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.
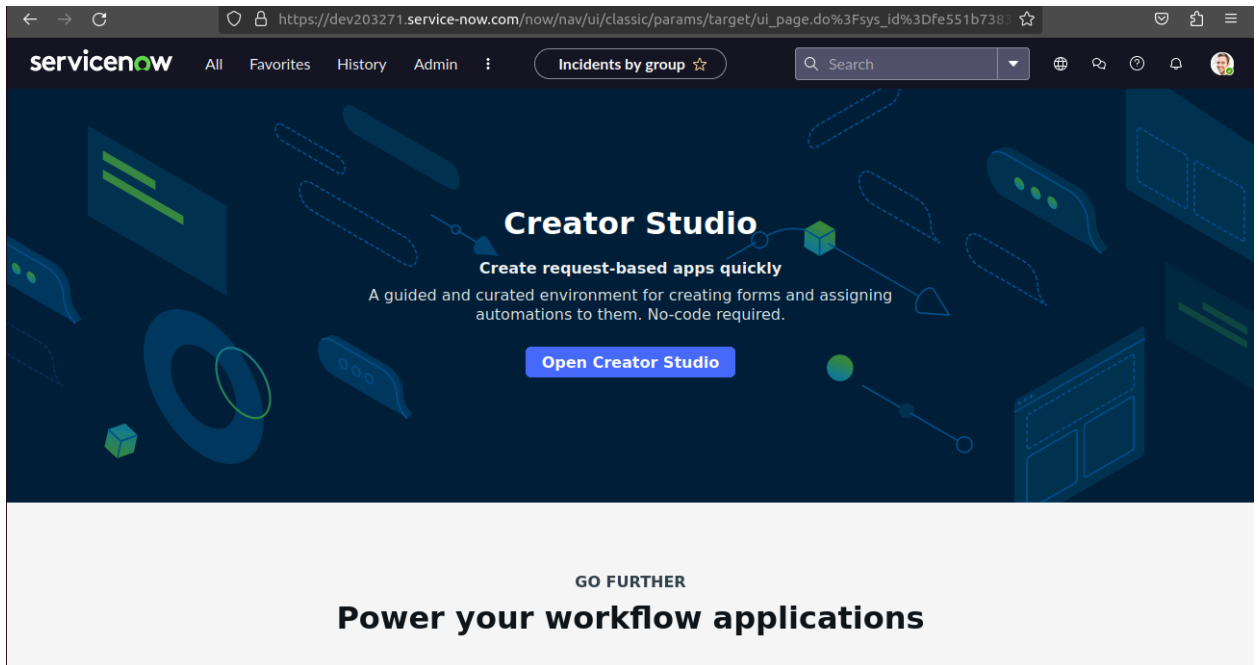
Skills:

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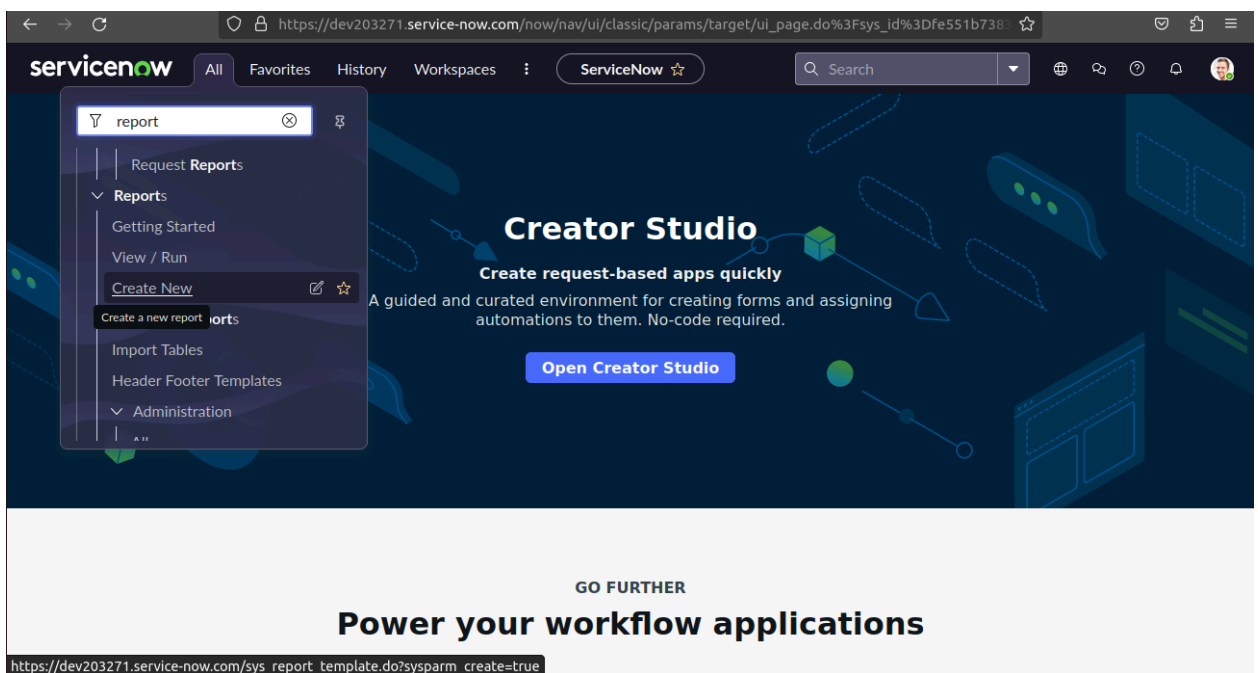- Knowledge on tables.
- Knowledge on reports.

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**.

Step 5: Select source type as table.

Step 6: Select table incident.

Step 7 : Click on next.

Step 8 : Select type as pie chart.

Step 9 : Click on funnel icon and give condition
- Field : state
- Operator : is one of
- Value : new, on hold, in progress

Step 10 : Click on next.

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

Step 12 : Click on Save.
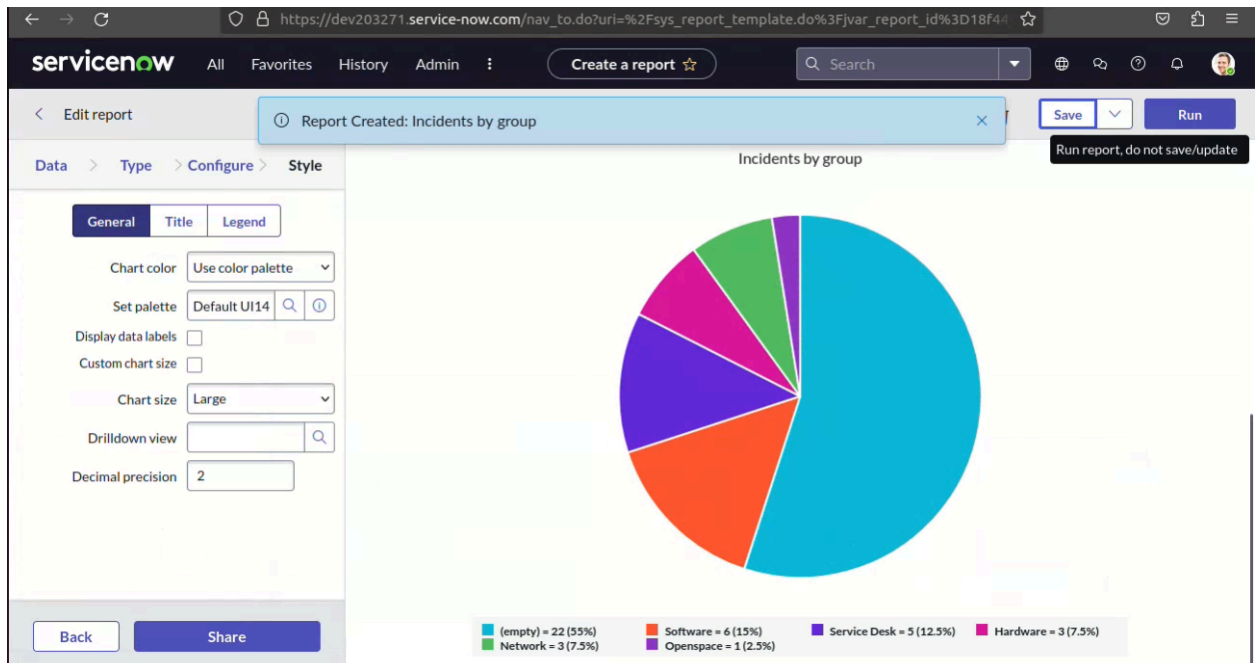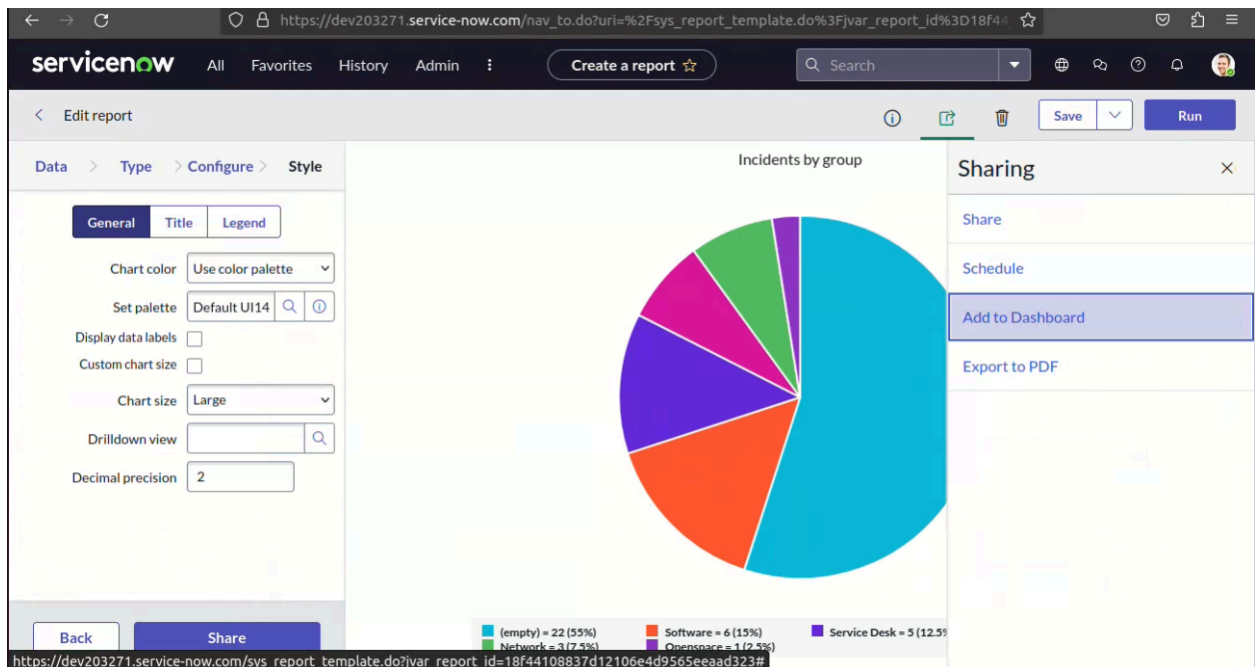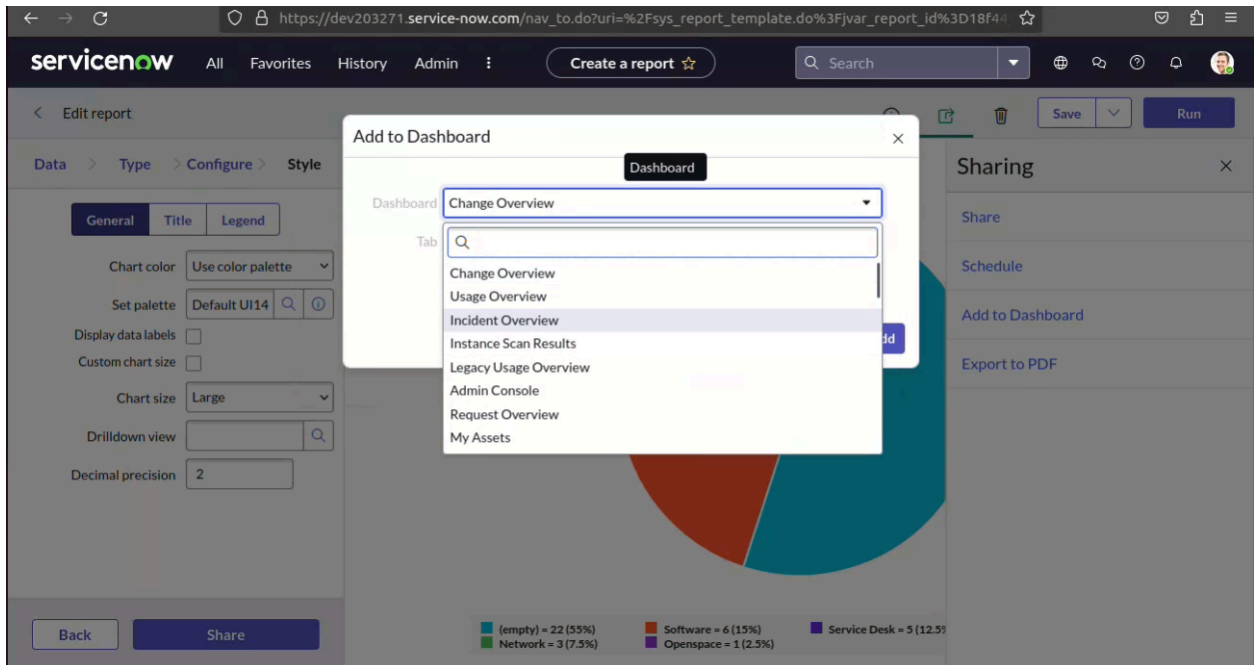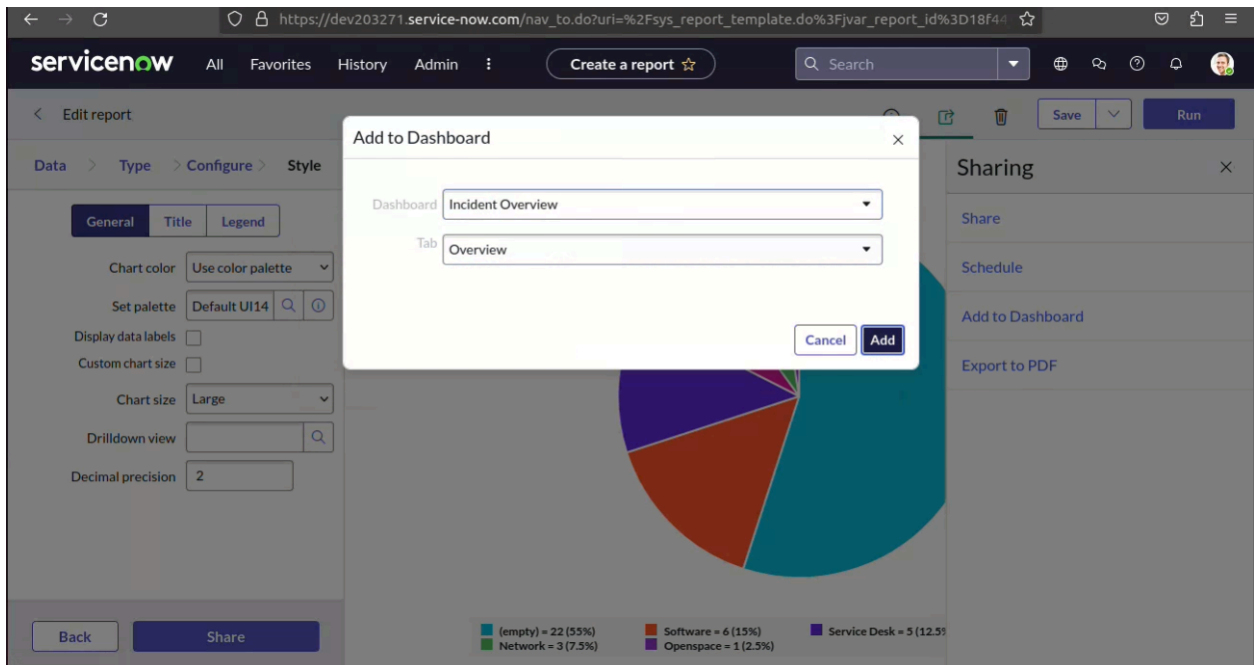

Step 13 : Click on Run.
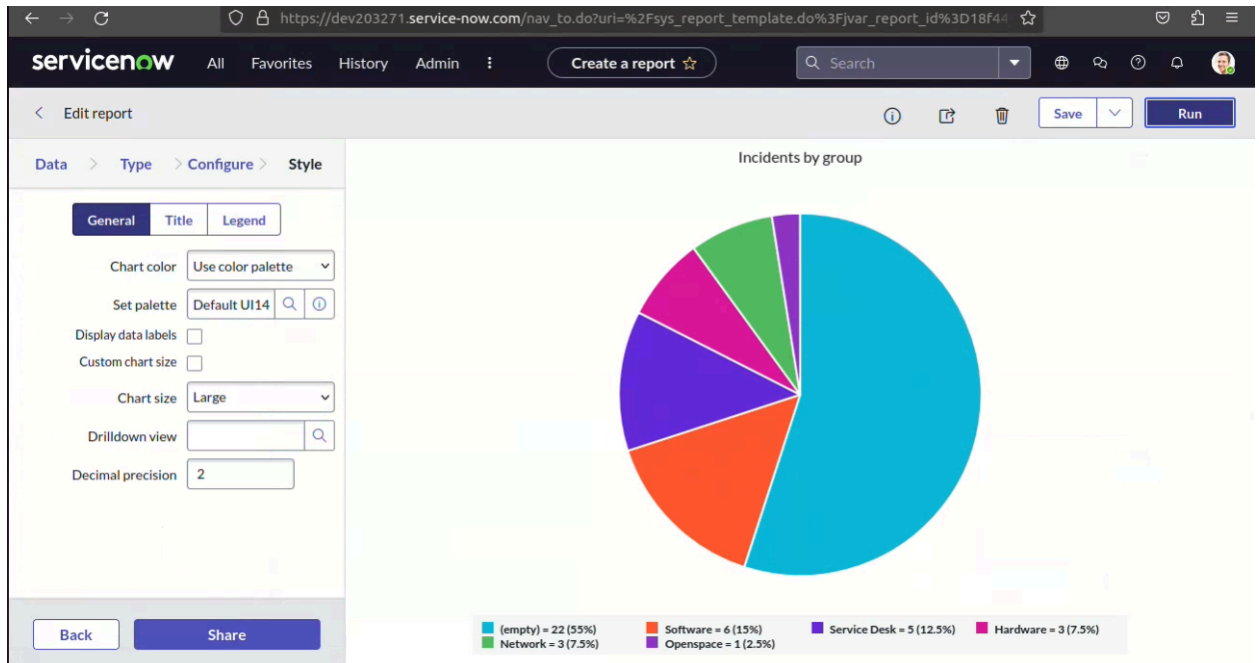
Step 14 : Now add report to dashboard.

Step 15: Give the dashboard and title name.

Step 16 : Click on Add.

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