

ITSM Class: B

CLASS ACTIVITY WEEK

6

Individual

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NRP: 5026231115

Information Systems Department
Institut Teknologi Sepuluh
Nopember August-December 2025

servicenow

All

User - User ITS

Search

Global

Help

Incident

User

User

User ITS

Update

Set Password

Delete

Up

Down

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

Related Links

[View linked accounts](#)

[View Subscriptions](#)

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

User ITS

Incident state

Closed was Resolved

Field changes • 2025-09-29 19:46:45

Agent ITS

Incident state

Resolved was In Progress

Resolution code

Resolved by request

Resolution notes

the router was functioning improperly, the network technician has checked and resolved the issue.

Field changes • 2025-09-29 19:44:12

Agent ITS

Assigned to

Agent ITS

Incident state

In Progress was New

Field changes • 2025-09-29 19:39:05

User ITS

Comments

Cannot connect to Wi-Fi in the lab

2025-09-29 19:21:44

servicenow

All

User - Manag... ☆

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User Manager ITS

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Update

Set Password

Delete

↑

↓

User ID

itsmanager

First name

Manager

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)

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servicenow

All

Favorites

History

Workspaces

Service Operations Workspace ☆

🔍 Search

🗨

🕒

📄

👤

🏠

≡ List

INC0010003

×

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⋮

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**

🔧 Agent ITS

Field changes • 2025-09-29 19:39:05

Assigned to: Agent ITS was **Empty**

Incident state: In Progress was **New**

👤 User ITS

Comments • 2025-09-29 19:21:44

Cannot connect to Wi-Fi in the lab

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

servicenow

All

User - Manag...

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≡

User Manager ITS

Update

Set Password

Delete

↑

↓

User ID

itsmanager

Email

First name

Manager

Identity type

Human

Last name

ITS

Language

-- None --

Title

Calendar integration

Outlook

Department

Time zone

System (America/Los_Angeles)

Password needs reset

☒

Date format

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Locked out

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Internal Integration User

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Set Password

Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

servicenow

All Favorites History

Platform Analytics

Dashboards

Create dashboard

Filter by

Select

Categories

Select

Count 0

Search by dashboard name or owner

	Name	Description	Owned by	Updated	Updated by	Certified	Categories
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No data to display.

Showing 0 records

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Records per page 10