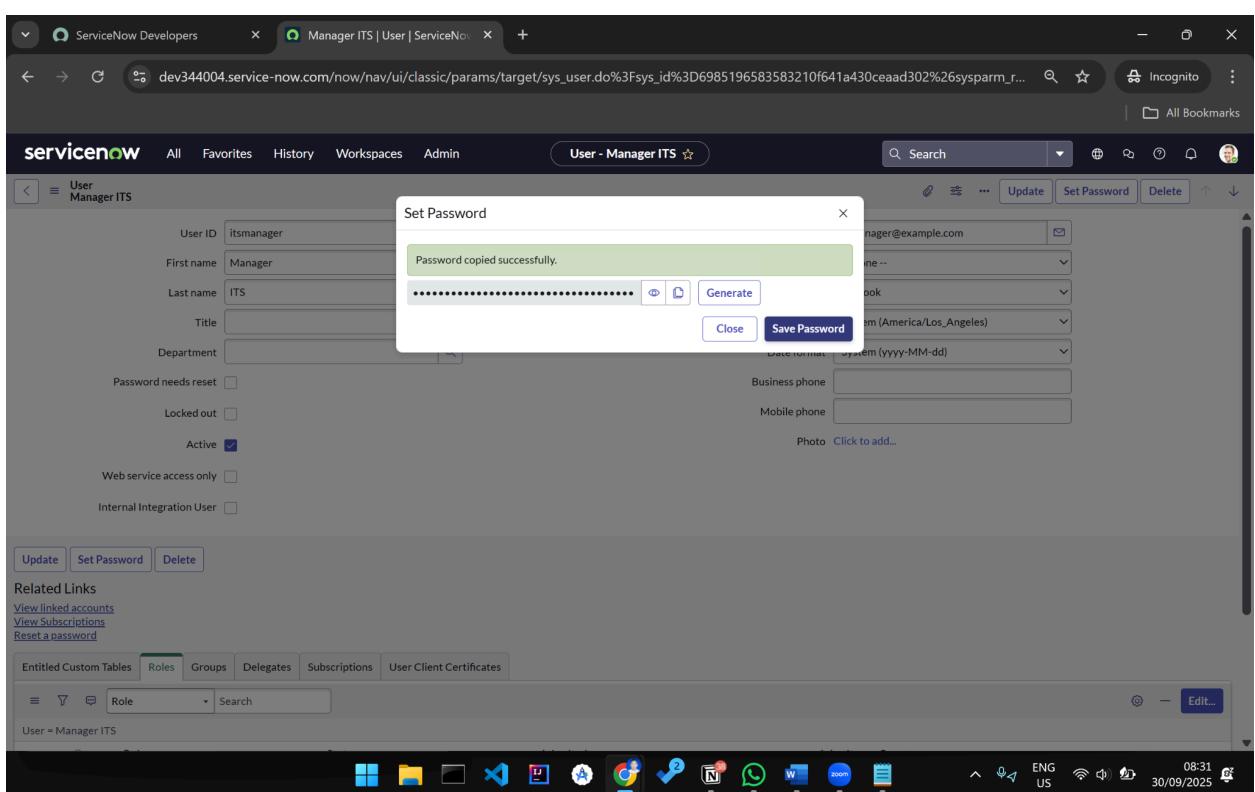
Photo Click to add...

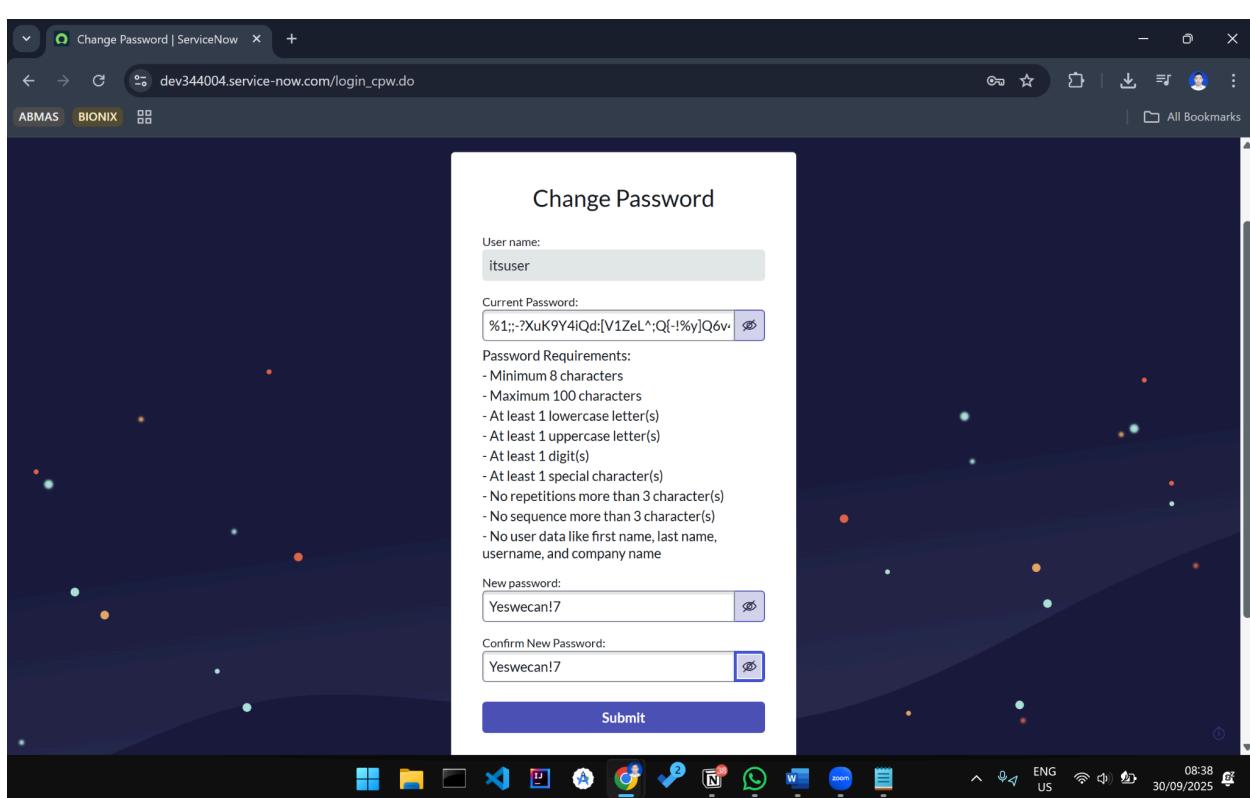
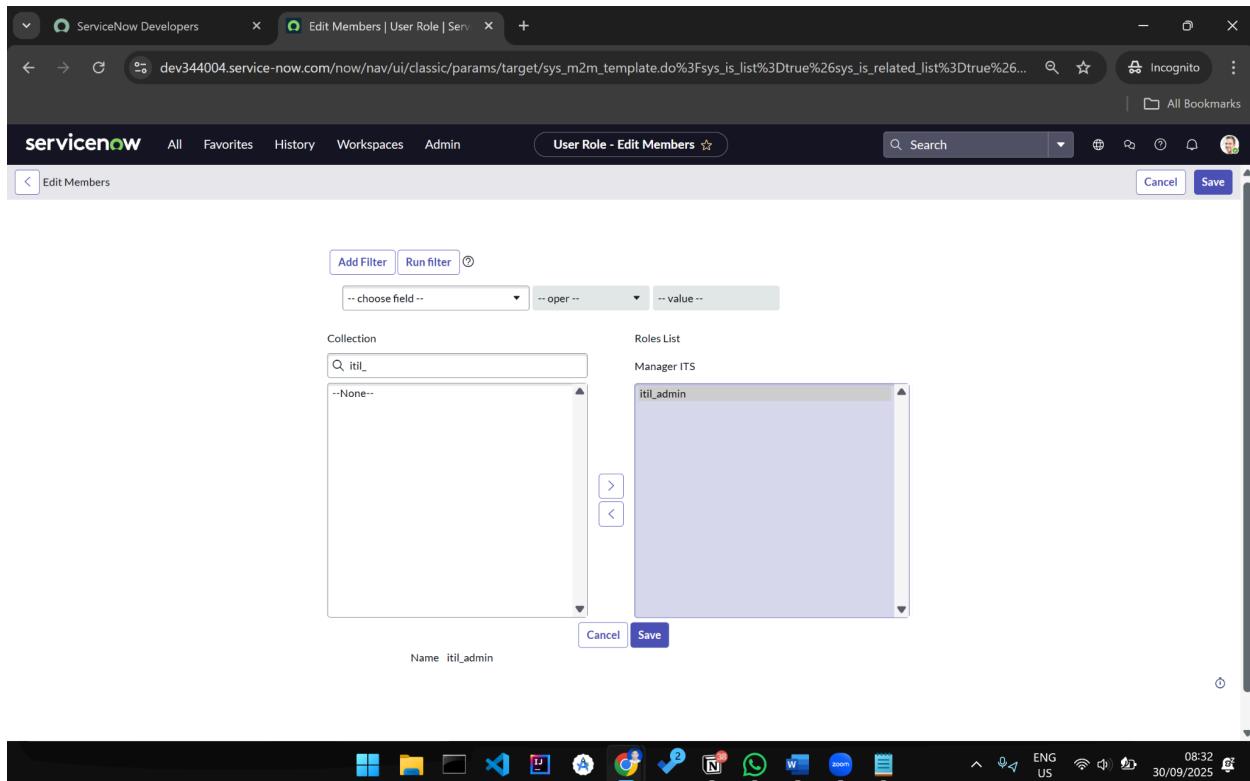
Entitled Custom Tables Roles Groups Delegates Subscriptions User Client Certificates

Role Search

User - Manager ITS

08:31 ENG US 30/09/2025





The screenshot shows a ServiceNow interface for creating a new incident. The top navigation bar includes links for 'Create Incident' and 'Service Catalog > Can We Help You? > Create Incident'. The main content area is titled 'Create an Incident record to report and request assistance with an issue you are having' and describes the purpose of creating an incident record. It includes sections for urgency (set to '2 - Medium') and a text area for describing the issue, which contains the text 'Cannot connect to Wi-Fi in the lab'. A 'Search Results' sidebar on the left lists items related to Adobe Creative Cloud and Apple Thunderbolt to Ethernet Adapter.

Create Incident

Service Catalog > Can We Help You? > Create Incident

Create an Incident record to report and request assistance with an issue you are having

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

* Urgency

► More information

2 - Medium

* Please describe your issue below

► More information

Cannot connect to Wi-Fi in the lab

Search Results

Adobe Creative Cloud Order

More connected ways of creating and sharing

► Preview

Apple Thunderbolt to Ethernet Adapter Order

For Macbook Air/Pro

INC0010001 | Incident | ServiceNow

dev344004.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D043a516d83583210f641a430cead344%26syspar...

All Favorites History : Incident - INC0010001

ABMAS BIONIX All Bookmarks

Incident INC0010001 View: Self Service*

This incident was opened on your behalf
The IT department will contact you if they need any further information
You can track status from this [Homepage](#)

Number: INC0010001 Opened: 2025-09-29 18:43:25

* Caller: User ITS Closed:

Watch list: [Lock](#) [Edit](#)

Urgency: 2 - Medium State: New

* Short description: Cannot connect to Wi-Fi in the lab.

Related Search Results >

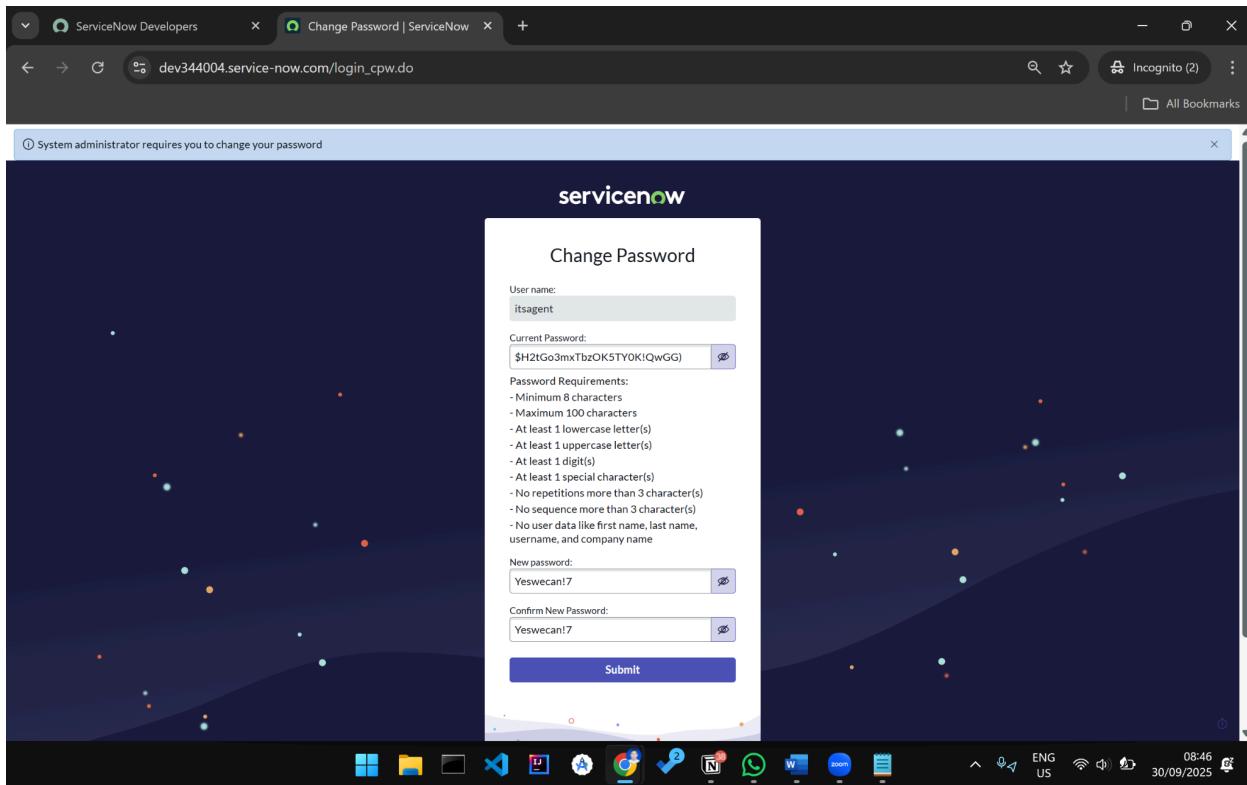
Additional comments: Additional comments

Post

Activities: 2 User ITS

Additional comments • 2025-09-29 18:43:25

08:44 30/09/2025 ENG US



A screenshot of a Microsoft Edge browser window showing a ServiceNow 'Service Operations Workspace'. The top navigation bar includes tabs for 'All', 'Favorites', 'History', and 'Workspaces', with 'INC0010001' selected. The main area features an 'AI' icon and a greeting 'Hello Agent!'. Below is an 'Overview' section with four cards: 'Incidents assigned to you' (No data available), 'Incident SLAs' (No data available), 'Unassigned incidents' (No data available), and 'Catalog tasks assigned to you' (No data available). A note below the cards says 'Click on a widget to view the record below.' To the right is an 'Upcoming' section showing 'Nothing coming up' for today and tomorrow. At the bottom is a 'Quick links' section with a note 'No quick links yet' and a 'Add a link' button. The system status bar at the bottom shows 'ENG US' and the date '30/09/2025'.

ServiceNow Developers | List | Service Operations Workspace

dev344004.service-now.com/now/list/params/list-id/d22afad6c3013010965e070e9140dd90/_state/_b64~eyJlNGQ0NmFiM2ViYzQxMj... | Incognito (2)

Service Operations Workspace

List

Default Lists My Lists

Interactions Requests Catalog tasks Incidents Problems

Assigned to you Active All Open requests Open items Assigned to you Assigned to your groups Assigned to you Unassigned Open Resolved All Unassigned Open Resolved

Incidents - Unassigned 16

Number	Short description	Caller	Priority	State	Service	Assignment group	Assigned to
INC0010001	Cannot connect to Wi-Fi in the lab.	User ITS	4 - Low	New			
INC0009009	Unable to access the shared folder.	David Miller	4 - Low	New			
INC0009005	Email server is down.	David Miller	1 - Critical	New			
INC0009001	Unable to post content on a Wiki page	David Miller	3 - Moderate	New			
INC0008112	Assessment : ATF Assessor	survey user	5 - Planning	New			
INC0008111	ATF : Test1	System Administrator	5 - Planning	New			
INC0008001	ATF:TEST2	survey user	5 - Planning	New			
INC0007002	Need access to the common drive.	David Miller	4 - Low	New			
INC0007001	Employee payroll application	David Miller	1 - Critical	New		Openspace	

Showing 1-16 of 16

Records per page 20

08:49 30/09/2025 ENG US

ServiceNow Developers | INC0010001 | Service Operations

dev344004.service-now.com/now/record/incident/043a516d83583210f641a430cead344/params/selected-tab-index/1/selected-tab-id...

Service Operations Workspace

Incident

Description: Cannot connect to Wi-Fi in the lab.

Number: INC0010001 State: New

Caller: User ITS Impact: 3 - Low

Location: Urgency: 2 - Medium

Channel: Priority: 4 - Low

Category: Watch list:

Subcategory: Work notes list:

Opened:

Compose

Enter your Work notes here

Record Information

Last updated by User ITS 2025-09-29 18:43:25

SLAs and timings

Response SLA: No matching SLA Resolution SLA: 3wk 0d

View all SLAs

Activity

User ITS Additional comments • 2025-09-29 18:43:25
Cannot connect to Wi-Fi in the lab.

User ITS Field changes • 2025-09-29 18:43:25
Opened by: User ITS
Impact: 3 - Low
Priority: 4 - Low
Incident state: New

Caller: User ITS Contact: 18:49:45 America/Los_Angeles

Recent incidents > Recent interactions > Assigned assets >

Assigned to:

This incident has not been assigned yet

08:51 30/09/2025 ENG US

ServiceNow Developers INC0010001 | Service Operations

dev344004.service-now.com/now/sow/record/incident/043a516d83583210f641a430cead344/params/selected-tab-index/1/selected-tab-id...

Service Operations Workspace

INC0010001

Cannot connect to Wi-Fi in the lab.

Impact

Assignment

Assignment group: Agent ITS

Related Records

Parent Incident: Change Request

Problem: Caused by Change

Cause

Probable cause:

Activity

Agent ITS (Field changes • 2025-09-29 18:54:29): Incident state In Progress was New
Assigned to Agent ITS was Empty

User ITS (Additional comments • 2025-09-29 18:43:25): Cannot connect to Wi-Fi in the lab.

User ITS (Field changes • 2025-09-29 18:43:25): Opened by User ITS
Impact 3 - Low
Priority 4 - Low
Incident state New

SLAs and timings

Response SLA: No matching SLA

Resolution SLA: 3wk 0d

View all SLAs

Caller: User ITS (18:54:31 America/Los_Angeles)

Recent incidents > Recent interactions > Assigned assets >

Assigned to: Agent ITS

Reassign

View additional collaborators

Save Create change request Resolve

Updates an existing record

Post Work notes

Work notes area: Enter your Work notes here

Bottom navigation bar: Windows, File, Home, Task View, Start, Taskbar icons, Date/Time: 08:54, 30/09/2025

INC0010001 | Incident | ServiceNow

dev344004.service-now.com/now/nav/ui/classic/params/target/incident.do?%3Fsys_id%3D043a516d83583210f641a430cead344%26sysparm_vie...

ABMAS BIONIX

Incident - INC0010001

Additional comments: Additional comments

Agent ITS is viewing

Post

Activities: 3

AI Agent ITS (Field changes • 2025-09-29 18:54:29): Assigned to Agent ITS
Incident state In Progress was New

UI User ITS (Additional comments • 2025-09-29 18:43:25): Cannot connect to Wi-Fi in the lab.

UI User ITS (Field changes • 2025-09-29 18:43:25): Impact 3 - Low
Incident state New
Opened by User ITS
Priority 4 - Low

Bottom navigation bar: Windows, File, Home, Task View, Start, Taskbar icons, Date/Time: 08:57, 30/09/2025

Resolution

^

Resolution code

Resolved by request

▼

Resolution notes

The router was functioning improperly. The network technician has checked and resolved the issue.

Compose

Stacked view

 Work notes

More ▼

The network technician has resolved the problem.

Post Work notes

Resolve



Resolution code *

Resolved by request



Resolution notes *

The router was functioning improperly. The network technician has checked and resolved the issue.

Cancel

Resolve

Activity 5



Agent ITS

Field changes • 2025-09-29 19:04:58

Resolution code Resolved by request was *Empty*

Resolution notes The router was functioning improperly. The network technician has checked and resolved the issue. was *Empty*

Incident state Resolved was *In Progress*

Agent ITS

Work notes • 2025-09-29 19:03:33

The network technician has resolved the problem.

Agent ITS

Field changes • 2025-09-29 18:54:29

Incident state In Progress was *New*

Assigned to Agent ITS was *Empty*

User ITS

Additional comments • 2025-09-29 18:43:25

Cannot connect to Wi-Fi in the lab.

User ITS

Field changes • 2025-09-29 18:43:25

Opened by User ITS

Impact 3 - Low

Priority 4 - Low

Incident state New

INC0010001 | Incident | ServiceNow

dev344004.service-now.com/nav/ui/classic/params/target/incident.do?sys_id=3D043a516d83583210f641a430cead344%26sysparm_vie...

ABMAS BIONIX

servicenow All Favorites History : Incident - INC0010001

Incident INC0010001 View: Self Service*

Activities: 4

AI Agent ITS

Incident state: Resolved was In Progress
Resolution code: Resolved by request
Resolution notes: The router was functioning improperly. The network technician has checked and resolved the issue.

Field changes • 2025-09-29 19:04:58

AI Agent ITS

Assigned to: Agent ITS
Incident state: In Progress was New

Field changes • 2025-09-29 18:54:29

UI User ITS

Cannot connect to Wi-Fi in the lab.

Additional comments • 2025-09-29 18:43:25

UI User ITS

Impact: 3 - Low
Incident state: New
Opened by: User ITS
Priority: 4 - Low

Field changes • 2025-09-29 18:43:25

09:06 ENG US 30/09/2025

servicenow All Favorites History : Incidents

Incidents

Incident INC0010001 has been permanently closed

All > Caller = User ITS > Active = true > Universal Request is empty

Number	Opened	Short description
.....

INC0010001 | Incident | Service

dev.344004.service-now.com/now/nav/ui/classic/params/target/incident.do?sys_id=3D043a516d83583210f641a430ceaa344%26syspar...

All Bookmarks

ABMAS BIONIX

servicenow All Favorites History Process Mining Workspace Incident - INC0010001

INC0010001 View: Self Service

Number: INC0010001
Caller: User ITS
Watch list
Short description: Wi-Fi not working

Opened: 2025-09-29 18:43:25
Closed: 2025-09-29 19:07:16
Urgency: 2 - Medium
State: Closed

Activities: 5

- User ITS
Incident state: Closed was: Resolved
Field changes • 2025-09-29 19:07:16
- Agent ITS
Incident state: Resolved was: In Progress
Resolution code: Resolved by request
Resolution notes: The router was functioning improperly. The network technician has checked and resolved the issue.
Field changes • 2025-09-29 19:04:58
- Agent ITS
Assigned to: Agent ITS
Incident state: In Progress was: New
Field changes • 2025-09-29 18:54:29
- User ITS
Cannot connect to Wi-Fi in the lab.
Additional comments • 2025-09-29 18:43:25
- User ITS
Impact: 3 - Low
Incident state: New
Opened by: User ITS
Priority: 4 - Low
Field changes • 2025-09-29 18:43:25

Change Password | ServiceNow

dev344004.service-now.com/login_cpwd

Change Password

User name:
itsmanager

Current Password:
M%lml(_2+,p2caZx7a[p@TH68ir5x%2O 

Password Requirements:

- Minimum 8 characters
- Maximum 100 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)
- At least 1 special character(s)
- No repetitions more than 3 character(s)
- No sequence more than 3 character(s)
- No user data like first name, last name, username, and company name

New password:
Yeswecan!7 

Confirm New Password:
Yeswecan!7 

Submit

Application Services Dashboard

MLT - Google Dokumen

dev344004.service-now.com/now/platform-analytics-workspace/dashboards/edit/false/sys_id/dae1ca97ffb821100417bb63aad33efa

Application Services Dashboard

Application service

Overview Application service coverage

Owned by Support group Change Group

Application Servers

Total servers	1
Servers	1

Servers not in application service

Total servers	1
Servers	1

Servers not in an application service

Databases	1
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Application servers count

Databases

Total databases	0
Databases	0

Databases not in application service

Total databases	0
Databases	0

Databases not in an application service

No data available.

There is no data available for the selected criteria.

Hardware Servers

Total hardware servers	40
Servers	40

Hardware servers not in application service

Total hardware servers	40
Servers	40

Hardware servers not in an application service

Server	Windows Server	Linux Server	Mac Server	AI Server
Count	40	0	0	0

Hardware servers count

ENG US 09:14 30/09/2025

The screenshot shows the ServiceNow Application Services Dashboard. It includes sections for Application Servers (1 total), Databases (0 total), and Hardware Servers (40 total). A bar chart details the distribution of hardware servers not in an application service across different operating systems: Windows Server (~40), Linux Server (0), Mac Server (0), and AI Server (0).