

ITSM Class: B

CLASS ACTIVITY WEEK

6

Individual

Name: Komang Alit Pujangga

NRP: 5026231115

Information Systems Department
Institut Teknologi Sepuluh
Nopember August-December 2025

Itsuser

servicenow All : User - User ITS

User ID: itsuser

First name: User

Last name: ITS

Title:

Department:

Password needs reset:

Locked out:

Active:

Internal Integration User:

Email:

Identity type: Human

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Update Set Password Delete

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Incident - INC0010003

Incident INC0010003 View: Self Service*

AI ⏪ ... Discuss Follow ↑ ↓

Number: INC0010003

Opened: 2025-09-29 19:21:43

Caller: User ITS

Closed: 2025-09-29 19:46:45

Watch list

Urgency: 2 - Medium

State: Closed

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

Activities: 5

UI User ITS

Incident state: Closed was Resolved

Field changes • 2025-09-29 19:46:45

AI Agent ITS

Incident state: Resolved was In Progress

Field changes • 2025-09-29 19:44:12

Resolution code: Resolved by request

Resolution notes: the router was functioning improperly; the network technician has checked and resolved the issue.

AI Agent ITS

Assigned to: Agent ITS

Incident state: In Progress was New

Field changes • 2025-09-29 19:39:05

UI User ITS

Cannot connect to Wi-Fi in the lab

Comments • 2025-09-29 19:21:44

Itsagent

User Manager ITS

User ID <input type="text" value="itsmanager"/>	Email <input type="text"/>
First name <input type="text" value="Manager"/>	Identity type <input type="text" value="Human"/>
Last name <input type="text" value="ITS"/>	Language <input type="text" value="-- None --"/>
Title <input type="text"/>	Calendar integration <input type="text" value="Outlook"/>
Department <input type="text"/>	Time zone <input type="text" value="System (America/Los_Angeles)"/>
Password needs reset <input checked="" type="checkbox"/>	Date format <input type="text" value="System (yyyy-MM-dd)"/>
Locked out <input type="checkbox"/>	Business phone <input type="text"/>
Active <input checked="" type="checkbox"/>	Mobile phone <input type="text"/>
Internal Integration User <input type="checkbox"/>	Photo Click to add...
<input type="button" value="Update"/> <input type="button" value="Set Password"/> <input type="button" value="Delete"/>	

Related Links

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INC0010003

Cannot connect to Wi-Fi in the lab

Overview	Details	Related records
Incident Short description: Cannot connect to Wi-Fi in the lab Description: Cannot connect to Wi-Fi in the lab Number: INC0010003 Caller: User ITS Location: — Channel: Self-service Category: Network	Activity User ITS (Field changes • 2025-09-29 19:46:45) Incident state: Closed was Resolved Agent ITS (Field changes • 2025-09-29 19:44:12) Incident state: Resolved was In Progress Resolution code: Resolved by request was Empty Resolution notes: the router was functioning improperly. the network technician has checked and resolved the issue. was Empty	SLAs and timings Response SLA: No matching SLA Resolution SLA: Completed View all SLAs Caller User ITS (19:49:00 America/Los_Angeles) Contact Recent Incidents > Recent Interactions > Assigned assets > Assigned to AI Agent ITS View additional collaborators

Itsmanager

servicenow All : User - Manag... ★

User Manager ITS

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

Buttons: Update, Set Password, Delete

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All Favorites History

Platform Analytics ★

Logout Help ML

Dashboards

Create dashboard

Filter by

Categories

Count 0

Search by dashboard name or owner



Name ▲ Description

Owned by

Updated

Updated by

Certified

Categories



No data to display.

Showing 0 records

← → ↻ ↻

Records per page 10 ▾