

DAILY OPERATIONAL REVIEW PENDING INCIDENTS ANALYSIS MODEL

The "**Daily Operational Review - Pending Incidents Analysis Model**" is designed to assist users in tracking ServiceNow Incident tickets that are in a Pending status, awaiting resolution and closure. This model leverages Pending Ticket Analysis to enable the IT Infrastructure Service Management Team to identify and monitor all Incident tickets that remain unresolved. By focusing on tickets associated with specific Assignment Group towers within the IT Infrastructure, the team can effectively manage the resolution and closure processes, ensuring that Service Level Agreements (SLAs) are met. This model provides a systematic approach to identifying pending tickets, allowing the team to prioritize and address them promptly. It helps in categorizing tickets based on their assignment groups, which streamlines the process of tracking and managing incidents. By doing so, the team can ensure that no ticket is overlooked and that all pending issues are resolved in a timely manner. The DOR Pending Incidents Model also aids in maintaining accountability within the IT Infrastructure Service Management Team.

Procedure:

Step 1: Extract the “**Pending**” and “**In Progress**” Incident Ticket from the field Incident State on the ServiceNow.

Step 2: In the field “**Created**”, select the condition “**before**”, Tomorrow and pull the data respectively corresponding Pending and In Progress Tickets.

Step 3: By selecting any of the Column, and right clicking it, the drop-down list shows a “Export”, and select “Excel”, and download the dataset.

Step 4: Now import the above Python Script on Colab by loading the dataset on its applications drive and run and execute the end-to-end tailored Model code.

Step 5: View the Pending Tickets Output in a Table View outlined by the Attributes of “**Assignment Group**” in the Row by “**Age**” aggregated in “**Count**” in the Column.

“In the Pending Incidents DOR, the IT Service Management team should follow up the tickets which are only in the Pending state from 1 and more days. Less than 1 day (24 hours) created tickets are not considered”.

Key Advantages:

By regularly monitoring the status of pending tickets, the team can identify any bottlenecks or delays in the resolution process. This proactive approach helps in mitigating potential risks and ensures that the IT infrastructure operates smoothly. The model supports the team in adhering to SLAs by providing insights into the performance of different assignment groups. By analysing the data, the team can identify trends and patterns that may indicate recurring issues or areas that require additional resources. This information is crucial for continuous improvement and helps in enhancing the overall efficiency of the IT Infrastructure Service Management Team. The DOR Pending Incidents Model is a valuable tool for tracking and managing pending ServiceNow Incident tickets. It ensures that all tickets are addressed promptly, SLAs are met, and the IT infrastructure remains efficient and reliable.