

# **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.

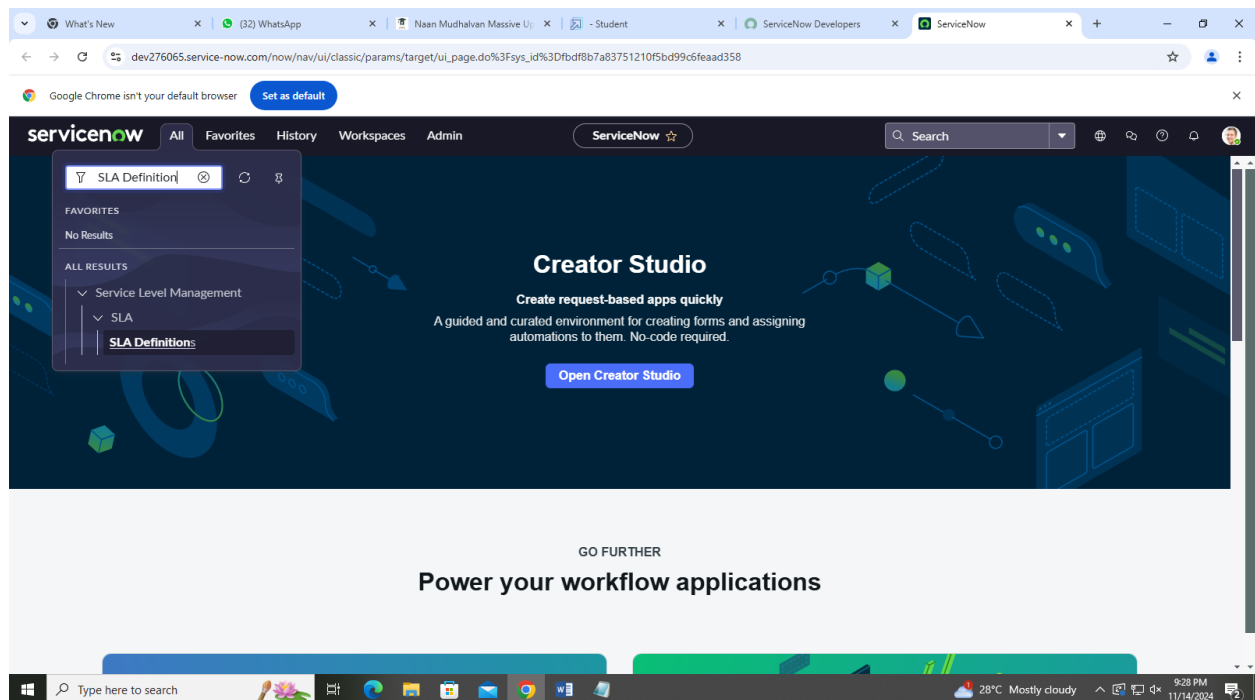
## OBJECTIVES:

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

SLA Definition - New Record

An SLA starting now will breach on 2024-11-14 22:26:42 (Actual elapsed time: 1 Hour)

Name: Hardware Group - Priority 4

Type: SLA

Target: Response

Table: Incident [incident]

Flow: Default SLA flow

Application: Global

Duration type: User specified duration

\* Duration: Days 0 Hours 1 00 00

Schedule source: No schedule

SLA will run 24x7 as no schedule is selected

Enable logging: ☐

Active: ☒

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

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

Retroactive start: ☐

When to cancel: Cancel conditions are met

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.

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 | X |
| Priority | is | 4 - Low | AND | OR | X |
| State    | is | New     | AND | OR | X |

Retroactive start ☐

When to cancel

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

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

[Submit](#)

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

[SLA Definition - New Record](#)

Name

Type

Target

Table

Flow

Enable logging ☐

Active ☒

Application

[Duration type](#)

\* Duration Days  Hours

[Schedule source](#)

[Start condition](#) [Pause condition](#) [Stop condition](#) [Reset condition](#)

The condition under which the SLA will complete

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

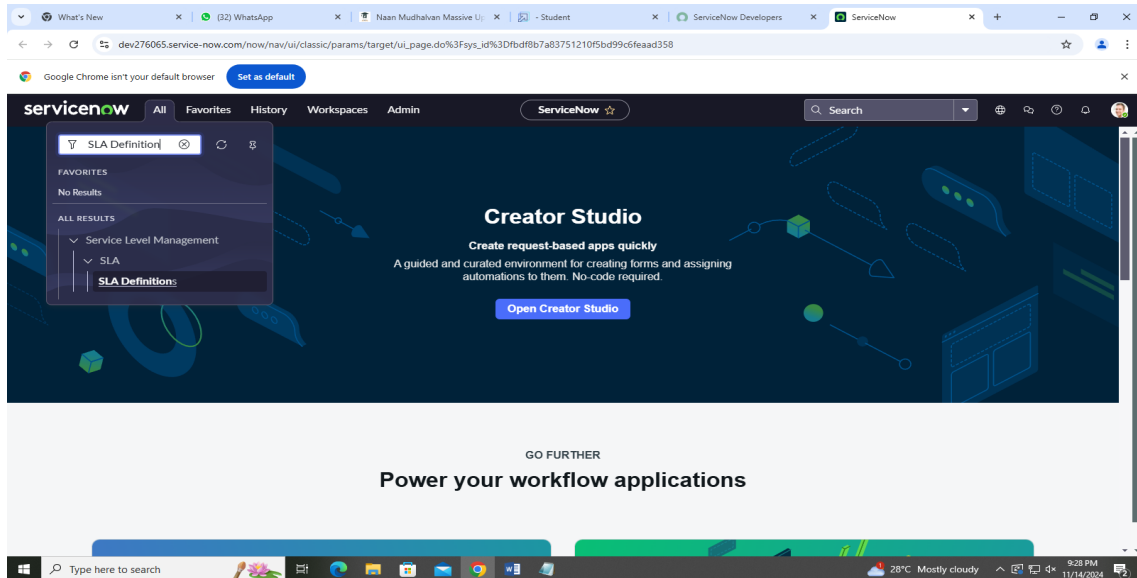
|                  |              |     |    |   |
|------------------|--------------|-----|----|---|
| Assignment group | is not empty | AND | OR | X |
|------------------|--------------|-----|----|---|

[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

ServiceNow SLA Definition - New Record

Name: Hardware Group-Resolution

Type: SLA

Target: Resolution

Table: Incident [Incident]

Flow: Default SLA flow

Application: Global

Duration type: User specified duration

Duration: 14 Hours

Schedule source: SLA definition

Timezone source: The caller's time zone

Stop condition

The condition under which the SLA will complete

Stop condition: Add Filter Condition Add "OR" Clause

-- choose field -- -- value --

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

ServiceNow SLA Definition - New Record

Type: SLA

Target: Resolution

Table: Incident [Incident]

Flow: Default SLA flow

Application: Global

Duration type: User specified duration

Duration: 16 Hours

Schedule source: No schedule

Timezone source: The caller's time zone

Start condition

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

Start condition: Add Filter Condition Add "OR" Clause

Assignment group: is not empty

Retrospective start: ☐

When to cancel: Cancel conditions are met

Cancel condition: Add Filter Condition Add "OR" Clause

-- choose field -- -- operator -- -- value --

- Under pause condition fill the following information  
state>>is>>onhold

- Under when to resume choose  
When pause conditions are not met

dev255715.service-now.com/now/nav/ui/classic/params/target/contract\_sla.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dcontract\_sla%26sysparm\_checked\_items%3D%26sysparm\_fixed\_query%3D...

servicenow SLA Definition - New Record

Target: Resolution

Table: Incident [Incident]

Flow: Default SLA flow

Enable logging: ☐

Active: ☒

\* Duration: Days 00 Hours 16 00 00

Schedule source: No schedule

SLA will run 24x7 as no schedule is selected

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: Resume conditions are met

Resume condition: Add Filter Condition Add "OR" Clause

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

Submit

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

8. Under stop condition fill the following information

State>>is one of>>resolved,closed

dev255715.service-now.com/now/nav/ui/classic/params/target/contract\_sla.do%3Fsys\_id%3D-1%26sys\_js\_list%3Dtrue%26sys\_target%3Dcontract\_sla%26sysparm\_checked\_items%3D%26sysparm\_fixed\_query%3D...

servicenow All Favorites History Workspaces Admin SLA Definition - New Record Search

SLA Definition New record

An SLA starting now will breach on 2024-11-06 17:36:44 (Actual elapsed time: 16 Hours)

Name: Hardware Group-Resolution  
Type: SLA  
Target: Resolution  
Table: Incident [Incident]  
Flow: Default SLA flow  
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

Enable logging ☐  
Active ☒

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

Submit

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

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

🔍




Submit

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

| Task SLAs (1)               |      |          |             |                    |                       |                             |                     |           |  |
|-----------------------------|------|----------|-------------|--------------------|-----------------------|-----------------------------|---------------------|-----------|--|
| Affected CIs                |      |          |             |                    |                       |                             |                     |           |  |
| Impacted Services/CIs       |      |          |             |                    |                       |                             |                     |           |  |
| Child Incidents             |      |          |             |                    |                       |                             |                     |           |  |
| 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 | In progress | 59 Minutes         | 3 Seconds             | 0.08%                       | 2024-05-15 21:59:04 | (empty)   |  |

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

Number

\* Caller    

Category

Subcategory

Service

Service offering

Configuration item

\* Short description

Description

Channel

State

Impact

Urgency

Priority

Assignment group

Assigned to

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

| Task SLAs (2)               |      |            |             |                     |                       |                             |                     |                     |  |
|-----------------------------|------|------------|-------------|---------------------|-----------------------|-----------------------------|---------------------|---------------------|--|
| Affected CIs                |      |            |             |                     |                       |                             |                     |                     |  |
| Impacted Services/CIs       |      |            |             |                     |                       |                             |                     |                     |  |
| Child Incidents             |      |            |             |                     |                       |                             |                     |                     |  |
| SLA definition              |      |            |             |                     |                       |                             |                     |                     |  |
| 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 | In progress | 15 Hours 59 Minutes | 2 Seconds             | 0%                          | 2024-05-15 22:01:59 | (empty)             |  |

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

Number

Channel
-- None --

\* Caller

Category
Inquiry / Help

Subcategory
-- None --

Service

Service offering

Configuration item

\* Short description

State
Resolved

Impact
2 - Medium

Urgency
3 - Low

Priority
4 - Low

Assignment group
Hardware

Assigned to

9. You will observe resolution state is in completed

Task SLAs (2)

Affected CIs

Impacted Services/CIs

Child Incidents

SLA definition

Search

Actions on selected rows...

Task = INC0010030

| <input type="checkbox"/> | <input type="text"/> | 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 | Completed | 15 Hours 52 Minutes | 7 Minutes             | 0.79%                       | 2024-05-15 22:01:59 | 2024-05-15 22:09:33 |

1 to 2 of 2