SLA MANAGEMENT FOR HARDWARE GROUP - PRIORITY 4

TEAM MEMBERS:

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User Story:-

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.

Pre-Requisites:-

1. Knowledge on Service Now.
2. Knowledge on SLA(Service Level Agreement).

Skills used to solve the problem statement:-

1. SLA(Service Level Agreement).
2. Service Now Administration.

OBJECTIVES:

Priority 4 objectives for SLA management in a hardware group focus on long-term improvements and operational efficiency. These include standardizing SLA documentation, conducting regular staff training on compliance, and implementing proactive reporting through automated dashboards. SLAs should be reviewed and updated periodically to align with evolving needs and industry standards, while ensuring compliance with relevant regulations. Vendor management should be optimized by aligning SLA terms with hardware suppliers for timely delivery and quality. Additionally, preventive maintenance schedules need to be refined to minimize downtime, and a customer feedback system should be established to assess SLA performance and satisfaction.

IMPLEMENTATION

Activity-1

1. Open service now developer Instance
2. Click on All
3. Search for SLA Definition
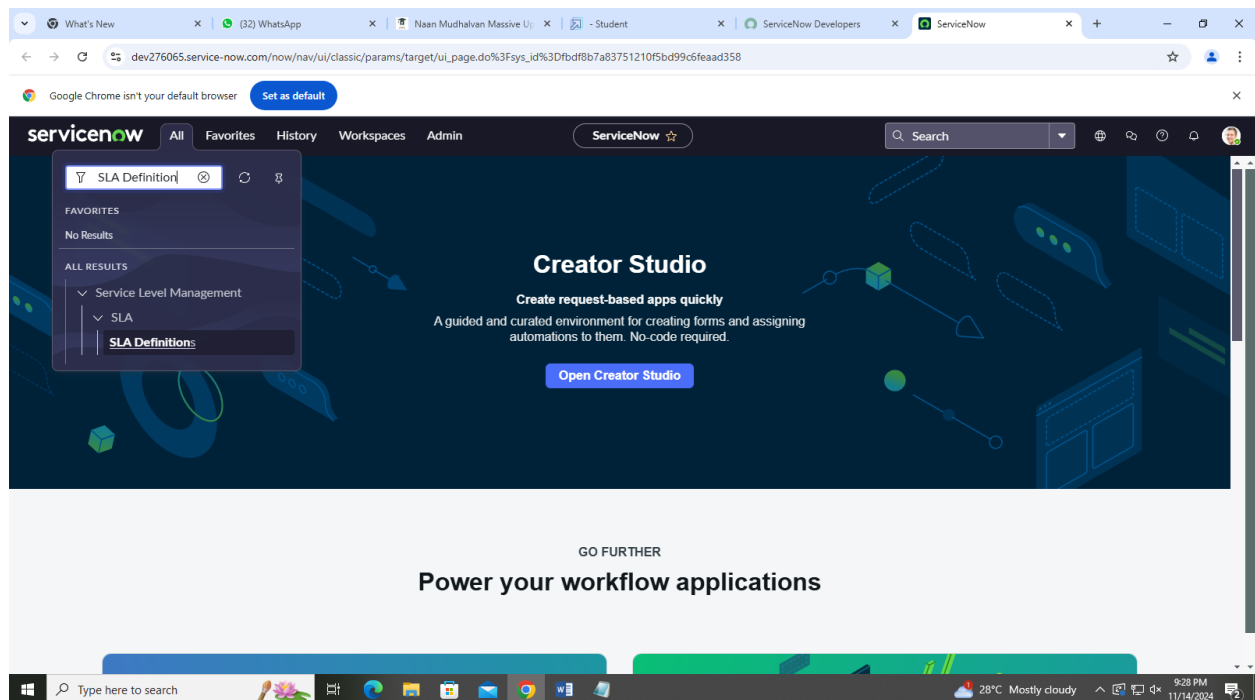
4. Create New
5. Fill the information as mentioned below
   Name : Hardware Group - Priority 4
   Type : SLA
   Target : Response
   Table : incident
   Duration : 1 hour
   Schedule source : No schedule
   Leave the other things default

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.

8.   Under stop condition
Assignment group >> is not empty

9 Click on submit.

Activity - 2:

1. Click on All
2. Search for SLA Definition
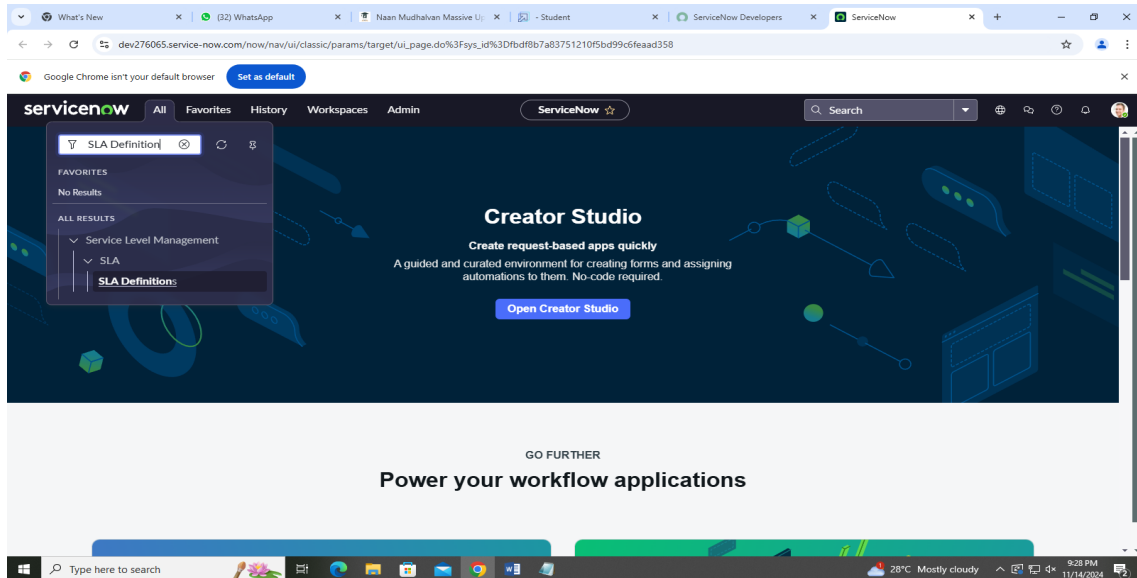
3. Create New
4. Fill the information as mentioned below
   Name : Hardware Group-Resolution
   Type : SLA
   Target : Resolution
   Table : incident
   Duration : 16 hour
   Schedule source : No schedule
   Leave the other things default

5.   Under start condition fill the given information
        Assignment group >> is not empty

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

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

8. Under stop condition fill the following information

State>>is one of>>resolved,closed

9. Click on submit.

Result

1. Navigate to ALL
2. Search for incident
3. Click on create new
4. Fill the incident form and click on save

5. Scroll down under SLA you will find SLA response.

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

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

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

Number	INC0010030			Channel	-- None --
✳ Caller	Adela Cervantsz			State	Resolved
Category	Inquiry / Help			Impact	2 - Medium
Subcategory	-- None --			Urgency	3 - Low
Service				Priority	4 - Low
Service offering				Assignment group	Hardware
Configuration item				Assigned to	
✳ Short description	Hardware Related Problem				

9. You will observe resolution state is in completed

	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

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