**Project Document Template**

# Detailed Steps to Solution Design

# Project Overview

As a Service Desk Agent, I want to ensure that the SLA clock for priority 4 hardware-related tickets pauses when the ticket status is set to "On Hold" and stops when the ticket status is set to "Resolved" or "Closed", so that the SLA accurately reflects the time spent actively working on the ticket and does not include periods when the ticket is pending or completed.

# Objectives

 **Ensure Accurate SLA Tracking**:  
Ensure that the SLA clock for Priority 4 hardware tickets only counts the time when the ticket is actively being worked on, excluding time when the ticket is On Hold or when it has been Resolved or Closed.

 **Define and Implement Pause Logic**:  
Implement business rules in ServiceNow that pause the SLA timer when the ticket status is set to "On Hold", ensuring that no SLA time accumulates during periods of inactivity or pending resolution.

 **Implement Stop Logic**:  
Create business rules to stop the SLA timer when the ticket status transitions to "Resolved" or "Closed", accurately marking the completion of the ticket resolution and finalizing SLA tracking.

 **Maintain SLA Accuracy for Reporting**:  
Ensure that the time tracked in the SLA metric accurately reflects the active work done on the ticket, so that SLA reports and dashboards reflect realistic performance.

1. **Key Features and Concepts Utilized**

 **SLA Timer Pause on "On Hold" Status**:

* The SLA clock automatically pauses when the ticket status is set to **"On Hold"** (e.g., awaiting parts, customer action, vendor response). This ensures that SLA time does not accumulate during inactive periods where no active work is being done.

 **SLA Timer Stops on "Resolved" or "Closed" Status**:

* The SLA clock stops and is marked as completed when the ticket status is changed to **"Resolved"** or **"Closed"**, accurately reflecting the time taken to resolve the issue and ensuring that the SLA is concluded once the ticket is fully addressed.

 **SLA Definition for Priority 4 Hardware Tickets**:

* Clear SLA definitions tailored for **Priority 4 hardware tickets**, ensuring that response and resolution times are tracked and measured accurately according to the priority level, ensuring appropriate service expectations.

 **Business Rule Automation**:

* **Business rules** are used to automatically adjust the SLA status based on ticket status changes. When a ticket is placed On Hold, the clock pauses; when it is Resolved or Closed, the clock stops—eliminating manual intervention and ensuring .

# 4. Detailed Steps to Solution Design

* **Response Time SLA**: The time it takes to acknowledge the ticket.
* **Resolution Time SLA**: The time it takes to resolve the ticket.

For Priority 4 tickets, these SLAs should reflect lower priority expectations, with longer response and resolution times than higher-priority tickets.

**Example:**

* **Response Time**: 4 hours
* **Resolution Time**: 48 hours (2 business days
* The following status transitions are important for the SLA:
  + **On Hold**: The ticket is awaiting action, such as parts, customer feedback, or vendor input. The SLA clock should **pause**.
  + **Resolved**: The issue has been fixed, and the ticket is ready for closure. The SLA clock should **stop**.
  + **Closed**: The ticket is fully completed. The SLA clock should also **stop**.
* **ServiceNow**: Go to **Service Level Management** > **SLA Definitions**.
* Define a new SLA or update an existing one specific to **Priority 4 hardware tickets**.
* Set the following SLA attributes:
  + **Target**: Define the SLA targets for response and resolution times.
  + **Business Hours**: Ensure that business hours are defined (e.g., 9:00 AM - 6:00 PM) so that SLA calculations reflect working hours.
  + **Pause Condition**: Define conditions for when the SLA should pause (status changes to "On Hold").
  + **Stop Condition**: Define conditions for when the SLA should stop (status changes to "Resolved" or "Closed").

# 5.Testing and Validation

* **Response Time SLA**: This is the time taken to acknowledge or respond to a ticket after it is created. For **Priority 4 tickets**, a **longer response time** is acceptable since these tickets are less urgent.
  + **Example Response Time SLA for Priority 4**: **4 hours**
* **Resolution Time SLA**: This refers to the maximum time allowed to resolve the issue and either close or resolve the ticket. For **Priority 4 hardware issues**, since these are lower-impact tickets, the resolution time will be longer.
  + **Example Resolution Time SLA for Priority 4**: **48 hours (2 business days)**

These are examples, and the values should be customized based on your organization's service standards.

## 6. Key Scenarios Addressed by ServiceNow in the Implementation Project

**Priority 4** tickets typically represent **low-impact issues** with longer resolution times. These tickets are not as urgent as higher-priority tickets but still require timely resolution. The goal of **SLA management for Priority 4** is to:

* **Track SLA timings** for response and resolution.
* **Pause the SLA clock** when the ticket is put "On Hold" (e.g., waiting for parts, customer feedback).
* **Stop the SLA clock** when the ticket is "Resolved" or "Closed".

This approach ensures that the **SLA clock reflects only the active working time** on the ticket and does not penalize the team for time spent awaiting action from external sources.

* **Definition**: The time it takes to acknowledge the ticket or respond to the customer.
* **Example**: For **Priority 4** hardware issues, set a reasonable response time, such as:
  + **Response Time**: 4 hours
* **Definition**: The time it takes to resolve the issue and close the ticket.
* **Example**: For **Priority 4** tickets:
  + **Resolution Time**: 48 hours (2 business days).

# 7. Conclusion

**SLA Management for Priority 4 hardware tickets** not only enhances visibility into the service desk’s performance but also ensures a **fair** and **transparent** approach to managing ticket resolution times. By pausing the SLA clock when appropriate and stopping it at the right time, organizations can create a more efficient and accurate tracking system that promotes **customer satisfaction**, improves **operational efficiency**, and ensures that **service level targets** are met without unfair penalties.