DAILY OPERATIONAL REVIEW
PENDING REQUEST ANALYSIS MODEL

The "Daily Operational Review - Pending Request Analysis Model" is designed to assist users in tracking ServiceNow Request 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 Request tickets that remain unresolved.

A ***Service Request*** is a formal request from a user for information, advice, or a standard change to a service or IT infrastructure. It involves routine tasks like password resets, software installations, or access to services, managed through a predefined process. By focusing on service requests associated with specific Assignment Group towers within the IT Infrastructure, the team can effectively manage the resolution and closure processes, ensuring compliance with ITIL policies and Service Level Agreements (SLAs). This model provides a systematic approach to identifying pending requests, allowing the team to prioritize and address them promptly. It helps in categorizing requests based on their assignment groups, which streamlines the process of tracking and managing them. By doing so, the team can ensure that no request is overlooked and that all pending issues are resolved in a timely manner. The DOR Pending Request Model also aids in maintaining accountability within the IT Infrastructure Service Management Team, aligning with ITIL best practices.

Procedure:

1. Extract the “Pending” and “In Progress” Request Tickets from the field Request State on ServiceNow.

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

3. By selecting any of the columns, right-click to show a drop-down list, select “Export”, choose “Excel”, and download the dataset.

4. Import the above Python Script on Colab by loading the dataset on its applications drive.

5. In the Service Request Pending Tickets Dataset, from the “Item” column, select only the “Generic Request Details”. After this filter state, sub-filter to exclude the “Schedule Date” category from the “on Hold Reason”.

6. Run and execute the end-to-end tailored Model code.

7. 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 Request DOR, the IT Service Management team should follow up on tickets that are only in the Pending state for 1 or more days. Tickets created less than 1 day (24 hours) ago 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 Request Model is a valuable tool for tracking and managing pending ServiceNow Request tickets. It ensures that all tickets are addressed promptly, SLAs are met, and the IT infrastructure remains efficient and reliable.