



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

Name : NITHIN K A

Register No : 723621104028

Year : IV

Semester : 07

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:

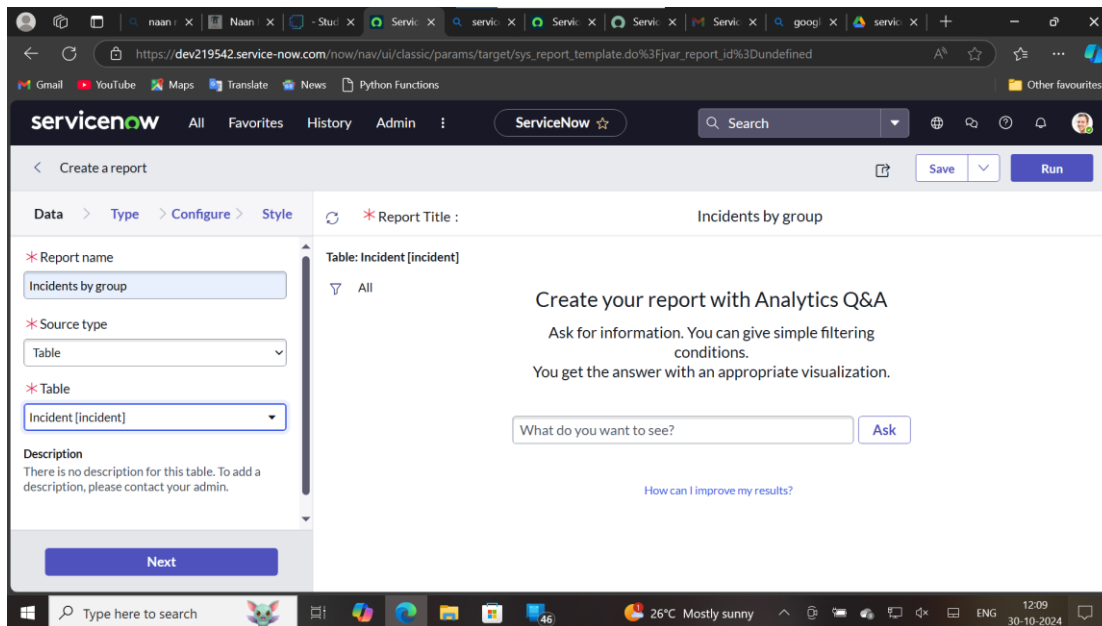
Activity-1: Open ServiceNow Developer Instance:

- 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

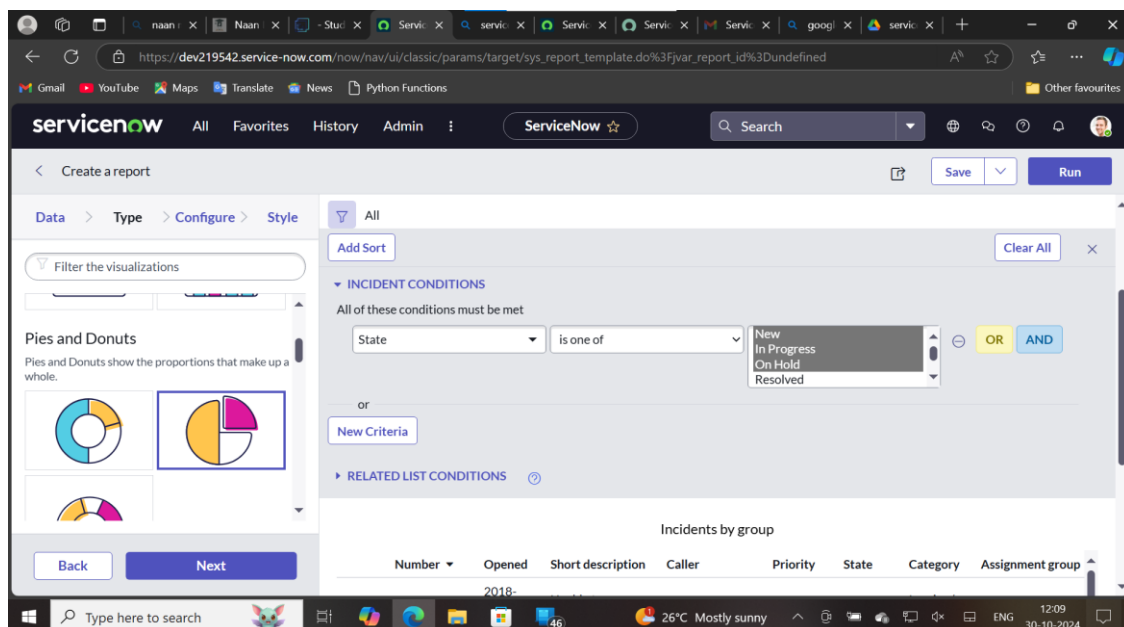


- Click **Create New** to start creating a new report.
- Enter a meaningful **Report Name** that describes the report's purpose, e.g., "Incident State Analysis."

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.

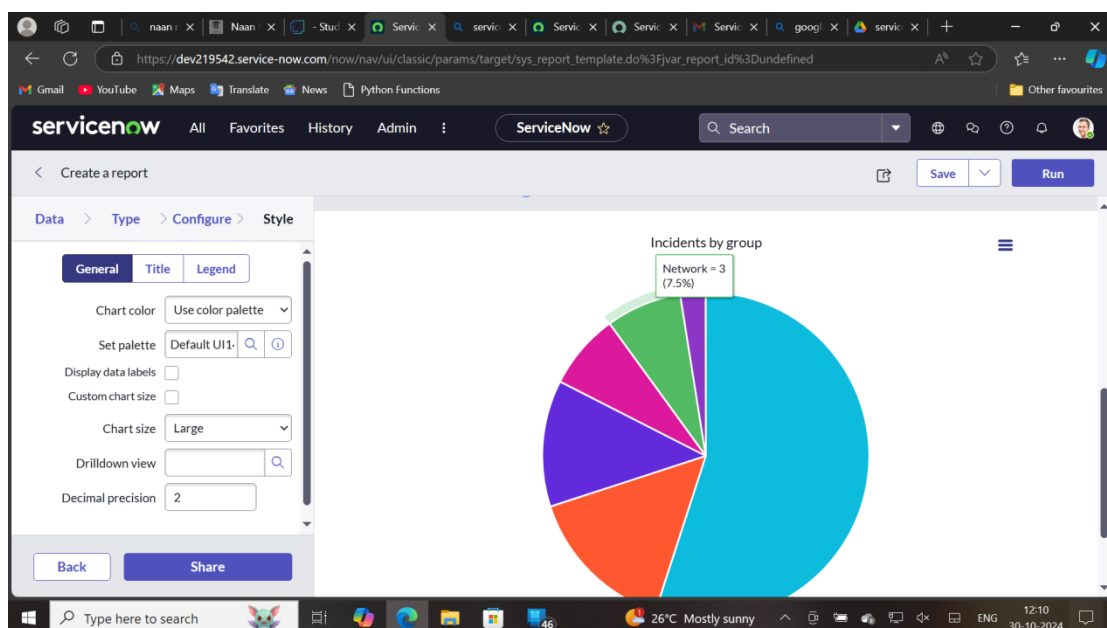
Activity-4: Group Data and Save the Report

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:

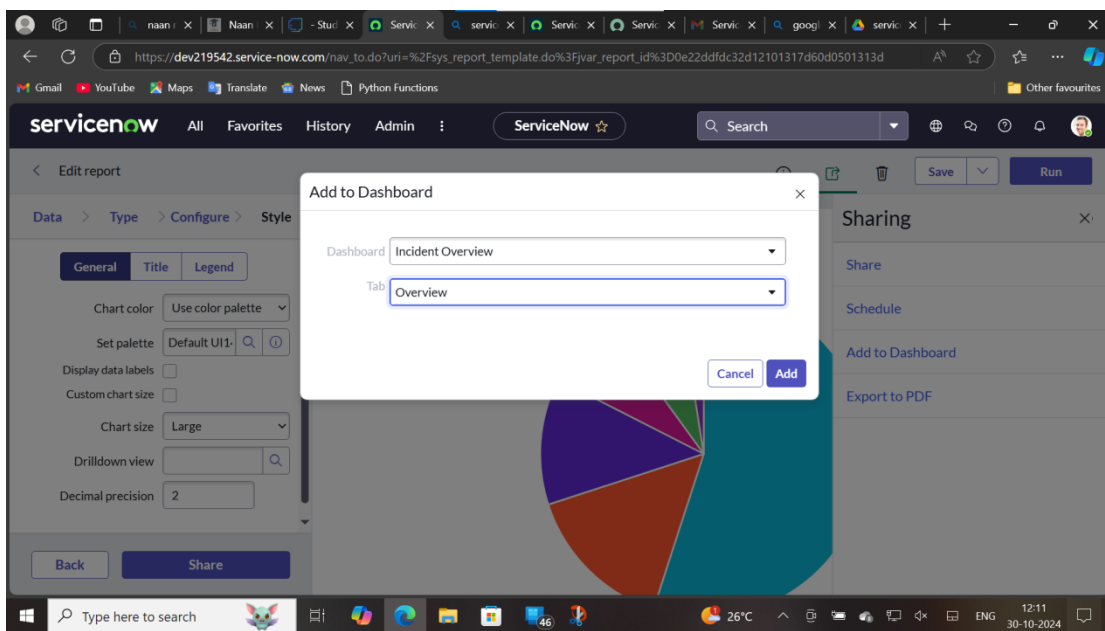
1. After saving, choose the **Add to Dashboard** option.

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.

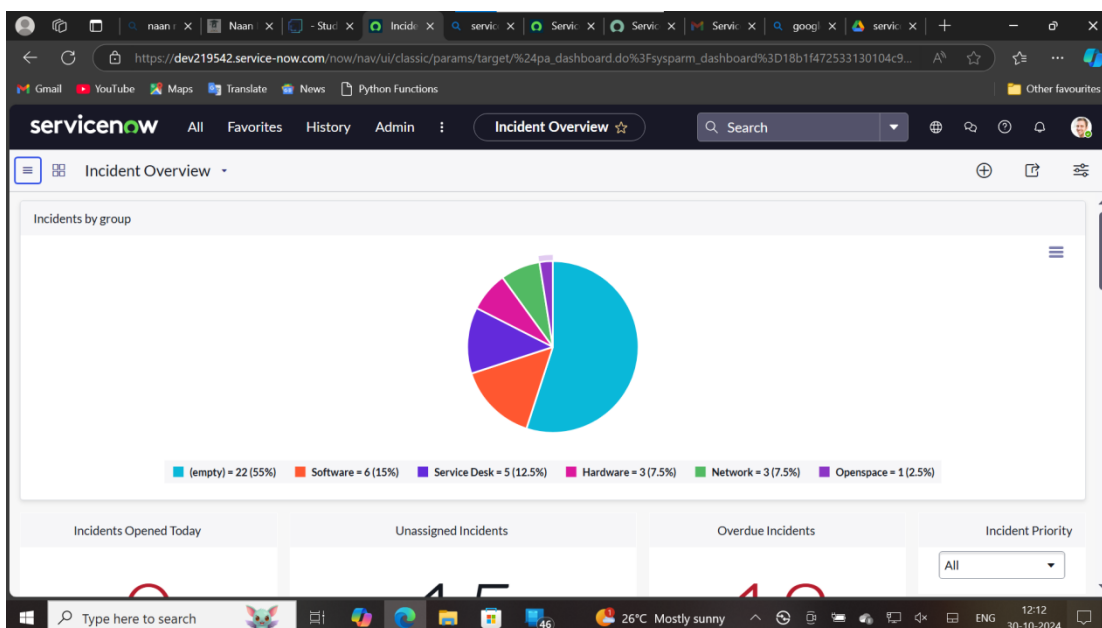
Locate and Open the "Incident Overview" Dashboard

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.