

SERVICENOW PROJECT SUBMISSION
SLA MANAGEMENT FOR HARDWARE GROUP - PRIORITY 4

Submitted by

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SLA MANAGEMENT FOR HARDWARE GROUP - PRIORITY 4: RESPONSE TO RESOLUTION

Project Overview:

As a Service Desk Agent, I want to ensure that the SLA clock for priority 4 hardware-related tickets pauses when the ticket status is set to "On Hold" and stops when the ticket status is set to "Resolved" or "Closed", so that the SLA accurately reflects the time spent actively working on the ticket and does not include periods when the ticket is pending or completed.

Objectives:

- **Maintenance Schedule Optimization**
 - Develop and document a systematic maintenance schedule for hardware assets to enhance equipment longevity and reduce repair needs.
 - Focus on identifying equipment with frequent, non-urgent failures and create preventive measures.
- **Incident Reporting and Tracking Improvements**
 - Standardize incident reporting for low-priority issues to improve transparency and analysis over time.
 - Establish a tracking mechanism to monitor and record low-priority issues, aiming for a decrease in similar incidents.
- **Performance and Efficiency Enhancements**
 - Analyze the hardware environment to identify underperforming devices or processes with low impact.
 - Recommend low-cost upgrades or optimizations to improve efficiency without requiring immediate action.

Key Features and Concepts Used :

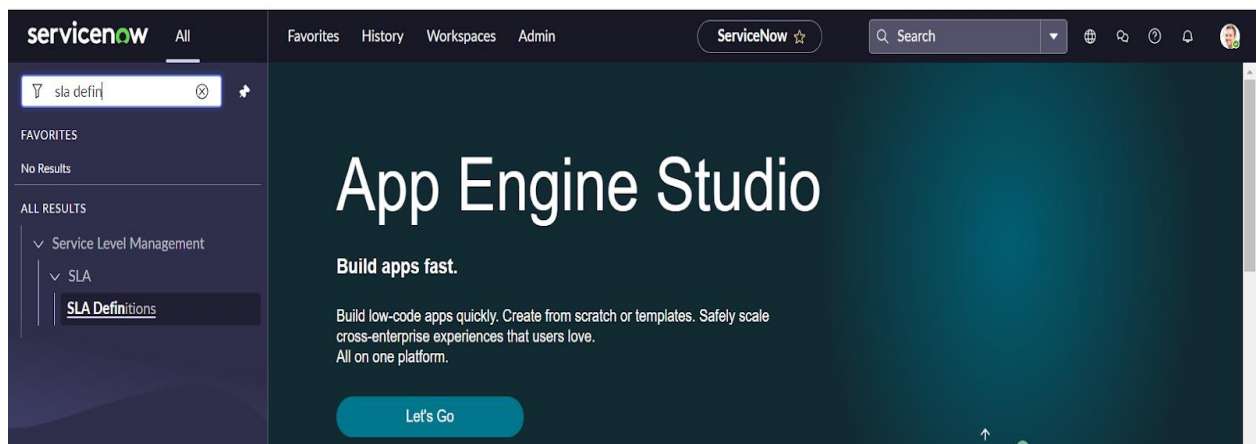
- Knowledge on Service Now.
- Knowledge on SLA(Service Level Agreement).
- SLA(Service Level Agreement).
- Service Now Administration.
- Hardware Required:
- Windows 8 machine
- Software Required:
- Install with two web browser
- System Required:
- Bandwidth of 30mbps

Detailed Steps To Solution Design :

Implementation :

Activity-1

1. Open service now developer Instance
2. Click on All
3. Search for SLA Definition



4. Create New
5. Fill the information as mentioned below
Name : Hardware Group - Priority 4



Type : SLA

Target : Response

Table : incident

Duration : 1 hour

Schedule source : No schedule

Leave the other things default

SLA Definition
New record

[Submit](#)

n SLA starting now will breach on 2024-05-15 00:56:50 (Actual elapsed time: 1 Hour)

NameHardware Group - Priority 4

TypeSLA

TargetResponse

TableIncident [incident]

FlowDefault SLA flow

Enable logging

Active

ApplicationGlobal

[Duration type](#)User specified duration

* DurationDays00Hours10000

[Schedule source](#)No schedule

SLA will run 24x7 as no schedule is selected

6. Under start condition fill the given information

Active>>is>>>true

Priority>>is>>4-low

State>>is>>New

7. Under when to cancel choose

When start condition is not met.

Start condition

Pause condition

Stop condition

Reset condition

The conditions under which the new SLA will be attached and canceled

[Start condition](#)

Add Filter Condition

Add "OR" Clause

All of these conditions must be met

Active

is

true

AND

OR

×

Priority

is

4 - Low

AND

OR

×

State

is

New

AND

OR

×

Retroactive start ☐

When to cancel

Start conditions are not met

Submit

8. Under stop condition

Assignment group >> is not empty

Start condition

Pause condition

Stop condition

Reset condition

The condition under which the SLA will complete

[Stop condition](#)

Add Filter Condition

Add "OR" Clause

Assignment group

is not empty

AND

OR

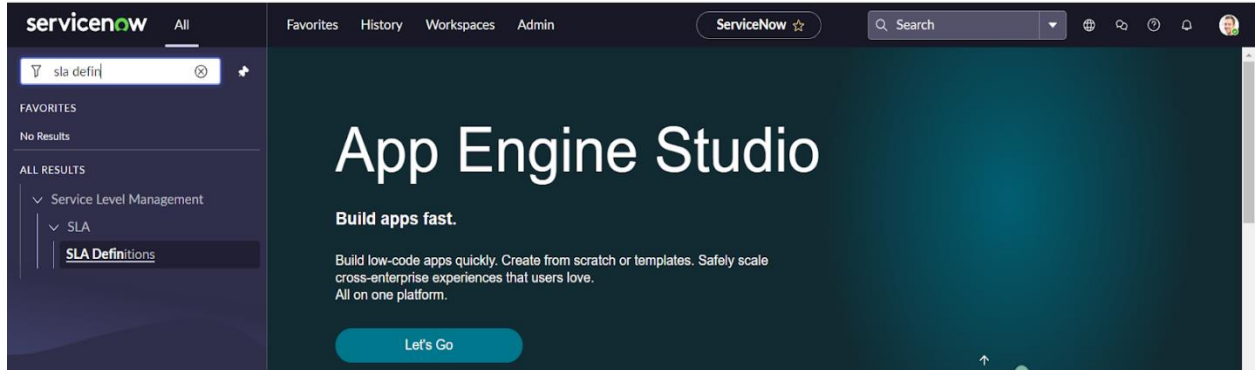
×

Submit

9. Click on submit.

Activity - 2:

1. Click on All
2. Search for SLA Definition



3. Create New
4. Fill the information as mentioned below

Name : Hardware Group-Resolution

Type : SLA

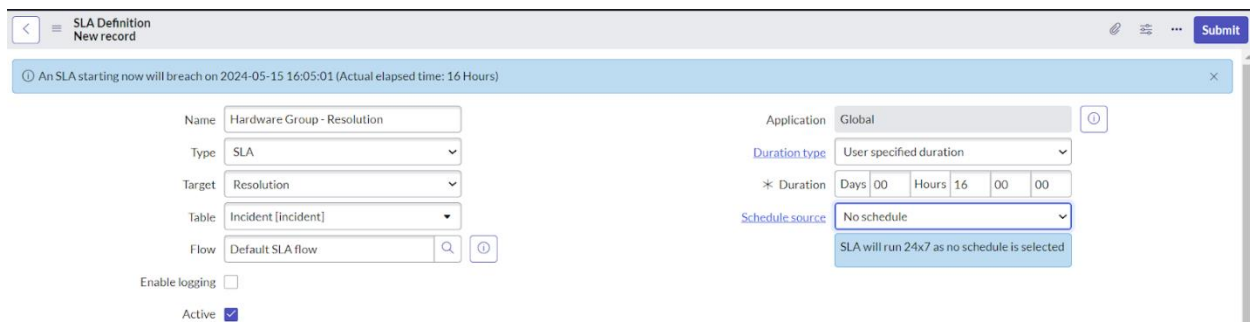
Target : Resolution

Table : incident

Duration : 16 hour

Schedule source : No schedule

Leave the other things default



SLA Definition
New record

An SLA starting now will breach on 2024-05-15 16:05:01 (Actual elapsed time: 16 Hours)

Name: Hardware Group - Resolution

Type: SLA

Target: Resolution

Table: Incident [incident]

Flow: Default SLA flow

Enable logging: ☐

Active: ☒

Application: Global

Duration type: User specified duration

* Duration: Days 00 Hours 16 00 00

Schedule source: No schedule

SLA will run 24x7 as no schedule is selected

Submit

5. Under start condition fill the given information

Assignment group >> is not empty

Start condition
Pause condition
Stop condition
Reset condition

The conditions under which the new SLA will be attached and canceled

[Start condition](#)
Add Filter Condition
Add "OR" Clause

All of these conditions must be met

Assignment group
is not empty
AND
OR
X

-- choose field --
-- oper --
-- value --
X

Retroactive start
☐

When to cancel
Start conditions are not met

Submit

6. Under pause condition fill the following information
state>>is>>on hold

7. Under when to resume choose
When pause conditions are not met

Start condition
Pause condition
Stop condition
Reset condition

The conditions under which the SLA will pause (stop increasing elapsed time) and resume

[Pause condition](#)
Add Filter Condition
Add "OR" Clause

State
is
On Hold
AND OR X

When to resume
Pause conditions are not met

Submit

8. Under stop condition fill the following information
State>>is one of>>resolved,closed

Start condition
Pause condition
Stop condition
Reset condition

The condition under which the SLA will complete

[Stop condition](#)
Add Filter Condition
Add "OR" Clause

State
is one of
On Hold
Resolved
Closed
Canceled
AND OR X

Submit

9. Click on submit.

Testing and Validation:

- Navigate to ALL
- Search for incident
- Click on create new
- Fill the incident form and click on save

Incident
New record

Number
INC0010030

* Caller
Adela Cervantsz

Category
Inquiry / Help

Subcategory
-- None --

Service

Service offering

Configuration item

* Short description
Hardware Related Problem

Description

Channel
-- None --

State
New

Impact
2 - Medium

Urgency
3 - Low

Priority
4 - Low

Assignment group

Assigned to

- Scroll down under SLA you will find SLA response.

Task SLAs (1)

Affected CIs

Impacted Services/CIs

Child Incidents

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SLA definition

Search

😊

—

Actions on selected rows...

▼

Task = INC0010030

| <input type="checkbox"/> | <input type="checkbox"/> | SLA definition | Type | Target | Stage | Business time left | Business elapsed time | Business elapsed percentage | Start time | Stop time |
|--------------------------|--------------------------|-----------------------------|------|----------|-------------|--------------------|-----------------------|-----------------------------|---------------------|-----------|
| <input type="checkbox"/> | <input type="checkbox"/> | Hardware Group - Priority 4 | SLA | Response | In progress | 59 Minutes | 3 Seconds | 0.08% | 2024-05-15 21:59:04 | (empty) |

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1 to 1 of 1

⏪

⏩

- Now under assignment group give hardware and click on save.

Number
INC0010030

* Caller
Adela Cervantsz

Category
Inquiry / Help

Subcategory
-- None --

Service

Service offering

Configuration item

* Short description
Hardware Related Problem

Description

Channel
-- None --

State
New

Impact
2 - Medium

Urgency
3 - Low

Priority
4 - Low

Assignment group
Hardware

Assigned to

- Under sla you will find SLA response should completed and SLA resolution will start.

Task SLAs (2)

Affected CIs

Impacted Services/CIs

Child Incidents

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▼

SLA definition

Search

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Actions on selected rows...

Task = INC0010030

| <input type="checkbox"/> | SLA definition | Type | Target | Stage | Business time left | Business elapsed time | Business elapsed percentage | Start time | Stop time |
|--------------------------|-----------------------------|------|------------|-------------|---------------------|-----------------------|-----------------------------|---------------------|---------------------|
| <input type="checkbox"/> | Hardware Group - Priority 4 | SLA | Response | Completed | 57 Minutes | 2 Minutes | 4.86% | 2024-05-15 21:59:04 | 2024-05-15 22:01:59 |
| <input type="checkbox"/> | Hardware Group - Resolution | SLA | Resolution | In progress | 15 Hours 59 Minutes | 2 Seconds | 0% | 2024-05-15 22:01:59 | (empty) |

1

to 2 of 2

- If we change state to resolve you will observe resolution to completed.

| | | | |
|---------------------|---|------------------|---|
| Number | <input type="text" value="INC0010030"/> | Channel | <input type="text" value="-- None --"/> |
| * Caller | <input type="text" value="Adela Cervantsz"/> | State | <input type="text" value="Resolved"/> |
| Category | <input type="text" value="Inquiry / Help"/> | Impact | <input type="text" value="2 - Medium"/> |
| Subcategory | <input type="text" value="-- None --"/> | Urgency | <input type="text" value="3 - Low"/> |
| Service | <input type="text"/> | Priority | <input type="text" value="4 - Low"/> |
| Service offering | <input type="text"/> | Assignment group | <input type="text" value="Hardware"/> |
| Configuration item | <input type="text"/> | Assigned to | <input type="text"/> |
| * Short description | <input type="text" value="Hardware Related Problem"/> | | |

- You will observe resolution state is in completed

| Task SLAs (2) | | | | | | | | | |
|-----------------------|-----------------------------|------|------------|-----------|---------------------|-----------------------|-----------------------------|---------------------|---------------------|
| Affected CIs | | | | | | | | | |
| Impacted Services/CIs | | | | | | | | | |
| Child Incidents | | | | | | | | | |
| SLA definition | | | | | | | | | |
| Search | | | | | | | | | |
| Task = INC0010030 | | | | | | | | | |
| | SLA definition | Type | Target | Stage | Business time left | Business elapsed time | Business elapsed percentage | Start time | Stop time |
| | Hardware Group - Priority 4 | SLA | Response | Completed | 57 Minutes | 2 Minutes | 4.86% | 2024-05-15 21:59:04 | 2024-05-15 22:01:59 |
| | Hardware Group - Resolution | SLA | Resolution | Completed | 15 Hours 52 Minutes | 7 Minutes | 0.79% | 2024-05-15 22:01:59 | 2024-05-15 22:09:33 |

Key Scenarios Addressed by ServiceNow in the Implementation Project :

➤ Incident Management

- **Scenario:** Users report issues with hardware or software; the IT team needs a centralized system for tracking, prioritizing, and resolving these issues. Automates incident logging, categorization, and escalation. This includes workflows that route tickets to the appropriate support teams and tools for tracking status and SLAs.

➤ Change Management

- **Scenario:** Hardware and software changes, like system upgrades or patches, need to be managed to minimize disruption. Facilitates request approvals, risk assessments, and change planning with an integrated change calendar and automated workflows that ensure all necessary steps are completed before changes are implemented.

CONCLUSION:

Implementing ServiceNow effectively addresses a wide range of critical scenarios across IT Service Management, from incident and problem resolution to asset tracking, change management, and SLA monitoring. By automating workflows, providing real-time visibility, and enabling user-friendly interfaces, ServiceNow enhances operational efficiency, reduces manual effort, and ensures compliance with organizational policies.

Moreover, the platform's integrated capabilities, such as the CMDB, knowledge base, and service catalog, empower teams to deliver consistent and reliable support while proactively managing resources and costs. With its focus on scalability and adaptability, ServiceNow serves as a robust foundation for organizations aiming to modernize their IT operations and achieve long-term business goals.