Monitoring Incident States for Effective Management

Naan Mudhalavaan – Service Now

Submitted by :

Kalamanakuntla Kalyani-au723921121104019

Koppalareddy Anusha Reddy – au723921104021

Peddanagagari Charitha- au723921104036

Yemireddy Ramya – au723921104056

Arjun College of Technology -642120

Anna University

Monitoring Incident States for Effective Management

Project Overview:

As a ServiceNow Assignment Group Manager,
I want a report that provides visibility into incidents assigned to my group, filtered by their current state (New, On Hold, In Progress),
so that I can efficiently track, manage, and prioritize the incidents handled by my team.

Objectives :

Identification:

- **Objective: Detect and log an incident.**
- **Actions: Initial reporting by users or automated systems.**
- **Tools: Monitoring software (e.g., Nagios, Zabbix, Splunk).**

Categorization:

- **Objective: Classify the incident based on type, urgency, and impact.**
- **Actions: Assign a priority level and relevant category (e.g., network issue, safety breach).**
- **Tools: Incident management platforms like ServiceNow or Jira.**

Key Featured and Concept used :

Knowledge on Service now administration
Knowledge on tables
Knowledge on reports

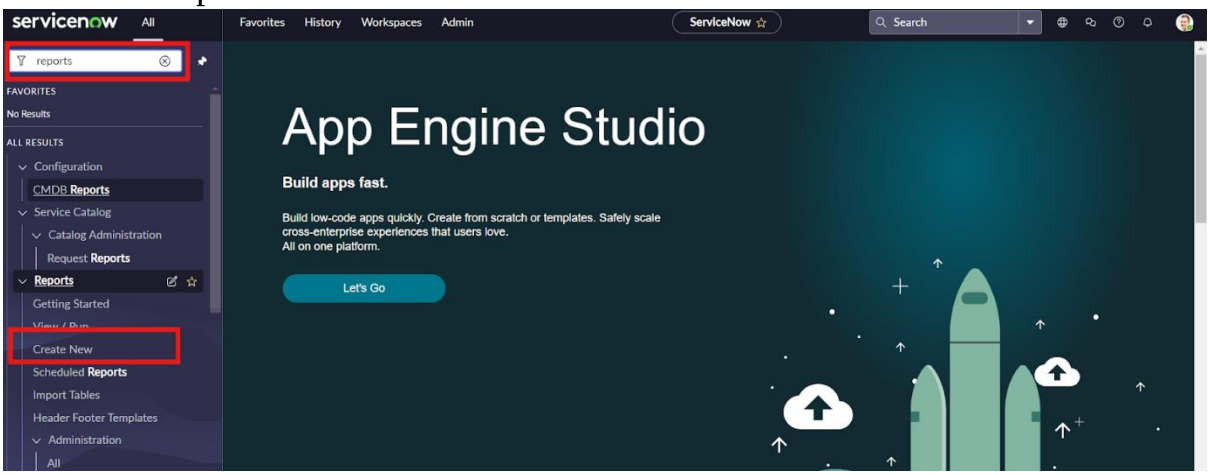
Detailed Steps to Solution :

Implementation

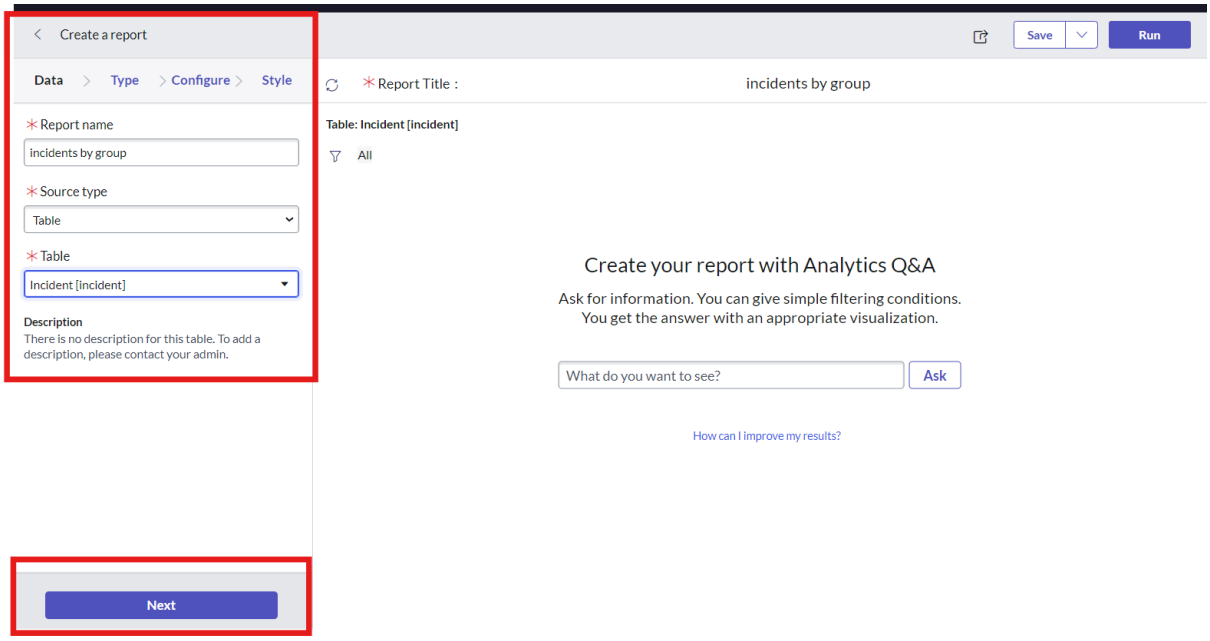
Activity-1:

1. Open service now developer Instance
2. Click on All

3. Search for reports and click on create new

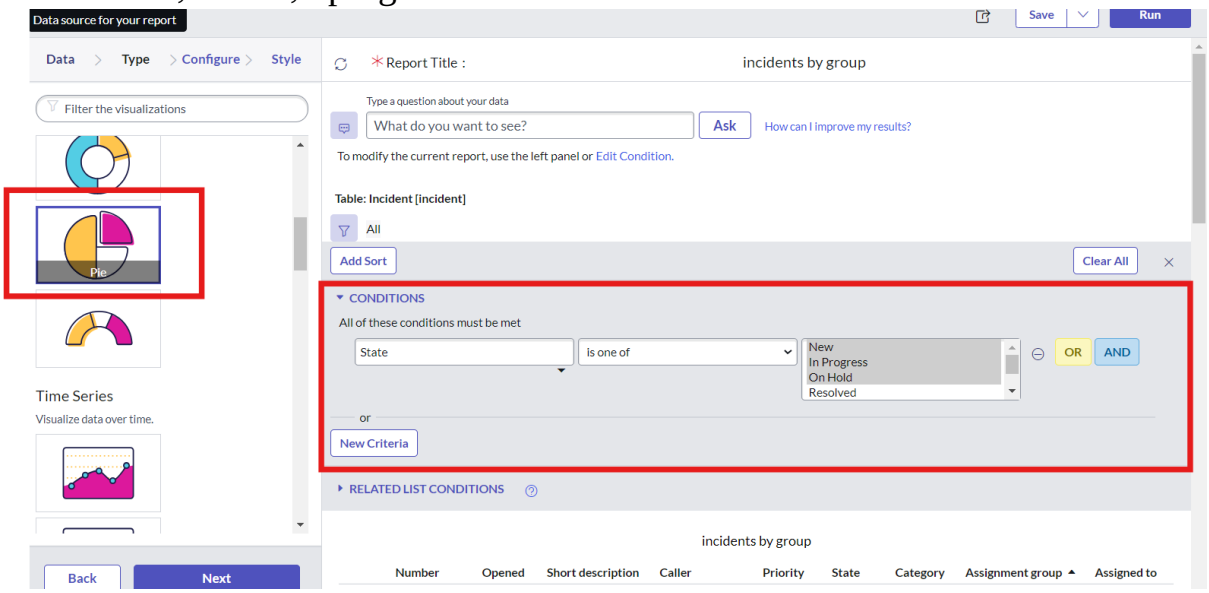


4. Give the report name
5. Select source type as table
6. Select table incident



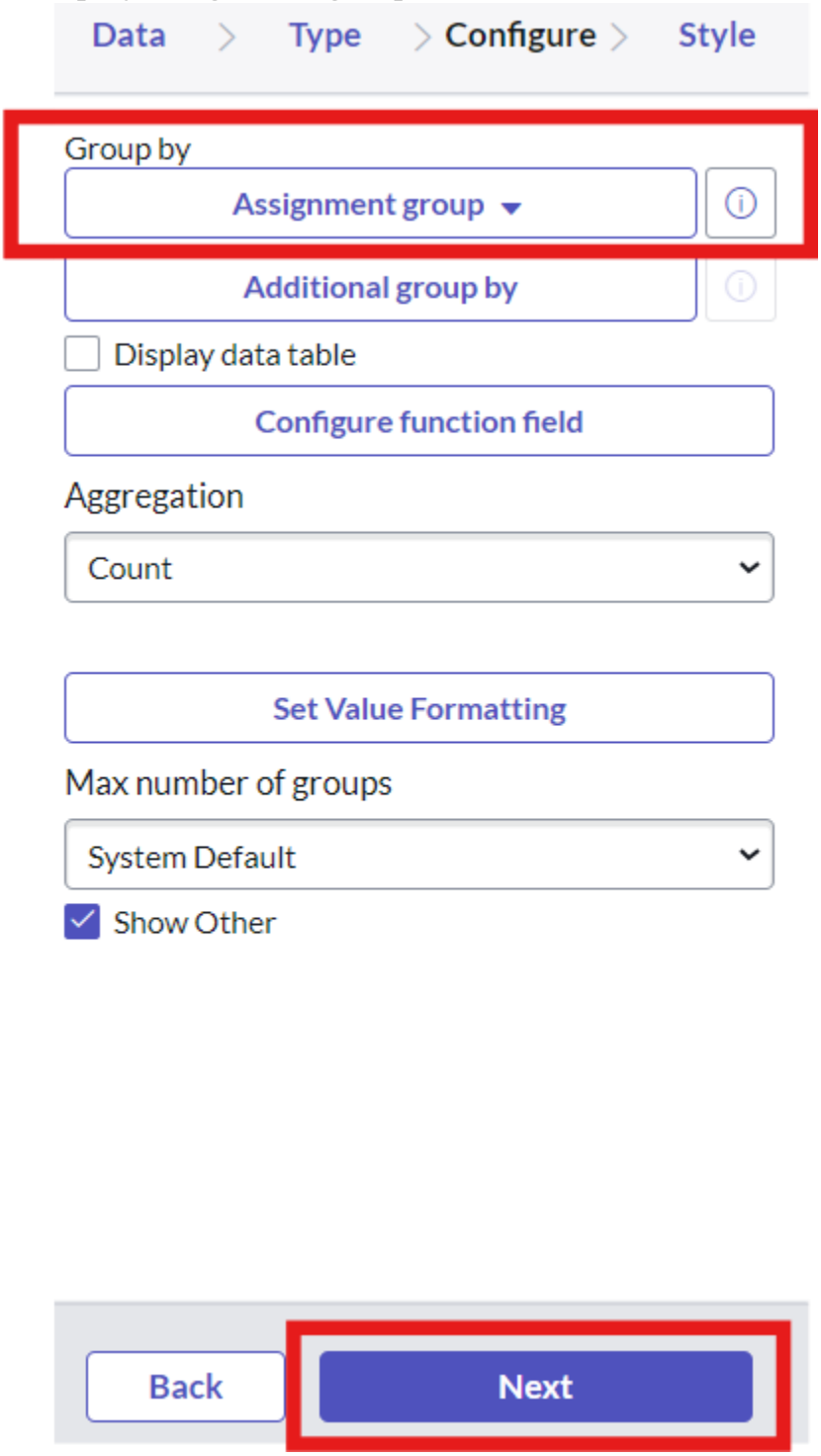
7. Click on next
8. Select type as pie chart
9. Click on funnel icon and give condition
   Field : state
   Operator : isoneof

Value : new,onhold,inprogress



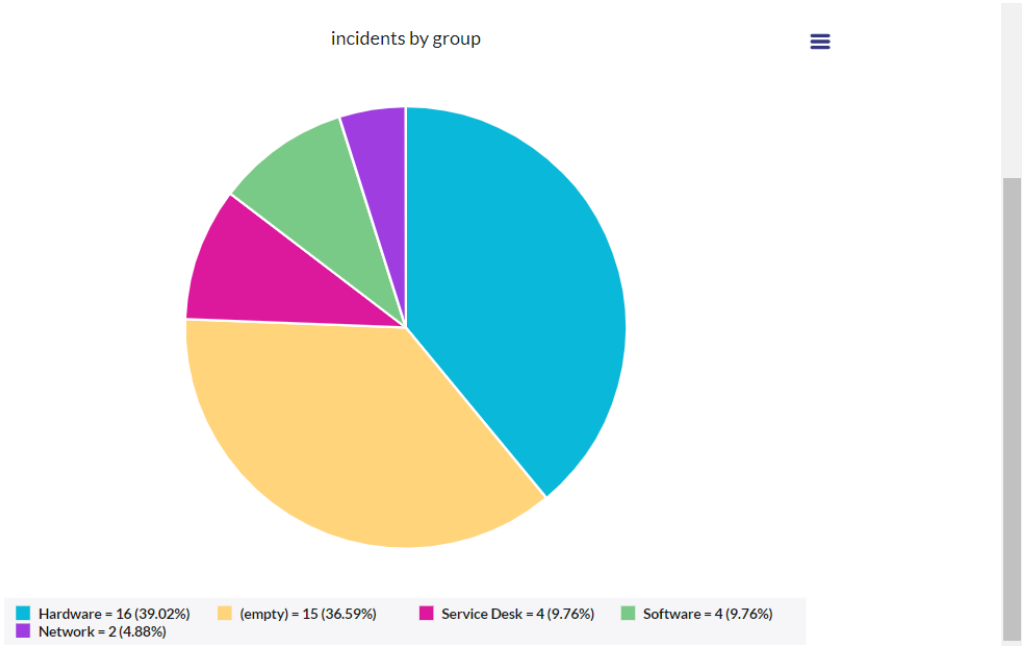
10.Click on next

11.Group by assignment group and click on next

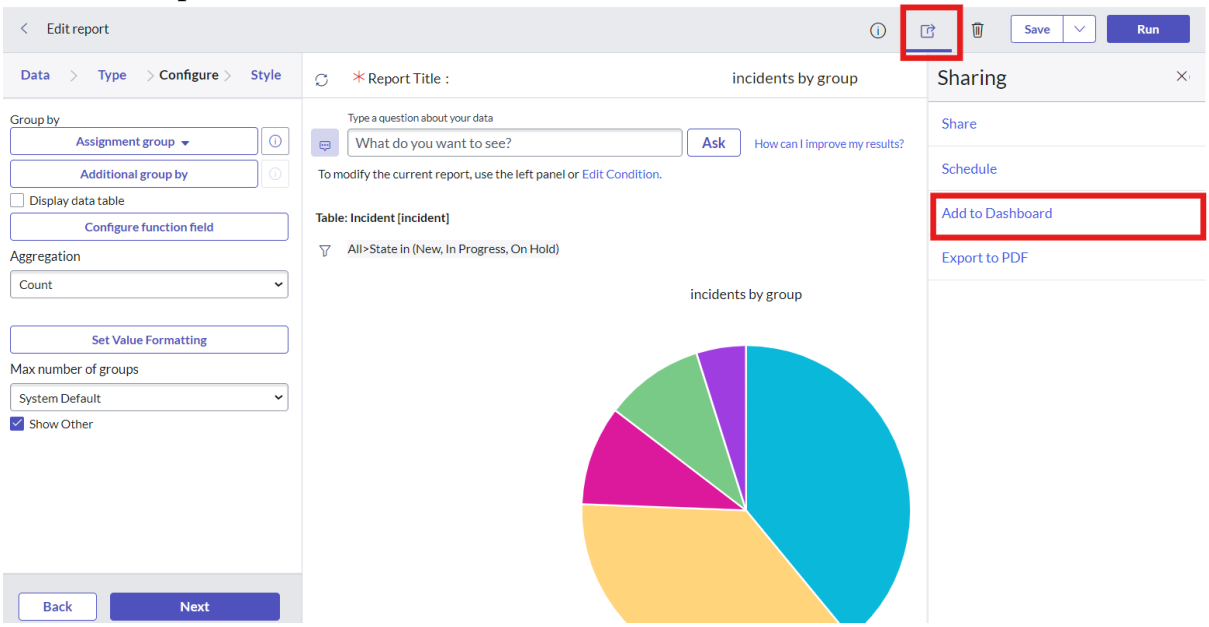


12.Click on save

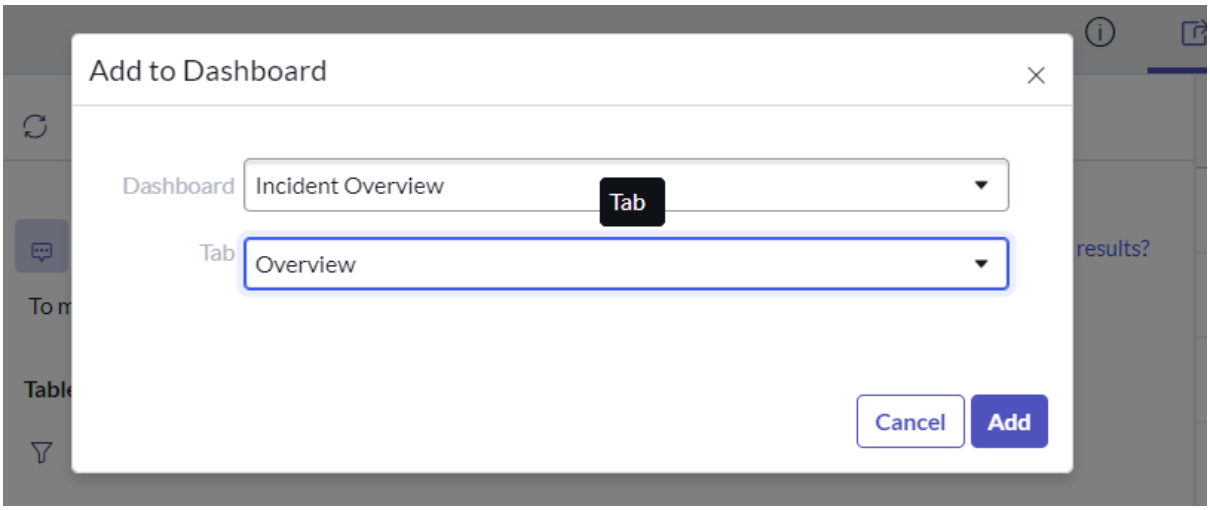
13.Click on run



14.Now add report to dashboard



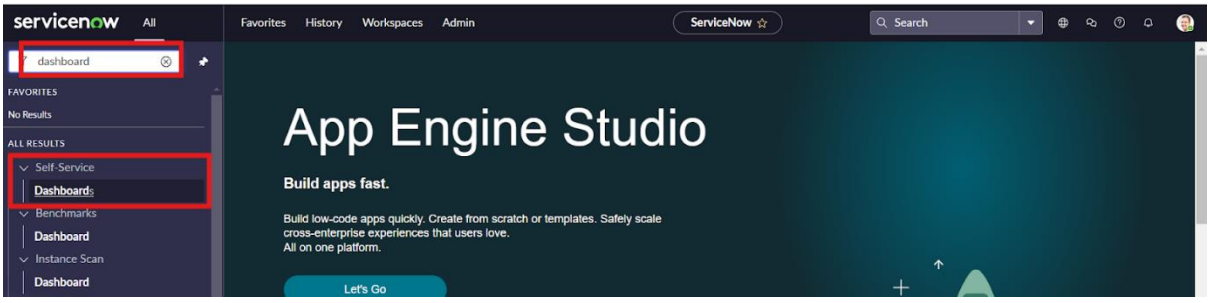
15. Give the dashboard and title name



16. Click on add
17. New Dashboard was added to the incident overview folder

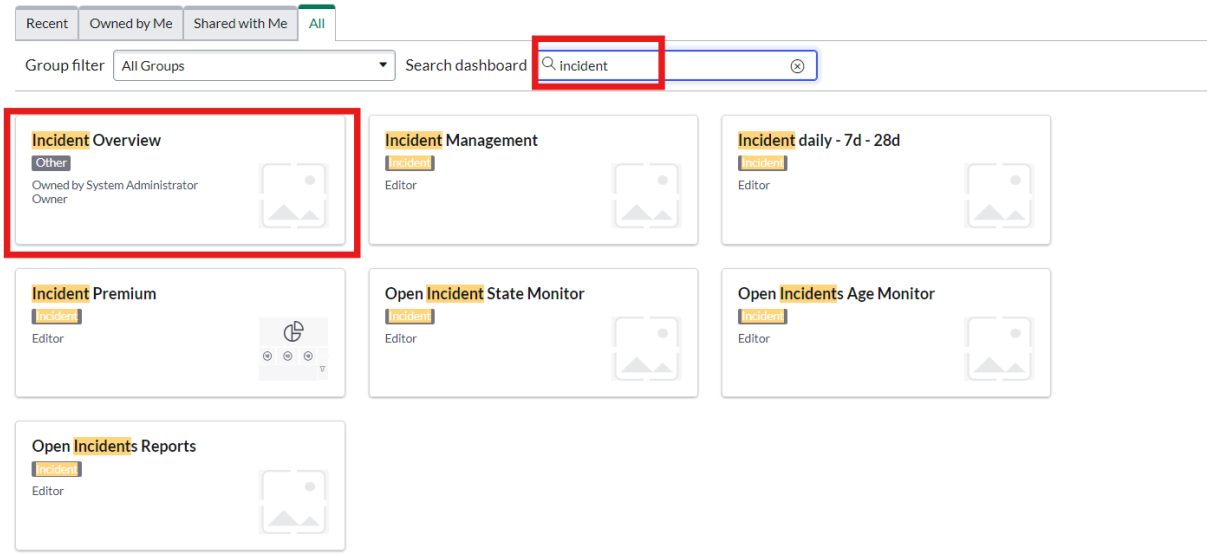
Result

1. Open service now PDI instance
2. Click on all
3. Search for dashboard
4. Select dashboard under self service

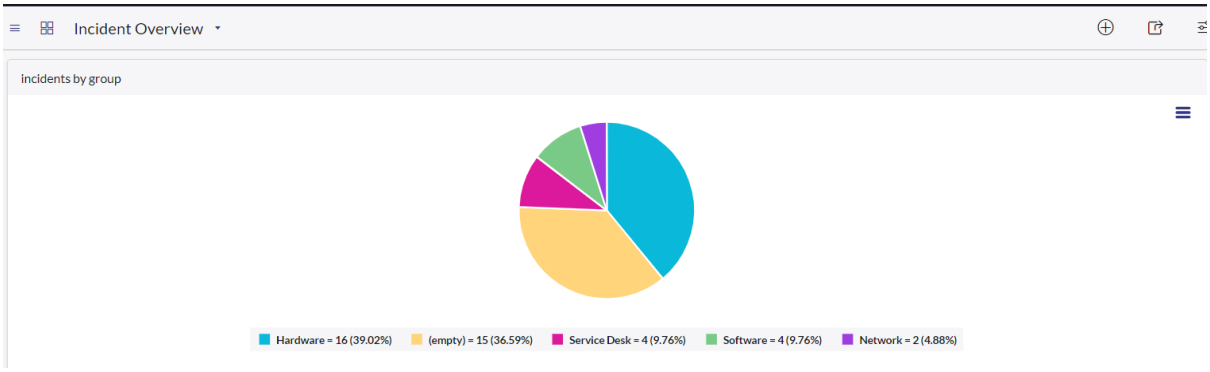


5. In the search bar enter incident

6. Select incident overview



Here we can access the dashboard we create



Testing and Validation :

Incident Lifecycle Workflow

• Verify that incidents transition correctly through all defined states (e.g., New → In Progress → Resolved → Closed).

• Create test incidents to simulate the lifecycle.

• Test state transitions based on predefined conditions and triggers.

• Ensure state restrictions (e.g., incidents cannot move directly from New to (Resolved) work as expected. Business Rules and Notifications

• Objective: Confirm that automated actions occur as configured.

• Test business rules triggering state changes (e.g., moving an incident from In Progress to On Hold when awaiting external inputs).

• Validate email or in-app notifications are sent to stakeholders during state transitions.

Key Scenario’s addressed by Service now in Implementation :

Reporting and Continuous Improvement • Scenario: Inability to provide meaningful insights into incident management performance. Use performance analytics dashboards for real-time tracking of key metrics (e.g., mean time to resolution, SLA adherence). Analyze incident state transitions for bottleneck identification and process improvement.

Conclusion :

Monitoring and managing incident states effectively in ServiceNow is essential for maintaining streamlined IT service operations and ensuring prompt resolution of issues. By focusing on a well-defined incident lifecycle, leveraging automation, and addressing key scenarios like SLA breaches, misassignments, and dependencies, ServiceNow administrators can improve incident handling and enhance user satisfaction. Testing and validation play a pivotal role in ensuring these configurations function correctly. Through rigorous testing of workflows, state transitions, automation rules, and integrations, administrators can prevent errors, reduce downtime, and align processes with business objectives. User acceptance testing and ongoing monitoring further ensure that the system evolves to meet changing needs while maintaining high reliability. Ultimately, effective incident state management fosters a culture of accountability, transparency, and continuous improvement, enabling IT teams to deliver consistent and value-driven support to their organizations.