

**Report on Incident Visualization for Strawberry Support Team**  
**A CAPSTONE PROJECT REPORT**

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## BONAFIDE CERTIFICATE

Certified that this project report **“Report on Incident Visualization for Strawberry Support Team”** is the bonafide work of **“T Sri Rangasuthan [RA2211003011319], Jaden Daniel [RA2211003011328], Nikhil Sharma [RA2211003011298]”** of III Year/V Sem B.Tech (CSE) who carried out the capstone project work under my supervision for the course 21IPE416T- Scripting and Application Development Fundamentals in SRM Institute of Science and Technology during the academic year 2024-2025 (ODD sem).

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## **ABSTRACT**

In today's fast-paced technological landscape, effective incident management is crucial for maintaining operational continuity and enhancing service delivery. This project explores the implementation of a structured incident reporting system within ServiceNow, specifically focusing on the sFone category of incidents, categorized by varying priority levels. The primary objective is to design and generate a comprehensive report that provides insights into active incidents associated with the sFone category, thereby enabling the Strawberry Support group to enhance their incident review process.

The project encompasses several key components, including the creation of the Strawberry Support group, the categorization of incidents, and the design of a user-friendly report featuring a pie chart visualization to represent incident distribution. Additionally, a knowledge article detailing pie chart visualization techniques has been developed to facilitate understanding among team members.

To streamline the reporting process, the project includes the scheduling of automated reports to be shared with the Strawberry Support group every Monday. The efficacy of the scheduled notifications is validated through the impersonation of a user within the group, ensuring that all members receive timely updates. This project not only improves incident visibility and management but also fosters a culture of proactive problem resolution, ultimately leading to enhanced customer satisfaction and operational efficiency.

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# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Introduction**

In today's fast-paced digital environment, efficient incident management is essential for ensuring optimal service delivery and customer satisfaction. Organizations are increasingly relying on data-driven decision-making to monitor and address incidents effectively. The Strawberry Support team, tasked with managing incidents related to the "sFone" category, recognized the need for a structured approach to visualize incident data. This project aims to develop a comprehensive reporting solution that categorizes incidents by priority, facilitating timely responses and resource allocation.

### **1.2 User Plan**

As a member of the Strawberry Support team, I want to view active incidents related to the "sFone" category in a clear and concise manner so that I can prioritize my actions based on the urgency of each incident. Additionally, I need guidance on interpreting the data presented in visual formats to enhance my understanding and support decision-making during our weekly incident review meetings.

### **1.3 Objectives**

The primary objectives of this project are:

- **Incident Visualization:** To create a report that visually represents active incidents in the "sFone" category, grouped by their priority levels.
- **User Empowerment:** To provide the Strawberry Support team with the necessary tools and knowledge to interpret incident data effectively.

- **Improved Incident Management:** To enhance the overall incident management process by enabling quicker response times and better prioritization of tasks.

## 1.4 Scope and Application

This project focuses on developing a reporting solution specifically for the Strawberry Support team, addressing their unique needs concerning "sFone" incidents. The applications of this report extend to:

- Monitoring incident status and trends over time.
- Facilitating informed decision-making during incident review meetings.
- Improving communication and collaboration among team members.

## 1.5 Application checklist

### **Application Checklist for Capstone Project**

The following checklist outlines the essential components of the developed capstone project:

- **Group Creation:** Establish a dedicated group for the Strawberry Support team.
- **Incident Categorization:** Implement incident categorization under the "sFone" category with varied priority levels (High, Medium, Low).
- **Knowledge Article Development:** Create a Knowledge Article detailing how to interpret pie chart visualizations.
- **Report Design:** Develop a report that includes a pie chart for incident priorities.
- **Scheduling:** Implement a scheduling system to send reports weekly to the Strawberry Support group.
- **Testing Notifications:** Conduct impersonation testing to verify notification delivery to users.

## **1.6 Software Requirements specification**

1. Operating System: We choose an OS that is widely used and supported, such as Windows, macOS, or Linux.
2. Processor (CPU): A modern dual-core processor with supporting multi-user and multi-threaded operations, a quad-core processor.



## CHAPTER 2

### PORTAL DESIGN

#### 2.1 Front end (UI) Design

The front-end design focuses on user experience and accessibility, ensuring that the Strawberry Support team can easily navigate and interpret the incident report. Key features of the UI include:

- **Dashboard Layout:** A clean and organized dashboard that highlights key metrics, including the pie chart visualization of incidents.
- **Interactive Elements:** Users can hover over pie chart segments to view details about the number of incidents per priority level.
- **Responsive Design:** The interface adjusts seamlessly across devices, ensuring usability on desktops, tablets, and mobile devices.
- **Navigation:** Clear and intuitive navigation menus allow users to access reports and additional resources quickly.

#### 2.2 Backend (Database) Design

The back-end design encompasses the data management system that supports the incident reporting solution. Key components include:

- **Incident Table:** A structured database table containing records of incidents categorized under "sFone." Key fields include:
  - **Incident ID:** Unique identifier for each incident.
  - **Category:** Specifies the category (e.g., "sFone").
  - **Priority:** Indicates the priority level (High, Medium, Low).
  - **Status:** Current status of the incident (Active, Resolved, etc.).
  - **Creation Date:** Date and time when the incident was reported.
- **Data Relationships:** Relationships defined between incidents, categories, and user roles to streamline data access and reporting.

## CHAPTER 3

### Creation of the Strawberry Group

#### Step 1: Log into ServiceNow

- Open your preferred web browser and enter the URL for your ServiceNow instance.
- Enter your administrator credentials to access the admin dashboard.

#### Step 2: Navigate to User Administration

- In the left-hand menu, search for and select **User Administration**.
- Click on **Groups** to view existing user groups.

#### Step 3: Create a New Group

- Click the **New** button to start creating a new user group.
- In the **Group Name** field, enter “Strawberry Support” to identify the group.

#### Step 4: Add Description

- In the **Description** field, provide a brief overview of the group’s purpose: “Group responsible for managing incidents related to the sFone category, focusing on timely responses and effective resolution.”

#### Step 5: Define Group Roles

- Under the **Roles** tab, click **Edit** to add relevant roles such as **ITIL**.
- This will help determine access levels within the group.

#### Step 6: Add Members

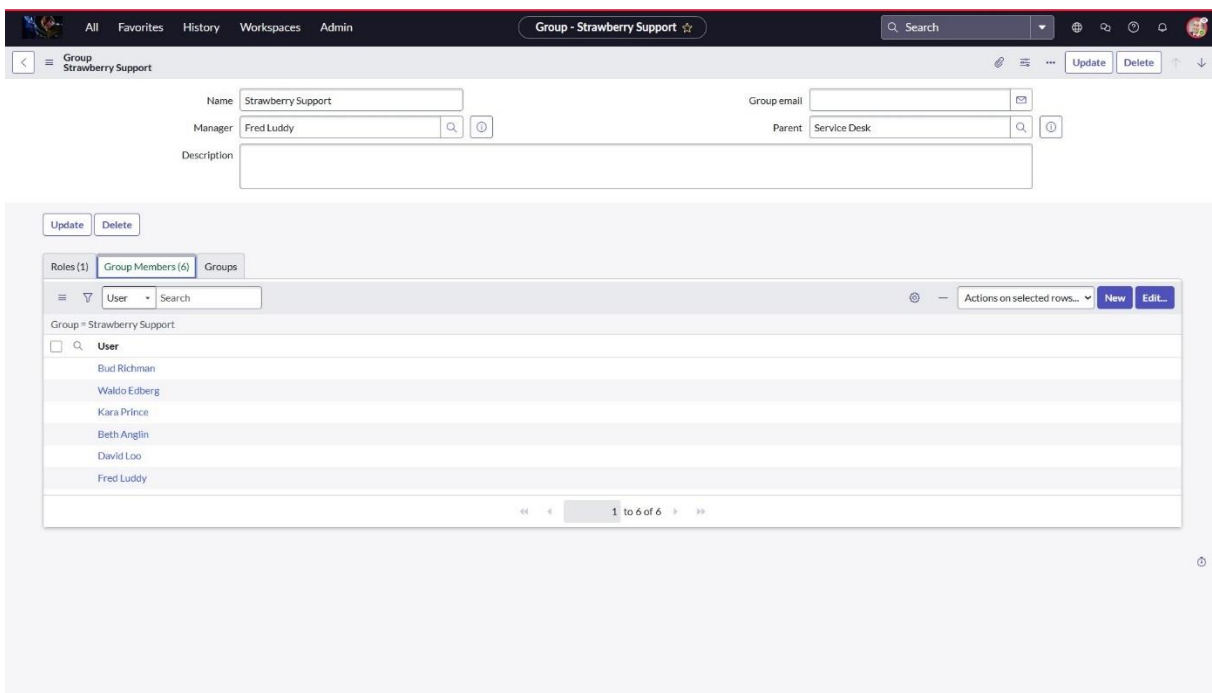
- In the **Members** tab, click on **Edit**.
- Search for team members who will be part of the Strawberry Support group.
- Select their names and click **Add** to include them in the group.

## Step 7: Set Group Notifications (Optional)

- Configure any specific notifications for the group, such as alerts for new incidents or report summaries, under the **Notifications** tab.

## Step 8: Save the Group

- Click the **Submit** button to create the group officially.
- Verify that the Strawberry Support group appears in the list of user groups.



The screenshot shows a web application interface for managing groups. The top navigation bar includes links for All, Favorites, History, Workspaces, and Admin. The current page is titled 'Group - Strawberry Support'. The form contains the following fields:

- Name: Strawberry Support
- Group email: [empty]
- Manager: Fred Luddy
- Parent: Service Desk
- Description: [empty]

Below the form, there are 'Update' and 'Delete' buttons. The 'Group Members' tab is selected, showing a table of users. The table has a search bar and a 'User' dropdown. The table lists six users:

Roles (1)	Group Members (6)	Groups
	<input type="checkbox"/> User	
	Bud Richman	
	Waldo Edberg	
	Kara Prince	
	Beth Anglin	
	David Loo	
	Fred Luddy	

The table is paginated, showing 1 to 6 of 6 rows.

Fig 3.1 – Group form

## CHAPTER 4

### Incident Categorization with "sFone" and Varied Priorities

#### Step 1: Access Incident Table

- From the ServiceNow dashboard, type “Incident” in the navigation filter.
- Select **All Incidents** to open the incident management interface.

#### Step 2: Create New Incident

- Click the **New** button to log a new incident.
- Fill in the required fields:
  - **Short Description:** Provide a brief overview of the incident.
  - **Description:** Offer detailed information about the incident.

#### Step 3: Assign Category

- In the **Category** dropdown, select “sFone” to categorize the incident appropriately.

#### Step 4: Set Priority

- In the **Priority** field, choose one of the following:
  - **Critical**
  - **High**
  - **Medium**
  - **Low**

#### Step 5: Add Additional Details

- Include relevant details such as the **Affected User**, **Assignment Group**, and any **Attachments** related to the incident.

## Step 6: Save Incident

- After filling in all necessary fields, click the **Submit** button to save the incident.

## Step 7: Filter Incidents

- Use filters to view incidents specifically under the “sFone” category for quicker resolution.

Rangasuthan- Incidents ☆											
Incidents Category Search											
All > Category = sFone											
<input type="checkbox"/>	Number	Opened	Short description	Caller	Priority	State	Category ^	Assignment group	Assigned to	Updated	Updated by
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	sFone	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
INC0010041	2024-10-10 23:48:48	Kindly give a description as well	Florine Willardson	1 - Critical	New	sFone	(empty)	(empty)	2024-10-29 07:27:39	system	
INC0010040	2024-10-10 23:48:29	Kindly give a description as well	Hans Carlan	3 - Moderate	New	sFone	(empty)	(empty)	2024-10-10 23:49:22	admin	
INC0010039	2024-10-10 23:47:58	Kindly give a description as well	Haley Rocheford	1 - Critical	New	sFone	(empty)	(empty)	2024-10-29 07:27:40	system	
INC0010035	2024-10-10 23:41:01	SD_2	Beth Anglin	5 - Planning	New	sFone	Strawberry Support	(empty)	2024-10-10 23:42:44	admin	
INC0010033	2024-10-10 23:34:38	SD_1	Andrew Jackson	2 - High	New	sFone	Strawberry Support	(empty)	2024-10-10 23:39:47	admin	
INC0010038	2024-10-10 23:47:33	Kindly give a description as well	Fabian Mcshaw	1 - Critical	New	sFone	(empty)	(empty)	2024-10-29 07:27:39	system	
INC0010037	2024-10-10 23:44:54	SD_4	Caitlin Reilnger	3 - Moderate	New	sFone	Strawberry Support	(empty)	2024-10-10 23:47:07	admin	
INC0010036	2024-10-10 23:42:56	SD_3	Alejandro Mascal	1 - Critical	New	sFone	Strawberry Support	(empty)	2024-10-29 07:27:39	system	

1 to 8 of 8

Fig 4.1 – Incident list with “sFone category”

## CHAPTER 5

### Knowledge Base for Pie Chart Visualization

#### Step 1: Navigate to Knowledge Management

- On the ServiceNow dashboard, search for **Knowledge** in the left-hand menu.
- Click on **Knowledge Base** to view existing articles.

#### Step 2: Create a New Knowledge Article

- Click the **Create New** button to start drafting a new article.
- In the **Title** field, enter “Interpreting Pie Chart Visualizations.”

The screenshot shows the 'New record' form for a Knowledge Base article in ServiceNow. The form is titled 'Knowledge New record'. It includes several input fields and sections:

- Number:** KB0010002
- \* Knowledge base:** Knowledge
- Category:** Data visualization
- Scheduled publish date:** (empty)
- Valid to:** 2100-01-01
- Version:** (empty)
- Article type:** HTML
- Workflow:** Draft
- Source Task:** (empty)
- Attachment link:** ☐
- Display attachments:** ☐
- \* Short description:** This article helps readers understand how to interpret pie chart visualizations
- Article body:** A rich text editor containing the following content:
  - Introduction to Pie Charts**  
A pie chart is a circular statistical graphic that represents data values as proportional "slices." Each slice of a pie chart shows the proportion of each category, making it easy to see the relative sizes of different groups within a dataset.
  - When to Use Pie Charts**  
Pie charts are best used for comparing parts of a whole, such as incident priorities within a specific category. In this context, the pie chart helps visualize active incidents in the "sfone" category, grouped by priority level.
  - Elements of the Pie Chart**  
p

The word count for the article body is 350 words.

Fig 5.1 – New Knowledge Article Record

#### Step 3: Article Structure

- Create a structured format for the article, including:
  - **Introduction:** Briefly explain what pie charts are and their relevance in incident management.

- **How to Interpret Pie Charts:** Discuss how to read the chart segments and what the size of each segment indicates.

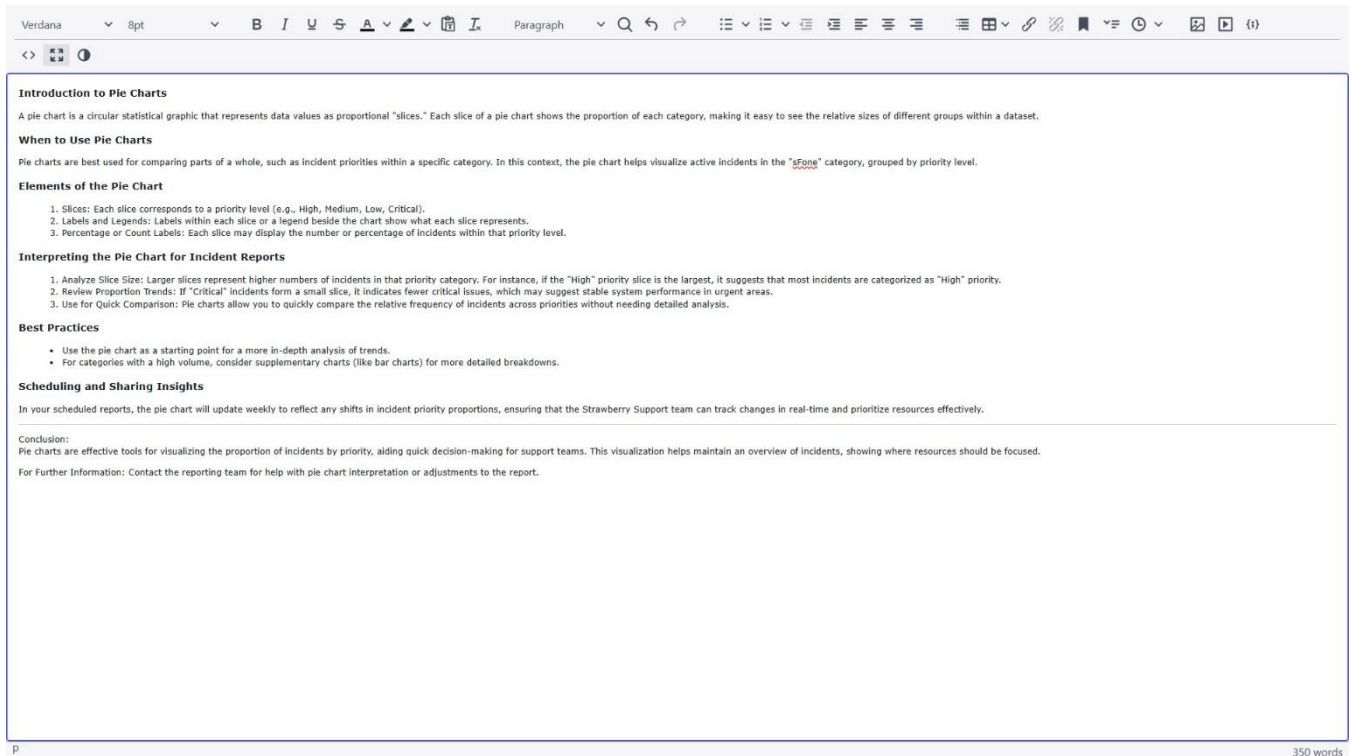


Fig 5.2 – Article Structure

## Step 4: Best Practices

- Include a section outlining best practices for using pie charts effectively, such as ensuring data accuracy and choosing appropriate color schemes.

## Step 5: Add Tags

- Use relevant tags to make the article searchable, such as “Pie Chart,” “Visualization,” “Incident Management.”

## Step 6: Publish Article

- Review the article for accuracy.
- Click the **Publish** button to make the article accessible.

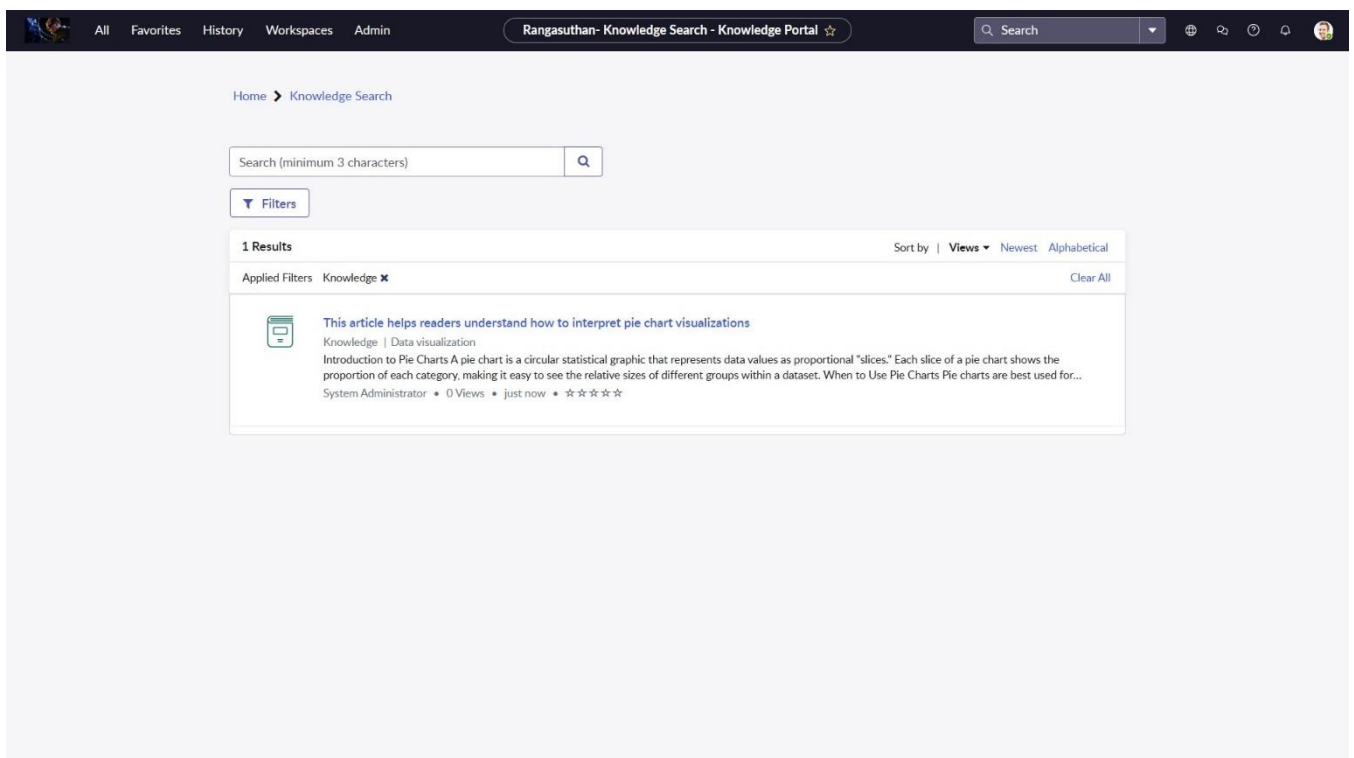


Fig 5.3 – Knowledge Article in Knowledge Portal

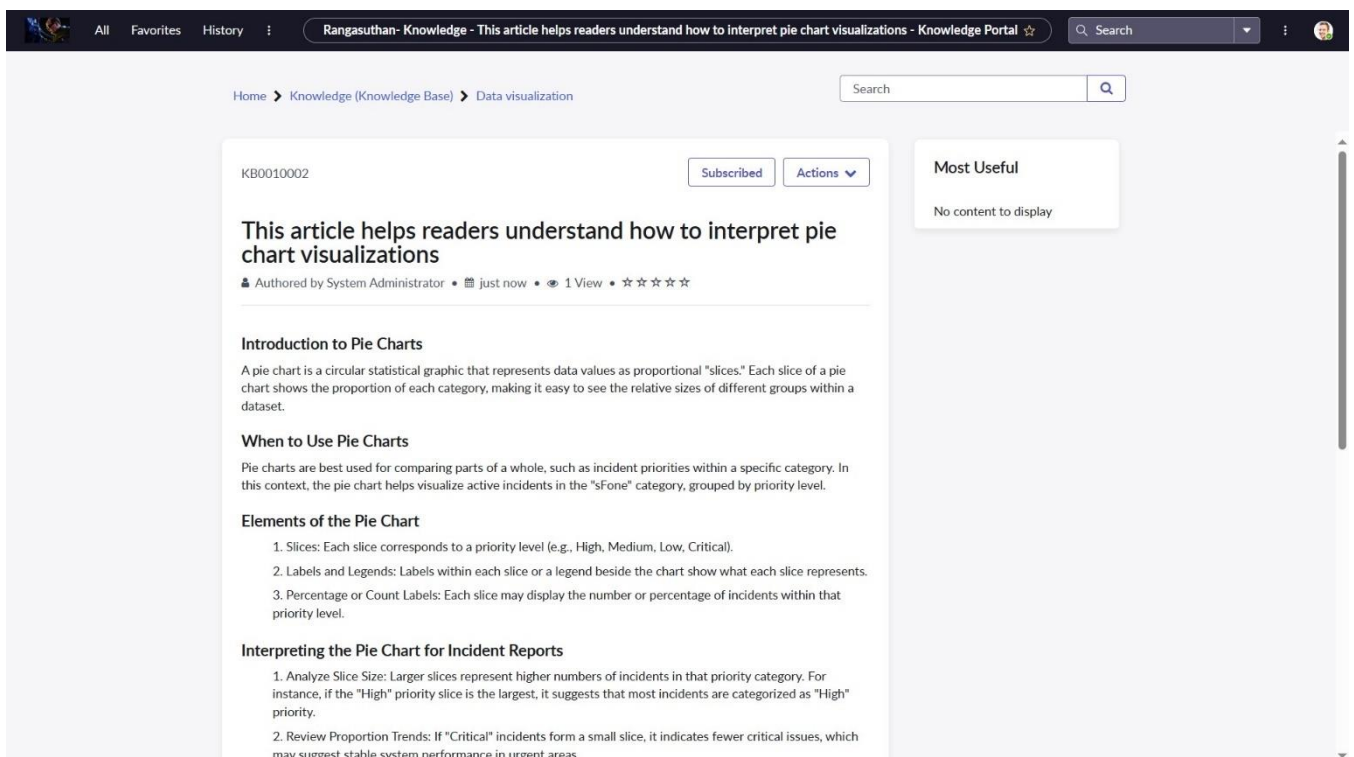


Fig 5.4 – Published Knowledge Article



# CHAPTER 6

## Report Design

### Step 1: Open Report Module

- In the ServiceNow dashboard, type “Reports” in the navigation filter.
- Select **Create New** to start designing a report.

The screenshot shows the ServiceNow Report Designer interface. At the top, there's a navigation bar with 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar is on the right. Below the navigation bar, the report title 'Report - Incidents that are tied to the sFone category' is displayed. A blue banner at the top of the main area says 'Please configure this report using Edit Report, and create new reports using View / Run.' The main configuration area includes fields for 'Application' (Global), 'Title' (Incidents that are tied to the sFone category), 'Table' (Incident [Incident]), 'Field Name' (priority), 'Type' (Pie), and 'Chart size' (Medium). The 'User' field contains a long alphanumeric string. Below these fields, there's a 'Filter' section with two buttons: 'Add Filter Condition' and 'Add "OR" Clause'. The filter conditions are: 'Category' is 'sFone' and 'Active' is 'true'. The filter logic is 'All of these conditions must be met'. At the bottom, there are buttons for 'Update', 'View Report', 'Edit Report', and 'Delete'.

Fig 6.1 – New Report for Incident that are tied to the sFone category

### Step 2: Select Data Source

- Choose the **Incident** table as the primary data source for the report.

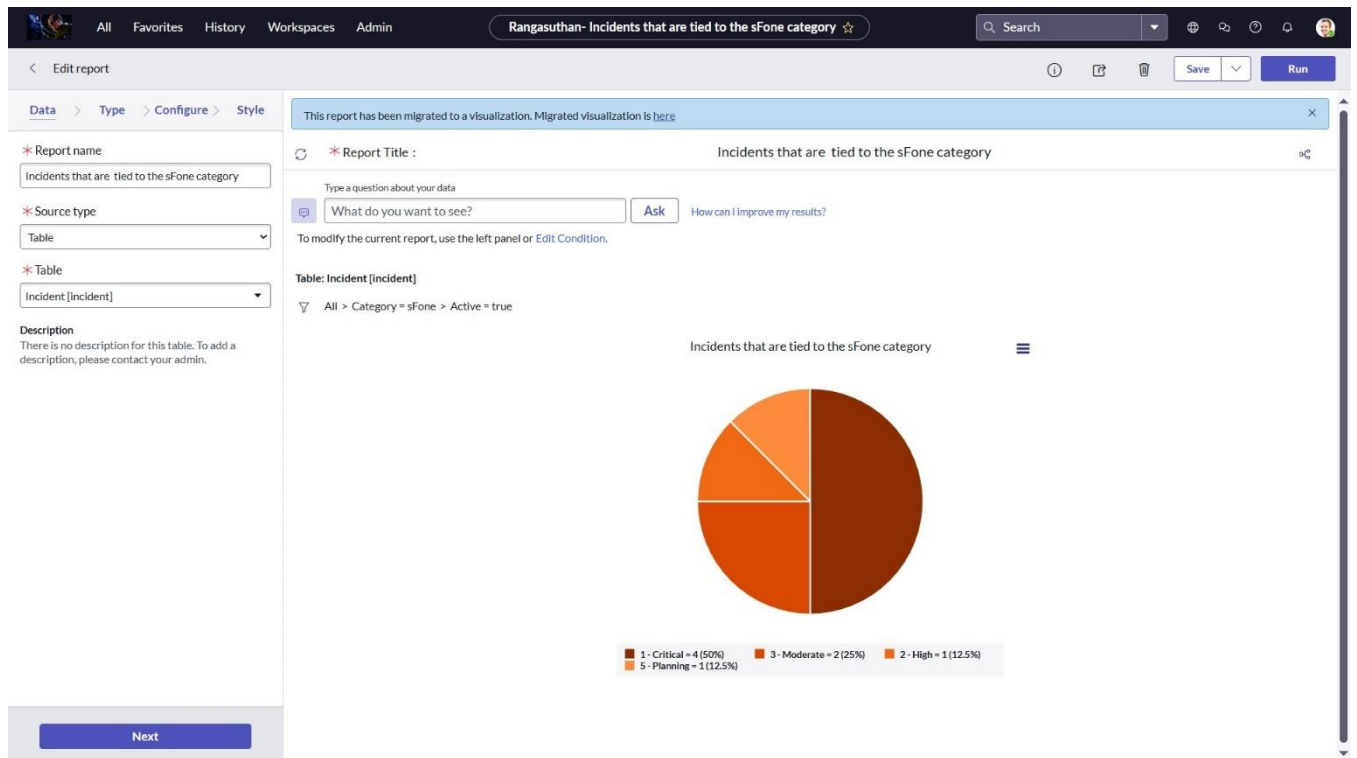


Fig 6.2 - Data Source

### Step 3: Choose Report Type

- Select **Pie Chart** as the report type for visualization.

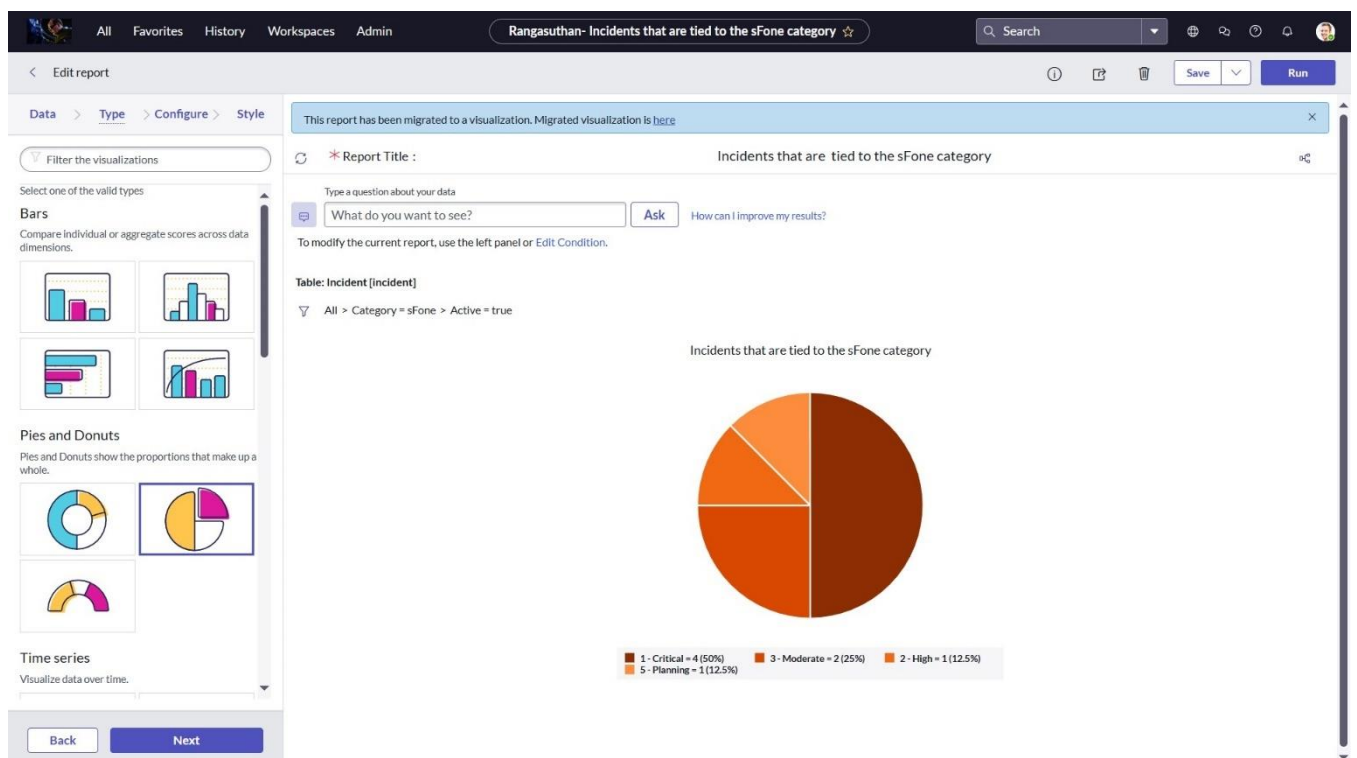


Fig 6.3 – Report Type (Pie Chart)

## Step 4: Group By Priority

- Under the **Group By** section, select the **Priority** field to categorize incidents based on priority.

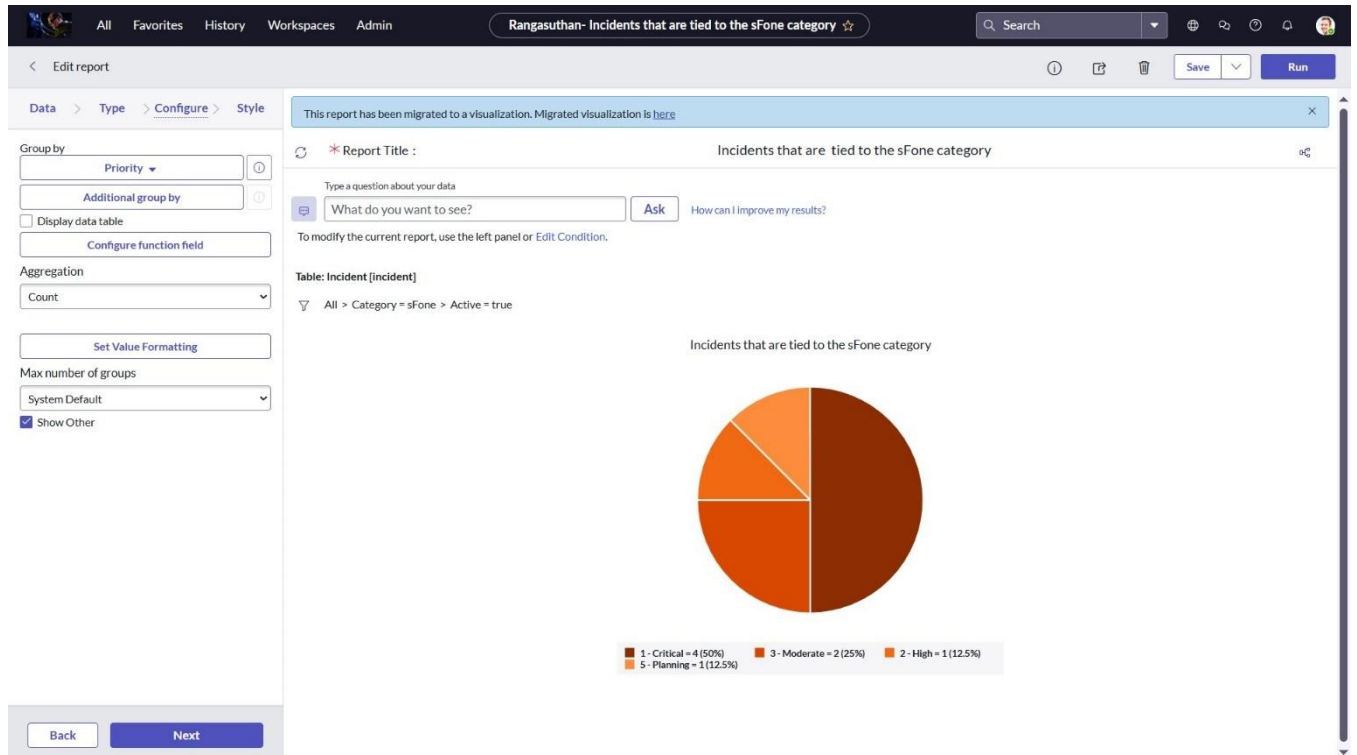


Fig 6.4 Configuring Report (Group by Priority)

## Step 5: Set Filters

- Click on the **Add Filter** button to filter incidents:
  - Category** = "sFone"
  - State** = "Active"

## Step 6: Configure Visualization Settings

- Adjust chart settings, such as colors, labels, and legends for clarity.

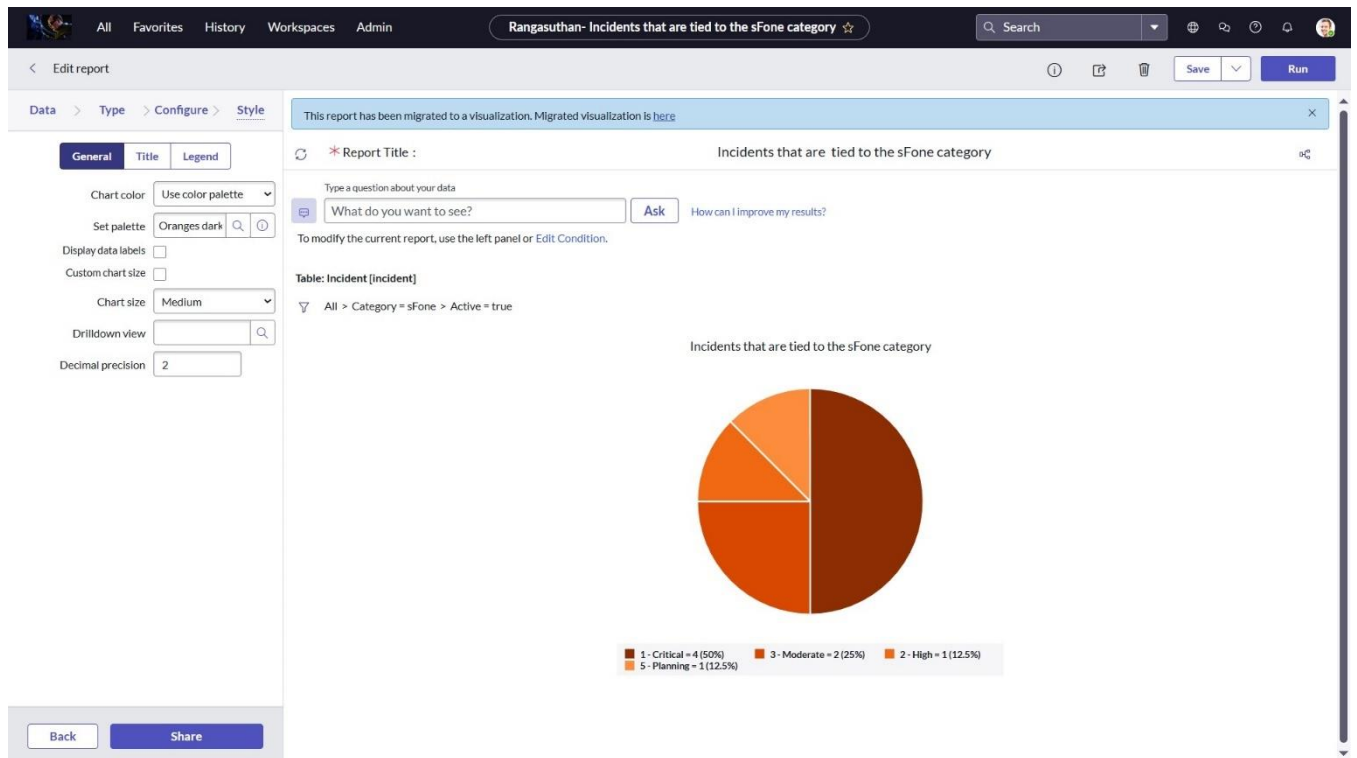


Fig 6.5 – Styling for Report

## Step 8: Save Report

- After confirming the report meets requirements, click **Save**.

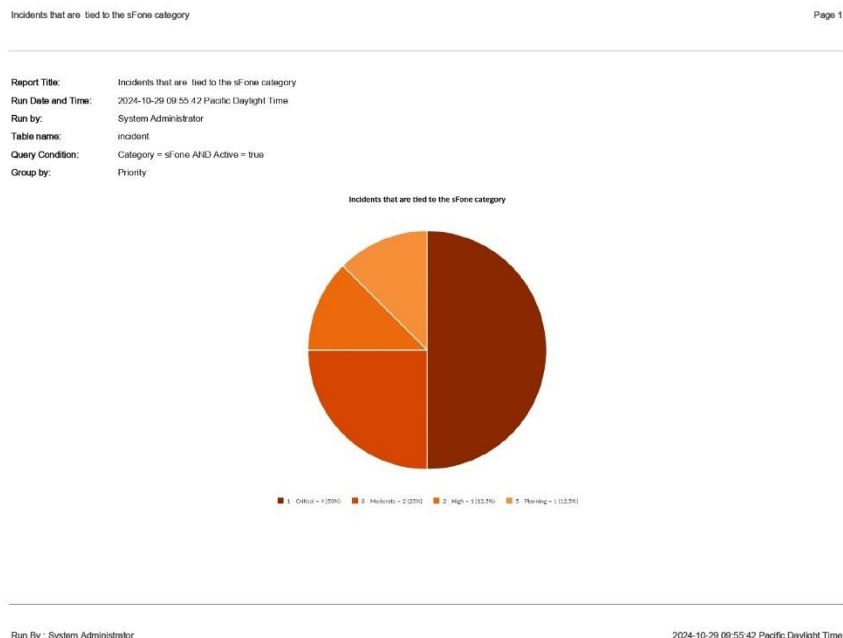


Fig 6.6 -Final Report

## CHAPTER 7

### Scheduling the Report

#### Step 1: Open the Created Report

- Navigate back to the report created for the pie chart visualization.

#### Step 2: Click on Schedule

- In the report view, find the **Schedule** option and click on it.

#### Step 3: Set Schedule Frequency

- Choose the frequency as **Weekly** and set it to run every **Monday** at a specified time.

#### Step 4: Select Recipients

- In the **Recipients** section, select the Strawberry Support group to receive the report.

#### Step 5: Include Message

- Write a brief message in the notification email body about the report's content.

#### Step 6: Attach Knowledge Article

- Include a link to the Knowledge Article about pie chart visualization in the email notification.

#### Step 7: Save Schedule

- Click the **Save** button to finalize the scheduling.

**Scheduled Email of Report - Scheduled execution of Incidents that are tied to the sFone category**

Name: Scheduled execution of Incidents that are tied to t

Report: Incidents that are tied to the sFone category

Users: [User Icon]

Groups: Strawberry Support

Email addresses: [Empty Field]

Application: Global

Active: ☒

Run: Weekly

Day: Monday

Time: Hours 08 00 00

Conditional: ☐

Omit if no records: ☐

Subject: Weekly Report on Active Incidents for sFone Category - Grouped by Priority

Introductory message:

**B I U** Verdana 8pt

Dear Strawberry Support Team,

This is your Weekly sFone Active Incidents by Priority report, scheduled to arrive every Monday ahead of your incident review meeting. This report displays active incidents within the sFone category, organized by priority to aid in prompt and effective decision-making.

For more details on visualizing this report, please refer to our [Knowledge Base article on pie chart visualization](#) for step-by-step guidance on interpreting the data.

If there's anything further I can assist with, feel free to reach out.

Best regards,  
Sri Raghavathan T  
ServiceNow Administrator

Type: PDF-landscape

Zip output: ☐

Include with: [Empty Field]

Fig 7.1 – Scheduling the Report

## CHAPTER 8

### Impersonation of a Strawberry User for Testing Notifications

#### Step 1: Navigate to User Profiles

- In the ServiceNow dashboard, search for **User Administration** in the left-hand menu.
- Click on **Users** to view all user profiles.

#### Step 2: Select User to Impersonate

- Search for a member of the Strawberry Support group and click on the user's name.

#### Step 3: Activate Impersonation Mode

- Click the **Impersonate User** button to log in as the selected user.

#### Step 4: Check Notification Settings

- While impersonating, navigate to the user's notification settings to ensure they are set up to receive email alerts.

#### Step 5: Manually Trigger Report

- Access the scheduled report and click on the **Run** option to generate the report manually.

#### Step 6: Verify Email Notification

- After running the report, check the email account of the impersonated user to confirm receipt of the scheduled report notification.

Scheduled Email of Report - Scheduled execution of Incidents that are tied to the sFone category

Manage Attachments (1): Incidents\_that\_are\_tied\_to\_th... [rename][download]

Name: Scheduled execution of Incidents that are tied to t

Report: Incidents that are tied to the sFone category

Users: [User Icon]

Groups: Strawberry Support

Email addresses:

Application: Global

Active: ☒

Run: Weekly

Day: Monday

Time: Hours 08 00 00

Conditional: ☐

Omit if no records: ☐

Subject: Weekly Report on Active Incidents for sFone Category - Grouped by Priority

Introductory message:

Dear Strawberry Support Team,

This is your Weekly sFone Active Incidents by Priority report, scheduled to arrive every Monday ahead of your incident review meeting. This report displays active incidents within the sFone category, organized by priority to aid in prompt and effective decision-making.

For more details on visualizing this report, please refer to our [Knowledge Base article on pie chart visualization](#) for step-by-step guidance on interpreting the data.

If there's anything [further](#) I can assist with, feel free to reach out.

Best regards,  
Sri Rangasudhan T  
ServiceNow Administrator

Incidents that are tied to the sFone category

Report Title: Incidents that are tied to the sFone category

Incidents that are tied to the sFone category

Page 1

Report Title: Incidents that are tied to the sFone category

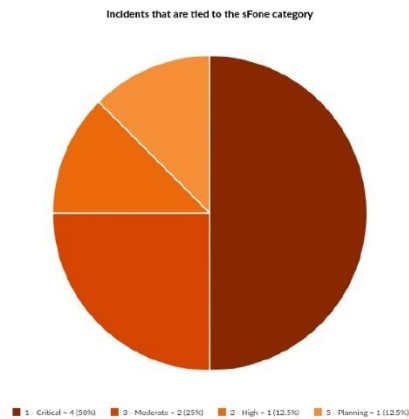
Run Date and Time: 2024-10-29 09:55:42 Pacific Daylight Time

Run by: System Administrator

Table name: Incident

Query Condition: Category = sFone AND Active = true

Group by: Priority



Run By : System Administrator

2024-10-29 09:55:42 Pacific Daylight Time

Fig 8.1 - Impersonation of a Strawberry User for Testing Notifications



## **CHAPTER 9**

### **TESTING AND DEPLOYMENT**

After the development of the reporting solution, thorough testing and deployment processes were implemented to ensure functionality and reliability.

#### **9.1 Testing Procedures**

- **Unit Testing:** Each module was tested individually to ensure proper functionality.
- **Integration Testing:** Modules were tested together to verify that they work seamlessly.
- **User Acceptance Testing (UAT):** Feedback was gathered from actual users to identify any issues or improvements needed.

#### **9.2 Deployment Steps**

1. **Prepare Deployment Environment:** Ensure the production environment is ready for deployment.
2. **Backup Current Data:** Backup existing incident data to prevent data loss during deployment.
3. **Deploy New Features:** Implement the reporting solution in the production environment.
4. **Monitor System Performance:** After deployment, monitor the system for any performance issues or bugs.

## CHAPTER 10

### CONCLUSION

This project successfully developed a comprehensive incident reporting solution for the Strawberry Support team. By categorizing incidents under the "sFone" category, implementing varied priority levels, and providing visualizations, the team is now better equipped to manage incidents efficiently. The incorporation of a Knowledge Article ensures that team members can interpret data effectively, enhancing decision-making processes. Overall, this solution improves the incident management framework and fosters collaboration within the team.

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# ANNEXURE 1

## Now Learning Profile Page

RA2211003011319 (SRI RANGASUTHAN T)

### My certifications

The screenshot shows the 'My Certifications' page in the ServiceNow Learning portal. The page title is 'My Certifications (3)' and it lists 'All your ServiceNow Certifications'. The left sidebar contains a user profile section with the initials 'SR' and a list of links: 'Update My Profile', 'Total Lessons', 'My Profile', 'My Learning', 'My Collections', 'My Vouchers', 'My Interests', 'My Invoices', 'My Company Access', 'My Achievements', 'My Certifications', 'My Accreditations', 'My Course Certificates', and 'My Badges'. The main content area displays three certification cards, each with a green checkmark and the status 'Current'. The first card is 'ServiceNow Certified System Administrator' with a completion date of November 02, 2024. The second card is 'Micro-Certification - Flow Designer' with a completion date of October 07, 2024. The third card is 'Micro-Certification - Welcome to ServiceNow' with a completion date of July 27, 2024. The top navigation bar includes a search bar, a notification bell, a globe icon, a QR code icon, and a user profile icon with the name 'SRI RANGASUTHAN T'. The bottom navigation bar includes links for 'Career Journeys', 'Credential Program', 'Help Center', and 'Explore Catalog'.

### My course certificates

The screenshot shows the 'My Course Certificates' page in the ServiceNow Learning portal. The page title is 'My Course Certificates (1)' and it lists 'All your ServiceNow ILT/VILT Course Certificates'. The left sidebar is identical to the one in the 'My Certifications' page. The main content area displays a single certificate card with a green checkmark and the status 'Current'. The certificate is for an 'Academic Course' with a completion date of September 02, 2024. The top navigation bar and bottom navigation bar are identical to the ones in the 'My Certifications' page.

My badges :

SR

Update My Profile

Total Lessons

My Profile

My Learning

My Collections

My Vouchers

My Interests

My Invoices

My Company Access

My Achievements

My Certifications

My Accreditations

My Course Certificates

My Badges

My Badges (10)

All your ServiceNow Badges

Search Badges

Sort by

Filter By

Current

Certification Maintenance Program (CMP)  
Fee - 2023

November 02, 2024 - Completion Date

Current

Mainline Certification Badge

November 02, 2024 - Completion Date

Current

Micro-Certification Badge

October 07, 2024 - Completion Date

Current

Flow Designer Fundamentals

Current

Flow Designer: Create Subflows and  
Actions

Current

Flow Designer: Create a Flow

Give Feedback

(RA2211003011298) Nikhil Sharma

My badges :

NS

Update My Profile

Total Lessons

My Profile

My Learning

My Collections

My Vouchers

My Interests

My Invoices

My Company Access

My Achievements

My Certifications

My Accreditations

My Course Certificates

My Badges

My Badges (10)

All your ServiceNow Badges

Search Badges

Sort by

Filter By

Current

Mainline Certification Badge

November 05, 2024 - Completion Date

Current

Certification Maintenance Program (CMP)  
Fee - 2023

November 05, 2024 - Completion Date

Current

Micro-Certification Badge

October 18, 2024 - Completion Date

Current

Flow Designer: Create Subflows and  
Actions

Current

Flow Designer Fundamentals

Current

Flow Designer: Create a Flow

Give Feedback

29

# My course certificates

NS

Update My Profile

Total Lessons

My Profile

My Learning

My Collections

My Vouchers

My Interests

My Invoices

My Company Access

My Achievements

My Certifications

My Accreditations

My Course Certificates

My Profile

My Learning

My Collections

My Vouchers

My Interests

My Invoices

My Company Access

My Achievements

My Certifications

My Accreditations

My Course Certificates

ServiceNow LEARNING

Search courses, paths, knowledge articles and r

3

NS Nikhil Sharma

Career Journeys Credential Program Help Center

Explore Catalog

My Course Certificates (1)

All your ServiceNow ILT/VLT Course Certificates

Search Course Certificates

Sort By

NS

Current

Academic Course

September 02, 2024 - Completion Date

# My certifications

NS

Update My Profile

Total Lessons

My Profile

My Learning

My Collections

My Vouchers

My Interests

My Invoices

My Company Access

My Achievements

My Certifications

My Accreditations

My Course Certificates

My Badges

My Preferences

My Profile

My Learning

My Collections

My Vouchers

My Interests

My Invoices

My Company Access

My Achievements

My Certifications

My Accreditations

My Course Certificates

My Badges

ServiceNow LEARNING

Search courses, paths, knowledge articles and r

3

NS Nikhil Sharma

Career Journeys Credential Program Help Center

Explore Catalog

My Certifications (3)

All your ServiceNow Certifications

Search Certifications

Sort By

Filter By

NS

Current

ServiceNow Certified System Administrator

November 05, 2024 - Completion Date

NS

Current

Micro-Certification - Flow Designer

October 18, 2024 - Completion Date

NS


Current

Micro-Certification - Welcome to ServiceNow





July 28, 2024 - Completion Date

30

## My course certificates




Search courses, paths, knowledge articles and

15Jaden Daniel L. ▾

Career Journeys | Credential Program ▾ | Help Center

Explore Catalog



Update My Profile

Total Lessons ▾

My Profile ▾

My Achievements ▴

My Certifications

My Accreditations

My Course Certificates

My Badges


My Preferences ▾


### My Course Certificates (1)

All your ServiceNow ILT/VLT Course Certificates

Search Course Certificates

Sort By





✓ Current






Academic Course

September 02, 2024 - Completion Date

servicenow **LEARNING**  
Part of ServiceNow University


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## My badges :




Search courses, paths, knowledge articles and

15Jaden Daniel L. ▾

Career Journeys | Credential Program ▾ | Help Center

Explore Catalog



Update My Profile

Total Lessons ▾

My Profile ▾

My Achievements ▾

My Preferences ▾


### My Badges (10)


All your ServiceNow Badges

Search Badges

Sort by

Filter By






✓ Current

Certification Maintenance Program (CMP)  
Fee - 2023


November 02, 2024 - Completion Date



✓ Current

Mainline Certification Badge


November 02, 2024 - Completion Date



✓ Current


Micro-Certification Badge

October 08, 2024 - Completion Date




✓ Current

Flow Designer: Create Subflows and  
Actions



✓ Current

Flow Designer: Create a Flow




✓ Current

Flow Designer: Create a Flow


31

My certifications :





Part of ServiceNow University


Search courses, paths, knowledge articles and



15








Jaden Daniel L. ▾

Career Journeys

Credential Program ▾

Help Center

Explore Catalog



JD

Update My Profile

Total Lessons ▾

My Profile ▾

My Achievements ▾

My Preferences ▾


### My Certifications (3)


All your ServiceNow Certifications

Search Certifications

Sort By

Filter By






Current

ServiceNow Certified System Administrator


November 02, 2024 - Completion Date



Current

Micro-Certification - Flow Designer

October 08, 2024 - Completion Date



Current

Micro-Certification - Welcome to ServiceNow

July 28, 2024 - Completion Date

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