

Raised an incident by impersonating Abel Tuter (from self service), assigned that incident by impersonating ITIL user (from service desk) to Fred Luddy. Resolved it as Fred Luddy(from service desk) and finally closed it as Abel Tuter

The screenshot shows the ServiceNow Incident detail page for INC0010012. The top navigation bar includes links for WhatsApp, Inbox (2), ServiceNow Developers, and other tabs. The main header says "Incident - INC0010012". The incident details are as follows:

- Number: INC0010012
- Opened: 2025-12-02 04:37:23
- Closed: (not yet)
- Urgency: 2 - Medium
- State: Resolved
- Short description: Unable to access wi-fi

Below the details, there's a "Related Search Results" section and an "Additional comments" field with a "Post" button. The "Activities" section shows two entries from Fred Luddy:

- Updated the access list and mailed you your password (2025-12-02 04:49:19)
- Field changes (2025-12-02 04:49:19):
 - Incident state: Resolved was: In Progress
 - Resolution code: Solution provided
 - Resolution notes: Resolved the issue

The bottom status bar shows "Light rain At night" and the date "02-12-2025".

The screenshot shows the ServiceNow Incidents search results page. The top navigation bar includes links for WhatsApp, Inbox (2), ServiceNow Developers, and other tabs. The main header says "Incidents". The search results table has columns for Number, Opened, and Short description. A message at the top states: "INC0010012 has been permanently closed". The table shows one record:

Number	Opened	Short description
INC0010012	2025-12-02 04:37:23	No records to display

The bottom status bar shows "Rain coming In about 1.5 hours" and the date "02-12-2025".