



# PIE Tech

**POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY**

(Approved by AICTE and Affiliated to Anna University)

*sky is the limit*

NAAN MUDHALAVAN

ServiceNow Administrator Project

## **Monitoring Incident States for Effective Management**

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## Monitoring Incident States for Effective Management

### ABSTRACT:

#### User Story:-

As a ServiceNow Assignment Group Manager, They 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

#### Pre-Requisites:-

- ☐ Knowledge on Service now administration
- ☐ Knowledge on tables
- ☐ Knowledge on reports

#### Skills used to solve the problem statement:-

1. Service Now Administration.

#### Two Major Method :

Implementation

Result

## Implementation:

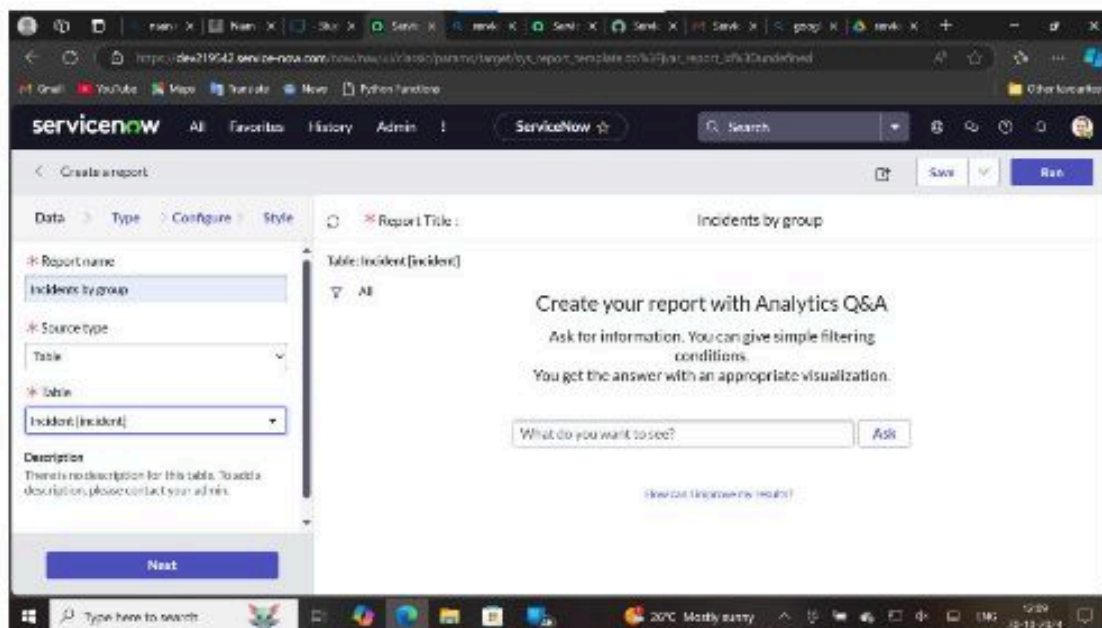
### Activity-1: Open ServiceNow Developer Instance:

- ☐ Access the ServiceNow Developer instance by logging in to your account. Ensure you have the appropriate permissions to create reports and dashboards.

#### Navigate to Reports:

- ☐ Click on the **All** option in the left-hand menu to open the application navigator.
- ☐ In the search bar, type **Reports** and select **Create New** under the Reports section.

## Activity-2: Create a New Report

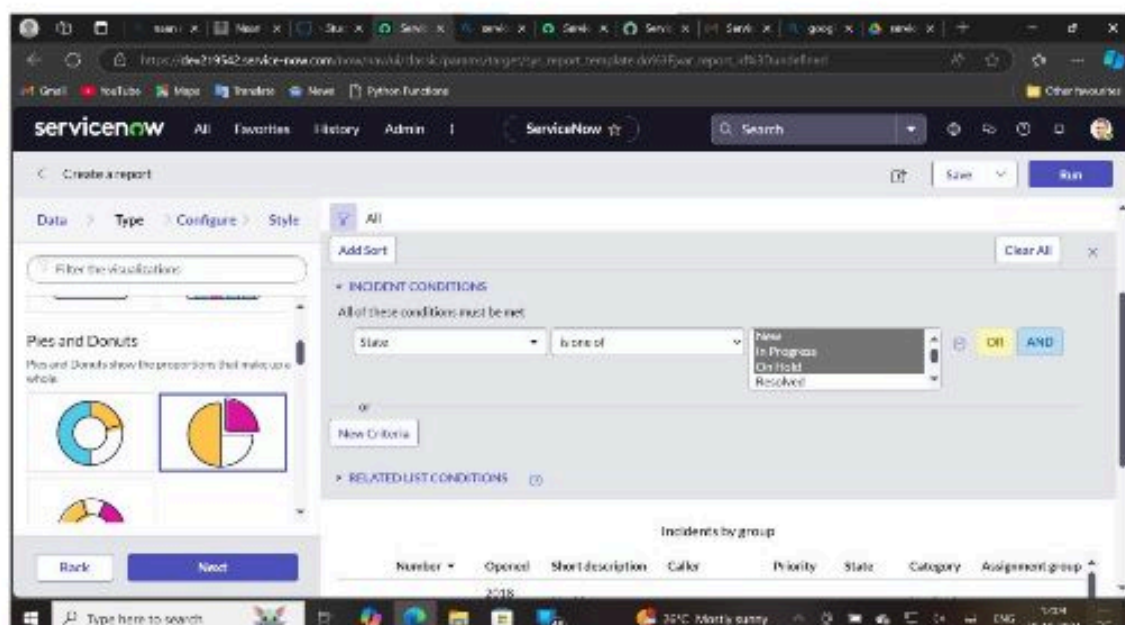


- ❑ Click **Create New** to start creating a new report.
- ❑ Enter a meaningful **Report Name** that describes the report's purpose, e.g., "Incident State Analysis."

### Select the Source Type:

- ❑ Set **Source Type** to **Table** to define where the data will come from.
- ❑ In the **Table** dropdown, select **Incident** as the table.

### Configure the Report Type:



- ☐ Click **Next** to proceed.
- ☐ Set the **Report Type** to **Pie Chart** to visualize the data distribution across incident states.
- ☐

## Activity-3: Apply Filters and Conditions

### Set the Filter Conditions:

- ☐ Click on the **funnel** icon to add conditions to the report.
- ☐ Configure the following fields:
- ☐ **Field:** Set to **State**.
- ☐ **Operator:** Select **is one of** to include multiple states.
- ☐ **Value:** Enter **New, On Hold, In Progress** to include only these specific states.

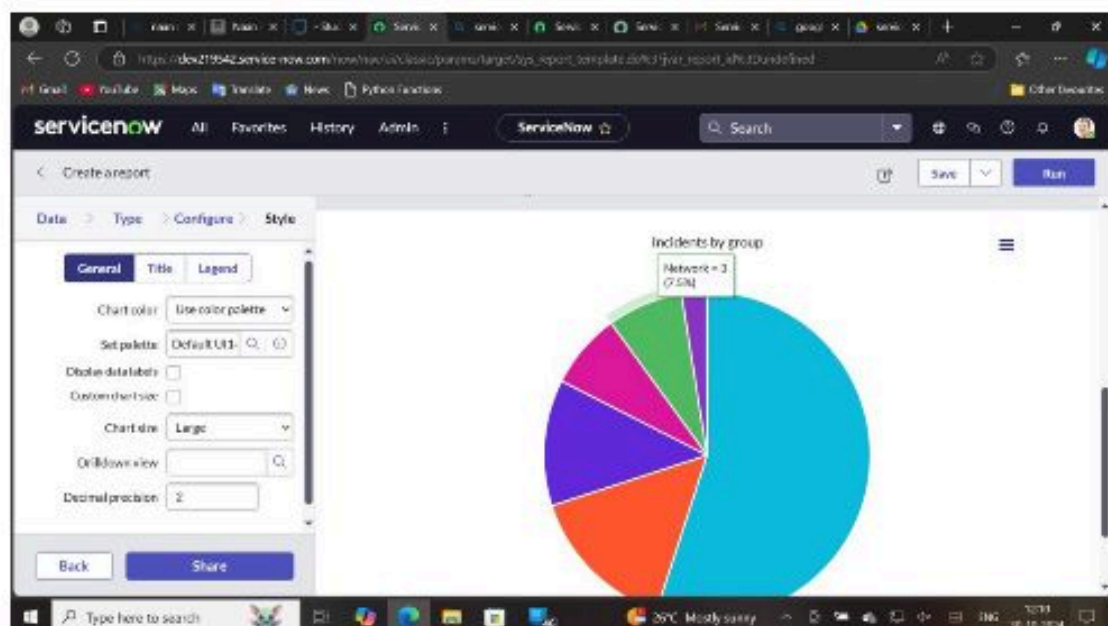
## Activity-4: Group Data and Save the Report

### Group the Report Data:

- ☐ Click **Next** to proceed to grouping options.
- ☐ Set **Group by** to **Assignment Group** to group incidents based on the teams responsible.

### Save the Report:

- ☐ Click **Save** to store your configuration.
- ☐ Select **Run** to generate the report and preview the results.



## Activity-5: Add Report to Dashboard

### Add the Report to a Dashboard:

1. After saving, choose the **Add to Dashboard** option.

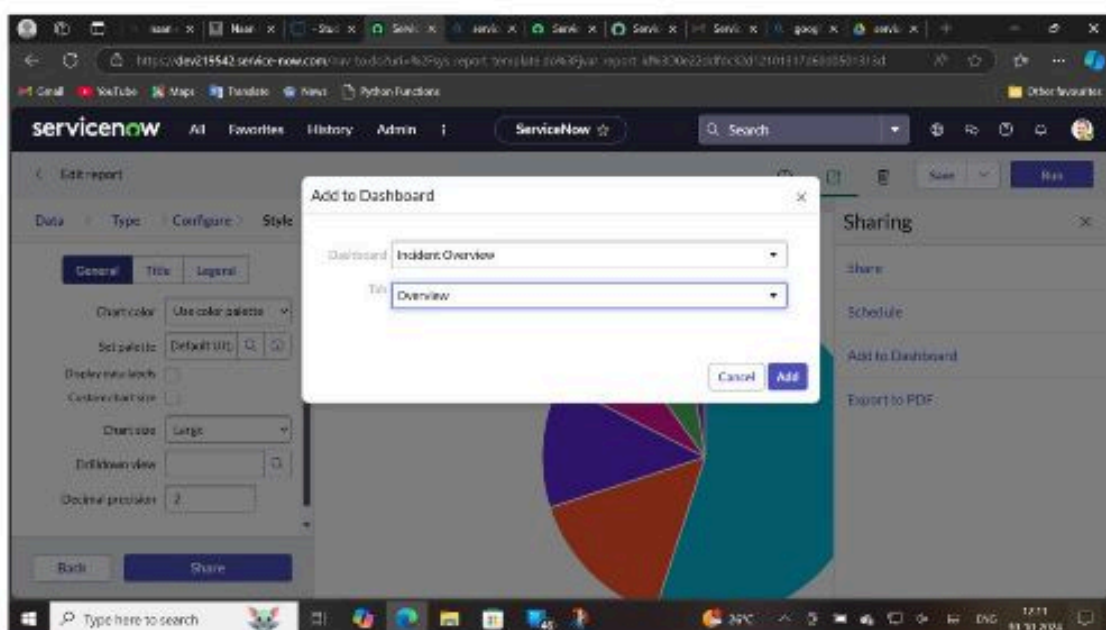


## Configure the Dashboard:

1. Enter a **Dashboard Name** and **Title** for clarity. This name should reflect the purpose, e.g., "Incident Overview Dashboard."
2. Click **Add** to finalize.

## Save the Dashboard:

1. Confirm that your new dashboard was successfully added to the **Incident Overview** folder for easier access.



## RESULT

### Access the ServiceNow PDI (Personal Developer Instance)

#### Open the ServiceNow PDI Instance:

- ❑ Log in to your ServiceNow Personal Developer Instance (PDI) to access your personalized environment where the report and dashboard were created.

#### Navigate to Dashboards:

- ❑ In the left-hand menu, click on **All** to open the application navigator.
- ❑ Type **Dashboard** in the search bar.

## Select the Dashboard Option:

- Under **Self-Service**, click on **Dashboards**. This will open the main dashboard management interface, where all accessible dashboards are listed.

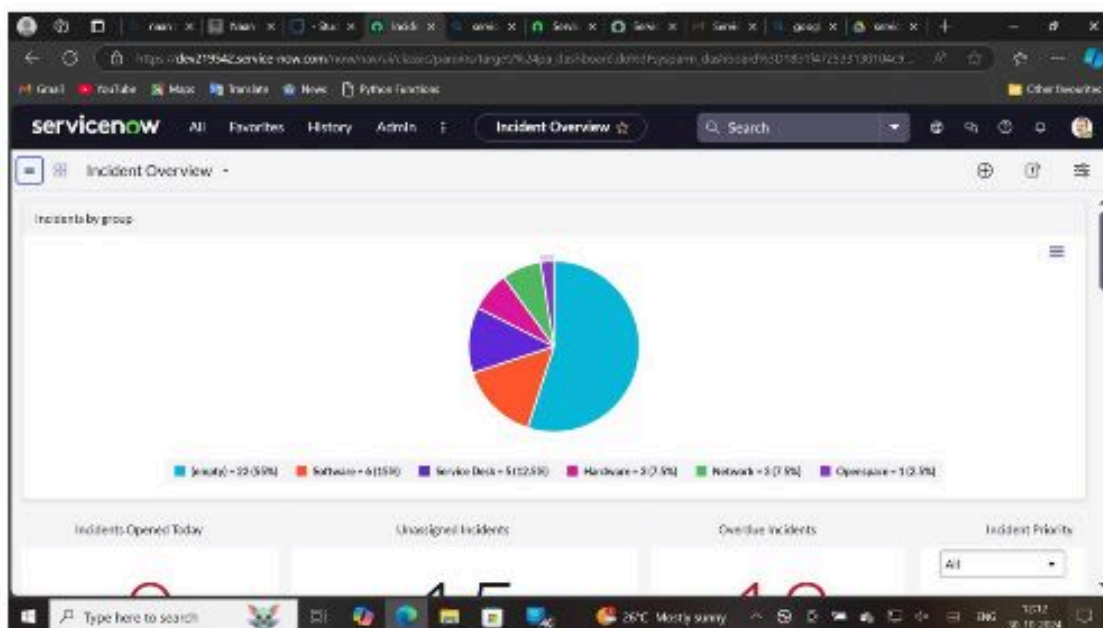
## Locate and Open the "Incident Overview" Dashboard

### Search for the "Incident Overview" Dashboard:

- In the search bar within the dashboard section, type **Incident**. Locate and select **Incident Overview** from the list of available dashboards.

## Access the Dashboard:

- Click on **Incident Overview** to open the dashboard.
- Here, you will find the report created earlier, displaying a **pie chart** showing the incident states (New, On Hold, In Progress) grouped by assignment group.



## Conclusion:

The **Incident Overview Dashboard** project in ServiceNow successfully demonstrates how to create a tailored reporting solution for incident management. By setting up a dynamic pie chart and integrating it into a dashboard, this project enables clear visualization of incident states and assignments. This provides users with a streamlined tool to monitor incident progress, improve resource allocation, and support informed decision-making within IT service management. Overall, this project highlights ServiceNow's powerful reporting capabilities to enhance operational efficiency and transparency.