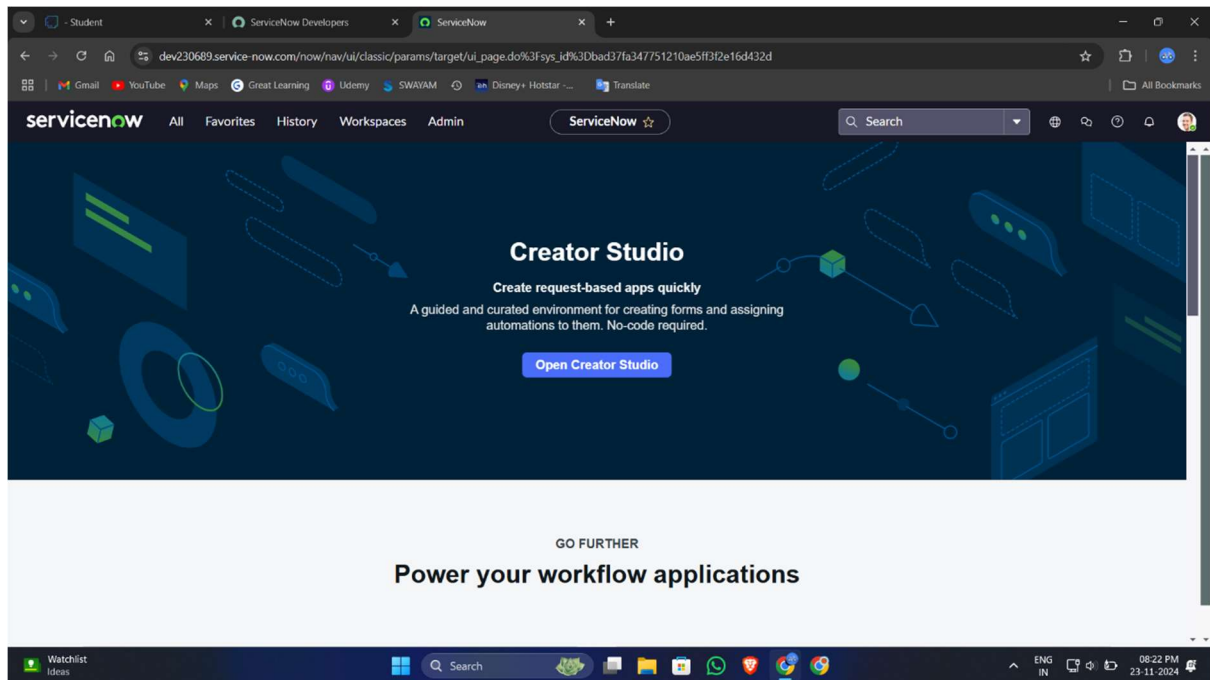
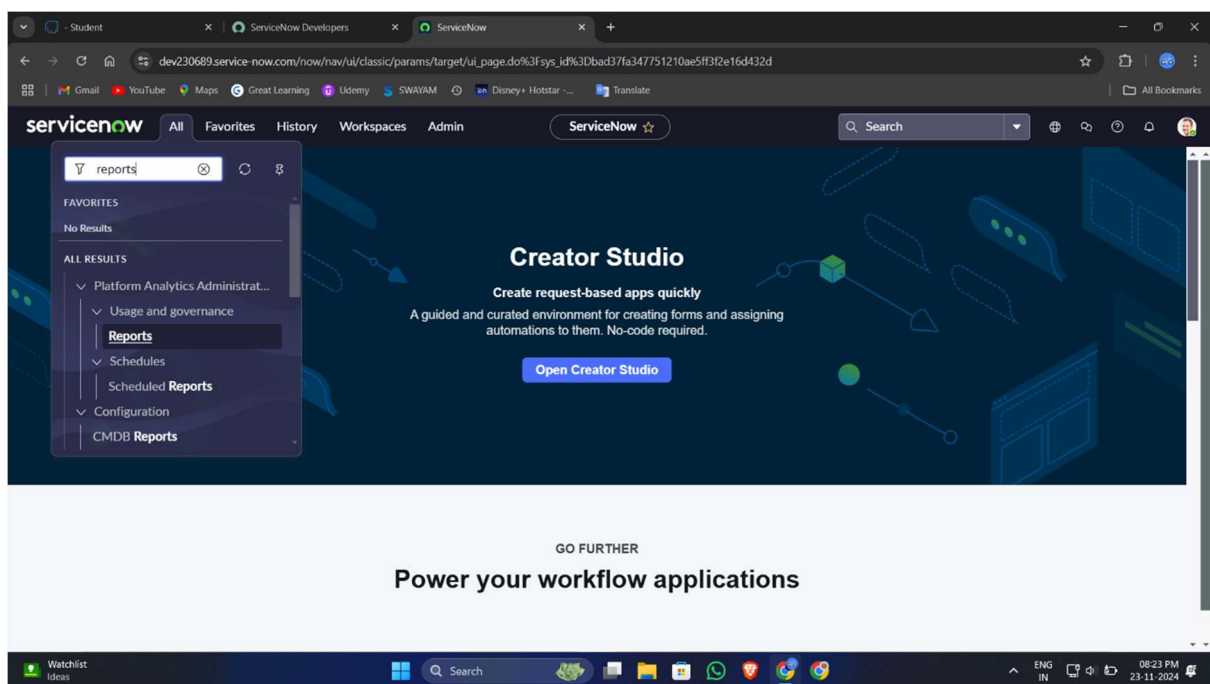


# Monitoring Incident States for Effective Management

**Step:1** Open service now developer Instance



**Step:2** Click All and Search Reports and click Reports



	Title	Table	Type	Field Name	Created by	Updated
	KPI - Average Work Effort for Resolving...	Incident Time Worked [incident_time_worked]	Pivot Table	inc_category	glide.maint	2011-11-30 14:35:43
	30/60/90 Day Desired State Task Aging	Follow On Task [cert_follow_on_task]	Horizontal bar	aging_level	admin	2013-04-18 13:57:43
<input checked="" type="checkbox"/>	30/60/90 Day Task Aging	Follow On Task [cert_follow_on_task]	Horizontal bar	aging_level	admin	2013-04-18 13:30:43
	abc	label [test_2]	Single Score		admin	2020-03-06 18:38:27
	Achieved SLAs by Type	Task SLA [task_sla]	Bar	sla.type	glide.maint	2012-11-29 05:42:30
	Active Change Requests	Change Request [change_request]	List	active	glide.maint	2005-06-21 18:17:56
	Active Changes > 7 days	Change Request [change_request]	Single Score		admin	2020-11-11 11:43:52
	Active Contracts by Cost Per Unit	Contract [ast_contract]	List	cost_per_unit	admin	2012-09-20 10:57:06
	Active Contracts by Lifetime Cost	Contract [ast_contract]	List	lifetime_cost	admin	2012-09-19 10:17:48
	Active Contracts by Monthly Cost	Contract [ast_contract]	List	monthly_cost	admin	2012-09-19 10:18:14
	Active Contracts by Vendor	Contract [ast_contract]	List	vendor	admin	2012-09-04 15:49:43

**Step:3** Click New and give Report name and source type as table and select table incident

Create a report

Save Run

Data > Type > Configure > Style

\* Report Title : incidents by group

\* Report name  
incidents by group

\* Source type  
Table

\* Table  
Incident [incident]

Description  
There is no description for this table. To add a description, please contact your admin.

Table: Incident [incident]  
All

Create your report with Analytics Q&A  
Ask for information. You can give simple filtering conditions.  
You get the answer with an appropriate visualization.

What do you want to see? Ask

How can I improve my results?

Next

## Step:4 Select type as Pie chart

The screenshot shows the ServiceNow 'Create a report' interface. The 'Style' tab is selected, and 'Pie and Donuts' is chosen as the visualization type. The report title is 'incidents by group'. The table 'Incident [incident]' is displayed with the following data:

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:30:24	admin
INC0009005	2018-08-31 21:35:21	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 23:18:55	admin
INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	Closed	Software	(empty)	(empty)	2024-10-07 10:43:04	system

## Step:5 Click on funnel icon and give conditionField : stateOperator : isoneofValue : new,onhold,inprogress and Click next

The screenshot shows the ServiceNow 'Create a report' interface with the 'Configure' tab selected. A filter condition is applied to the 'State' field, with the operator 'is one of' and the values 'New', 'In Progress', 'On Hold', and 'Resolved'. The report title is 'incidents by group'. The table 'Incident [incident]' is displayed with the following data:

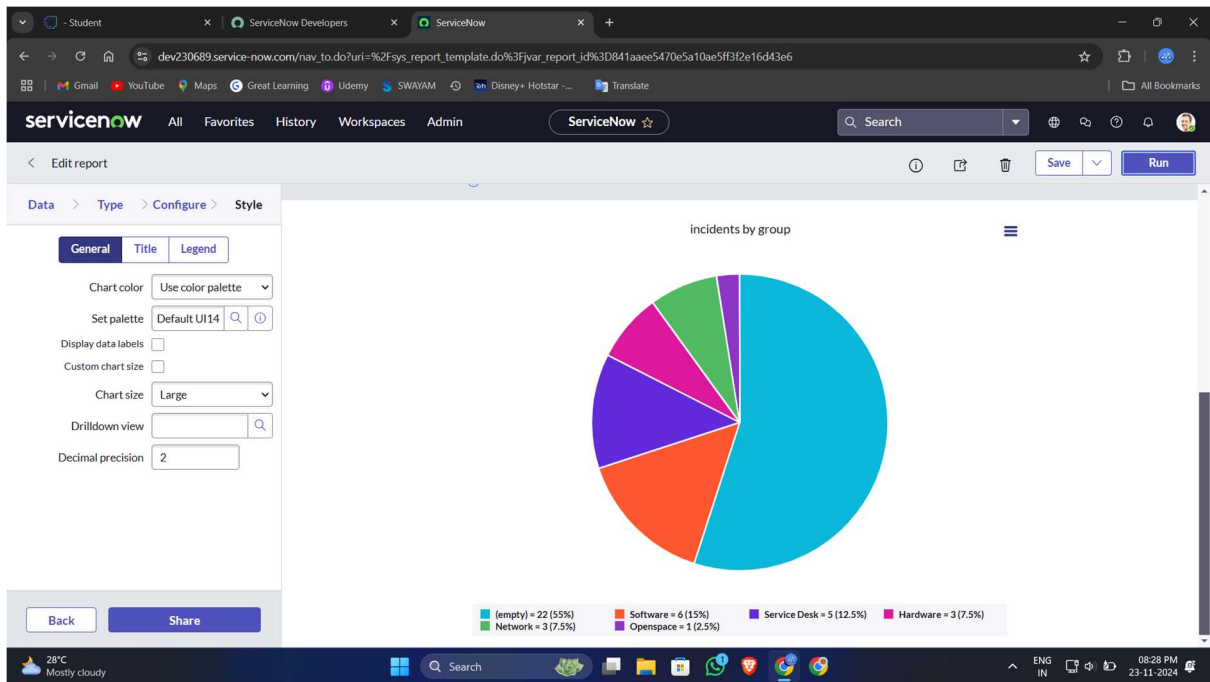
Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:30:24	admin
INC0009005	2018-08-31 21:35:21	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 23:18:55	admin

## Step:6 Group by assignment group and click on next

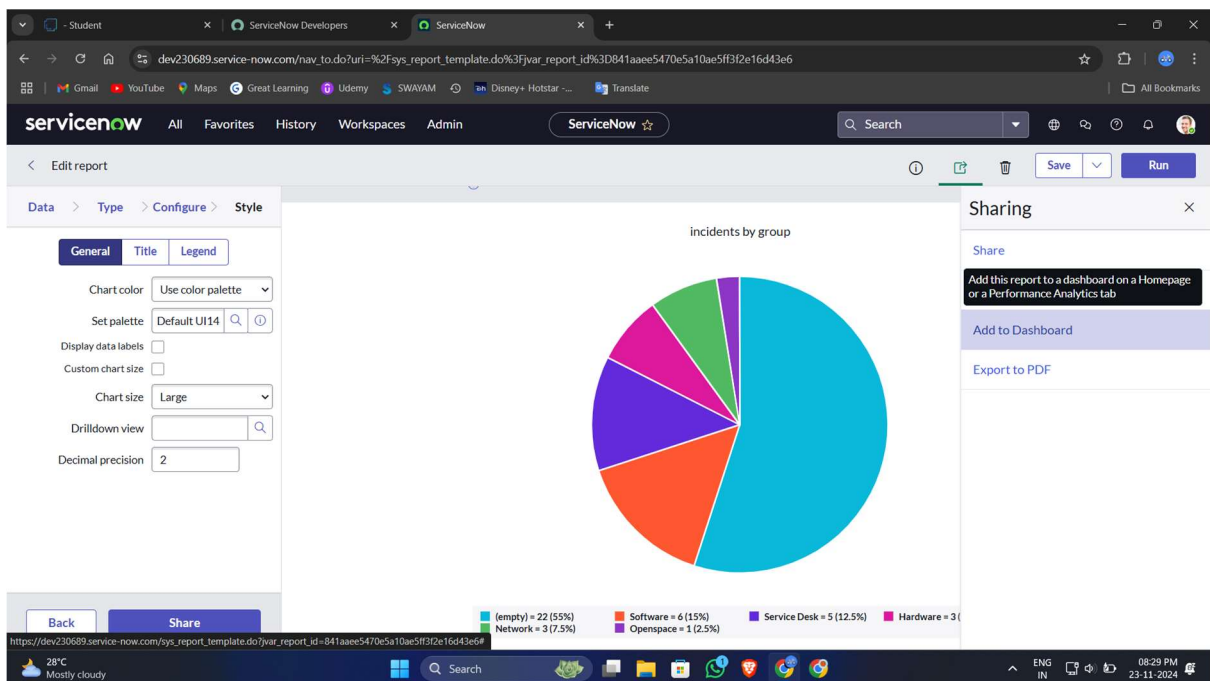
The screenshot shows the 'Create a report' interface in ServiceNow. The left sidebar has tabs for 'Data', 'Type', 'Configure', and 'Style'. The 'Configure' tab is active, showing options to 'Group report data using this field's values' (set to 'Assignment group'), 'Additional group by', 'Display data table' (unchecked), 'Configure function field', 'Aggregation' (set to 'Count'), 'Set Value Formatting', 'Max number of groups' (set to 'System Default'), and 'Show Other' (checked). The main area shows the 'Table: Incident [incident]' with a filter 'All > State in (New, In Progress, On Hold)'. Below this is the 'INCIDENT CONDITIONS' section with a condition 'State is one of' followed by a list: 'New', 'In Progress', 'On Hold', and 'Resolved'. The 'RELATED LIST CONDITIONS' section is empty. At the bottom, a pie chart titled 'Incidents by group' is partially visible. The bottom navigation bar shows 'Back' and 'Next' buttons.

## Step:7 Click save and Run

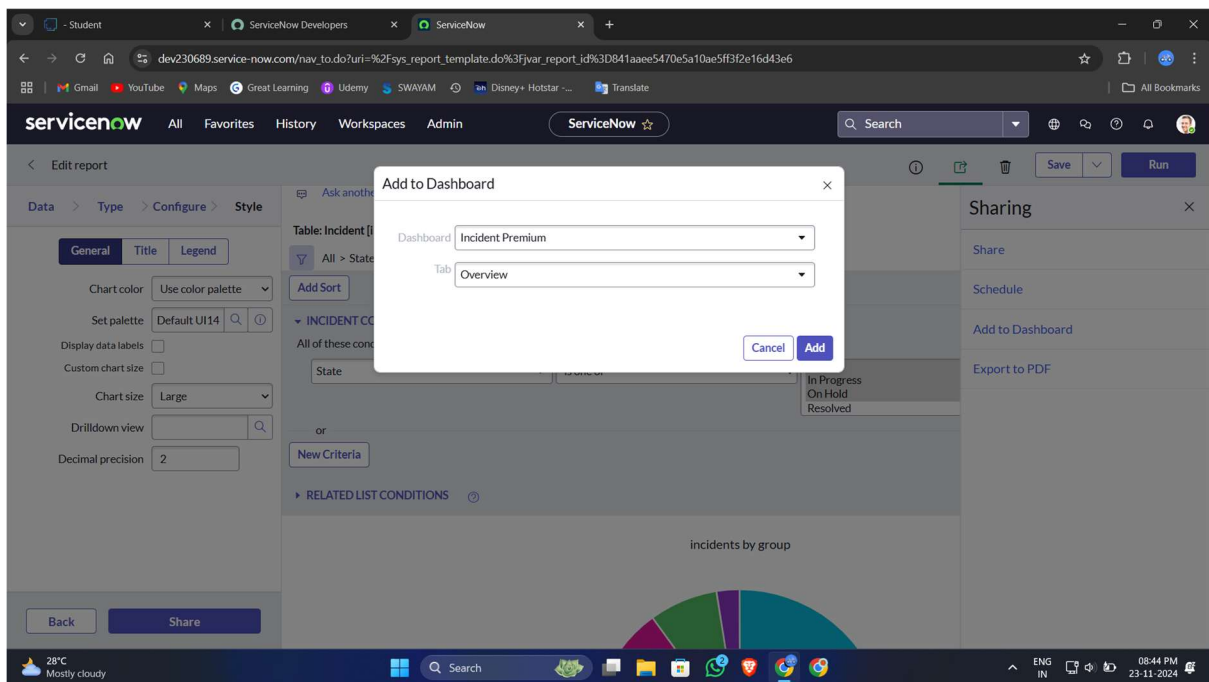
The screenshot shows the 'Create a report' interface in ServiceNow, now in the 'Style' tab. The left sidebar has tabs for 'General', 'Title', and 'Legend'. The 'General' tab is active, showing options for 'Chart color' (set to 'Use color palette'), 'Set palette' (set to 'Default UI14'), 'Display data labels' (unchecked), 'Custom chart size' (unchecked), 'Chart size' (set to 'Large'), 'Drilldown view' (empty), and 'Decimal precision' (set to '2'). The main area shows the same configuration as the previous step. The 'RELATED LIST CONDITIONS' section is still empty. At the bottom, a completed pie chart titled 'Incidents by group' is visible, showing four segments in different colors (blue, green, yellow, and red). The bottom navigation bar shows 'Back' and 'Share' buttons. A 'Save report' button is visible in the top right corner.



**Step:8** Click Share and Now add report to dashboard



## Step: 9 Give the dashboard and title name and Click on add



## Output:

