

ITSM Class: B

## **CLASS ACTIVITY WEEK 6**

Individual

Name: Muhammad Razan Parisya Putra

NRP: 5026231174

Information Systems Department

Institut Teknologi Sepuluh Nopember

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# ServiceNow Hands-On Lab Module: Incident Lifecycle Simulation

## Deliverables

### 1. Screenshot of the incident created in ITS User's portal.

The screenshot shows the ServiceNow 'Create Incident' page. On the left, there is a sidebar titled 'Search Results' listing various IT items like 'Adobe Creative Cloud', 'Apple Thunderbolt to Ethernet Adapter', and 'Logitech USB Headset for PC & Mac'. The main form has fields for 'Urgency' (set to '2 - Medium') and a 'Short description' (containing 'Cannot connect to Wi-Fi in the lab.'). A message at the top says 'Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.' On the right, a dark sidebar for 'User ITS' includes links for Profile, Preferences, Keyboard shortcuts, Printer friendly version, and Log out. A small orange icon with the letter 'A' is visible in the bottom right corner.

The screenshot shows the ServiceNow 'Incident - INC0010001' view page. At the top, it displays the incident number, opened date (2025-09-29 18:32:34), closed date (empty), urgency (2 - Medium), state (New), and a note about being opened on behalf of the user. Below this is a 'Short description' field with the same text as the creation page. A 'Related Search Results' section is present. The main area shows the 'Activities' log, which contains two entries from 'User ITS': one for opening the incident and another for changing its status. At the bottom, there are 'Update' and 'Resolve' buttons. The right sidebar for 'User ITS' is identical to the one in the previous screenshot, and the orange 'A' icon is again visible.

## 2. Screenshot of the incident being worked by ITS Agent (agent view).

This screenshot shows the ServiceNow Service Operations workspace with an open incident record titled "Cannot connect to Wi-Fi in the lab." The record is categorized under "Network" and "Wireless". The status is "Opened" since 2025-09-29 18:32:34. The "Impact" section indicates the issue is with a service offering and has a low priority. The "Assignment" section shows it is assigned to "Agent ITS". In the "Compose" pane, a work note is being typed: "Enter your Work notes here". The "Record Information" pane shows the last update was by "User ITS" at 2025-09-29 18:32:34. The "Activity" pane lists a comment from "User ITS" stating "Cannot connect to Wi-Fi in the lab." A red error icon is present next to this comment. The "Assigned to" section shows "Agent ITS" is assigned to the incident.

This screenshot shows the same ServiceNow Service Operations workspace after the incident has been resolved. The status is now "In Progress". A work note in the "Compose" pane states: "The network technician has resolved the problem." The "Record Information" pane shows the last update was by "Agent ITS" at 2025-09-29 18:40:30. The "Activity" pane shows a comment from "User ITS" stating "Cannot connect to Wi-Fi in the lab." A red error icon is present next to this comment. The "Assigned to" section shows "Agent ITS" is still assigned to the incident. The "Resolution" section indicates the issue was resolved by request, with a note stating: "The error was functioning properly. The network technician has checked and resolved the issue."

### 3. Screenshot of ITS User's portal showing the ticket resolved.

The screenshot displays two views of the ServiceNow platform:

**Incidents workspace (Top):**

- URL: dev346475.service-now.com/nav/u/classic/params/target/incident\_list.do?sysparm\_query=3Dactive%253Dfalse%26sysparm\_first\_row%3D1%26sysparm\_view%3Des
- Header: servicenow All Favorites History Process Mining Workspace
- Search bar: Number Search
- Filter: All > Active = False
- Table columns: Number, Opened, Short description
- Row: INC0010001, Opened: 2025-09-29 18:32:34, Short description: Cannot connect to Wi-Fi in the lab.

**Incident detail view (Bottom):**

- URL: dev346475.service-now.com/nav/u/classic/params/target/incident.do?sysparm\_id=3D1737d92953d8f210abc55eb0a490ee9%26sysparm\_view=3Des%26sysparm\_record\_target%3Dincident%26sysparm\_record\_row%3D1%26sysparm\_record\_rows%...
- Header: servicenow All Favorites History Process Mining Workspace
- Search bar: Incident INC0010001 View: Self Service\*
- Table columns: Number, Caller, Watch list, Short description, Opened, Closed, Urgency, State
- Row: Number: INC0010001, Caller: User ITS, Watch list: None, Short description: Cannot connect to Wi-Fi in the lab., Opened: 2025-09-29 18:32:34, Closed: 2025-09-29 18:51:00, Urgency: 2 - Medium, State: Closed
- Activities section:

  - System Administrator: Incident state was Resolved (Field changes • 2025-09-29 18:51:00)
  - Agent ITS: Incident state was In Progress, Resolution code was Resolved by request, Resolution notes were The error was functioning properly. The network technician has checked and resolved the issue. (Field changes • 2025-09-29 18:49:52)
  - Agent ITS: Assigned to Agent ITS, Incident state was In Progress was New (Field changes • 2025-09-29 18:40:30)
  - User ITS: Additional comments was Cannot connect to Wi-Fi in the lab. (Field changes • 2025-09-29 18:32:34)
  - User ITS: Impact 3 - Low, Incident state was New, Opened by User ITS, Priority 4 - Low (Field changes • 2025-09-29 18:32:34)

- Right sidebar: User ITS profile (UI), Profile, Preferences, Keyboard shortcuts, Printer friendly version, Log out.

#### 4. Screenshot of ITS Manager's dashboard or reports.

The screenshot shows a web browser window for 'Analytics-center | Platform Analytics'. The URL is 'dev346475.service-now.com/now/platform-analytics-workspace/dashboard-library'. The page title is 'Platform Analytics'.

The left sidebar has a search bar 'Filter by name or owner' and a dropdown menu with options: Recent, Bookmarked, Certified, Owned by me, Shared with me, and All (which is selected).

The main area is titled 'Dashboards' and shows a single result: 'Application Services Dashboard'. Below it, there is a note 'Showing 1-1 of 1' and a page navigation bar with a single page number '1'.

The right sidebar contains a user profile for 'Manager ITS' (ServiceNow) with options: Profile, Preferences, Keyboard shortcuts, and Log out.

A small screenshot of a mobile device interface is visible in the bottom right corner, showing a large orange button with the letter 'A'.

# Step by Step Explanation

## Step 1: Request Your Personal Developer Instance (PDI)

Request PDI and set into Yokohama.

The screenshot shows the ServiceNow developer portal interface. At the top, there's a navigation bar with links like MyNow, Products, Industries, Learning, Support, Partners, and Company. A user profile is visible on the right. The main content area is titled "Manage my instance (dev346475)". It shows the instance URL as https://dev346475.service-now.com/. The user is logged in as "admin" with the role "Admin". Below this, there's a section for "Plugins for your instance (46)" with a grid of plugin cards. Some cards are "Not activated" while others are "Installed". The cards include "Activate all Software Asset Management Professional plugins", "Cloud Management", "Customer Service Virtual Agent Conversations", "Discovery", "Domain Support - Domain Extensions Installer", and "ECC Queue Retry Policy".

## Step 2: Create Three Users

Creating 3 user, User ITS, Agent ITS and Manager ITS. Set the password and assign the role. And then set the new password into Yeswecan!17 for all users.

### User ITS

The screenshot shows the "User - New Record" form in the ServiceNow classic UI. The form fields include: User ID (itsuser), First name (User), Last name (ITS), Title (empty), Department (empty), Password needs reset (unchecked), Locked out (unchecked), Active (checked), Web service access only (unchecked), Internal Integration User (unchecked), Email (itsuser@example.com), Language (None), Calendar integration (Outlook), Time zone (System (America/Los\_Angeles)), Date format (System (yyyy-MM-dd)), Business phone (empty), Mobile phone (empty), and Photo (Click to add...). At the bottom, there are "Submit" and "Related Links" buttons, and a footer with icons for Home, Calendar, and Help.

Servicenow All Favorites History Workspaces Admin User Role - Edit Members

Add Filter Run filter

-- choose field -- -- oper -- -- value --

Collection Roles List

User ITS

user

Cancel Save

Astrid Mendra

Change Password | ServiceNow

servicenow

Change Password

User name: itsuser

Current Password: ^<=Sm2\$6\$E[4~v5Z!d5Yut).>-TOpmwv

Password Requirements:

- Minimum 8 characters
- Maximum 100 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)
- At least 1 special character(s)
- No repetitions more than 3 character(s)
- No sequence more than 3 character(s)
- No user data like first name, last name, username, and company name

New password: Yeswecant7

Confirm New Password: Yeswecant7

Submit

## Agent ITS

New Record | User | ServiceNow

User - New Record

To set up the User's password, save the record and then click Set Password.

User ID	Itsagent	Email	Itsagent@example.com
First name	Agent	Language	--None--
Last name	ITS	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	<a href="#">Click to add...</a>
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

[Submit](#)

Related Links

[View linked accounts](#)

[View Subscriptions](#)



Edit Members | User Role | ServiceNow

User Role - Edit Members

Add Filter Run filter

-- choose field -- -- oper -- -- value --

Collection

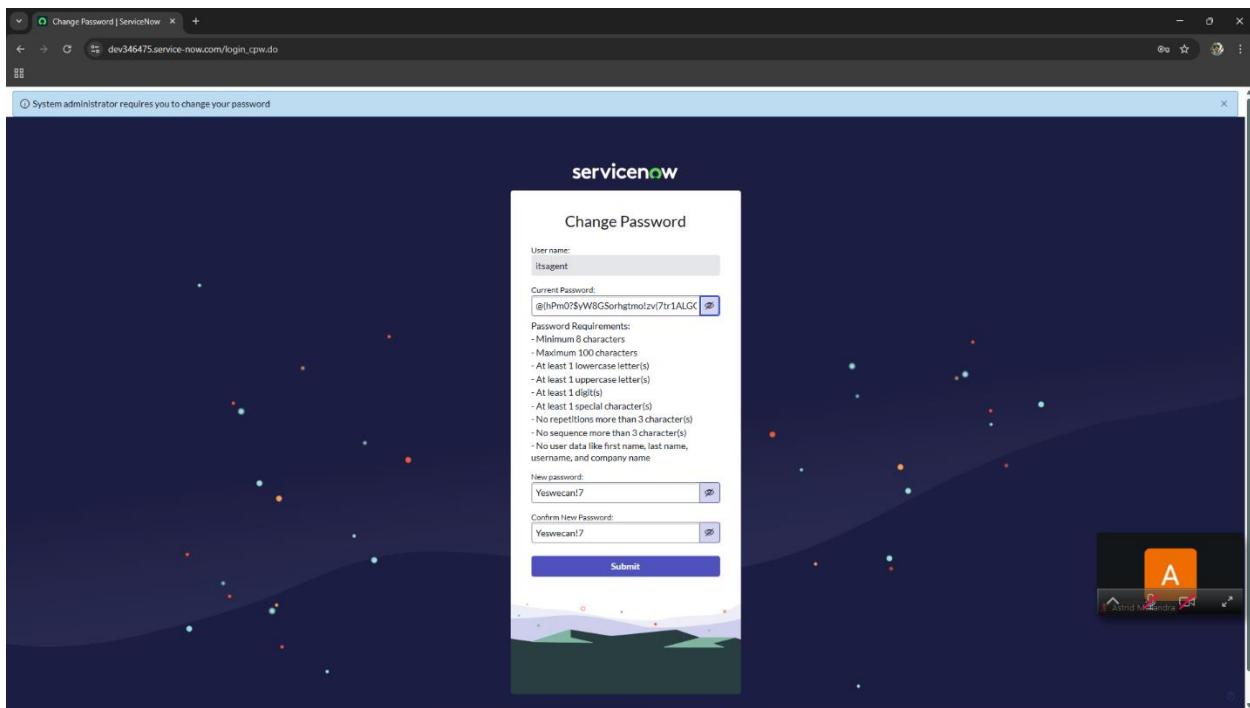
Roles List

Agent ITS

Itil

[Cancel](#) [Save](#)





## Manager ITS

A screenshot of a web browser showing the ServiceNow 'User - New Record' page. The URL is dev346475.service-now.com/nav/uiclassic/params/target/sy\_user.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_user%26sysparam\_checked\_items%3D%26sysparam\_fixed\_query%3D%26sysparam\_group\_s... The page title is 'User - New Record'. The 'User ID' field is 'Itsmanager'. The 'First name' field is 'Manager' and the 'Last name' field is 'ITS'. The 'Title' and 'Department' fields are empty. The 'Email' field is 'Itsmanager@example.com'. The 'Language' dropdown is set to '-None-'. The 'Calendar integration' dropdown is set to 'Outlook'. The 'Time zone' dropdown is set to 'System (America/Los\_Angeles)'. The 'Date format' dropdown is set to 'System (yyyy-MM-dd)'. The 'Business phone' and 'Mobile phone' fields are empty. There is a 'Photo' section with a 'Click to add...' link. On the left, there are checkboxes for 'Password needs reset', 'Locked out', 'Active' (which is checked), 'Web service access only', and 'Internal Integration User'. At the bottom, there is a 'Submit' button and 'Related Links' with links to 'View linked accounts' and 'View Subscriptions'. The background features a dark blue space-themed wallpaper with stars and a small orange icon in the bottom right corner.

Manager ITS | User | ServiceNow

User - Manager ITS

User ID: itsmanager  
First name: Manager  
Last name: ITS  
Title:   
Department:   
Password needs reset:   
Locked out:   
Active:   
Web service access only:   
Internal Integration User:

Set Password

Password generated successfully.

User ID: itsmanager  
First name: Manager  
Last name: ITS  
Title:   
Department:   
Password needs reset:   
Locked out:   
Active:   
Web service access only:   
Internal Integration User:

Photo: Click to add...  
Business phone:   
Mobile phone:

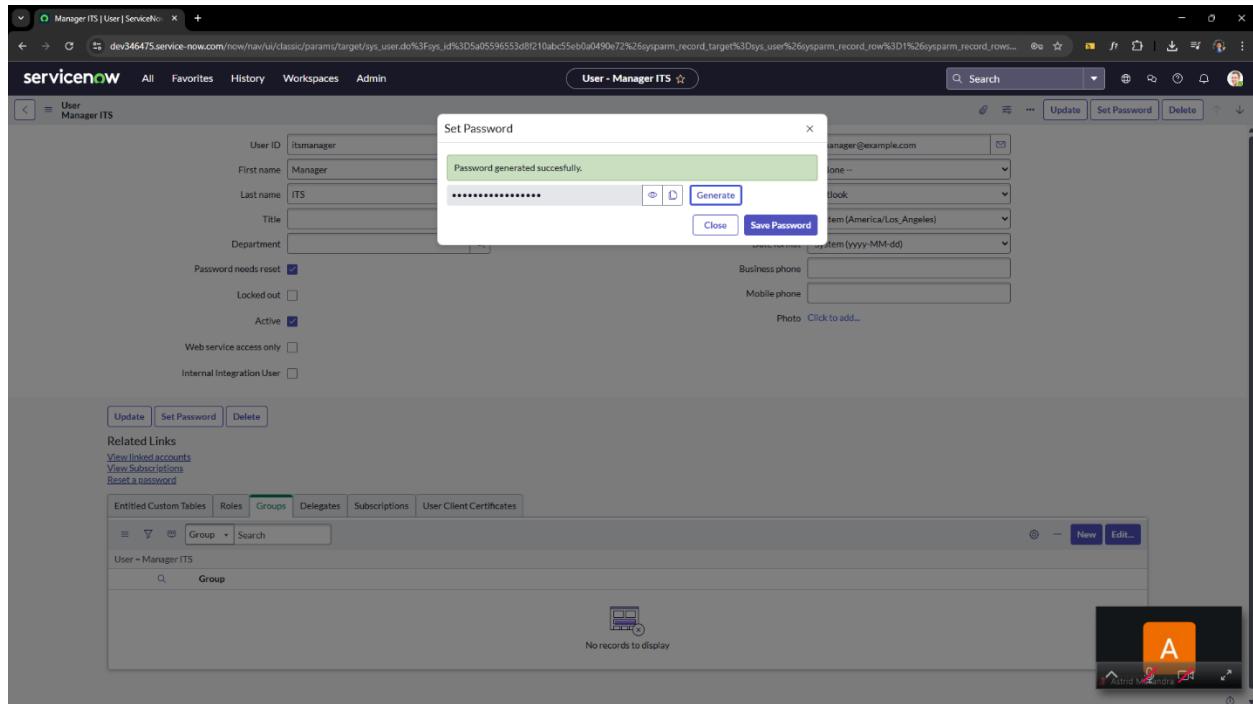
Update Set Password Delete

Related Links: View linked accounts, View Subscriptions, Reset a password

Entitled Custom Tables, Roles, Groups, Delegates, Subscriptions, User Client Certificates

User - Manager ITS

No records to display



Edit Members | User Role | ServiceNow

User Role - Edit Members

Add Filter Run filter

-- choose field -- -- oper -- -- value --

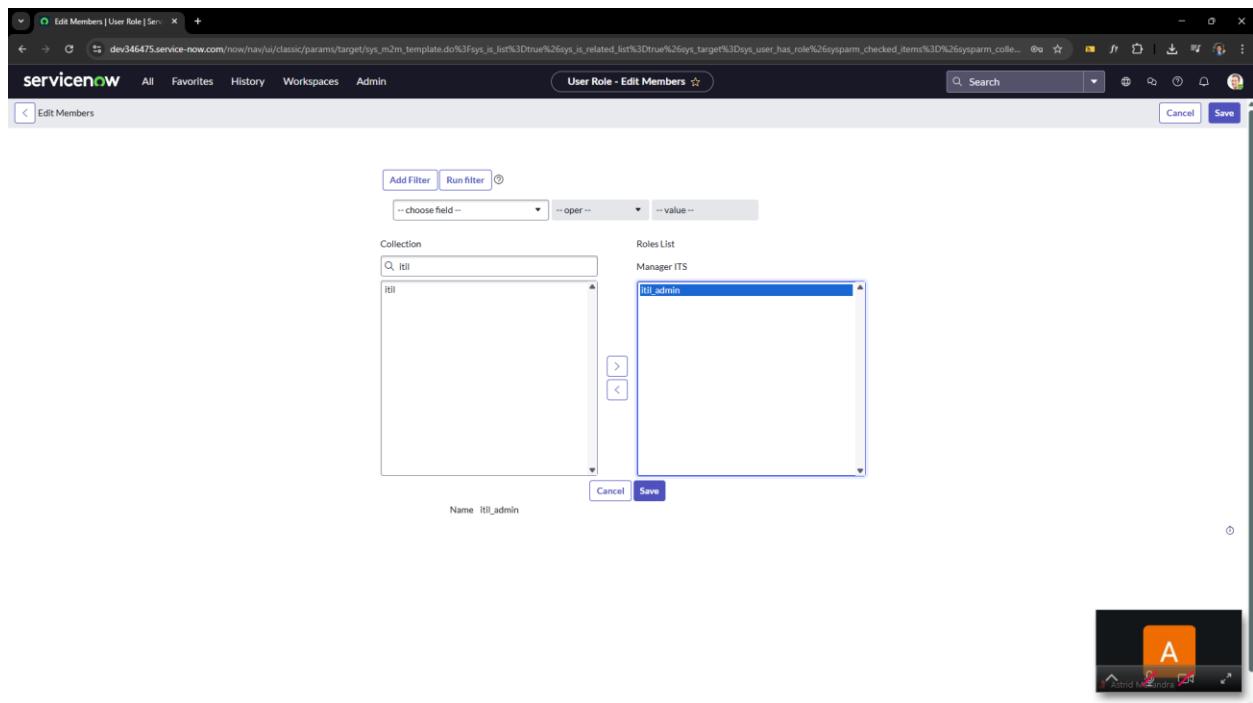
Collection: Q\_itil

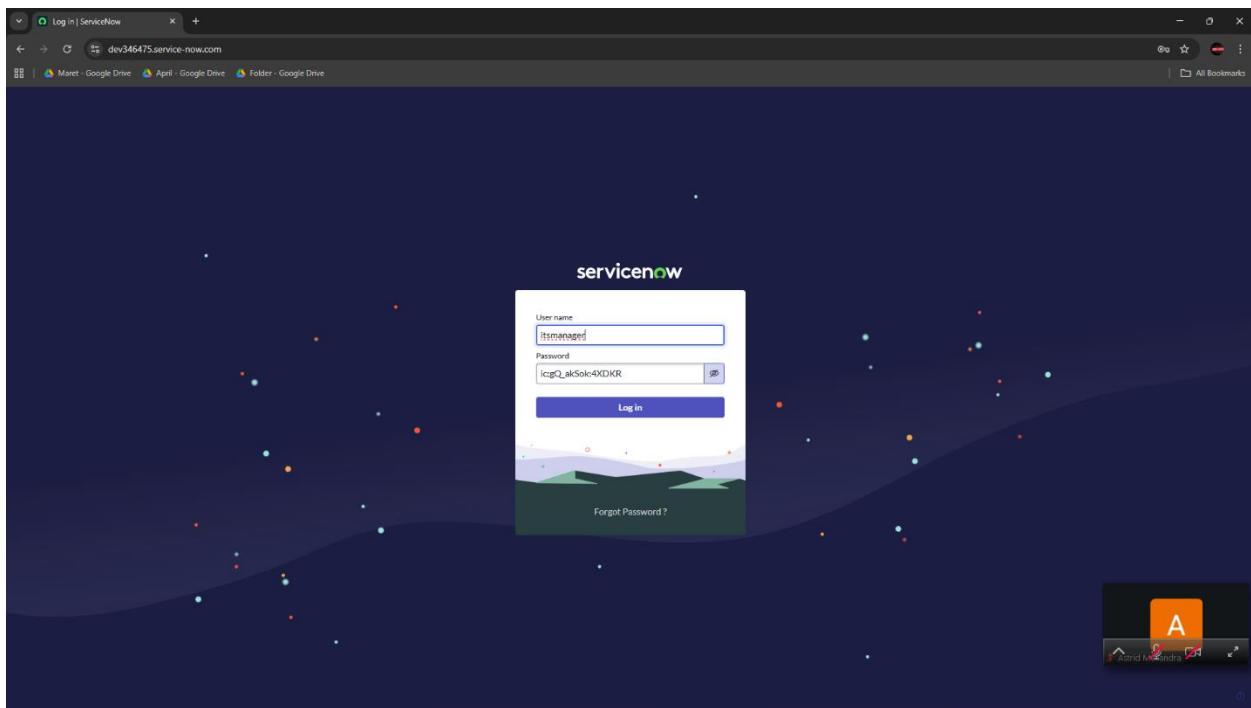
Roles List: Manager ITS

itil\_admin

Name: itil\_admin

Cancel Save





### Step 3: Log in as the Customer (ITS User)

Login with ITS User and then search Incident in the application navigation. Create an incident using New button in the top right. Fill the incident and submit the incident.

A screenshot of the ServiceNow home page. The URL in the address bar is dev346475.service-now.com/nav/u/classic/params?target/ui.page.do%3Fsys\_id%3D1454743453143210abc5Seb0a0490ed2. The page title is 'ServiceNow'. On the left, there's a 'Creator Studio' section with a 'Create request-based apps quickly' heading and a 'Open Creator Studio' button. To the right is a sidebar for 'User ITS' with options like 'Profile', 'Preferences', 'Keyboard shortcuts', 'Printer friendly version', and 'Log out'. Below the sidebar, there's a 'GO FURTHER' section with a 'Power your workflow applications' heading. Two cards are shown: 'Add code to low-code apps' (with a green background) and 'Build low-code apps quickly' (with a blue background). Both cards have descriptive text and small icons. A small orange icon with the letter 'A' is visible in the bottom right corner of the browser window.

Incidents | ServiceNow

servicenow All Favorites History Process Mining Workspace

All x Active x true

Number Search

Opened short description

No records to display

Create Incident | ServiceNow

servicenow All Favorites History Process Mining Workspace

Create Incident

Create an Incident record to report and request assistance with an issue you are having.

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

\* Urgency

More Information

2 - Medium

\* Please describe your issue below

More Information

Cannot connect to Wi-Fi in the lab.

Search Results

- Adobe Creative Cloud Order
- More connected ways of creating and sharing
- Preview
- Apple Thunderbolt to Ethernet Adapter Order
- For Macbook Air/Pro
- Preview
- StarTech Mini Display Port to VGA Adapter Order
- PC / Mac Compatible
- Preview
- Endpoint Security Order
- Sophos endpoint security
- Preview
- Logitech USB Headset for PC & Mac Order
- PC/Mac Compatible Headset
- Preview
- Firewall Rule Change Order

INC0010001 | Incident | ServiceNow

servicenow All Favorites History Process Mining Workspace

Incident - INC0010001

This incident was opened on your behalf.  
The IT department will contact you if they need any further information.  
You can track status from this [Home](#).

Number: INC0010001      Opened: 2025-09-29 18:32:34

\* Caller: User ITS      Closed:

Watch list

Urgency: 2 - Medium      State: New

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

Related Search Results

Additional comments

Post

Activities: 2

User ITS  
Cannot connect to Wi-Fi in the lab.

User ITS  
Impact: 3 - Low  
Incident state: New  
Opened by: User ITS  
Priority: 4 - Low

Field changes • 2025-09-29 18:32:34

Update Resolve

## Step 4: Log in as the Service Desk Agent (ITS Agent)

Login using ITS Agent and then go to Incident on the left panel. Look for the incident have been created, fill some fields and type a note. Them, set the state into Resolved.

The screenshot shows the 'Change Password' dialog box from the ServiceNow interface. The 'User name:' field contains 'itsagent'. The 'Current Password:' field contains a complex string of characters. The 'New password:' and 'Confirm New Password:' fields both contain 'Yeswecant7'. Below these fields is a 'Submit' button. To the left of the dialog, a message box states: 'System administrator requires you to change your password'.

The screenshot shows the 'Incidents - Unassigned' list in the Service Operations workspace. The table displays 16 incidents. The first incident, INC0010001, has a short description of 'Cannot connect to Wi-Fi in the lab.' and is assigned to 'User ITS' with a priority of '4 - Low'. The last incident shown is INC000059, which has a short description of 'Unable to access the team file' and is assigned to 'Risk Reprie' with a priority of '5 - Moderate'. The table includes columns for Number, Short description, Caller, Priority, State, Service, Assignment group, Assigned to, and Updated.

Number	Short description	Caller	Priority	State	Service	Assignment group	Assigned to	Updated
INC0010001	Cannot connect to Wi-Fi in the lab.	User ITS	4 - Low	New				2025-09-
INC0009009	Unable to access the shared folder.	David Miller	4 - Low	New				2018-12-
INC0009005	Email server is down.	David Miller	1 - Critical	New				2018-12-
INC0009001	Unable to post content on a Wiki page	David Miller	3 - Moderate	New				2018-12-
INC0008112	Assessment : ATF Assessor	survey user	5 - Planning	New				2019-07-
INC0008111	ATF : Test1	System Administrator	5 - Planning	New				2019-07-
INC0008001	ATF:TEST2	survey user	5 - Planning	New				2021-01-
INC0007002	Need access to the common drive.	David Miller	4 - Low	New				2018-12-
INC0007001	Employee payroll application server is down.	David Miller	1 - Critical	New	Openspace			2025-06-
INC0001990	Unable to access the personal details section in payroll portal	Problem CoordinatorATF	5 - Planning	On Hold				2018-08-
INC000059	Unable to access team file	Risk Reprie	5 - Moderate	New				2018-08-

INC0010001 | Service Operations

dev346475.service-now.com/now/sow/record/incident/173d92953d8f210ab:55eb0a0490ee9

servicenow All Favorites History Workspaces Service Operations Workspace Search Agent ITS

Cannot connect to Wi-Fi in the lab.

Overview Details Related records

**Summary**

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

Number: INC0010001	Priority: 4 - Low
Opened: 2025-09-29 18:32:34	Impact: Impact
State: New	Urgency: 3 - Low
	Priority: 2 - Medium

**Impact**

**Impact Summary**

Business impact: --	Service: --	Service offering: --
Configuration item: --	--	--
Affected Cls:	Impacted Services/Cls:	

**Compose**

Work notes More Enter your Work notes here Post Work notes

**Record Information**

Last updated by User ITS 2025-09-29 18:32:34

SLAs and timings

Response SLA: No matching SLA Resolution SLA: 0 days 0 hours

View all SLAs

**Activity**

User ITS Additional comments • 2025-09-29 18:32:34 Cannot connect to Wi-Fi in the lab.

User ITS Field changes • 2025-09-29 18:32:34

Opened by: User ITS Impact: 3 - Low Priority: 4 - Low Incident state: New

**Caller**

User ITS 18:36:47 America/Los\_Angeles Contact

Recent incidents > Recent interactions > Assigned assets >

**Assigned to**

This Incident has not been assigned yet Assign to me View additional collaborators A Arind Manda

AI Agent ITS

Profile Preferences Keyboard shortcuts Log out

INC0010001 | Service Operations

dev346475.service-now.com/now/sow/record/incident/173d92953d8f210ab:55eb0a0490ee9/params/selected-tab-index/1/selected-tab/id%3Dd1kajg2y015e3f71kyb75qr

servicenow All Favorites History Workspaces Service Operations Workspace Search Create change request ...

Cannot connect to Wi-Fi in the lab.

Overview Details Related records

**Incident**

Category: Network Watch list

Subcategory: Wireless Work notes list

Opened: 2025-09-29 18:32:34

**Impact**

Service: Service offering: Configuration item: Business impact:

**Assignment**

Assignment group: Assigned to: Agent ITS

**Compose**

Work notes More Enter your Work notes here Post Work notes

**Record Information**

Last updated by User ITS 2025-09-29 18:32:34

SLAs and timings

Response SLA: No matching SLA Resolution SLA: 0 days 0 hours

View all SLAs

**Activity**

User ITS Additional comments • 2025-09-29 18:32:34 Cannot connect to Wi-Fi in the lab.

User ITS Field changes • 2025-09-29 18:32:34

Opened by: User ITS Impact: 3 - Low Priority: 4 - Low Incident state: New

**Caller**

User ITS 18:36:47 America/Los\_Angeles Contact

Recent incidents > Recent interactions > Assigned assets >

**Assigned to**

This Incident has not been assigned yet Assign to me View additional collaborators A Arind Manda

INC0010001 | Incident | ServiceNow

dev346475.service-now.com/nw/nav/u/classic/params/target/incident.do?%3Fsys\_id%3D1737d92953d8f210abc55eb0a0490ee9%26sysparm\_record\_target%3Dincident%26sysparm\_record\_row%3D1%26sysparm\_record\_rows%3D1

System Administrator

Profile Preferences Keyboard shortcuts Impersonate user Elevate role Printer friendly version Log out

**Incident - INC0010001**

Number: INC0010001  
 Caller: User ITS  
 Category: Network  
 Subcategory: Wireless  
 Service:   
 Service offering:   
 Configuration item:   
 Short description: Cannot connect to Wi-Fi in the lab.  
 Description: Cannot connect to Wi-Fi in the lab.

Channel: Self-service  
 State: In Progress  
 Impact: 3 - Low  
 Urgency: 2 - Medium  
 Priority: 4 - Low  
 Assignment group:   
 Assigned to: Agent ITS

Notes

Related Records Resolution Information

Watch list Work notes Work notes list

Work notes: Agent ITS is viewing Additional comments (Customer visible) Post

Activities: 3

- Agent ITS Assigned to: Agent ITS Incident state: In Progress was New Field changes • 2025-09-29 18:40:30
- User ITS Cannot connect to Wi-Fi in the lab. Additional comments • 2025-09-29 18:32:24
- User ITS Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 4 - Low Field changes • 2025-09-29 18:32:34

Update Resolve Delete Related Links

INC0010001 | Service Operations

dev346475.service-now.com/nw/record/incident/1737d92953d8f210abc55eb0a0490ee9/params/selected-tab-index/1/selected-tab/id%3Ddf1kajg2y015e3f71kyb7f5qr

Service Operations Workspace

Save Create change request Resolve

**Cannot connect to Wi-Fi in the lab.**

Overview Details Related records

Impact: 3 - Low

Assignment: Assigned to: Agent ITS

Related Records: Parent Incident: Change Request: Cause by Change:

Cause: Probable cause:

Resolution: Resolution code: Resolved by request: Resolution notes: The error was functioning properly. The network technician has checked and resolved the issue.

Compose: Enter your Work notes here

Activity:

- Agent ITS Work notes • 2025-09-29 18:49:14 The network technician has resolved the problem.
- Agent ITS Field changes • 2025-09-29 18:40:30 Incident state: In Progress was New Assigned to: Agent ITS was Empty
- User ITS Additional comments • 2025-09-29 18:32:34 Cannot connect to Wi-Fi in the lab.
- User ITS Field changes • 2025-09-29 18:32:34 Opened by: User ITS Impact: 3 - Low Priority: 4 - Low Incident state: New

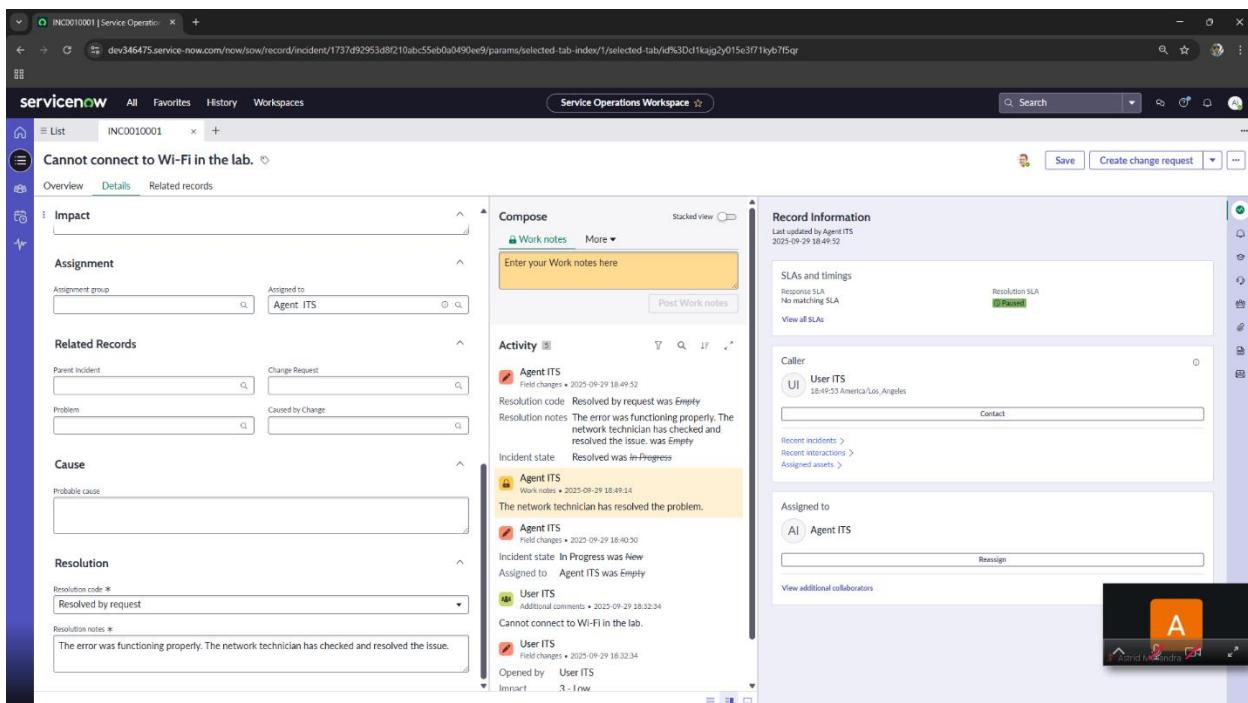
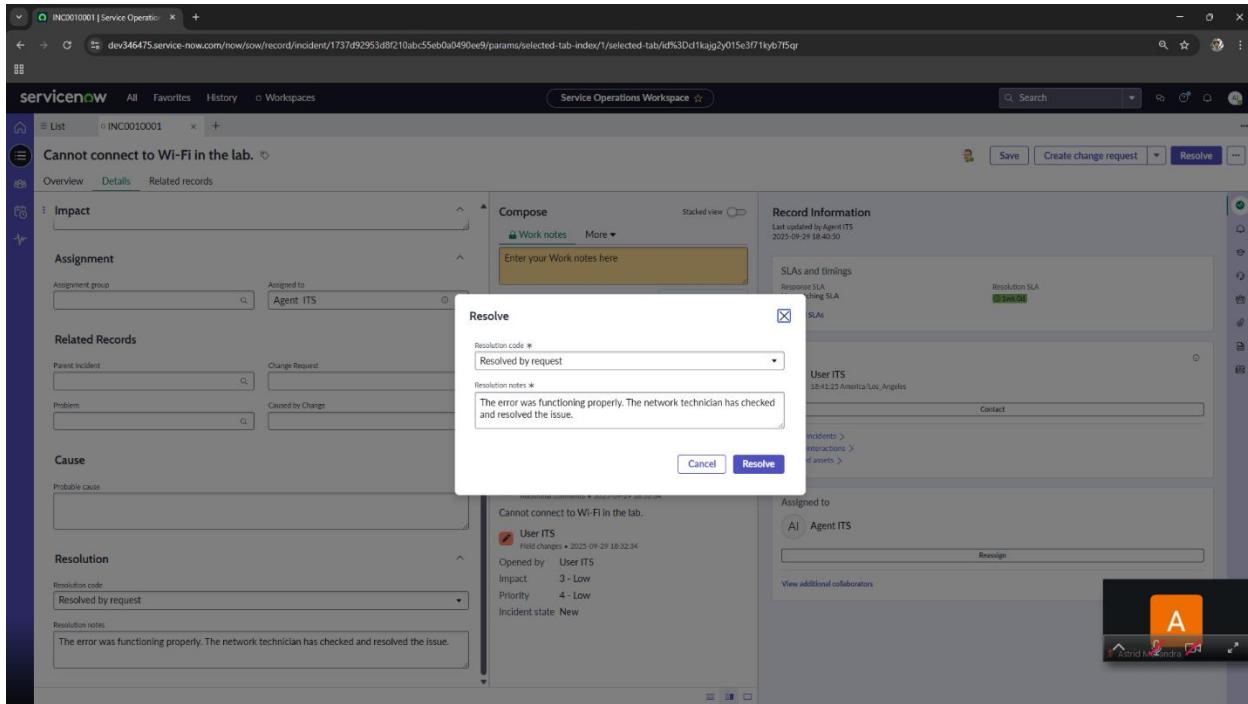
Record Information

Last updated by: Agent ITS 2025-09-29 18:40:30

SLAs and timelings: Response SLA: No matching SLA View all SLAs

Caller: User ITS 18:41:23 America/Los\_Angeles Contact:

Assigned to: Agent ITS Reassign:  View additional collaborators



The screenshot shows the ServiceNow Service Operations workspace. A modal window displays an incident record for INC0010001. The title of the incident is "Cannot connect to Wi-Fi in the lab." The "Details" tab is selected. The incident has a short description: "Cannot connect to Wi-Fi in the lab." The number is INC0010001, state is Closed, and opened on 2025-09-29 18:32:34. The caller is User ITS, category is Network, and subcategory is Wireless. The channel is Self-service, priority is 4 - Low, and impact is 3 - Low. The description field contains the same text as the short description. The activity pane shows several entries from System Administrator and Agent ITS. The record information pane shows the last update was by System Administrator on 2025-09-29 18:51:00, and the resolution notes indicate the issue was resolved. The caller is User ITS, and the assigned to field shows Agent ITS.

## Step 5: Log back in as the Customer (ITS Agent)

Observe the incident, and see the status was changed into resolved by Administrator.

This screenshot shows the ServiceNow Incident workspace for the same incident record. The incident details are identical to the previous screenshot. The activity pane shows the same sequence of events: System Administrator closing the incident and Agent ITS resolving it. The record information pane shows the resolution notes: "The error was functioning properly. The network technician has checked and resolved the issue." The caller is User ITS, and the assigned to field shows Agent ITS.

A screenshot of the ServiceNow Service Operations workspace. The main area shows an incident record titled "Cannot connect to Wi-Fi in the lab." with the ID INC0010001. The record details include: Short description: "Cannot connect to Wi-Fi in the lab.", Description: "Cannot connect to Wi-Fi in the lab.", Number: INC0010001, State: Closed, Caller: User ITS, Location: -, Channel: Self-service, Category: Network, Subcategory: Wireless, Opened: 2025-09-29 18:32:34, Impact: 3 - Low, Priority: 4 - Low. The Activity stream shows several events: System Administrator resolved the incident at 18:51:00, Agent ITS checked and resolved it at 18:49:52, and another Agent ITS updated the status at 18:49:14. Resolution notes indicate the problem was resolved by the network technician. The Record Information panel shows SLAs and timings, with no matching SLA found. The Caller section lists User ITS as the contact. Assigned to Agent ITS. A sidebar on the right shows a profile picture for Manager ITS and links for Profile, Preferences, Keyboard shortcuts, and Log out.

## Step 6: Log in as the Manager (ITS Manager)

A screenshot of the ServiceNow Platform Analytics workspace. The main area shows the "Dashboards" library with one item: "Application Services Dashboard". The left sidebar includes a filter for "Recent", "Bookmarked", "Certified", "Owned by me", "Shared with me", and "All". The top navigation bar shows "Analytics-center | Platform Analytics" and the URL "dev346475.service-now.com/now/platform-analytics-workspace/dashboard-library". The right sidebar shows the user profile for Manager ITS with options for Profile, Preferences, Keyboard shortcuts, and Log out. A watermark for "Andrea" is visible in the bottom right corner.