

Monitoring Incident States for Effective Management

User story:

As a ServiceNow Assignment Group Manager,I want a report that provides visibility into incidents assigned to my group, filtered by their current state (New, On Hold, In Progress),so that I can efficiently track, manage, and prioritize the incidents handled by my team.

Objective:

- Managers can prioritize and address issues promptly, ensuring efficient incident resolution and improving overall service quality.

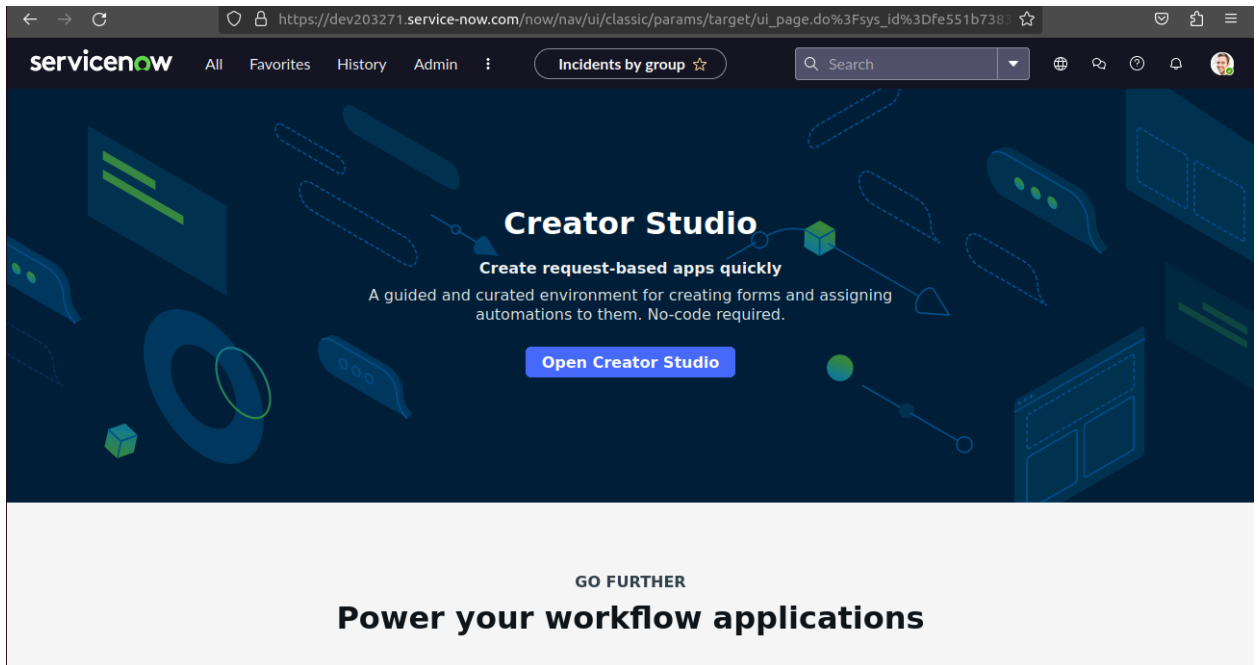
Skills:

- Knowledge on Service now administration.
- Knowledge on tables.
- Knowledge on reports.

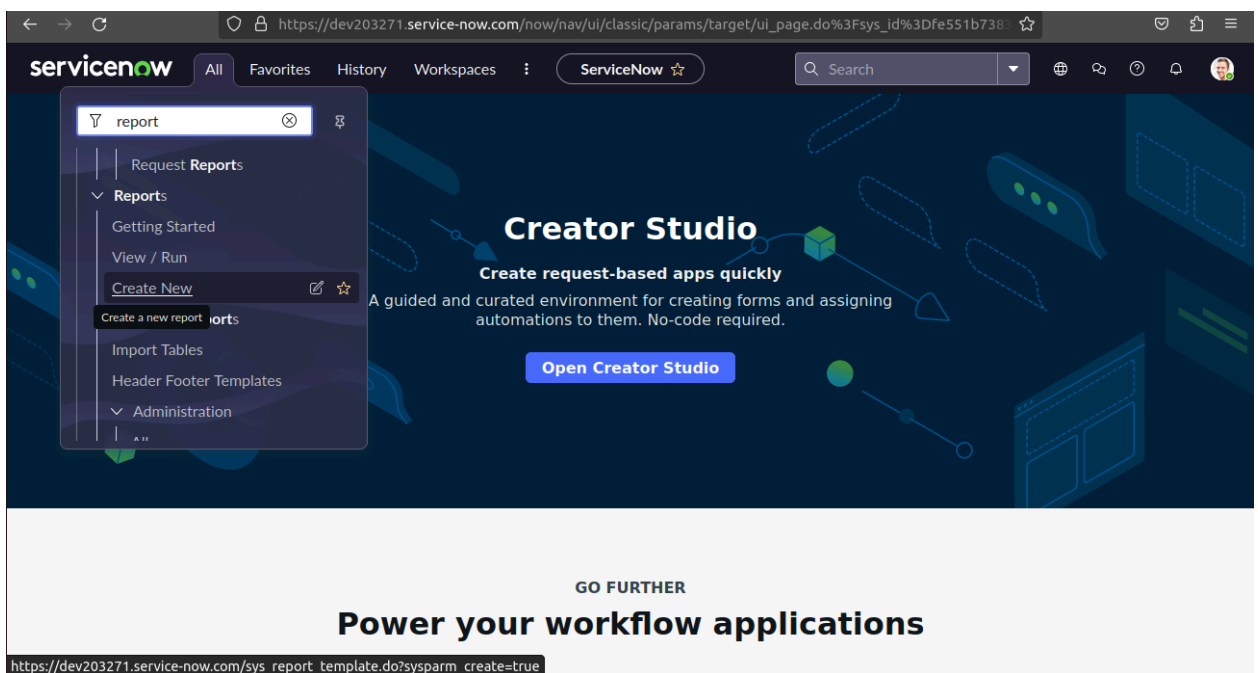
Solution:

Step 1 : Sign in to ServiceNow Devloper Instance.

Step 2 : Request Devloper Instance.



Step 3 : Click All → Reports → Create New.



Step 4 : Give the report name as **Incident by group**.

← → ↻ https://dev203271.service-now.com/now/nav/ui/classic/params/target/sys_report_template.do%3Fjvar_repo ☆

servicenow All Favorites History Workspaces : ServiceNow ☆ Search

< Create a report

Data > Type > Configure > Style

* Report Title : Incident by group

* Report name
Incident by group

* Source type
Table

* Table
No table selected

Create your report with Analytics Q&A
Ask for information. You can give simple filtering conditions.
You get the answer with an appropriate visualization.

What do you want to see? Ask

[How can I improve my results?](#)

Next

Step 5: Select source type as table.

← → ↻ https://dev203271.service-now.com/now/nav/ui/classic/params/target/sys_report_template.do%3Fjvar_repo ☆

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< Create a report

Data > Type > Configure > Style

* Report Title : Incident by group

* Report name
Incident by group

* Source type
Table

Data source
Table

No table selected

Create your report with Analytics Q&A
Ask for information. You can give simple filtering conditions.
You get the answer with an appropriate visualization.

What do you want to see? Ask

[How can I improve my results?](#)

Next

Step 6: Select table incident.

← → ↻ https://dev203271.service-now.com/now/nav/ui/classic/params/target/sys_report_template.do%3Fjvar_repo...

servicenow All Favorites History Workspaces : ServiceNow ☆ 🔍 Search

← Create a report 🔖 Save ▼ Run

Data > Type > Configure > Style

* Report name
Incident by group

* Source type
Table

* Table
Incident [incident]

Description
There is no description for this table. To add a description, please contact your admin.

Next

Report Title : Incident by group

Table: Incident [incident]

▼ All

Create your report with Analytics Q&A

Ask for information. You can give simple filtering conditions.
You get the answer with an appropriate visualization.

What do you want to see? Ask

[How can I improve my results?](#)

javascript:void(0)

Step 7 : Click on next.

Step 8 : Select type as pie chart.

← → ↻ https://dev203271.service-now.com/now/nav/ui/classic/params/target/sys_report_template.do%3Fjvar_repo...



servicenow All Favorites History Workspaces : ServiceNow ☆ 🔍 Search

← Create a report 🔖 Save ▼ Run

Data > Type > Configure > Style

Filter the visualizations

Pies and Donuts
Pies and Donuts show the proportions that make up a whole.

Create a pie chart to compare the size of individual data elements to the whole in a pie.

Time series
Visualize data over time.

Back Next

Report Title : Incident by group

Table: Incident [incident]

▼ All

Create your report with Analytics Q&A

Ask for information. You can give simple filtering conditions.
You get the answer with an appropriate visualization.

What do you want to see? Ask

[How can I improve my results?](#)

https://dev203271.service-now.com/sys_report_template.do?sysparm_create=true#

Step 9 : Click on funnel icon and give condition

- Field : state
- Operator : is one of
- Value : new, on hold, in progress

ServiceNow

https://dev203271.service-now.com/now/nav/ui/classic/params/target/sys_report_template.do%3Fjvar_repo

ServiceNow

Create a report

Save Run

Data > Type > Configure > Style

Report Title : Incident by group

Filter the visualizations

Open condition builder [Incident]

Pies and Donuts

Pies and Donuts show the proportions that make up a whole.

Time series

Back Next

Filter icon

CONDITIONS

All of these conditions must be met

-- choose field --

OR AND

New Criteria

RELATED LIST CONDITIONS

ServiceNow

https://dev203271.service-now.com/now/nav/ui/classic/params/target/sys_report_template.do%3Fjvar_repo

ServiceNow

Create a report

Save Run

Data > Type > Configure > Style

Report Title : Incident by group

Filter the visualizations

Table: Incident [Incident]

Filter icon

CONDITIONS

All of these conditions must be met

State is one of

New
In Progress
On Hold
Resolved

OR AND

New Criteria

RELATED LIST CONDITIONS

Step 10 : Click on next.

Step 11 : Group by assignment group and click on next.

ServiceNow

Create a report

Save Run

Data > Type > Configure > Style

Report Title : Incident by group

Type a question about your data

What do you want to see? Ask How can I improve my results?

To modify the current report, use the left panel or Edit Condition.

Table: Incident [incident]

All > State in (New, In Progress, On Hold)

Add Sort Clear All

CONDITIONS

All of these conditions must be met

State is one of New In Progress On Hold Resolved

or

New Criteria

RELATED LIST CONDITIONS

Choose columns

Group by

Assignment group

Q ass

-- None --

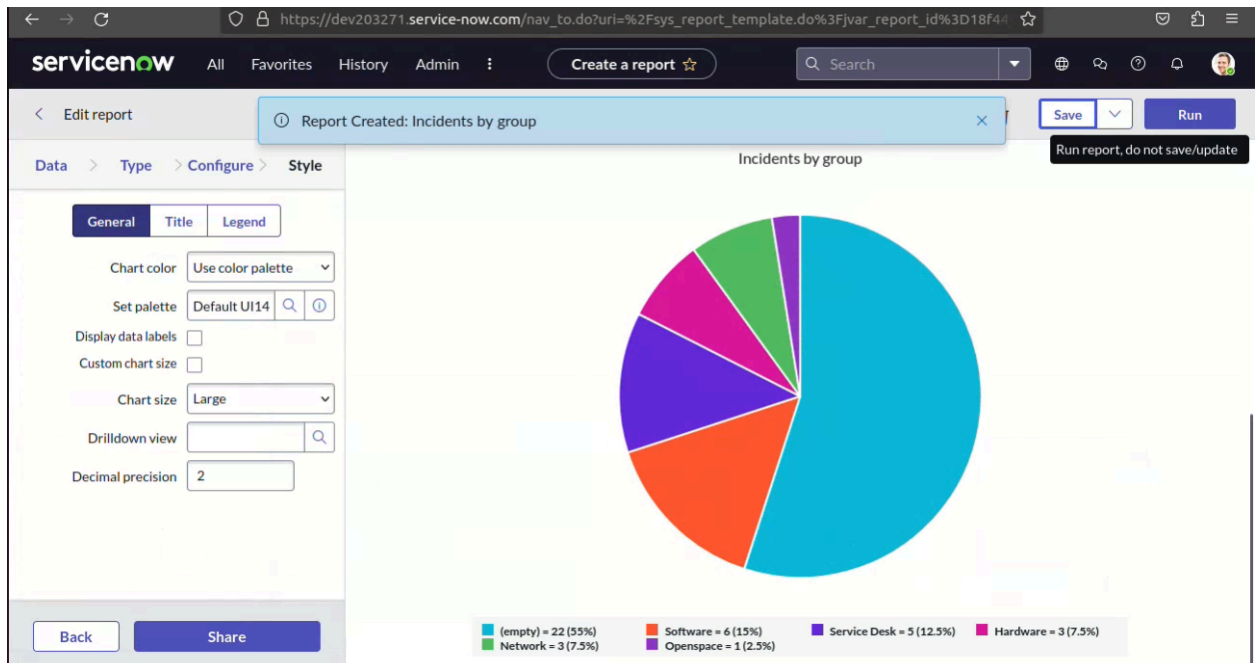
Assigned to

Assignment group

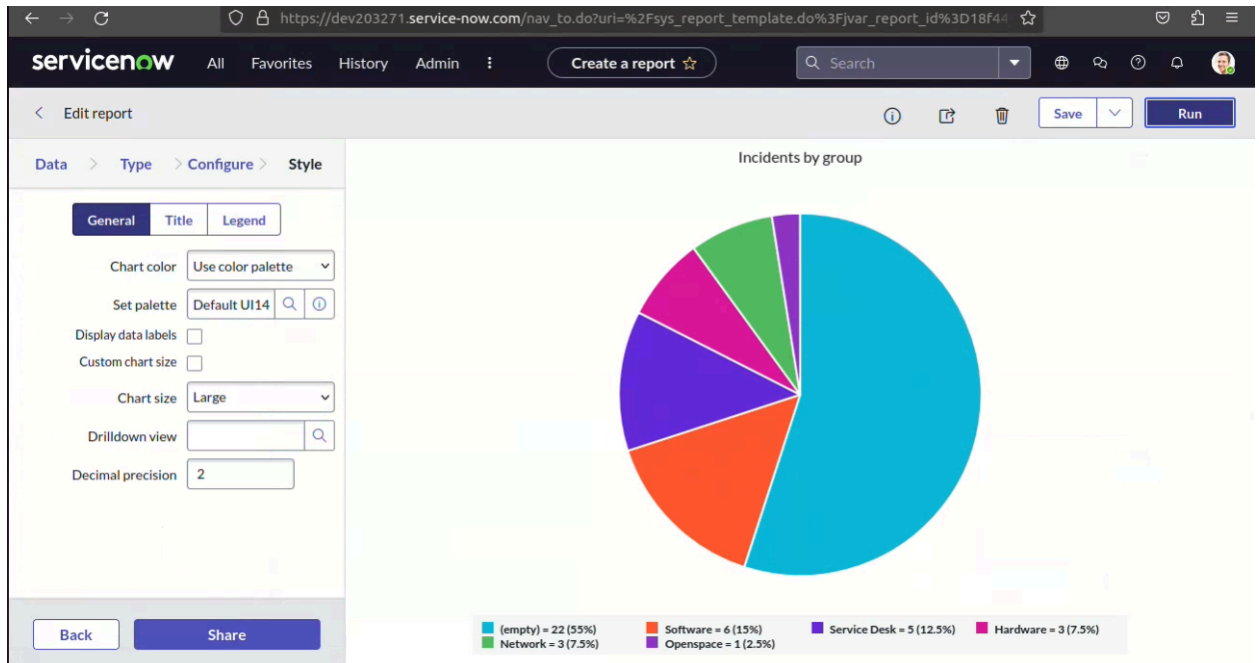
Reassignment count

Back Next

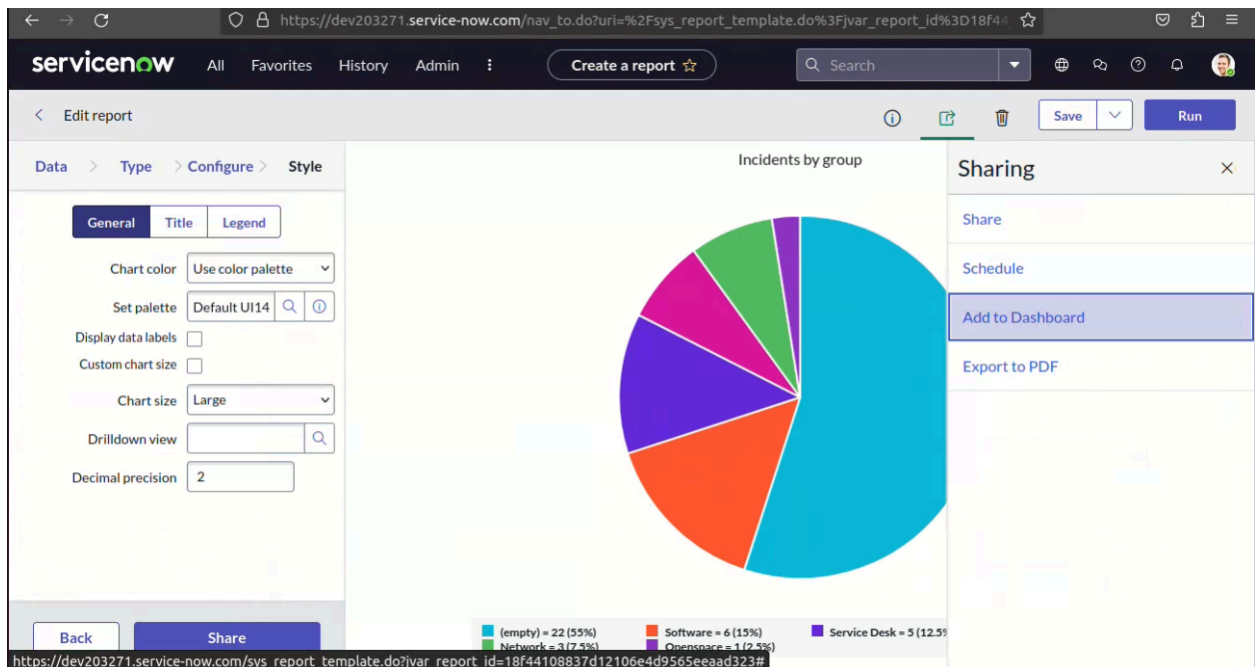
Step 12 : Click on Save.



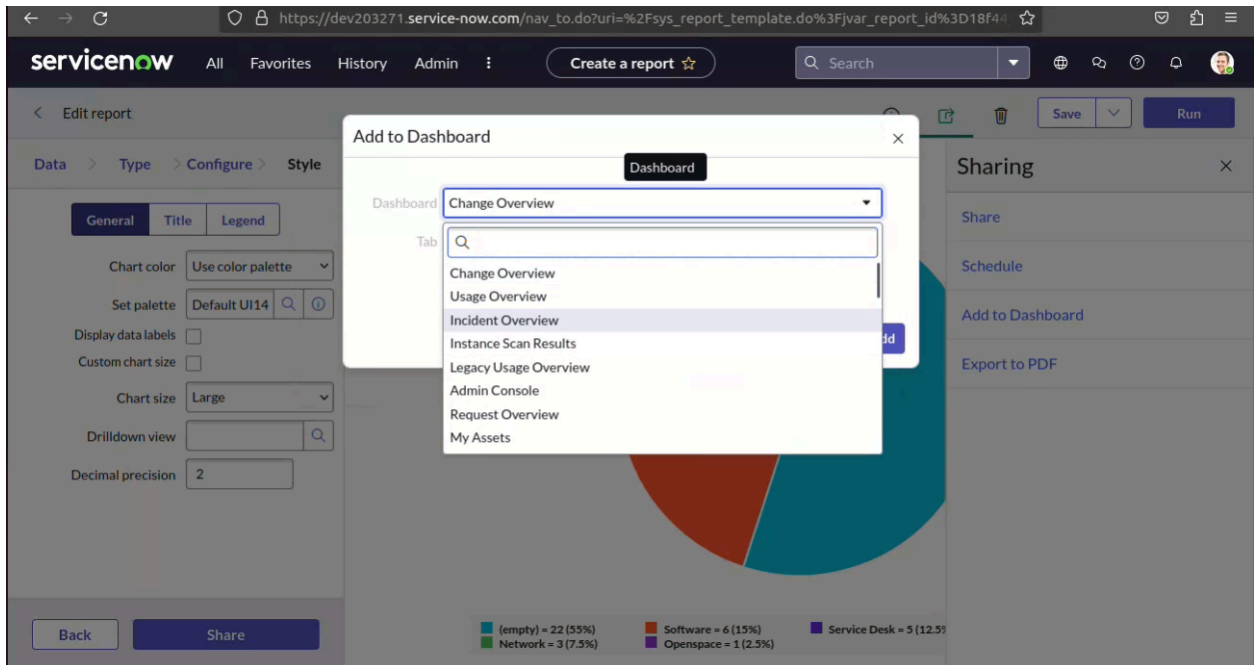
Step 13 : Click on Run.



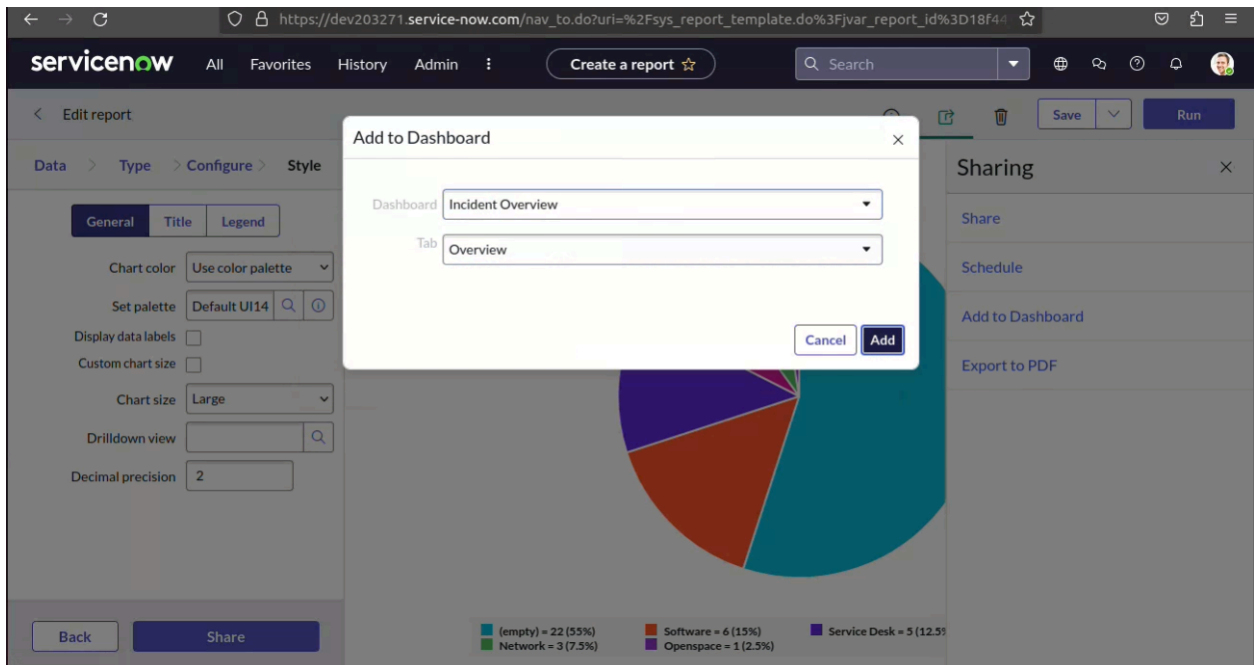
Step 14 : Now add report to dashboard.



Step 15: Give the dashboard and title name.



Step 16 : Click on Add.



Step 17 :New Dashboard was added to the incident overview folder.

