

Lab 03 - Report

Version 1.0

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Group Simulation Lab : Turning Real Data into ITIL Tickets in ServiceNow

This lab focuses on simulating ITIL-based incident management using real-world data within the ServiceNow platform. Through this activity, students learn to categorize incidents, assign user roles, manage ticket lifecycles, and collaborate across service tiers to resolve and document IT-related issues effectively

Dosen Pengampu

Hanim Maria Astuti, S.Kom., M.Sc.

Group 3

William Bryan Pangestu	5026231011
Gusti Gratia Delpiera	5026231097
Kayla Putri Maharani	5026231158

Manajemen Layanan TI (B)

Departemen Sistem Informasi
Fakultas Teknologi Elektro dan Informatika Cerdas
Institut Teknologi Sepuluh Nopember
Surabaya

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Data Selection and Preparation

Link Sheets :  Service Now Dataset

In this stage, we selected fifteen incident records from the Kaggle dataset that we had previously used in earlier weeks. The dataset was filtered and categorized into three ITIL-compliant classifications: five related to **Network issues**, five related to **Hardware issues**, and five related to **Software/Application issues**. Each record was reviewed and documented in a spreadsheet, including its short description, detailed description, category, urgency, impact, and suggested assignment group.

The dataset link was maintained through a shared Google Sheet to ensure transparency and accessibility among all group members. This preparation process was crucial to ensure that the selected incidents could be properly transformed into ServiceNow tickets during the simulation.

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 Pros 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 is a printer compatibility issue due to the updated operating systems or printer firmware. To troubleshoot, we have restarted the printer and MacBook devices, reinstalled the printer driver, and verified configurations.	User is experiencing recurring printing failures on macOS 15 devices, likely due to driver compatibility issues with recent system updates.	Printer driver compatibility issue	Hardware	Medium	Medium	Hardware Support Team
19	Dear Customer Support Team,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.	User reports widespread connectivity disruptions affecting multiple office devices, suspected to stem from a network outage or infrastructure misconfiguration.	Office-wide connectivity disruption	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.	User reports that the system fails to detect audio hardware, resulting in loss of sound output despite driver updates and troubleshooting.	Audio hardware detection failure	Hardware	Medium	Low	Hardware Support Team
37	Dear Customer Support Team,I am submitting a report about a critical issue in the server room that demands immediate action. There are severe overheating problems, seemingly caused by a malfunctioning PC fan (PC-01). Due to the severity of the situation, the issue persists, leading to increased temperatures that could potentially harm the hardware. To resolve this, I have already tried several restart cycles and performed basic cleaning to remove dust accumulation. However, the problem remains unresolved.	User reports severe server room overheating caused by a malfunctioning PC fan, posing potential risk to critical hardware components.	Server room overheating incident	Hardware	High	High	Hardware Support Team
334	Dear Customer Support Team,I am submitting a report about a major network issue currently impacting several devices, including mesh Wi-Fi units, printers, and audio systems. I believe the cause may be linked to a failure in the network node or a security misconfiguration. Our Security Operations Center (SOC) team has already restarted the affected devices and performed initial diagnostics. However, these actions did not resolve the problem, and the disruptions continue. This ongoing issue is affecting our business operations.	User reports a major network disruption impacting multiple devices and suspects a network node failure or security misconfiguration as the cause.	Major network disruption	Hardware	High	High	Hardware Support Team
54	Dear Support Team,I trust this message reaches you well. I am reaching out to seek comprehensive details on integrating third-party hardware components, particularly Netgear routers and Razer keyboards, within an Agile cloud-based SaaS system. My objective is to guarantee seamless compatibility and a seamless user experience when utilizing these devices in our operational setup. Considering the diverse range of devices involved, it is essential for us to understand the recommended strategies and configuration guidelines for the platform.	User requests detailed integration guidelines for third-party hardware (Netgear routers, Razer keyboards) within an Agile cloud-based SaaS system.	Third-party hardware integration request	Network	Low	Low	Network Support Team
70	Dear Customer Support Team,I am submitting a report regarding a major interruption currently impacting access to telehealth services. The disruption appears to originate from either a network malfunction or a possible cybersecurity event. I have already performed preliminary troubleshooting, such as confirming network connections and examining security logs, but access still remains blocked. This disruption is causing significant difficulties, hindering patients and healthcare professionals from using vital telemedicine solutions.	User reports a major telehealth service outage likely related to network or cybersecurity issues, preventing patient and provider access.	Telehealth service outage	Network	High	High	Network Support Team
87	Dear Customer Support Team,I hope this message finds you well. I am reaching out to highlight a performance problem currently affecting the Cloud SaaS platform. Over the past few days, I have observed a notable decline in responsiveness and overall speed, which is disrupting daily workflows. Specifically, tasks that normally complete within seconds are taking significantly longer, sometimes several minutes. This lag impacts individual user actions and automated processes that depend on prompt responses.	User reports significant performance degradation on the Cloud SaaS platform, causing delayed operations and workflow interruptions.	Cloud SaaS Performance degradation	Network	Medium	High	Network Support Team
100	Dear Customer Support Team,I am reaching out to report significant performance issues with our Cloud SaaS platform. Over the recent days, system response times have escalated markedly, leading to noticeable increases in user experience slowdowns. In certain scenarios, processing essential tasks, thereby affecting our business continuity. Please prioritize this matter and investigate promptly. We would appreciate an update on the root cause and an estimated timeline for resolution, as we depend heavily on the platform and require confirmation that the issue is being addressed.	User reports ongoing performance and accessibility issues across hardware and software systems following recent security configuration updates.	Security configuration impact issue	Network	Medium	High	Network Support Team
101	Dear Support Team,I am submitting a report concerning a significant problem impacting several hardware and software units within our environment. Over the past few days, we have noticed ongoing performance issues related to access across multiple devices. These problems appear to coincide with recent security setting adjustments made as part of our routine update processes. Initially, I carried out basic troubleshooting procedures such as rebooting the affected units and checking network connections. Regrettably, these actions did not resolve the issues.	User reports intermittent outages in the cloud-native SaaS platform that disrupt workflows and reduce operational efficiency.	Cloud SaaS intermittent outage	Network	High	High	Network Support Team

		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 to your response.	User reports service instability following a CI/CD pipeline update, affecting microservice orchestration and resource allocation in Kubernetes.	CI/CD pipeline stability issue	Software/Application	High	High	Software Support Team
67		Dear Customer 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]	User reports sporadic service interruptions on the cloud-based SaaS platform, resulting in workflow delays and reduced productivity.	Cloud SaaS service interruption	Software/Application	High	High	Software Support Team
52		Dear Customer Support Team, I am submitting a report regarding a service disruption affecting our cloud-based SaaS platform. We've noticed sporadic interruptions that hinder our ability to fully access the platform's features. These disruptions are causing workflow delays and impacting overall efficiency. Could you please provide an update on the current status of this issue and an estimated timeframe for resolution? Additionally, any recommended measures to reduce the impact would be greatly appreciated. Thank you for your prompt attention to this matter. I look forward to your response.	User reports persistent compatibility and connectivity issues with peripherals and productivity applications after recent updates.	Peripheral and app compatibility issue	Software/Application	Medium	High	Software Support Team
58		Dear Customer Support Team, I am encountering several problems with peripheral devices and productivity applications following recent updates. The issues appear to be linked to compatibility and network connectivity. Despite restarting the devices and thoroughly checking configurations, the problems continue to persist and pose a significant office hindrance to users. This is significantly disrupting my workflow and productivity. Could you please assist with diagnosing and resolving these issues? Any advice on compatibility updates or network configuration changes would be greatly appreciated. Thank you for your support. Best regards,	User reports a critical outage affecting SaaS platform connectivity and device operations due to suspected Kubernetes orchestration failures.	Critical SaaS connectivity outage	Software/Application	Medium	Medium	Software Support Team
73		Dear Customer Support Team, I am submitting a report concerning a critical outage in the platform services that is currently hindering device connectivity throughout operations. This issue has interrupted access to the SaaS platform, greatly affecting the functionality of barcode scanners, RAID controllers, and other vital daily tools. Initial diagnostics suggest that the root cause may be linked to failures in Kubernetes orchestration. We have attempted to mitigate the problem by restarting pods and redeploying microservices, but unfortunately, these measures have not resolved the issue. The problem persists.	User reports widespread service degradation and connectivity failures affecting essential business operations.	Business-wide service degradation	Software/Application	High	High	Software Support Team
75		Dear Customer Support Team, I am submitting a report concerning a critical outage in the platform services that is currently hindering device connectivity throughout operations. This issue has interrupted access to the SaaS platform, greatly affecting the functionality of barcode scanners, RAID controllers, and other vital daily tools. Initial diagnostics suggest that the root cause may be linked to failures in Kubernetes orchestration. We have attempted to mitigate the problem by restarting pods and redeploying microservices, but unfortunately, these measures have not resolved the issue. The problem persists.	User reports widespread service degradation and connectivity failures affecting essential business operations.	Business-wide service degradation	Software/Application	High	High	Software Support Team

System Setup (by PDI Owner)

The group leader was responsible for setting up the Personal Developer Instance (PDI) in ServiceNow. During this phase, three Assignment Groups were created: the *Network Support Team*, *Hardware Support Team*, and *Software Support Team*. Each of these represented a Tier-2 support category according to ITIL's escalation model.

After creating the groups, five users were added into the PDI with specific roles and responsibilities. The user *its_user* acted as the Customer (end user), *its_worker* as the Service Desk Agent (Tier 1), *its_net* as the Network Specialist, *its_hw* as the Hardware Specialist, and *its_sw* as the Software/Application Specialist. Each user was assigned the appropriate role, either *user* or *itil* and all accounts were activated using the password "Yeswecan!7".

Create Assignment Groups.

- **Network Support Team**

Group - Network Support Team	
Name:	Network Support Team
Manager:	Net ITS
Description:	Escalated resolver for network issues
<input type="button" value="Update"/> <input type="button" value="Delete"/>	
<input type="button" value="Roles"/> <input type="button" value="Group Members (2)"/> <input type="button" value="Groups"/>	
<input type="button" value="User"/> <input type="text" value="Search"/>	
Group = Network Support Team <input type="checkbox"/> User Net ITS Worker ITS	
1 to 2 of 2	

- **Hardware Support Team**

Group - Hardware Support Team

Name: Hardware Support Team
Manager: [Search]
Description: Escalated resolver for hardware issues

Group email: [Search] Parent: [Search]

Group Members (2)

User
Worker ITS
Hardware ITS

- **Software Support Team**

Group - Software Support Team

Name: Software Support Team
Manager: [Search]
Description: Escalated resolver for software/app issues

Group email: [Search] Parent: [Search]

Group Members (2)

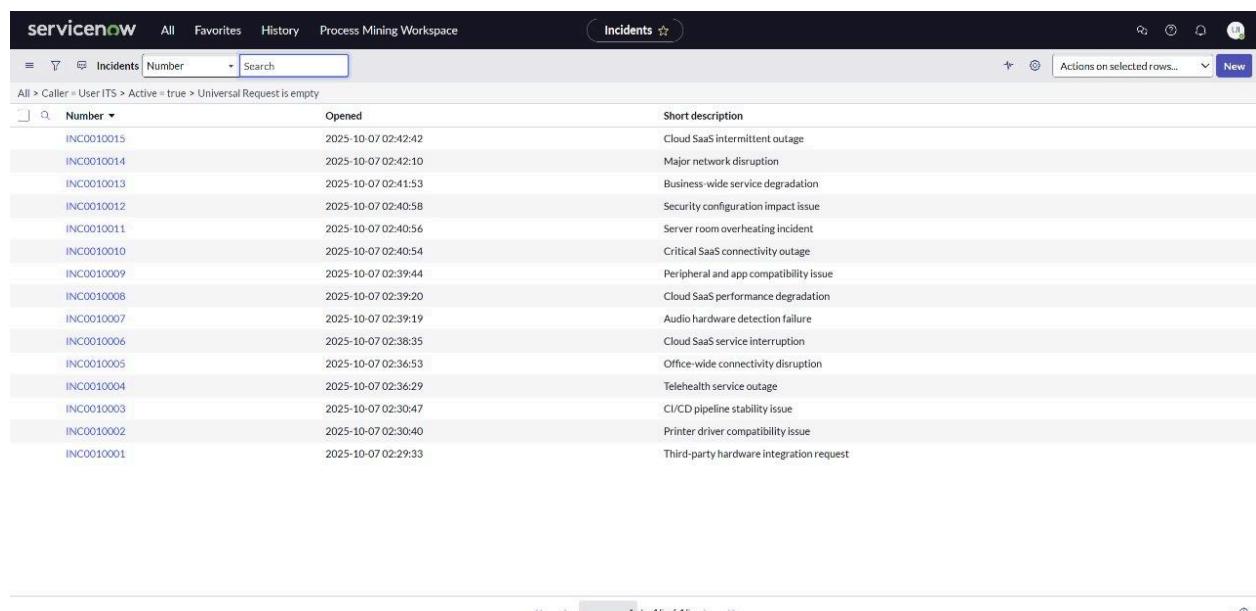
User
Software ITS
Worker ITS

Simulation Flow

	Network Incident
	Software/Application Incident
	Hardware Incident

Phase 1: Customer Role

The simulation began with the *its_user* account acting as the end user. Through the Service Portal (/sp), fifteen new incidents were manually created based on the previously prepared dataset. Each incident contained a short description summarizing the main issue, a detailed description explaining the context, and a selected category Network, Hardware, or Software/Application. Once submitted, the incidents appeared in the *My Incidents* section with a state of *New*, successfully simulating the process of ticket creation from the customer side.



The screenshot shows the ServiceNow Incidents list page. The header includes 'servicenow' logo, 'All', 'Favorites', 'History', 'Process Mining Workspace', and a search bar. The main area displays a table of 15 incidents with columns: Number, Opened, and Short description. The 'Number' column lists incident IDs starting from INC0010015 down to INC0010001. The 'Opened' column shows dates ranging from 2025-10-07 02:42:42 to 2025-10-07 02:29:33. The 'Short description' column provides a brief summary of each issue, such as 'Cloud SaaS intermittent outage' and 'Third-party hardware integration request'. At the bottom, there are navigation links for '1 to 15 of 15' and a refresh icon.

Number	Opened	Short description
INC0010015	2025-10-07 02:42:42	Cloud SaaS intermittent outage
INC0010014	2025-10-07 02:42:10	Major network disruption
INC0010013	2025-10-07 02:41:53	Business-wide service degradation
INC0010012	2025-10-07 02:40:58	Security configuration impact issue
INC0010011	2025-10-07 02:40:56	Server room overheating incident
INC0010010	2025-10-07 02:40:54	Critical SaaS connectivity outage
INC0010009	2025-10-07 02:39:44	Peripheral and app compatibility issue
INC0010008	2025-10-07 02:39:20	Cloud SaaS performance degradation
INC0010007	2025-10-07 02:39:19	Audio hardware detection failure
INC0010006	2025-10-07 02:38:35	Cloud SaaS service interruption
INC0010005	2025-10-07 02:36:53	Office-wide connectivity disruption
INC0010004	2025-10-07 02:36:29	Telehealth service outage
INC0010003	2025-10-07 02:30:47	CI/CD pipeline stability issue
INC0010002	2025-10-07 02:30:40	Printer driver compatibility issue
INC0010001	2025-10-07 02:29:33	Third-party hardware integration request

INC0010001	<p>INC0010001 View: Self Service*</p> <p>Number: INC0010001 * Caller: User ITS Watch list:</p> <p>* Short description: Third-party hardware integration request</p> <p>Additional comments: Additional comments <input type="text"/> <input type="button" value="Post"/></p> <p>Activities: 3</p> <ul style="list-style-type: none"> User ITS: Dear Support Team, I trust this message reaches you well. I am reaching out to seek comprehensive details on integrating third-party hardware components, particularly Netgear routers and Razer keyboards, within an Agile cloud-based SaaS system. My objective is to guarantee peak performance, flawless compatibility, and a seamless user experience when utilizing these devices in our operational setup. Considering the diverse range of devices involved, it is essential for us to understand the recommended strategies and configuration guidelines for the platform. User ITS: User requests detailed integration guidelines for third-party hardware (Netgear routers, Razer keyboards) within an Agile cloud-based SaaS system. User ITS: Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 5 - Planning Field changes: Field changes • 2025-10-07 02:29:33 <p><input type="button" value="Update"/> <input type="button" value="Resolve"/></p>
INC001002	<p>servicenow All Favorites History Process Mining Workspace Incident - INC0010002</p> <p>Number: INC0010002 * Caller: User ITS Watch list:</p> <p>* Short description: Printer driver compatibility issue</p> <p>Additional comments: Additional comments <input type="text"/> <input type="button" value="Post"/></p> <p>Activities: 3</p> <ul style="list-style-type: none"> User ITS: Dear Support Team, I am reporting a recurring issue with the Laser Printer when printing from MacBook Pros 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 printers and MacBook devices, reinstalled the printer drivers, and verified configurations. User ITS: User is experiencing recurring printing failures on macOS 15 devices, likely due to driver compatibility issues with recent system updates. User ITS: Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 4 - Low Field changes: Field changes • 2025-10-07 02:30:40
INC0010003	<p>servicenow All Favorites History Process Mining Workspace Incident - INC0010003</p> <p>Number: INC0010003 * Caller: User ITS Watch list:</p> <p>* Short description: CI/CD pipeline stability issue</p> <p>Related Search: Q CI/CD pipeline stability issue Knowledge & Catalog (All)</p> <p>Create Incident: Create an incident record to report and request assistance with an issue you are having <input type="button" value="Order"/></p> <p>Additional comments: Additional comments <input type="text"/> <input type="button" value="Post"/></p> <p>Activities: 3</p> <ul style="list-style-type: none"> User ITS: 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 to your response. User ITS: CI/CD pipeline stability issue User ITS: Impact: 3 - Low Incident state: New Opened by: User ITS Field changes: Field changes • 2025-10-07 02:30:47

INC0010004	<p>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.</p> <p>Number: INC0010004 * Caller: User ITS Watch list: Watchlist Edit</p> <p>Opened: 2025-10-07 02:36:29 Closed: Urgency: 1 - High State: New</p> <p>* Short description: Telehealth service outage</p> <p>Activities: 3</p> <ul style="list-style-type: none"> User ITS: Dear Customer Support, I am submitting a report regarding a major interruption currently impacting access to telehealth services. The disruption appears to originate from either a network malfunction or a possible cybersecurity event. I have already performed preliminary troubleshooting, such as confirming network connections and examining security logs, but access still remains blocked. This disruption is causing significant difficulties, hindering patients and healthcare professionals from using vital telemedicine solutions. User ITS: Telehealth service outage User ITS: Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 3 - Moderate
INC0010005	<p>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.</p> <p>Number: INC0010005 * Caller: User ITS Watch list: Watchlist Edit</p> <p>Opened: 2025-10-07 02:36:53 Closed: Urgency: 1 - High State: New</p> <p>* Short description: Office-wide connectivity disruption</p> <p>Activities: 3</p> <ul style="list-style-type: none"> User ITS: 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. User ITS: Office-wide connectivity disruption User ITS: Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 3 - Moderate
INC0010006	<p>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.</p> <p>Number: INC0010006 * Caller: User ITS Watch list: Watchlist Edit</p> <p>Opened: 2025-10-07 02:38:35 Closed: Urgency: 1 - High State: New</p> <p>* Short description: Cloud SaaS service interruption</p> <p>Activities: 3</p> <ul style="list-style-type: none"> User ITS: 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] User ITS: Cloud SaaS service interruption User ITS: Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 3 - Moderate

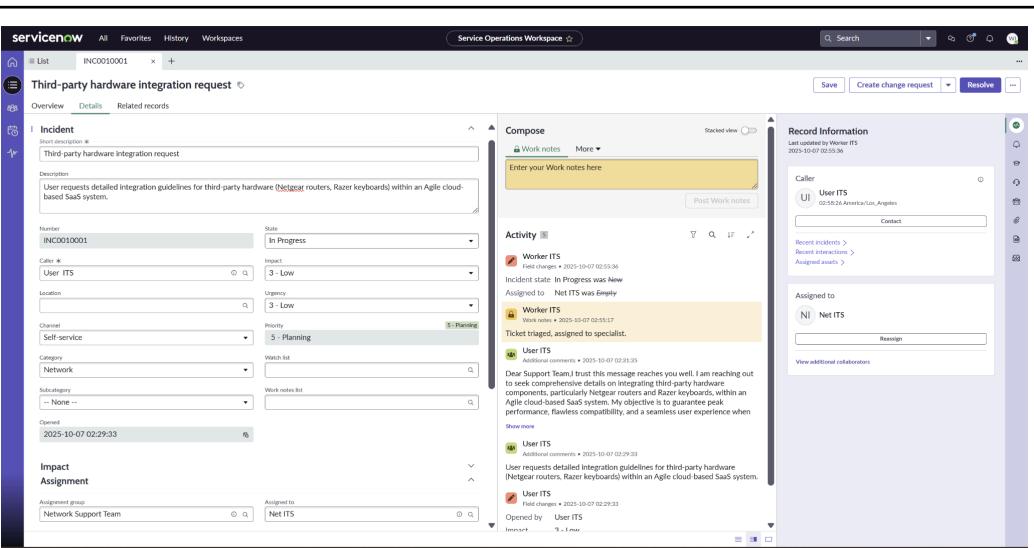
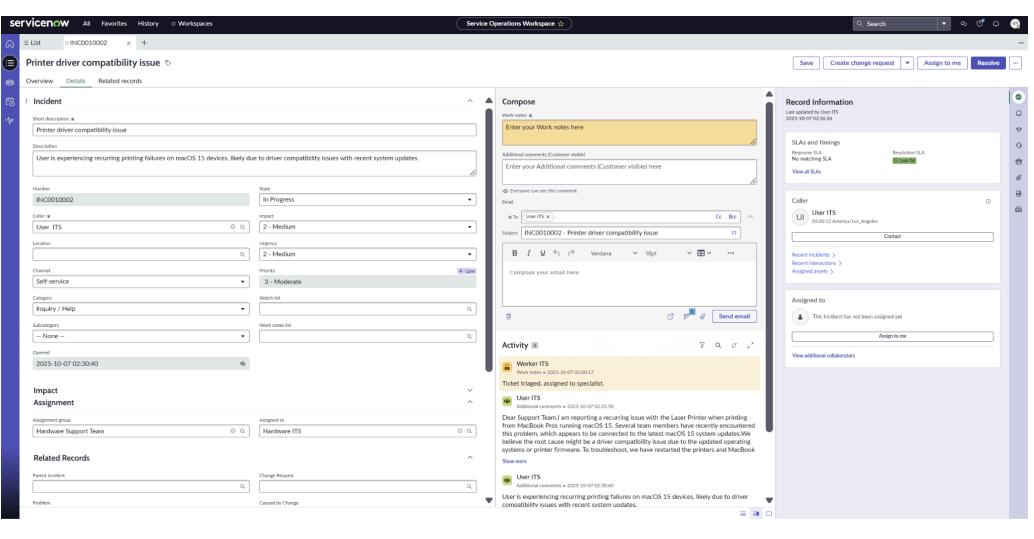
INC0010007	<p>This screenshot shows the ServiceNow Incident details for INC0010007. The incident was opened by User ITS on 2025-10-07 at 02:39:19. It has a short description of "Audio hardware detection failure". The activities log shows three entries from User ITS:</p> <ul style="list-style-type: none"> 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. Audio hardware detection failure Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 4 - Low
INC0010008	<p>This screenshot shows the ServiceNow Incident details for INC0010008. The incident was opened on behalf of User ITS on 2025-10-07 at 02:39:20. It has a short description of "Cloud SaaS performance degradation". The activities log shows three entries from User ITS:</p> <ul style="list-style-type: none"> Dear Customer Support Team, I am reaching out to highlight a performance problem currently affecting the Cloud SaaS platform. Over the past few days, I have observed a notable decline in responsiveness and overall speed, which is disrupting daily workflows. Specifically, tasks that normally complete within seconds are taking significantly longer, sometimes several minutes. This lag impacts individual user actions and automated processes that depend on prompt responses. Cloud SaaS performance degradation Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 4 - Low
INC0010009	<p>This screenshot shows the ServiceNow Incident details for INC0010009. The incident was opened by User ITS on 2025-10-07 at 02:39:44. It has a short description of "Peripheral and app compatibility issue". The activities log shows three entries from User ITS:</p> <ul style="list-style-type: none"> Dear Customer Support Team, I am submitting a report regarding a service disruption affecting our cloud-based tool platform. We've noticed sporadic interruptions that hinder our ability to fully access the platform's features. These disruptions are causing workflow delays and impacting overall efficiency. Could you please provide an update on the current status of this issue and an estimated timeline for resolution? Additionally, any recommended measures to reduce the impact would be greatly appreciated. Thank you for your prompt attention to this matter. I look forward to your response. Peripheral and app compatibility issue Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 4 - Low

INC0010010	<p>servicenow All Favorites History Process Mining Workspace Incident - INC0010010</p> <p>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.</p> <p>Number: INC0010010 Opened: 2025-10-07 02:40:54 Closed: Urgency: 2 - Medium State: New</p> <p>* Caller: User ITS Watch list: View Edit</p> <p>* Short description: Critical SaaS connectivity outage</p> <p>Additional comments: Additional comments Post</p> <p>Activities: 3</p> <ul style="list-style-type: none"> User ITS: Dear Customer Support Team, I am reporting a critical problem with our SaaS application. We are experiencing significant connectivity issues. Despite restarting the devices and thoroughly checking connections, the problems continue to occur on both gaming and office hardware. This is significantly disrupting my workflow and productivity. Could you please assist with diagnosing and resolving these issues? Any advice on compatibility updates or network configuration changes would be greatly appreciated! Thank you for your support. User ITS: Critical SaaS connectivity outage User ITS: Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 4 - Low
INC0010011	<p>servicenow All Favorites History Process Mining Workspace Incident - INC0010011</p> <p>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.</p> <p>Number: INC0010011 Opened: 2025-10-07 02:40:56 Closed: Urgency: 1 - High State: New</p> <p>* Caller: User ITS Watch list: View Edit</p> <p>* Short description: Server room overheating incident</p> <p>Additional comments: Additional comments Post</p> <p>Activities: 3</p> <ul style="list-style-type: none"> User ITS: Dear Customer Support Team, I am submitting a report about a critical issue in the server room that demands immediate action. There are severe overheating problems, seemingly caused by a malfunctioning PC fan (PC-Lüfter). Despite attempts to control the situation, the issue persists, leading to increased temperatures that could potentially harm the hardware. To resolve this, I have already tried several restart cycles and performed basic cleaning to remove dust accumulation. However, the problem remains unresolved. User ITS: Server room overheating incident User ITS: Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 3 - Moderate
INC0010012	<p>servicenow All Favorites History Process Mining Workspace Incident - INC0010012</p> <p>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.</p> <p>Number: INC0010012 Opened: 2025-10-07 02:40:58 Closed: Urgency: 2 - Medium State: New</p> <p>* Caller: User ITS Watch list: View Edit</p> <p>* Short description: Security configuration impact issue</p> <p>Additional comments: Additional comments Post</p> <p>Activities: 3</p> <ul style="list-style-type: none"> User ITS: Dear Customer Support Team, I am reaching out to report significant performance issues with our Cloud SaaS platform. Over the recent days, system response times have escalated markedly, disrupting daily activities and impacting user experience. The slowdown is causing delays in processing essential tasks, thereby affecting our business continuity. Please prioritize this matter and investigate promptly. We would appreciate an update on the root cause and an estimated timeline for resolution, as we depend heavily on the platform and require confirmation that the issue is being addressed. User ITS: Security configuration impact issue User ITS: Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 4 - Low

INC0010013	<p>servicenow All Favorites History Process Mining Workspace Incident - INC0010013</p> <p>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 link.</p> <p>Number: INC0010013 Opened: 2025-10-07 02:41:53 Closed: Urgency: 1 - High State: New</p> <p>* Caller: User ITS Watch list: View Edit</p> <p>* Short description: Business-wide service degradation</p> <p>Additional comments: Additional comments Post</p> <p>Activities: 3</p> <ul style="list-style-type: none"> User ITS: Dear Customer Support Team, I am submitting a report concerning a critical issue in the platform services that is currently impacting device connectivity throughout our environment. This issue has interrupted access to the said platform, greatly affecting the functionality of barcode scanners, RADIUS controllers, and other vital daily hosts. Initial diagnostics suggest that the root cause may be linked to failures in Kubernetes orchestration. We have attempted to mitigate the problem by restarting pods and redeploying microservices, but unfortunately, these measures have not resolved the issue. The problem persists. User ITS: Business-wide service degradation User ITS: Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 3 - Moderate
INC0010014	<p>servicenow All Favorites History Process Mining Workspace Incident - INC0010014</p> <p>Number: INC0010014 Opened: 2025-10-07 02:42:10 Closed: Urgency: 1 - High State: New</p> <p>* Caller: User ITS Watch list: View Edit</p> <p>* Short description: Major network disruption</p> <p>Additional comments: Additional comments Post</p> <p>Activities: 3</p> <ul style="list-style-type: none"> User ITS: Dear Customer Support Team, I am submitting a report about a major network issue currently impacting several devices, including mesh Wi-Fi units, printers, and audio systems. I believe the cause may be linked to a failure in the network node or a security misconfiguration. Our Security Operations Center (SOC) team has already restarted the affected devices and performed initial diagnostics. However, these actions did not resolve the problem, and the disruptions continue. This ongoing issue is affecting our business operations. User ITS: Major network disruption User ITS: Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 3 - Moderate
INC0010015	<p>servicenow All Favorites History Process Mining Workspace Incident - INC0010015</p> <p>Number: INC0010015 Opened: 2025-10-07 02:42:42 Closed: Urgency: 1 - High State: New</p> <p>* Caller: User ITS Watch list: View Edit</p> <p>* Short description: Cloud SaaS intermittent outage</p> <p>Additional comments: Additional comments Post</p> <p>Activities: 3</p> <ul style="list-style-type: none"> User ITS: Dear Support Team, we are submitting a report concerning a significant problem impacting several hardware and software units within our environment. Over the past few days, we have noticed ongoing performance issues related to access across multiple devices. These problems appear to coincide with recent security setting adjustments made as part of our routine update processes. Initially, I carried out basic troubleshooting procedures such as restarting the affected units and checking network connections. Repeatedly, these actions did not resolve the issues. User ITS: Cloud SaaS intermittent outage User ITS: Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 3 - Moderate

Phase 2: Service Desk Agent Role (Tier 1)

In the next phase, the *its_worker* account was used to perform the responsibilities of a Tier-1 Service Desk Agent. The agent reviewed all submitted incidents, verified their categories, and assigned each one to the appropriate assignment group. The incident state was then changed from *New* to *In Progress*, and a work note was added stating that the ticket had been triaged and assigned to a specialist. Finally, the tickets were reassigned to the corresponding specialist accounts (*its_net*, *its_hw*, or *its_sw*) based on their category.

INC0010001	
INC0010002	

INC0010003

This screenshot shows the ServiceNow Service Operations Workspace for ticket INC0010003. The ticket details are as follows:

- Short description:** CI/CD pipeline stability issue
- Description:** User reports service instability following a CI/CD pipeline update, affecting microservice orchestration and resource allocation in Kubernetes.
- Number:** INC0010003
- State:** In Progress
- Impact:** 1 - High
- Location:** [empty]
- Urgency:** 1 - High
- Channel:** Self-service
- Priority:** 1 - Critical
- Category:** Software
- Subcategory:** None
- Opened:** 2025-10-07 02:30:47

Impact:

- Assignment:** Assignment group: Software Support Team; Assigned to: Software ITS

Related Records:

Compose: Ticket triaged, assigned to specialist.

Record Information: Last updated by User ITS 2025-10-07 02:34:58. SLAs and timings: Response SLA: No matching SLA; Resolution SLA: 2 hours. Caller: User ITS (031127 America/Los_Angeles). Recent incidents, Recent interactions, Assigned items.

Activity:

- User ITS (Additional comments: 2025-10-07 02:34:58) Dear Customer Support Team! I am submitting a report concerning a service disruption affecting our cloud-native SaaS platform. We've noticed sporadic outages and increased latency in certain services over the past few days. These interruptions are causing workflow delays and impacting overall efficiency. Could you please provide an update on the current status of the affected areas?
- User ITS (Additional comments: 2025-10-07 02:30:47)

INC0010004

This screenshot shows the ServiceNow Service Operations Workspace for ticket INC0010004. The ticket details are as follows:

- Short description:** Telehealth service outage
- Description:** User reports a major telehealth service outage likely related to network or cybersecurity issues, preventing patient and provider access.
- Number:** INC0010004
- State:** In Progress
- Impact:** 1 - High
- Location:** [empty]
- Urgency:** 1 - High
- Channel:** Self-service
- Priority:** 1 - Critical
- Category:** Network
- Subcategory:** None
- Opened:** 2025-10-07 02:36:29

Impact:

- Assignment:** Assignment group: Network Support Team; Assigned to: Net ITS

Compose: Work notes: Enter your Work notes here.

Record Information: Last updated by Net ITS 2025-10-07 02:31:25. SLAs and timings: Response SLA: No matching SLA; Resolution SLA: 2 hours. Caller: User ITS (031127 America/Los_Angeles). Recent incidents, Recent interactions, Assigned assets.

Activity:

- Worker ITS (Incident state: In Progress was New) Incident state: In Progress was New. Assigned to: Net ITS was Empty
- Worker ITS (First change: 2025-10-07 02:02:47) Impact: 1 - High was 2 - Low
- Worker ITS (Priority: 1 - Critical was 3 - Moderate)
- Worker ITS (Work notes: 2025-10-07 02:02:47) Ticket triaged, assigned to specialist.
- User ITS (Additional comments: 2025-10-07 02:36:29) Dear Customer Support Team! I am submitting a report regarding a major internal disruption preventing access to telehealth services. The disruption appears to originate from either a network malfunction or a possible cybersecurity event. I have already performed preliminary troubleshooting, such as confirming network connections and examining logs.
- User ITS (Additional comments: 2025-10-07 02:36:29) Telehealth service outage

INC0010005

This screenshot shows the ServiceNow Service Operations Workspace for ticket INC0010005. The ticket details are as follows:

- Short description:** Office-wide connectivity disruption
- Description:** User reports widespread connectivity disruptions affecting multiple office devices, suspected to stem from a network outage or infrastructure misconfiguration.
- Number:** INC0010005
- State:** In Progress
- Impact:** 1 - High
- Location:** Ukraine
- Urgency:** 1 - High
- Channel:** Self-service
- Priority:** 1 - Critical
- Category:** Hardware
- Subcategory:** None
- Opened:** 2025-10-07 02:36:53

Impact:

- Assignment:** Assignment group: Hardware Support Team; Assigned to: Hardware ITS

Compose: Ticket triaged, assigned to specialist.

Record Information: Last updated by User ITS 2025-10-07 02:37:28. SLAs and timings: Response SLA: No matching SLA; Resolution SLA: 2 hours. Caller: User ITS (031127 America/Los_Angeles). Recent incidents, Recent interactions, Assigned assets.

Activity:

- User ITS (Additional comments: 2025-10-07 02:37:28) Dear Customer Support Team! I am reporting an ongoing 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 diagnosis points to a potential network configuration issue or hardware failure within the system infrastructure. Our team has already tried several troubleshooting steps.
- User ITS (Field changes: 2025-10-07 02:36:53)
- User ITS (Opened by: User ITS)

INC0010006

INC0010006 | Service Operations

Cloud SaaS service interruption

Compose

Work notes Additional comments (Customer visible) Email

Ticket triaged, assigned to specialist.

Record Information

Last updated by User ITS 2025-10-07 02:28:55

SLAs and timings

No SLA

Caller

User ITS

Recent incidents > Recent interactions > Assigned assets >

Assigned to

This incident has not been assigned yet

Assign to me

View additional collaborators

INC0010007

INC0010007 | Service Operations

Audio hardware detection failure

Compose

Work notes Additional comments (Customer visible) Email

Ticket triaged, assigned to specialist.

Record Information

Last updated by User ITS 2025-10-07 02:40:43

SLAs and timings

No SLA

Caller

User ITS

Recent incidents > Recent interactions > Assigned assets >

Assigned to

This incident has not been assigned yet

Assign to me

View additional collaborators

INC0010008

INC0010008 | Service Operations

Cloud SaaS performance degradation

Compose

Work notes More Enter your Work notes here

Record Information

Last updated by Worker ITS 2025-10-07 03:00:43

SLAs and timings

No SLA

Caller

User ITS

Recent incidents > Recent interactions > Assigned assets >

Assigned to

Net ITS

Reasons

View additional collaborators

INC0010009

INC0010009 | Service Operations

Peripheral and app compatibility issue

Record Information
Last updated by User ITS
2025-10-07 02:29:53

SLAs and Timings
No SLA
No matching SLA
View all SLAs

Caller
User ITS
03:00:33 America/Los_Angeles

Assigned to
The incident has not been assigned yet

Compose
Ticket triaged, assigned to specialist.

Activity
User ITS
Additional comments • 2025-10-07 02:39:44
Dear Customer Support Team I am submitting a report regarding a service disruption that has affected our ability to fully access the platform's features. These disruptions are causing workflow delays and impacting overall efficiency. Could you please provide an update on the current status of this?

INC0010010

INC0010010 | Service Operations

Critical SaaS connectivity outage

Record Information
Last updated by User ITS
2025-10-07 02:41:05

SLAs and Timings
No SLA
No matching SLA
View all SLAs

Caller
User ITS
03:00:33 America/Los_Angeles

Assigned to
The incident has not been assigned yet

Compose
Ticket triaged, assigned to specialist.

Activity
User ITS
Additional comments • 2025-10-07 02:41:05
Dear Customer Support Team I am encountering several problems with peripheral devices and productivity applications following recent updates. The issues appear to be related to connectivity. After performing a restart of the devices and thoroughly checking connections, the problems continue to occur on both gaming and office hardware setups. This is

INC0010011

INC0010011 | Service Operations

Server room overheating incident

Record Information
Last updated by User ITS
2025-10-07 02:40:56

SLAs and Timings
No SLA
No matching SLA
View all SLAs

Caller
User ITS
03:00:30 America/Los_Angeles

Assigned to
The incident has not been assigned yet

Compose
Ticket triaged, assigned to specialist.

Activity
User ITS
Additional comments • 2025-10-07 02:40:56
Dear Customer Support Team I am submitting a report about a critical issue in the server room that demands immediate action. There are severe overheating problems, seemingly originating from the PC fans. The current temperatures are reaching critical levels, which can potentially damage the hardware. The issue persists, leading to increased temperatures that could potentially harm the hardware. To resolve this, I have already tried several restart cycles and performed basic

INC0010012	
INC0010013	
INC0010014	

INC0010015

The screenshot shows the ServiceNow Service Operations Workspace interface. A yellow box highlights the ticket number 'INC0010015' in the top left corner. The main view displays an 'Incident' record titled 'Business-wide service degradation'. The ticket details include:

- Short description:** Business-wide service degradation
- Description:** User reports widespread service degradation and connectivity failures affecting essential business operations.
- Number:** INC0010013
- State:** In Progress
- Caller:** User ITS
- Impact:** 1 - High
- Location:** [empty]
- Urgency:** 1 - High
- Channel:** Self-service
- Priority:** 1 - Critical
- Category:** Software
- Subcategory:** -- None --
- Opened:** 2025-10-07 02:41:53

The right side of the screen shows the 'Compose' pane with a message: 'Ticket triaged, assigned to specialist.' and the 'Record Information' pane which notes 'Last modified by: User ITS' on '2025-10-07 02:42:08'. It also shows SLA and timings information, including 'Response SLA' and 'No matching SLA'. The 'Caller' section shows 'User ITS' from '03:10:31 America/Los_Angeles'. The 'Assigned to' section indicates 'This Incident has not been assigned yet'.

Phase 3: Specialist (Tier 2)

Each Tier-2 specialist logged into their own account to handle incidents related to their area of expertise. The **Network Specialist (its_net)** resolved several issues related to connectivity and network performance. The **Hardware Specialist (its_hw)** worked on incidents involving malfunctioning devices and hardware replacements. Meanwhile, the **Software/Application Specialist (its_sw)** handled application-related issues such as login errors or configuration problems.

Each specialist updated the work notes to explain the troubleshooting steps taken and changed the incident state to *Resolved* once the problem was fixed.

INC0010001	
INC0010002	

INC0010003	<p>CI/CD pipeline stability issue</p> <p>Incident</p> <p>Short description: CI/CD pipeline stability issue</p> <p>Description: User reports service instability following a CI/CD pipeline update, affecting microservice orchestration and resource allocation in Kubernetes.</p> <p>Number: INC0010003 State: Resolved</p> <p>Caller: User ITS Impact: 1 - High</p> <p>Location: Urgency: 1 - High</p> <p>Channel: Self-service Priority: 1 - Critical</p> <p>Category: Software Watch list</p> <p>Subcategory: -- None -- Work notes list</p> <p>Opened: 2025-10-07 02:30:47</p> <p>Activity</p> <ul style="list-style-type: none"> Software ITS (Field changes: 2025-10-07 03:20:20) Resolved by problem was Empty Resolution notes: Pipeline stabilized after resource tuning and redeployment of affected services. was Empty Incident state: Resolved was In-Progress Software ITS (Work notes: 2025-10-07 03:20:20) Review Kubernetes resource limits; apply latest CI/CD stability patch. Worker ITS (Work notes: 2025-10-07 02:59:42) Ticket triaged, assigned to specialist. Worker ITS (Field changes: 2025-10-07 02:59:42) Assigned to Software ITS was Empty <p>Record Information</p> <p>Last updated by Software ITS 2025-10-07 03:20:20</p> <p>SLAs and timeliness</p> <p>Response SLA: No matching SLA Resolution SLA: Paused</p> <p>View all SLAs</p> <p>Caller</p> <p>User ITS (03:20:20 America/Los_Angeles) Contact</p> <p>Recent incidents > Recent interactions > Assigned assets ></p> <p>Assigned to</p> <p>SI Software ITS Reassign</p> <p>View additional collaborators</p>
INC0010004	<p>Telehealth service outage</p> <p>Incident</p> <p>Short description: Telehealth service outage</p> <p>Description: User reports telehealth service is down, impacting patient access to medical consultations.</p> <p>Number: INC0010004 State: Resolved</p> <p>Caller: User ITS Impact: 1 - High</p> <p>Location: Urgency: 1 - High</p> <p>Channel: Self-service Priority: 1 - Critical</p> <p>Category: Network Watch list</p> <p>Subcategory: -- None -- Work notes list</p> <p>Opened: 2025-10-07 02:36:29</p> <p>Impact</p> <p>Assignment</p> <p>Related Records</p> <p>Cause</p> <p>Resolution</p> <p>Resolution code: Resolved by problem</p> <p>Resolution notes: Issue resolved after restoring network connectivity and implementing cybersecurity patches, successfully reestablishing stable telehealth service access for all users.</p> <p>Activity</p> <ul style="list-style-type: none"> Net ITS (Field changes: 2025-10-07 02:21:55) Event changes were Empty Resolution notes: Issue resolved after restoring network connectivity and implementing cybersecurity patches, successfully reestablishing stable telehealth service access for all users. was Empty Incident state: Resolved was In-Progress Net ITS (Work notes: 2025-10-07 02:21:55) Incident investigated and identified as network-related, applied temporary reroute and security patch to restore connectivity, verified telehealth platform availability, and confirmed full service recovery. Worker ITS (Field changes: 2025-10-07 02:03:10) Incident state: In Progress was New Assigned to: Net ITS was Empty Worker ITS (Field changes: 2025-10-07 02:02:48) Impact: 1 - High was 2 - Low Priority: 1 - Critical was 3 - Moderate Worker ITS (Work notes: 2025-10-07 03:00:47) <p>Record Information</p> <p>Last updated by Net ITS 2025-10-07 03:21:55</p> <p>SLAs and timeliness</p> <p>Response SLA: No matching SLA Resolution SLA: Paused</p> <p>View all SLAs</p> <p>Caller</p> <p>User ITS (03:21:57 America/Los_Angeles) Contact</p> <p>Recent incidents > Recent interactions > Assigned assets ></p> <p>Assigned to</p> <p>NI Net ITS Reassign</p> <p>View additional collaborators</p>
INC0010005	<p>Office-wide connectivity disruption</p> <p>Incident</p> <p>Short description: Office-wide connectivity disruption</p> <p>Description: User reports widespread connectivity disruptions affecting multiple office devices, suspected to stem from a network outage or infrastructure misconfiguration.</p> <p>Number: INC0010005 State: Resolved</p> <p>Caller: User ITS Impact: 1 - High</p> <p>Location: Urgency: 1 - High</p> <p>Channel: Self-service Priority: 1 - Critical</p> <p>Category: Hardware Watch list</p> <p>Subcategory: -- None -- Work notes list</p> <p>Opened: 2025-10-07 02:36:53</p> <p>Impact</p> <p>Assignment</p> <p>Related Records</p> <p>Cause</p> <p>Resolution</p> <p>Resolution code: Resolved by problem</p> <p>Resolution notes: User reports widespread connectivity disruptions affecting multiple office devices, suspected to stem from a network outage or infrastructure misconfiguration.</p> <p>Activity</p> <ul style="list-style-type: none"> Hardware ITS (Field changes: 2025-10-07 02:22:20) Resolution notes: Network stability was fully restored after replacing faulty hardware and updating the router firmware. was Empty Incident state: Resolved was In-Progress Hardware ITS (Field changes: 2025-10-07 02:22:20) The network switch in the main server room was replaced due to hardware failure. Damaged Ethernet cables were replaced, and the router firmware was updated to the latest version. Connectivity across all devices was restored after reconfiguration of network settings. Worker ITS (Field changes: 2025-10-07 02:22:20) Incident state: In Progress was New Assigned to: Hardware ITS was Empty Priority: 1 - High was 3 - Low Worker ITS (Field changes: 2025-10-07 02:22:20) Impact: 1 - Critical was 3 - Moderate Worker ITS (Work notes: 2025-10-07 03:00:53) <p>Record Information</p> <p>Last updated by Hardware ITS 2025-10-07 02:22:20</p> <p>SLAs and timeliness</p> <p>Response SLA: No matching SLA Resolution SLA: Paused</p> <p>View all SLAs</p> <p>Caller</p> <p>User ITS (03:22:22 America/Los_Angeles) Contact</p> <p>Recent incidents > Recent interactions > Assigned assets ></p> <p>Assigned to</p> <p>H Hardware ITS Reassign</p> <p>View additional collaborator</p>

INC0010006

This screenshot shows the ServiceNow Service Operations Workspace for ticket INC0010006. The ticket details are as follows:

- Short description:** Cloud SaaS service interruption
- Description:** User reports sporadic service interruptions on the cloud-based SaaS platform, resulting in workflow delays and reduced productivity.
- Number:** INC0010006
- State:** Resolved
- Caller:** User ITS
- Impact:** 1 - High
- Location:** 1 - High
- Channel:** Self-service
- Category:** Software
- Subcategory:** None
- Opened:** 2025-10-07 02:38:35
- Priority:** 1 - Critical
- Watch list:** Work notes list
- Impact:** 1 - High was 3 - Low

The Activity panel shows the following history:

- Software ITS (Field changes) • 2025-10-07 03:22:05: Resolved by problem was Empty
- Resolution notes: Service restored after rollback and reconfiguration of orchestration parameters. was Empty
- Incident state: Resolved was In-Progress
- Software ITS (Work notes) • 2025-10-07 03:22:05: Roll back recent CI/CD update; adjust microservice orchestration configs.
- Worker ITS (Work notes) • 2025-10-07 03:08:02: Ticket triaged, assigned to specialist.
- Worker ITS (Field changes) • 2025-10-07 03:08:02: Impact: 1 - High was 3 - Low

The Record Information panel shows:

- Last updated by Software ITS: 2025-10-07 03:22:05
- SLAs and timings: Response SLA: No matching SLA, Resolution SLA: Pending
- Caller: User ITS (02:22:05 America/Los_Angeles)
- Assigned to: SI Software ITS

INC0010007

This screenshot shows the ServiceNow Service Operations Workspace for ticket INC0010007. The ticket details are as follows:

- Short description:** Audio hardware detection failure
- Description:** User reports that the system fails to detect audio hardware, resulting in loss of sound output despite driver updates and troubleshooting.
- Number:** INC0010007
- State:** Resolved
- Caller:** User ITS
- Impact:** 1 - Low
- Location:** 2 - Medium
- Channel:** Self-service
- Category:** Hardware
- Subcategory:** None
- Opened:** 2025-10-07 02:39:19
- Priority:** 1 - Low
- Watch list:** Work notes list
- Impact:** 1 - Low was 2 - Medium
- Assignment:** Assigned to: Hardware Support Team
- Related Records:** Cause, Resolution

The Activity panel shows the following history:

- Hardware ITS (Field changes) • 2025-10-07 03:22:25: Resolved by problem was Empty
- Resolution notes: Audio functionality was restored after replacing the faulty sound card and reinstalling the updated drivers. was Empty
- Incident state: Resolved was In-Progress
- Hardware ITS (Work notes) • 2025-10-07 03:22:25: The faulty audio card was replaced with a new compatible unit. Audio drivers were reinstalled and updated to the latest version. System settings were reconfigured to detect the new hardware successfully.
- Worker ITS (Work notes) • 2025-10-07 03:08:02: Ticket triaged, assigned to specialist.
- Worker ITS (Field changes) • 2025-10-07 03:08:02: Incident state: In Progress was New
- Assigned to: Hardware ITS
- User ITS (Work notes) • 2025-10-07 03:08:02: 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 updating the drivers and performing a system restore, the issue persists. Please help me fix 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.
- User ITS (Additional comments) • 2025-10-07 03:08:02: Audio hardware detection failure

The Record Information panel shows:

- Last updated by Hardware ITS: 2025-10-07 03:22:25
- SLAs and timings: Response SLA: No matching SLA, Resolution SLA: Pending
- Caller: User ITS (03:22:05 America/Los_Angeles)
- Assigned to: H Hardware ITS

INC0010008

This screenshot shows the ServiceNow Service Operations Workspace for ticket INC0010008. The ticket details are as follows:

- Short description:** Cloud SaaS performance degradation
- Description:** Performance degradation observed on the Cloud SaaS platform.
- Number:** INC0010008
- State:** Resolved
- Caller:** User ITS
- Impact:** 1 - High
- Location:** 2 - Medium
- Channel:** Self-service
- Category:** Network
- Subcategory:** None
- Opened:** 2025-10-07 02:39:20
- Priority:** 2 - High
- Watch list:** Work notes list
- Impact:** 2 - High was 1 - High
- Assignment:** Resolved by problem
- Related Records:** Cause, Resolution
- Resolution notes:** Issue resolved after optimizing backend server resources and implementing performance tuning measures to restore normal Cloud SaaS operations.

The Activity panel shows the following history:

- Net ITS (Field changes) • 2025-10-07 03:23:45: Resolved by problem was Empty
- Resolution notes: Issue resolved after optimizing backend server resources and implementing performance tuning measures to restore normal Cloud SaaS operations. was Empty
- Incident state: Resolved was In-Progress
- Net ITS (Work notes) • 2025-10-07 03:23:45: Performance degradation analyzed and traced to high server load; resource allocation adjusted and caching optimized, resulting in restored Cloud SaaS responsiveness and stable workflow performance.
- Worker ITS (Work notes) • 2025-10-07 03:05:50: Ticket triaged, assigned to specialist.
- Worker ITS (Field changes) • 2025-10-07 03:05:50: Assigned to: Net ITS was Empty
- Impact: 1 - High was 4 - Low
- Priority: 2 - High was 4 - Low
- Incident state: In Progress was New
- User ITS (Work notes) • 2025-10-07 03:05:50: User ITS

The Record Information panel shows:

- Last updated by Net ITS: 2025-10-07 03:23:45
- SLAs and timings: Response SLA: No matching SLA, Resolution SLA: Pending
- Caller: User ITS (03:23:05 America/Los_Angeles)
- Assigned to: NI Net ITS

INC0010009

Peripheral and app compatibility issue

Incident

Short description: Peripheral and app compatibility issue

Description: User reports persistent compatibility and connectivity issues with peripherals and productivity applications after recent updates.

Number: INC0010009 State: Resolved

Caller: User ITS Impact: 1 - High

Location: Urgency: 2 - Medium

Channel: Self-service Priority: 2 - High

Category: Software Watch list:

Subcategory: None Work notes list:

Opened: 2025-10-07 02:39:44

Compose

Enter your Work notes here

Activity

Software ITS

Field changes • 2025-10-07 03:23:07

Resolution code: Resolved by problem was Empty

Resolution notes: Compatibility restored by reinstalling updated drivers and applying OS-level patch. was Empty

Incident state: Resolved was In-Progress

Update device drivers; apply post-update compatibility patch.

Worker ITS

Work notes • 2025-10-07 03:23:07

Ticket triaged, assigned to specialist.

Worker ITS

Work notes • 2025-10-07 03:08:01

Impact: 1 - High was 2 - Low

Priority: 2 - High was 4 - Low

Record Information

Last updated by Software ITS
2025-10-07 03:23:07

SLAs and timeliness

Response SLA: No matching SLA Resolution SLA: 0 days

View all SLAs

Caller

User ITS (03:23:07 America/Los_Angeles) Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to

SI Software ITS Reassign

View additional collaborators

Phase 4: Customer Confirmation

Finally, the *its_user* account logged back into the Service Portal to confirm the resolution of the incidents. The user accessed *My Incidents* and verified that each ticket's state had been updated to *Resolved*. To simulate customer feedback, short "Thank you" comments were added to several tickets. This final step demonstrated the completion of the ITIL incident lifecycle from creation, triage, escalation, resolution, to closure confirmation.

INC0010001	<p>The screenshot shows the ServiceNow Incident Detail view for ticket INC0010001. The header includes the number, opened date (2025-10-07 02:29:33), closed date (2025-10-07 03:25:26), urgency (3-Low), and state (Closed). The short description is "Third party hardware integration request". The activities section shows the following steps:</p> <ul style="list-style-type: none"> User ITS - Incident state: Closed was Resolved (Field changes: 2025-10-07 03:25:26) User ITS - Thank you (Additional comments: 2025-10-07 03:25:23) Net ITS - Incident state: Resolved was In Progress (Field changes: 2025-10-07 03:19:41) <ul style="list-style-type: none"> Resolution code: Resolved by problem Resolution notes: Resolved by providing and validating third party hardware integration guidelines, ensuring full compatibility and stable performance within the SaaS environment. Worker ITS - Assigned to: Net ITS (Field changes: 2025-10-07 02:55:36) <ul style="list-style-type: none"> Incident state: In Progress was New User ITS - Support Team: User (Additional comments: 2025-10-07 02:31:28) <ul style="list-style-type: none"> Message: Dear Support Team, I want to thank you very much. I am reaching out to seek comprehensive details on integrating third-party hardware components, specifically Razer mice and Razer keyboards, within an Agile cloud-based SaaS system. My objective is to guarantee peak performance, flawless compatibility, and a seamless user experience when utilizing these devices in our operational setup. Considering the diverse range of devices involved, it is essential for us to understand the recommended strategies and configuration guidelines for the platform. User ITS - User requests detailed integration guidelines for third party hardware (Razer mice, Razer keyboards) within an Agile cloud-based SaaS system. (Additional comments: 2025-10-07 02:29:33) User ITS - Impact: 3-Low (Field changes: 2025-10-07 02:29:33) <ul style="list-style-type: none"> Incident state: New Opened by: User ITS Owner: User ITS
INC001002	<p>The screenshot shows the ServiceNow Incident Detail view for ticket INC001002. The header includes the number, opened date (2025-10-07 02:30:40), closed date (2025-10-07 03:26:29), urgency (2-Medium), and state (Closed). The short description is "Printer driver compatibility issue". The activities section shows the following steps:</p> <ul style="list-style-type: none"> User ITS - Incident state: Closed was Resolved (Field changes: 2025-10-07 03:26:29) User ITS - Thank you very much (Additional comments: 2025-10-07 03:26:27) Hardware ITS - Incident state: Resolved was In Progress (Field changes: 2025-10-07 03:19:30) <ul style="list-style-type: none"> Resolution code: Resolved by problem Resolution notes: Resolved after updating the printer firmware and drivers, restoring full printing functionality on macOS 12 devices. Worker ITS - Assigned to: Hardware ITS (Field changes: 2025-10-07 02:52:49) <ul style="list-style-type: none"> Incident state: In Progress was New Priority: 3-Moderate was 4-Low User ITS - Support Team: User (Additional comments: 2025-10-07 02:25:58) <ul style="list-style-type: none"> Message: Dear Support Team, I am experiencing a recurring issue with the printer when printing from Macbook Pro running macOS 12. Several team members have reported the same issue. It appears to be correlated to the latest macOS 12 system updates. Since the root cause might be a driver compatibility issue due to the updated operating system or printer firmware, I would appreciate your assistance in identifying the printer and related device, reinstalled the printer drivers, and rechecked configurations. User ITS - User is experiencing recurring printing failures on macOS 12 devices, likely due to driver compatibility issues with recent system updates. (Additional comments: 2025-10-07 02:20:40) User ITS - Impact: 3-Low (Field changes: 2025-10-07 02:20:40) <ul style="list-style-type: none"> Incident state: New Opened by: User ITS Priority: 4-Low

INC0010003	<p>INC0010003</p> <p>Activities: 7</p> <ul style="list-style-type: none"> User ITS: Incident state - Closed was Resolved User ITS: Additional comments - 2025-10-07 03:27:36 Software ITS: Incident state - Resolved was In Progress Software ITS: Resolution code - Resolved by problem Software ITS: Resolution notes - Pipeline stabilized after resource tuning and redeployment of affected services Worker ITS: Assigned to - Software ITS Worker ITS: Impact - 1-High was 3-Low Worker ITS: Incident state - In Progress was New Worker ITS: Priority - 1-Critical was 3-Moderate <p>Short description: CI/CD pipeline stability issue</p> <p>Additional comments: Dear Customer Support Team, I am submitting a report concerning a service disruption affecting our cloud-native SaaS platform. We noticed sporadic outages that hinder full utilization of the platform's capabilities. These disruptions are causing service delays and impacting overall efficiency. Could you please provide an update on the current status of the problem and the estimated timeline for resolution? Additionally, any recommended measures to reduce the impact would be appreciated. Thank you for your prompt attention to this matter. Look forward to your response.</p>
INC0010004	<p>INC0010004</p> <p>Activities: 8</p> <ul style="list-style-type: none"> User ITS: Incident state - Closed was Resolved User ITS: Additional comments - 2025-10-07 03:25:46 Net ITS: Incident state - Resolved was In Progress Net ITS: Resolution code - Resolved by problem Net ITS: Resolution notes - Issue resolved after restoring network connectivity and implementing cybersecurity patches, successfully reestablishing stable telehealth service access for all users. Worker ITS: Assigned to - Net ITS Worker ITS: Impact - 1-High was 3-Low Worker ITS: Priority - 1-Critical was 3-Moderate User ITS: Additional comments - 2025-10-07 02:36:59 User ITS: Additional comments - 2025-10-07 02:26:29 <p>Short description: Telehealth service outage</p> <p>Additional comments: Dear Customer Support Team, I am reporting a major disruption currently impacting access to telehealth services. The disruption appears to originate from either a network malfunction or a possible cybersecurity event. I have already performed preliminary troubleshooting, such as confirming network connections and examining security logs, but access still remains blocked. This disruption is causing significant difficulties, hindering patient and healthcare professionals from using vital telemedicine solutions.</p>
INC0010005	<p>INC0010005</p> <p>Activities: 7</p> <ul style="list-style-type: none"> User ITS: Incident state - Closed was Resolved User ITS: Additional comments - 2025-10-07 02:27:07 Hardware ITS: Incident state - Resolved was In Progress Hardware ITS: Resolution code - Resolved by problem Hardware ITS: Resolution notes - Network stability has fully restored after replacing faulty hardware and updating the router firmware. Worker ITS: Assigned to - Hardware ITS Worker ITS: Impact - 1-High was 3-Low Worker ITS: Incident state - In Progress was New Worker ITS: Priority - 1-Critical was 3-Moderate User ITS: Additional comments - 2025-10-07 02:27:08 User ITS: Additional comments - 2025-10-07 02:26:53 User ITS: Office-wide connectivity disruption <p>Short description: Office-wide connectivity disruption</p> <p>Additional comments: Dear Customer Support Team, we are experiencing extensive connectivity problems impacting numerous devices throughout the office. The issues have been observed with laptops, printers, and telephones, all of which are experiencing delayed data delivery. Our initial investigation indicates that the cause may be a hardware failure or a misconfiguration within the system infrastructure. Our team has already initiated a detailed diagnosis and will provide an update once the issue is resolved.</p>

INC0010006	<p>INC0010006</p> <p>servicenow All Favorites History Process Mining Workspace Incident - INC0010006</p> <p>Number: INC0010006 Caller: User ITS Watch list</p> <p>Opened: 2025-10-07 02:38:35 Closed: 2025-10-07 03:28:44 Urgency: 1 - High State: Closed</p> <p>Short description: Cloud SaaS service interruption</p> <p>Activities: 7</p> <ul style="list-style-type: none"> User ITS: Incident state: Closed was Resolved Field changes: 2025-10-07 03:28:44 User ITS: Thank you Additional comments: 2025-10-07 03:28:41 Software ITS: Incident state: Resolved was In Progress Resolution code: Resolved by problem Resolution notes: Service restored after rollback and reconfiguration of orchestration parameters Field changes: 2025-10-07 03:22:05 Worker ITS: Assigned to: Software ITS Impact: 1 - High was 3 - Low Incident state: In Progress was New Priority: 1 - Critical was 3 - Moderate Field changes: 2025-10-07 03:06:02 User ITS: 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]
INC0010007	<p>INC0010007</p> <p>servicenow All Favorites History Process Mining Workspace Incident - INC0010007</p> <p>Number: INC0010007 Caller: User ITS Watch list</p> <p>Opened: 2025-10-07 02:39:19 Closed: 2025-10-07 03:27:47 Urgency: 2 - Medium State: Closed</p> <p>Short description: Audio hardware detection failure</p> <p>Activities: 7</p> <ul style="list-style-type: none"> User ITS: Incident state: Closed was Resolved Field changes: 2025-10-07 03:27:47 User ITS: Thank you Additional comments: 2025-10-07 03:27:44 Hardware ITS: Incident state: Resolved was In Progress Resolution code: Resolved by problem Resolution notes: Audio hardware was restored after replacing the faulty sound card and reinstalling the updated drivers Field changes: 2025-10-07 03:22:31 Worker ITS: Assigned to: Hardware ITS Incident state: In Progress was New Field changes: 2025-10-07 03:06:19 User ITS: 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 attempts, including updating the driver and checking the physical connections, the issue remains unresolved. I suspect my audio interface media and speaker cables are disconnected or faulty. I have checked the Device Manager, and the audio hardware appears to be listed under the correct category. Any assistance would be greatly appreciated. User ITS: Audio hardware detection failure Additional comments: 2025-10-07 02:39:43 User ITS: Impact: 2 - Low was 4 - High Opened by: User ITS Priority: 4 - Low Field changes: 2025-10-07 02:39:19
INC0010008	<p>INC0010008</p> <p>servicenow All Favorites History Process Mining Workspace Incident - INC0010008</p> <p>Number: INC0010008 Caller: User ITS Watch list</p> <p>Opened: 2025-10-07 02:39:20 Closed: 2025-10-07 03:26:16 Urgency: 2 - Medium State: Closed</p> <p>Short description: Cloud SaaS performance degradation</p> <p>Activities: 7</p> <ul style="list-style-type: none"> User ITS: Incident state: Closed was Resolved Field changes: 2025-10-07 02:36:16 User ITS: Thank You! Net IT: Incident state: Resolved was In Progress Resolution code: Resolved by problem Resolution notes: Network team has initiated bandwidth prioritization, reallocating server resources and implementing performance tuning measures to restore normal cloud load operations Field changes: 2025-10-07 02:22:18 Worker ITS: Assigned to: Net IT Impact: 1 - High was 3 - Low Incident state: In Progress was New Priority: 2 - High was 4 - Low Field changes: 2025-10-07 03:05:10 User ITS: Dear Customer Support Team: I hope this message finds you well. I am reaching out to highlight a performance problem currently affecting the Cloud SaaS platform. Over the past few days, I have observed a notable decline in responsiveness and overall speed, when interacting with daily workflows. Specifically, tasks that normally complete within seconds are taking significantly longer, sometimes several minutes. This is impacting individual user actions and automated processes that depend on prompt responses. User ITS: Cloud SaaS performance degradation Additional comments: 2025-10-07 02:39:32 User ITS: Impact: 3 - Low Field changes: 2025-10-07 02:39:20

INC0010009

servicenow All Favorites History Process Mining Workspace Incident - INC0010009

Number: INC0010009
Caller: User ITS
Watch list

Opened: 2025-10-07 02:39:44
Closed: 2025-10-07 03:29:37
Urgency: 2 - Medium
State: Closed

Short description: Peripheral and app compatibility issue

Activities: 7

User ITS
Incident state: Closed was: Resolved
Field changes • 2025-10-07 03:29:37

User ITS
Additional comments • 2025-10-07 03:29:35
Thank you

Software ITS
Incident state: Resolved was: In Progress
Resolution code: Resolved by problem
Resolution notes: Compatibility restored by reinstalling updated drivers and applying OS-level patch.
Field changes • 2025-10-07 03:23:07

Worker ITS
Assigned to: Software ITS
Impact: 3 - High was: 3 - Low
Incident state: In Progress was: New
Priority: 2 - High was: 4 - Low
Field changes • 2025-10-07 03:08:01

User ITS
Additional comments • 2025-10-07 02:39:53
Dear Customer Support Team, I am submitting a report regarding a service disruption affecting our cloud-based SaaS platform. We've noticed sporadic interruptions that hinder our ability to fully access the platform features. These disruptions are causing significant delays and impacting our operations. Could you please provide an update on the current status and the estimated timeframe for resolution? Additionally, any recommended measures to reduce the impact would be greatly appreciated. Thank you for your prompt attention to this matter. I look forward to your responses.

Deliverables

1. Your PDI link.

Link : <https://dev308907.service-now.com>

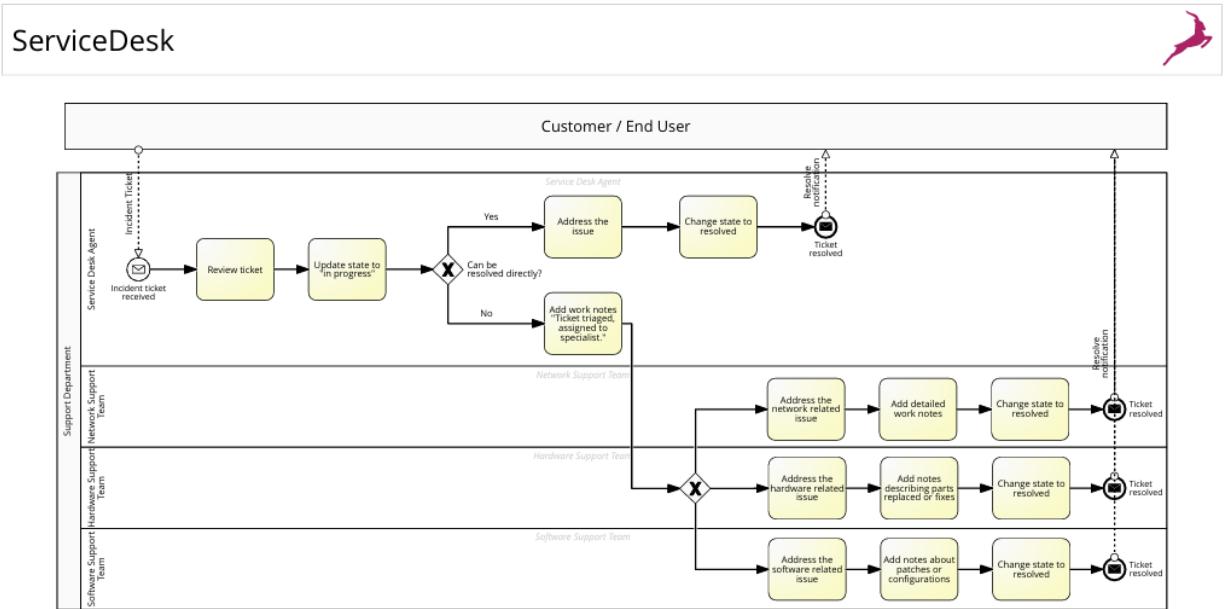
Pass : Yeswecan!7

2. Roles & Responsibilities

Name	NRP	Roles	Responsibilities
Gusti Gratia Delpiera	5026231097	Group Leader and Hardware Specialist	<ul style="list-style-type: none"> - Provides the shared PDI and creates the user accounts. - Find 5 related to Hardware issues/categories - Create BPMN
William Bryan Pangestu	5026231011	Team Member and Software/Application Specialist	<ul style="list-style-type: none"> - Find 5 related to Software/Application issues/categories - Create BPMN
Kayla Putri Maharani	5026231158	Team Member and Network Specialist	<ul style="list-style-type: none"> - Find 5 related to Network issues/categories - Create BPMN

3. Workflow

- Draw a BPMN or activity diagram to describe the activities performed by each user. You are okay to use any tool as long as the flow of activities performed by each user is clearly outlined. Example of BPMN:
<https://cbtw.tech/insights/bpmn-vs-uml-what-are-the-differences>
- Provide explanation



The BPMN diagram above illustrates the **incident management workflow** implemented in the ServiceNow simulation, following the ITIL framework. The process begins when the **Customer or End User** submits an incident ticket through the Service Portal. Once the ticket is received, the **Service Desk Agent** reviews the incident details and updates the ticket status to *In Progress* to initiate the handling process.

At this stage, the agent assesses whether the issue can be resolved directly. If the incident is deemed resolvable at the Tier-1 level, the agent proceeds to address the issue and updates the ticket state to *Resolved*, signaling completion to the end user. However, if the issue requires further technical expertise, the agent records a work note stating "Ticket triaged, assigned to specialist," and escalates the ticket to the appropriate **Support Team** according to the category of the problem **Network, Hardware, or Software/Application**.

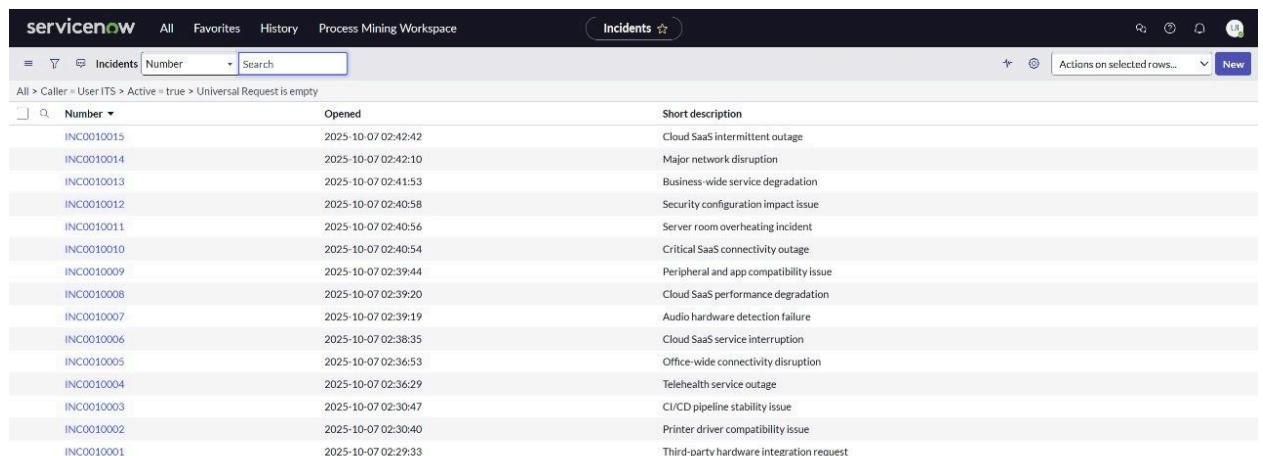
Each Tier-2 specialist team is responsible for resolving incidents within its domain of expertise. The **Network Support Team** handles network-related issues such as connectivity and performance errors, the **Hardware Support Team** addresses equipment malfunctions and replacement needs, and the **Software/Application Support Team** manages application errors and configuration problems. Once the respective specialists complete their troubleshooting activities, they

provide detailed work notes describing the corrective actions taken and update the ticket state to *Resolved*.

Finally, the **Customer or End User** verifies the resolution status through the Service Portal and confirms closure of the ticket. This workflow effectively represents the **end-to-end lifecycle of incident management** encompassing ticket creation, categorization, triage, escalation, resolution, and closure and demonstrates alignment with ITIL best practices to ensure efficient and traceable service delivery within the organization.

4. Screenshots:

- Customer's Service Portal showing submitted incidents.



A screenshot of the ServiceNow Service Portal. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', and 'Process Mining Workspace'. A search bar at the top right contains the text 'Incidents' with a star icon. Below the search bar is a breadcrumb trail: 'All > Caller = UserITS > Active = true > Universal Request is empty'. The main content area displays a table of incidents. The columns are 'Number' (sorted by Opened), 'Opened' (date), and 'Short description'. There are 15 rows of data, each representing a different incident with a unique number and a brief description of the issue.

Number	Opened	Short description
INC0010015	2025-10-07 02:42:42	Cloud SaaS intermittent outage
INC0010014	2025-10-07 02:42:10	Major network disruption
INC0010013	2025-10-07 02:41:53	Business-wide service degradation
INC0010012	2025-10-07 02:40:58	Security configuration impact issue
INC0010011	2025-10-07 02:40:56	Server room overheating incident
INC0010010	2025-10-07 02:40:54	Critical SaaS connectivity outage
INC0010009	2025-10-07 02:39:44	Peripheral and app compatibility issue
INC0010008	2025-10-07 02:39:20	Cloud SaaS performance degradation
INC0010007	2025-10-07 02:39:19	Audio hardware detection failure
INC0010006	2025-10-07 02:38:35	Cloud SaaS service interruption
INC0010005	2025-10-07 02:36:53	Office-wide connectivity disruption
INC0010004	2025-10-07 02:36:29	Telehealth service outage
INC0010003	2025-10-07 02:30:47	CI/CD pipeline stability issue
INC0010002	2025-10-07 02:30:40	Printer driver compatibility issue
INC0010001	2025-10-07 02:29:33	Third-party hardware integration request

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



A screenshot of the ServiceNow Agent's list. The top navigation bar shows 'Incidents - All' with 82 items, a refresh icon, and a search bar. The main content area displays a table of assigned tickets. The columns are 'Number' (sorted by Updated), 'Short description', 'Caller', 'Priority', 'State', 'Service', 'Assignment group', 'Assigned to', 'Updated', and 'Updated by'. There are 6 rows of data, each representing a ticket assigned to a specific user. The last row, 'INC0010010', has a blue background and is highlighted.

Number	Short description	Caller	Priority	State	Service	Assignment group	Assigned to	Updated	Updated by
INC0010015	Cloud SaaS intermittent outage	User ITS	1 - Critical	In Progress		Network Support Team	Net ITS	2025-10-09 00:29:00	system
INC0010014	Major network disruption	User ITS	1 - Critical	In Progress		Hardware Support Team	Hardware ITS	2025-10-09 00:29:00	system
INC0010013	Business-wide service degradation	User ITS	1 - Critical	In Progress		Software Support Team	Software ITS	2025-10-09 00:29:01	system
INC0010012	Security configuration impact issue	User ITS	2 - High	In Progress		Network Support Team	Net ITS	2025-10-07 03:09:55	its_worker
INC0010011	Server room overheating incident	User ITS	1 - Critical	In Progress		Hardware Support Team	Hardware ITS	2025-10-09 00:29:00	system
INC0010010	Critical SaaS connectivity outage	User ITS	3 - Moderate	In Progress		Software Support Team	Software ITS	2025-10-07 03:13:19	its_worker

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

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	INC0010009	Peripheral and app compatibility issue	User ITS	2 - High	Closed	Software Support Team	Software ITS	2025-10-07 03:29:37	its_user
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	INC0010008	Cloud SaaS performance degradation	User ITS	2 - High	Closed	Network Support Team	Net ITS	2025-10-07 03:26:16	its_user
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	INC0010007	Audio hardware detection failure	User ITS	4 - Low	Closed	Hardware Support Team	Hardware ITS	2025-10-07 03:27:47	its_user
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	INC0010006	Cloud SaaS service interruption	User ITS	1 - Critical	Closed	Software Support Team	Software ITS	2025-10-07 03:28:44	its_user
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	INC0010005	Office-wide connectivity disruption	User ITS	1 - Critical	Closed	Hardware Support Team	Hardware ITS	2025-10-07 03:27:09	its_user
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	INC0010004	Telehealth service outage	User ITS	1 - Critical	Closed	Network Support Team	Net ITS	2025-10-07 03:25:49	its_user
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	INC0010003	CI/CD pipeline stability issue	User ITS	1 - Critical	Closed	Software Support Team	Software ITS	2025-10-07 03:27:44	its_user
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	INC0010002	Printer driver compatibility issue	User ITS	3 - Moderate	Closed	Hardware Support Team	Hardware ITS	2025-10-07 03:26:29	its_user
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	INC0010001	Third-party hardware integration request	User ITS	5 - Planning	Closed	Network Support Team	Net ITS	2025-10-07 03:25:26	its_user

Reflection

Through this lab, we gained a deeper understanding of how ITIL concepts are applied in real-world service management systems. By simulating the end-to-end incident management process in ServiceNow, we learned how roles, workflows, and categorization interact to ensure efficient ticket handling and resolution. This experience also improved our ability to analyze data, assign responsibilities, and collaborate across different support tiers, reflecting the importance of structured IT service management in maintaining service quality and user satisfaction.