

MONITORING INCIDENT STATES FOR EFFECTIVE MANAGEMENT

TEAM MEMBERS:

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USER STORY:

As a Service Now Assignment Group Manager,
I 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.

SKILLS:

Knowledge on Service now administration
Knowledge on tables
Knowledge on reports

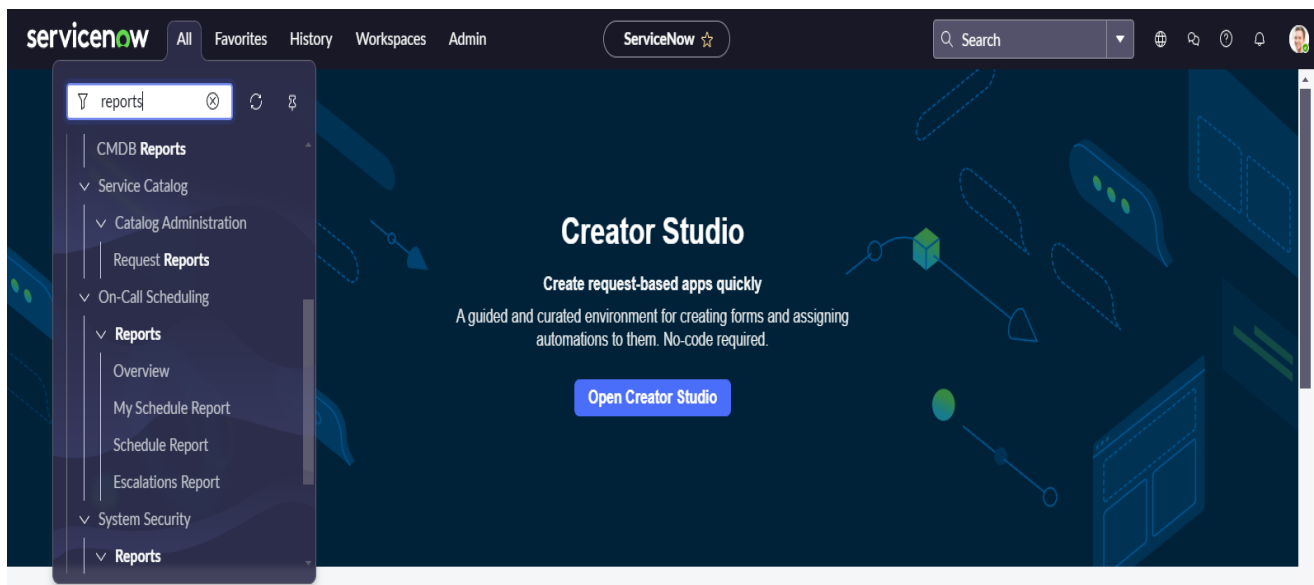
OBJECTIVES:

The project "Monitoring Incident States for Effective Management" aims to develop a system for tracking and managing incidents from detection to resolution. It focuses on improving response times, enhancing team collaboration, automating incident tracking, and ensuring accurate documentation. The project also prioritizes high-impact incidents, refines management processes using performance metrics, ensures compliance, and integrates with existing systems to optimize incident resolution and drive continuous improvement.

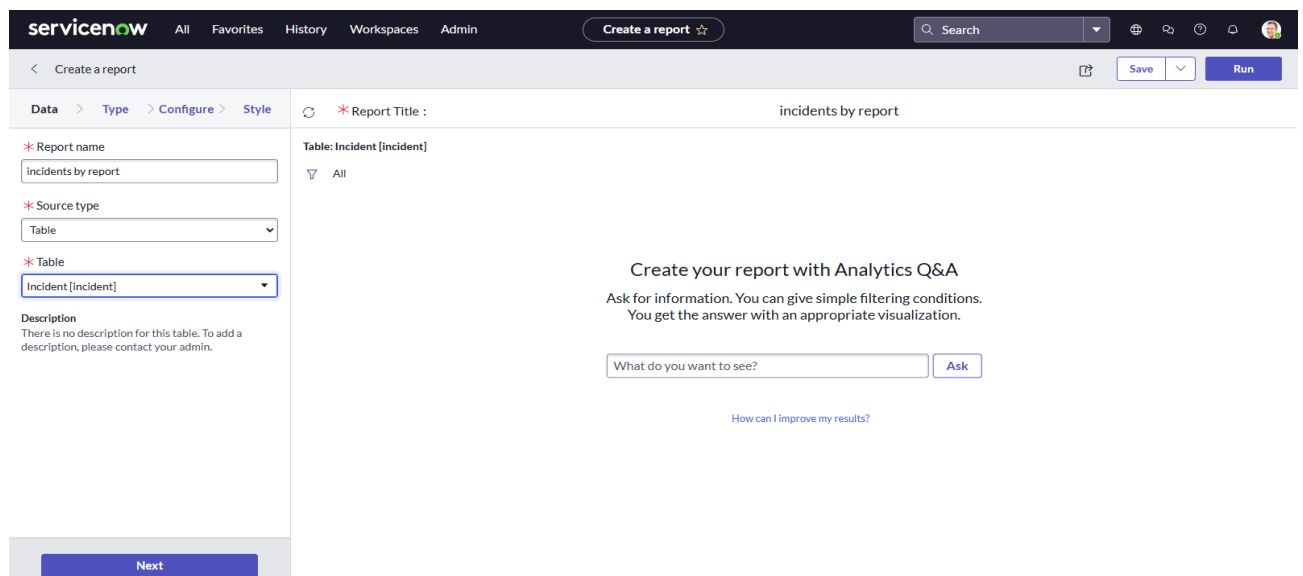
IMPLEMENTATION

ACTIVITY-1:

1. Open service now developer Instance
2. Click on All
3. Search for reports and click on create new



4. Give the report name
5. Select source type as table
6. Select table incident



7. Click on next
8. Select type as pie chart
9. Click on funnel icon and give condition
Field: state
Operator is one of
Value : new, on hold , in progress

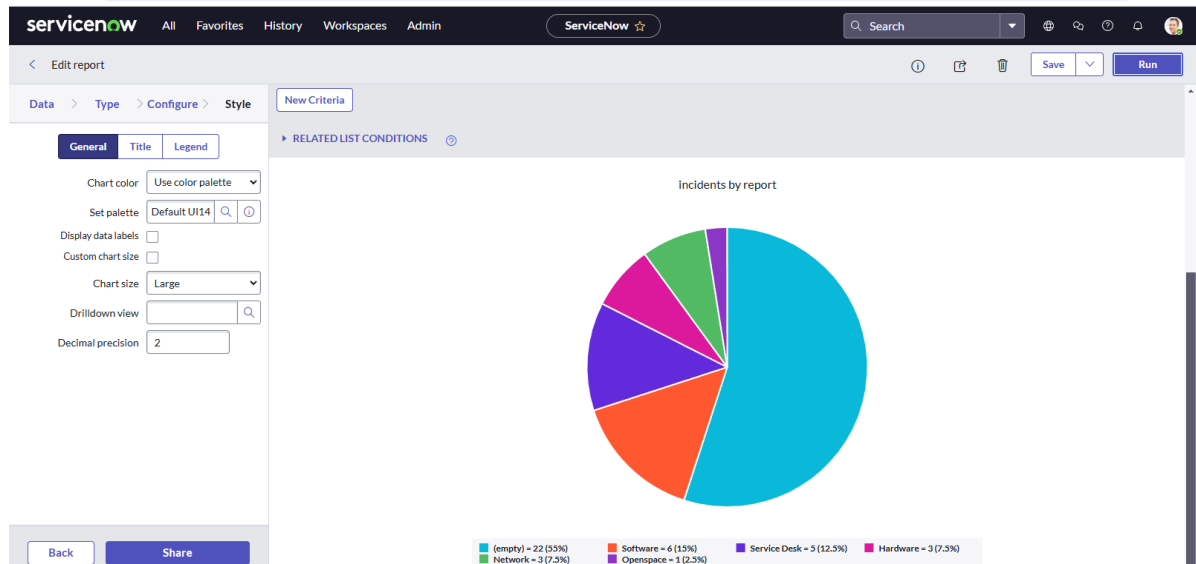
ServiceNow interface showing the 'Create a report' process. The report is titled 'incidents by report'. The left sidebar shows visualization options: 'Filter the visualizations', 'Pies and Donuts', and 'Time series'. The main area is titled 'incidents by report'. It includes a search bar, a 'Table: Incident [incident]' section with a filter set to 'All', and a section for 'INCIDENT CONDITIONS'. The condition is set to 'State is one of' with a list of values: 'New', 'In Progress', 'On Hold', and 'Resolved'. The bottom of the interface shows a table header with columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by.

10. Click on next
11. Group by assignment group and click on next

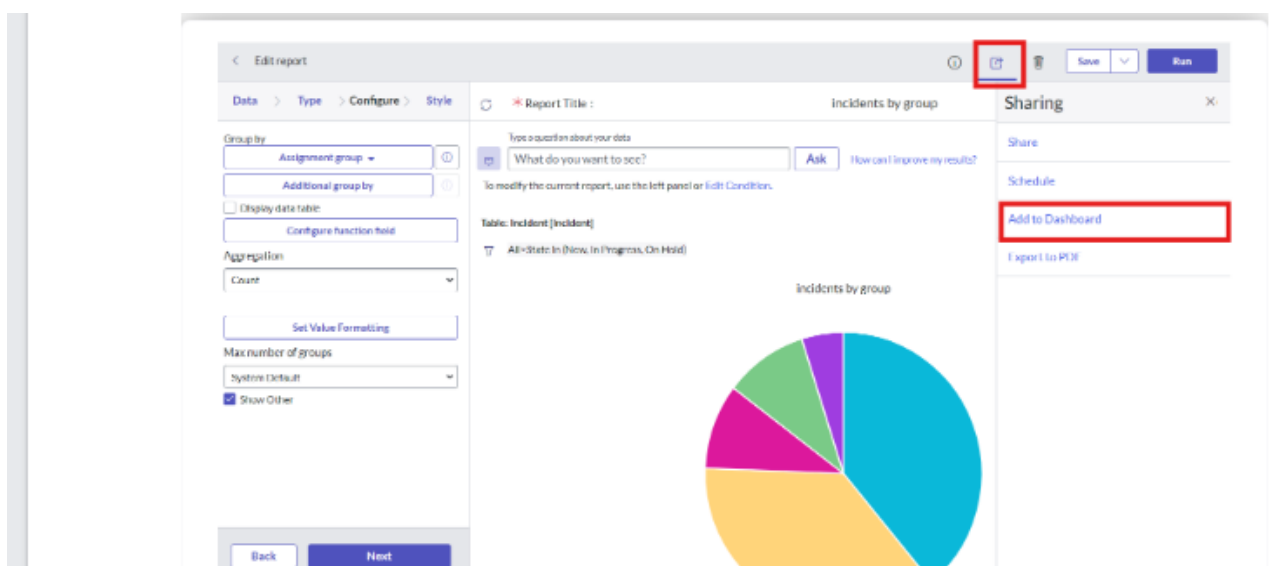
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12. Click on save

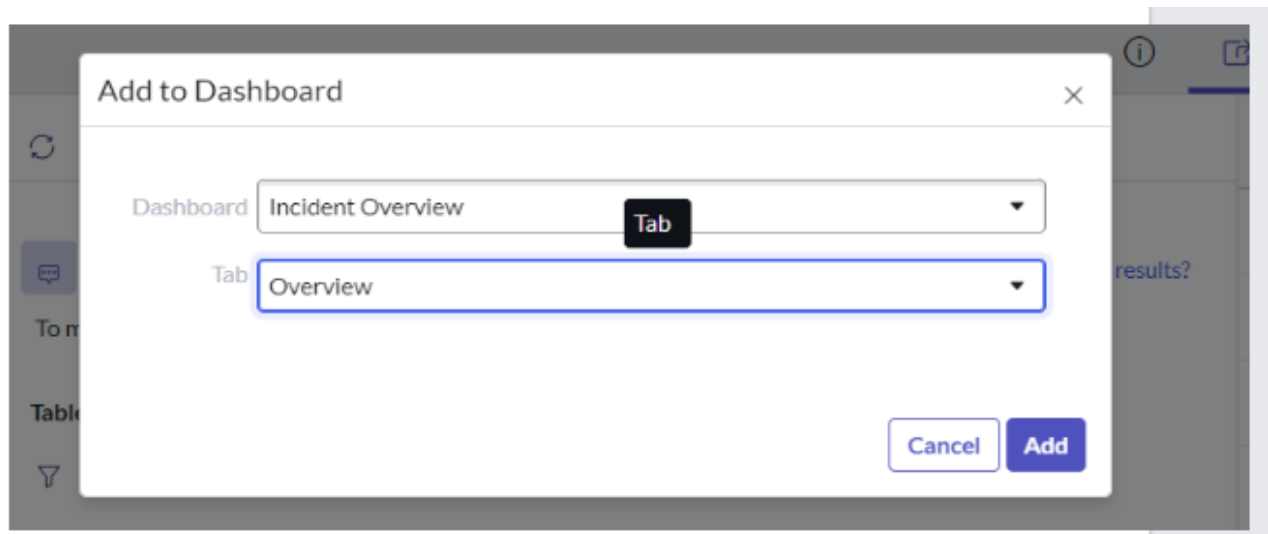
13. Click on run



14. Now add report to dashboard

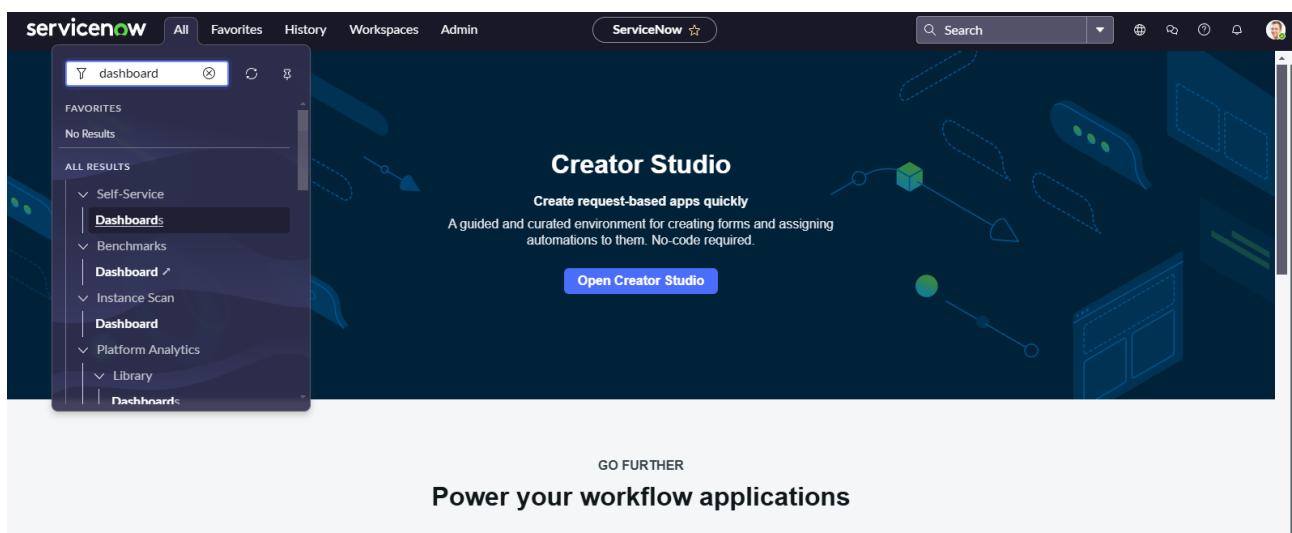


15. Give the dashboard and title name

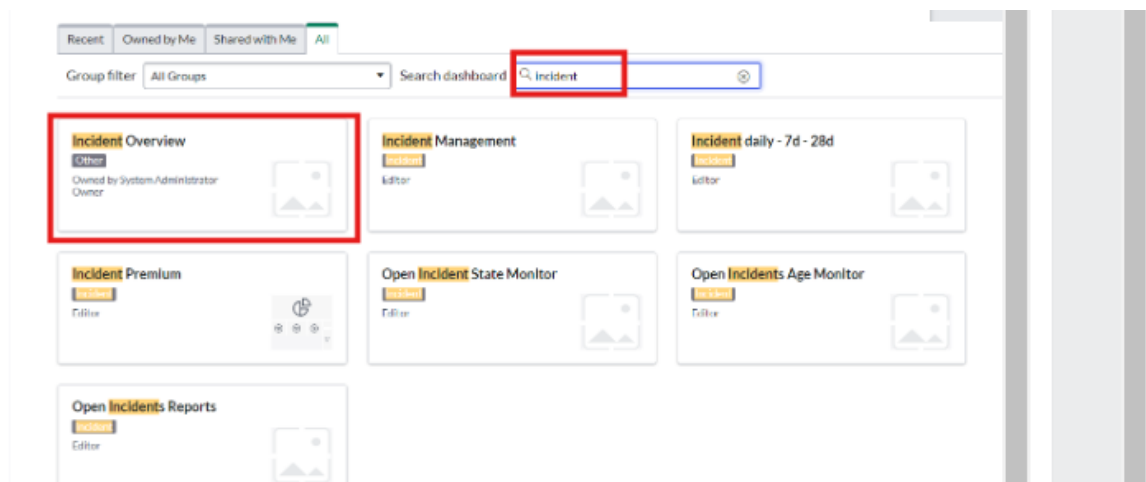


RESULT

1. Open service now PDI instance
2. Click on all
3. Search for dashboard
4. Select dashboard under self service



5. In the search bar enter incident
6. Select incident overview



Here we can access the dashboard we create

