ServiceNow: Major Ticketing tool

ITIL → IM, PM, RF: → ServiceNow (Incident (Ticket), Incident (Ticket), Change Request Ticket, Request Item

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ServiceNow: 3 type of ticketing types:

1. **Incident Ticket** : How to create an Incident, How do we assign it to yourself, assign it to others, Close incident (INC, Incident, INC Ticket, INC Number)

2. Change Request : We will create a change request.

3. **Request Item**  : (access, IP Whitelist checking: When ever we need to ask something to perform, we need to create an RITM) ( Request Item)

Incident: Any abnormality which causes the production Impact + In Future might leads this alert to and ABNORMALITY

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1. if something is happening (Monitoring tools, Email alerts, Crossfunctinal team might inform, Pro-active): Mobile storage is filling of 80%

PRIORITY: (Important, Significance) : Impact + Urgency(As early as possible) : 0 + high → P2

Priority is depending upon Impact and Urgency. :

Impact means : The other activites response due to this issue

Urgency: Immediate action.

**Application Server:**

80% disk space filled. got alert from monitoring tool (100 GB, 80%=80GB, 20GB)

80% : ServiceNow--> Incident --> Priority(Impact: Low, Urgency: Low) : Priority 4 (P4)

90% : ServiceNow--> Incident --> Priority(Impact: Low, Urgency: Medium) : Priority 3 (P3)

95% : ServiceNow--> Incident --> Priority(Impact: Medium, Urgency: High): Priority 2 (P2)

96% : ServiceNow--> Incident --> Priority(Impact: High, Urgency: High) : Priority 1 (P1)

2. SLA : Service Level Agreement: Service Provider and The Product Owner (Application Support team to Client)

P1 : 15Min to 2 hours

P2 : 2 to 8 hours

P3 : 8 to 24 Hours

P4 : 16 to 48 Hours

3. Information:

Alert - Which Service Category; Application Server --> Server Related(Host)

Which Team to be assigned: SOC

Alert Description:

Alert Short Description

4. Once we submit the ticket, Then We will get mail communication along with the INCIDENT NUMBER

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**Request Item:** (Create, Assignment-to yourself and others)

**Request Which type**: vpn Access, IP, Service validation, New Alert configuration, DB Query Execution )

Description and Short Description:

Which team to be assigned:

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**Create**

**Assign (Acknowledge) 15 min**

**Inprogress**

**Hold**

**Inprogress**

**Close**

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