TrackMyIssue

University IT Issues Tracking System using ServiceNow

ABSTRACT :

This mini project focuses on implementing a basic IT Service Management (ITSM) system using the ServiceNow platform. The aim is to simulate a real-time campus IT helpdesk environment where students and staff can raise technical issues, and the IT team can manage, track, and resolve them efficiently. The project demonstrates the core functionalities of ServiceNow, including user account creation, custom forms and tables, incident management, problem identification, and change management. It also includes generating useful reports, building dashboards for quick analysis, and using visual task boards for better workflow tracking. This hands-on approach enhances understanding of ITSM processes and showcases how ServiceNow can streamline service operations in educational or organizational settings.

Team:

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3) Pydeti Yeswanth Sai Raghuram

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OBJECTIVE

To design and implement a simplified IT service management solution using ServiceNow that demonstrates core ITSM functionalities such as user creation, form and table setup, incident management, problem and change management, report generation, dashboards, and visual task boards. This mini project aims to provide hands-on experience with ServiceNow's key features in a campus-based scenario, allowing users to simulate real-world IT support operations in an educational environment.

In Short:

"To build a simplified ITSM system on ServiceNow that manages user issues through incidents, problems, and changes, supported by forms, dashboards, and task boards."

MODULES IMPLEMENTED

1. User Account Creation
2. Custom Tables and Forms
3. Incident Management
4. Problem Management
5. Change Management
6. Reports & Dashboards
7. Visual Task Boards

USER CREATION

User creation in ServiceNow means adding new people (users) to the system so they can log in and interact with the platform. Each user has a unique profile with roles and permissions that control what they can see and do.

In simple words:
User creation is like giving someone their own account on ServiceNow so they can raise issues, fix problems, or manage records based on their role.

Key Parts of a User Profile:

- Name and Email
- User ID (username)
- Password
- Roles (like admin, end-user, or technician)
- Department (like IT, Students, Faculty)

How User Creation Is Used in our Project

In ServiceNow Instance, we created users to simulate a real IT service environment where different people play different roles:

1. Student Users
    - Report incidents (e.g., “My laptop won’t turn on”)
    - Use the Service Portal to submit requests
2. IT Support Staff
    - View and resolve incidents
    - Update status and add work notes
    - Assigned the “ITIL” role
3. Admin or Faculty
    - May raise issues or approve change requests
    - Have extra permissions
4. System Administrator
    - manage users, forms, tables, and dashboards

Steps Followed in the Project:

1. Go to Users → User Administration → Users
2. Click “New” to create a new user
3. Fill in:
    - Name: “John Doe”

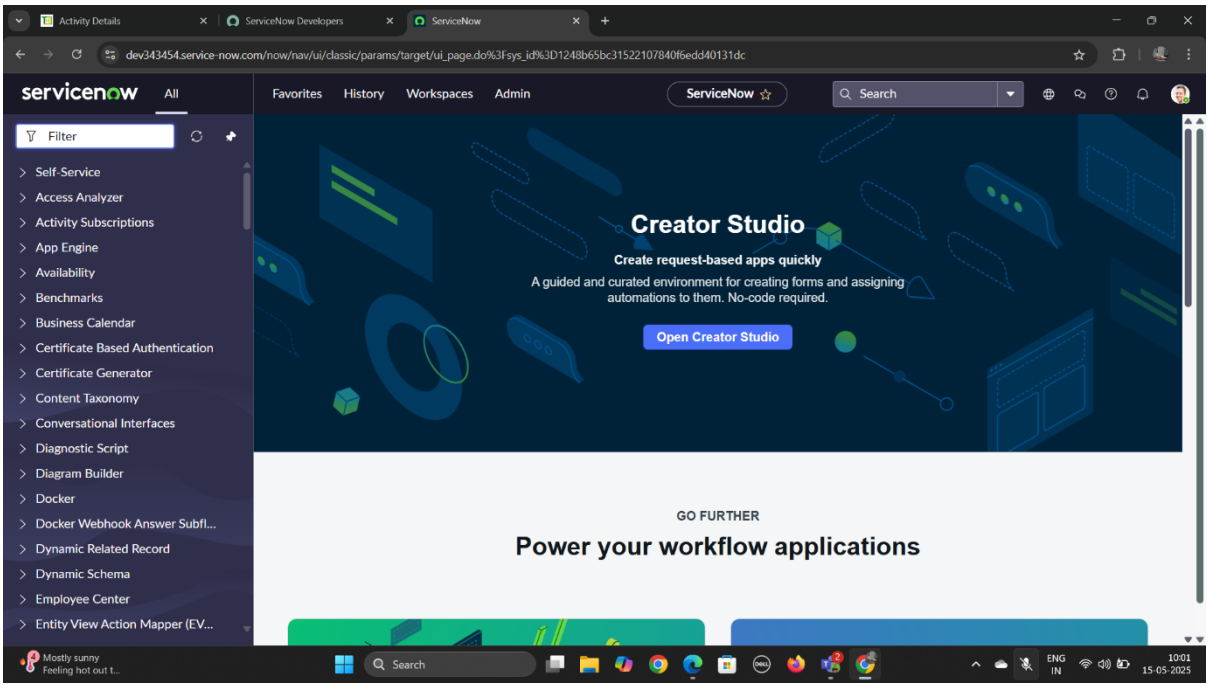
- User ID: “john.doe”
- Email, password, department, etc.

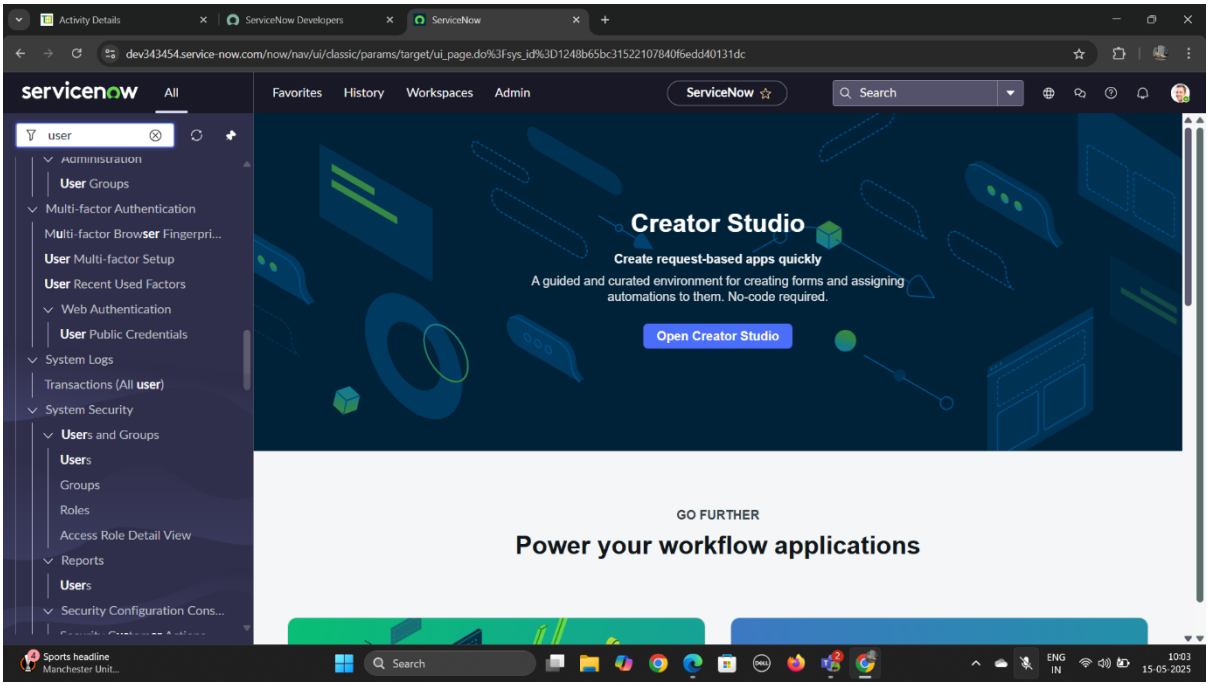
4. Assign a role (e.g., itil for IT support, or admin for yourself)
5. Save → The user is now active and can log in

Example

- created a user named “Ravi Kumar” (student)
- He logs into the portal and reports an issue: “Wi-Fi not working in Lab 3”
- also created a user “Priya Mehta” (IT technician)
- She checks the incident, resolves it, and closes the task

Why It Matters:
User creation lets you simulate real people interacting in your IT helpdesk system. It helps show how different roles work together to manage services and resolve problems.

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Web Authentication
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System Logs
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System Security
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Roles
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Creator Studio
Create request-based apps quickly
A guided and curated environment for creating forms and assigning automations to them. No-code required.
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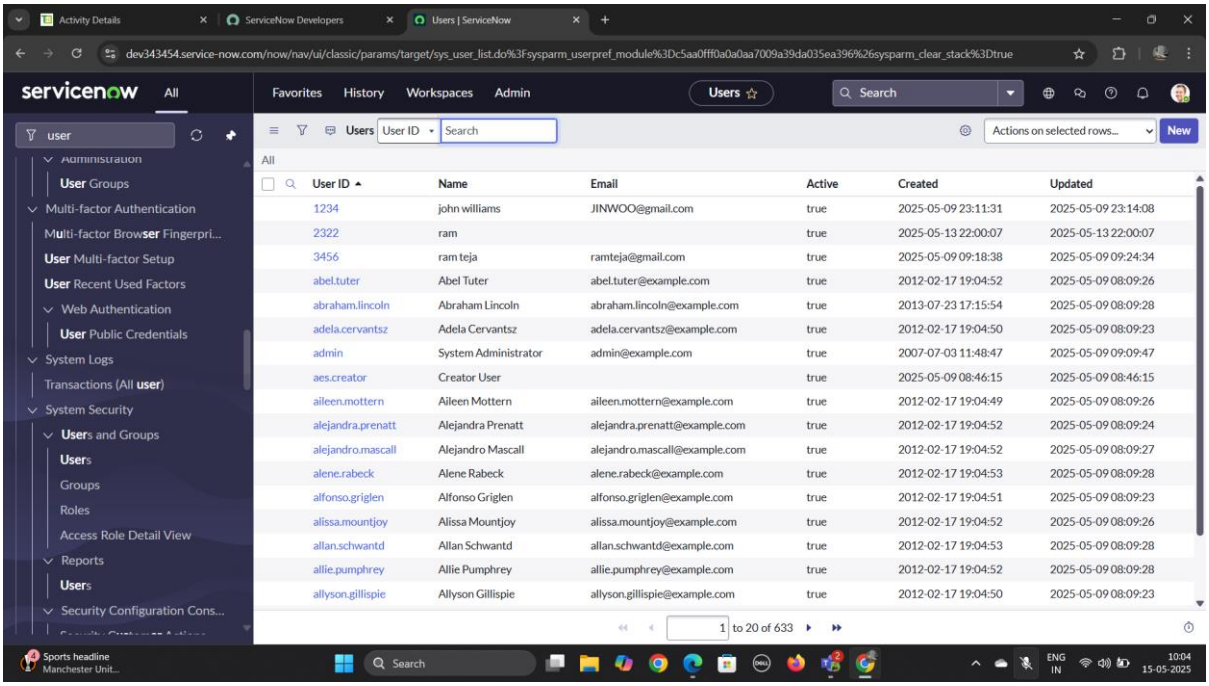
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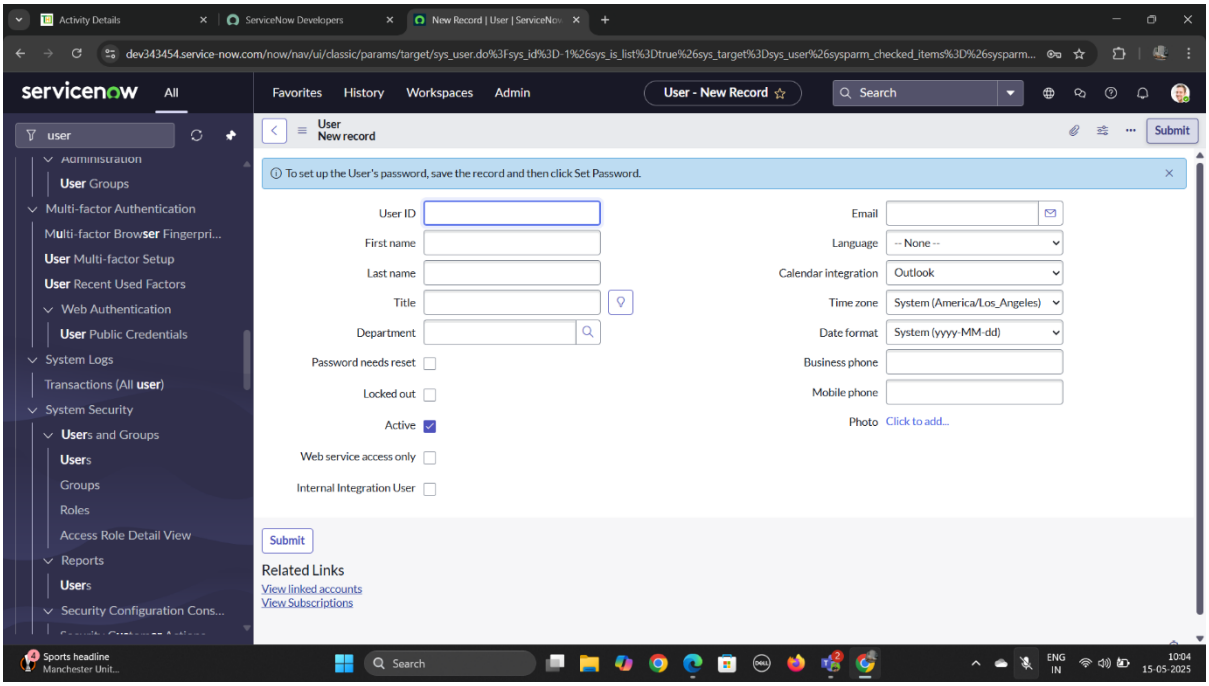
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Submit
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User ID
First name
Last name
Title
Department
Password needs reset
Locked out
Active
Web service access only
Internal Integration User
Email
Language
-- None --
Calendar integration
Outlook
Time zone
System (America/Los_Angeles)
Date format
System (yyyy-MM-dd)
Business phone
Mobile phone
Photo
Click to add...
Submit
Related Links
View linked accounts
View Subscriptions
User Groups
Multi-factor Authentication
User Multi-factor Setup
User Recent Used Factors
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Transactions (All user)
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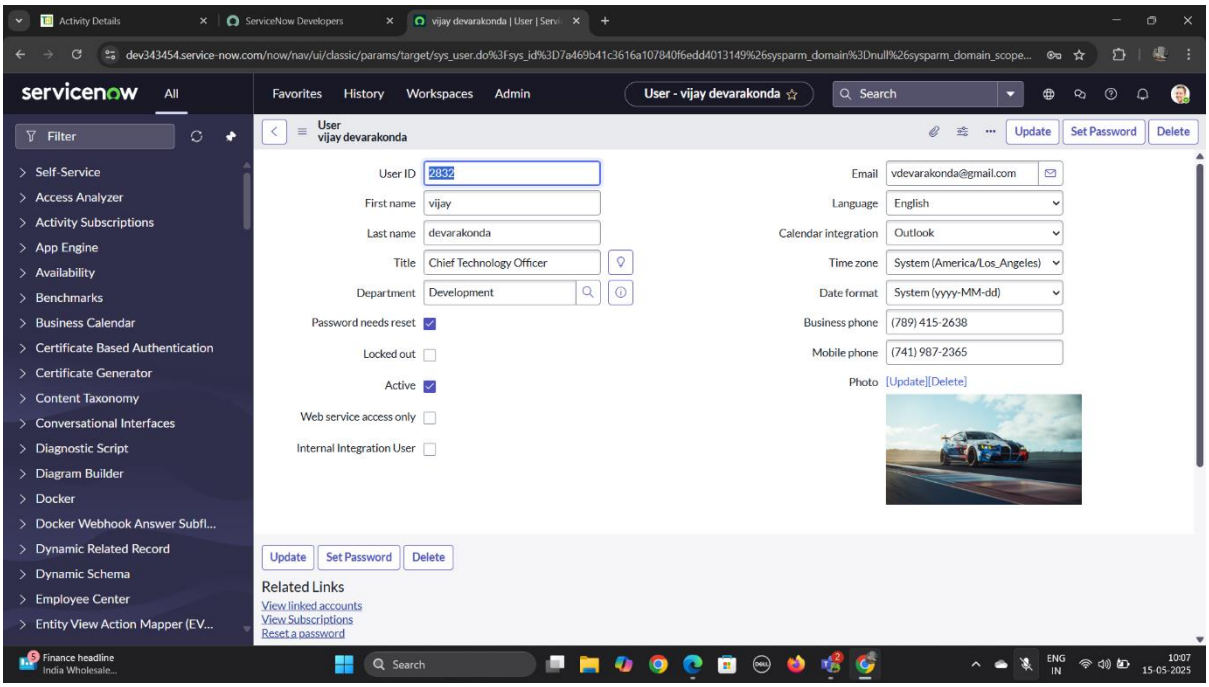
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User ID
2832
First name
vijay
Last name
devarakonda
Title
Chief Technology Officer
Department
Development
Password needs reset
Locked out
Active
Web service access only
Internal Integration User
Email
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Language
English
Calendar integration
Outlook
Time zone
System (America/Los_Angeles)
Date format
System (yyyy-MM-dd)
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Mobile phone
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Photo
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Update
Set Password
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Related Links
View linked accounts
View Subscriptions
Reset a password
Self-Service
Access Analyzer
Activity Subscriptions
App Engine
Availability
Benchmarks
Business Calendar
Certificate Based Authentication
Certificate Generator
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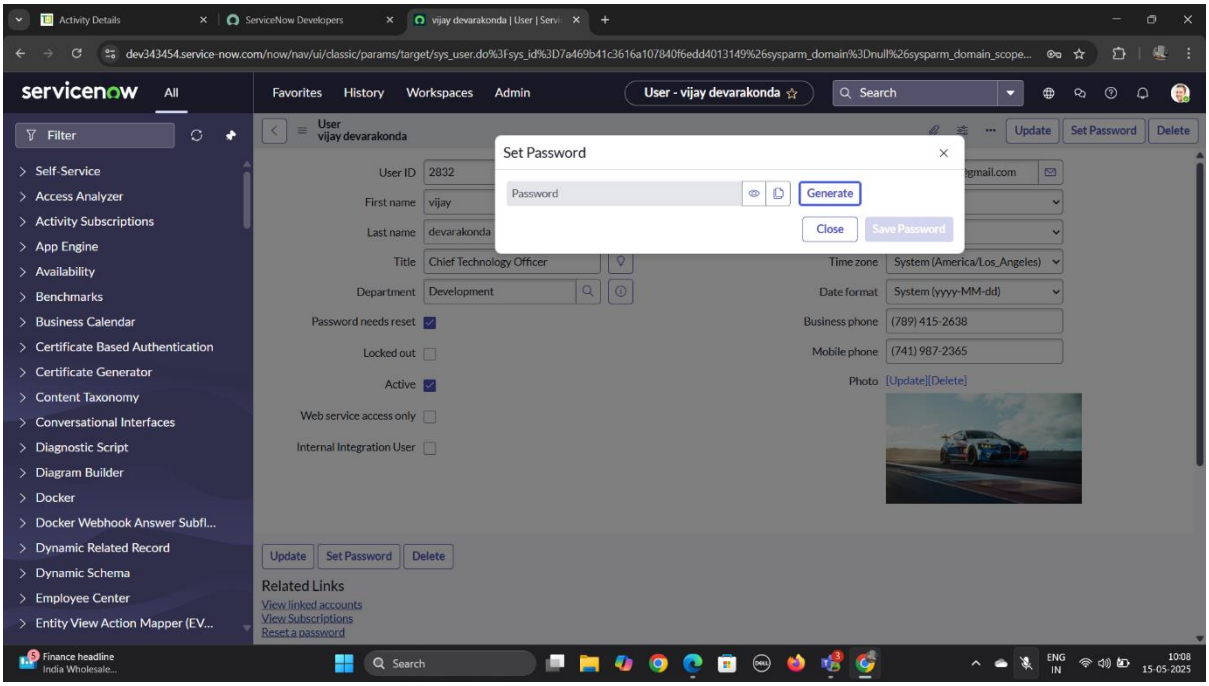
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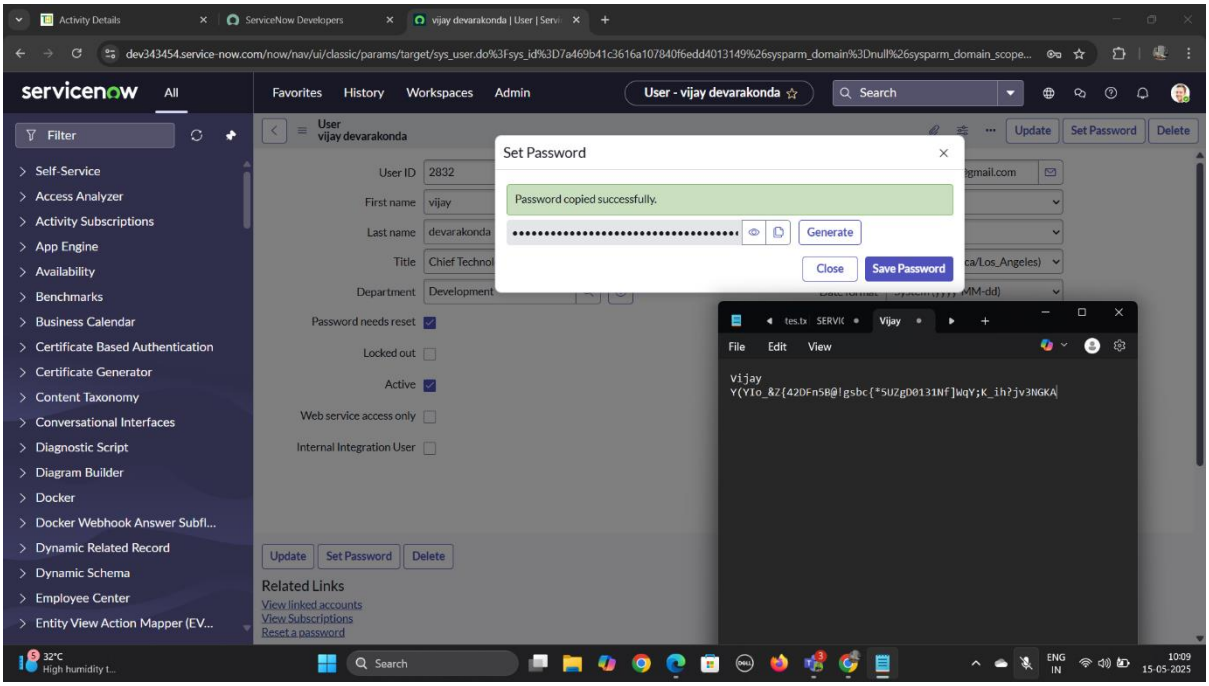
Related Links
View linked accounts
View Subscriptions
Reset a password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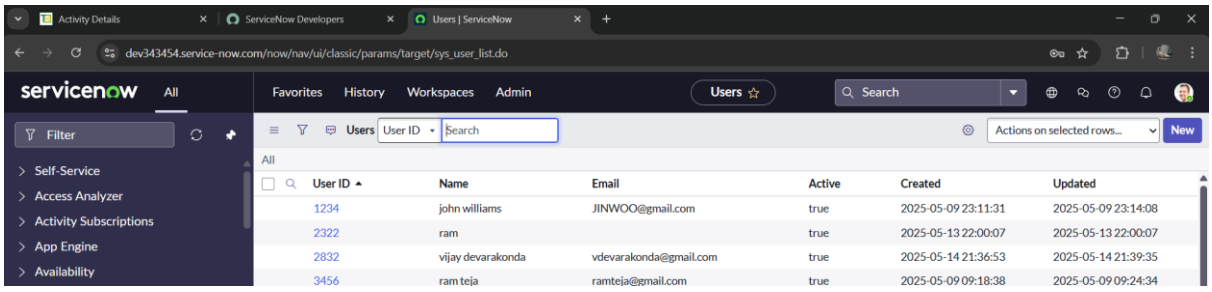
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User ID
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Actions on selected rows...
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Email
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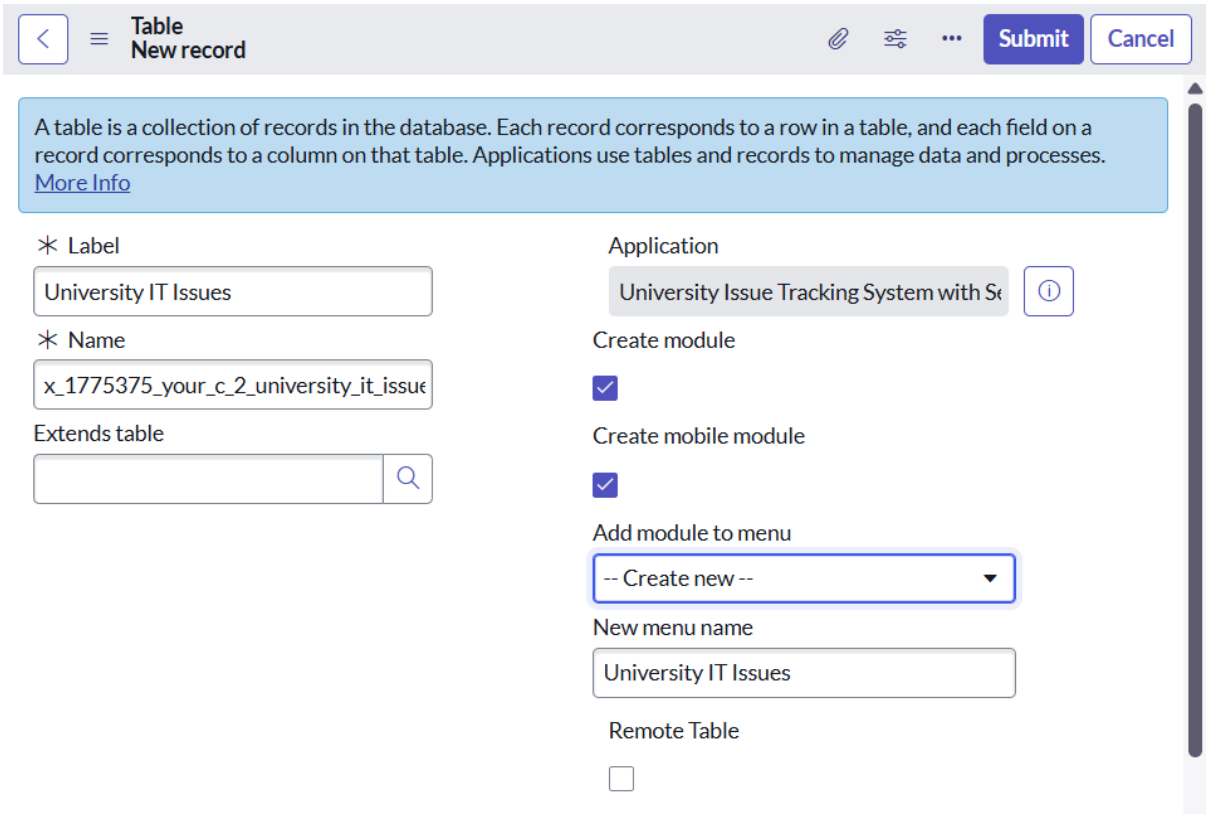
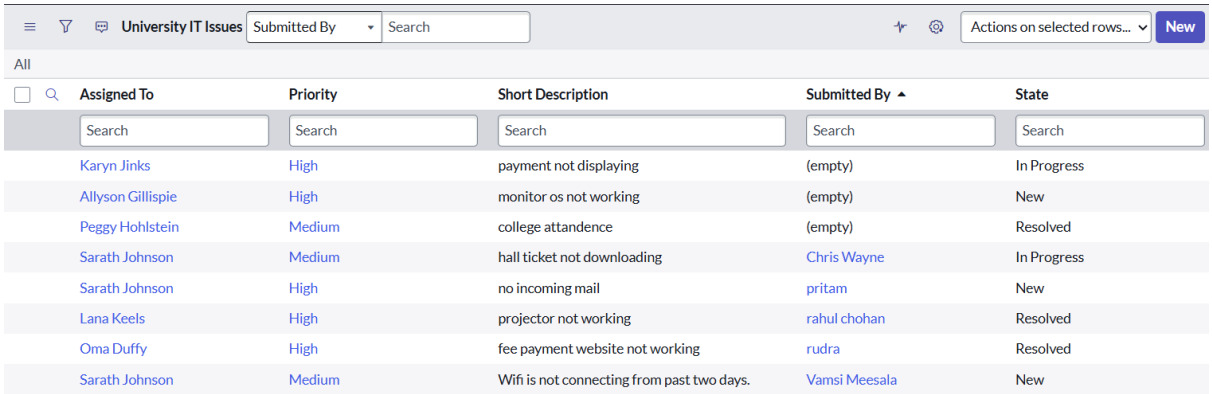
2832 vijay devarakonda vdevarakonda@gmail.com true 2025-05-14 21:36:53 2025-05-14 21:39:35
3456 ram teja ramteja@gmail.com true 2025-05-09 09:18:38 2025-05-09 09:24:34

CUSTOM TABLES AND FORMS





Assigned To	Priority	Short Description	Submitted By	State
Karyn Jinks	High	payment not displaying	(empty)	In Progress
Allyson Gillispie	High	monitor os not working	(empty)	New
Peggy Hohlstein	Medium	college attandence	(empty)	Resolved
Sarath Johnson	Medium	hall ticket not downloading	Chris Wayne	In Progress
Sarath Johnson	High	no incoming mail	pritam	New
Lana Keels	High	projector not working	rahul chohan	Resolved
Oma Duffy	High	fee payment website not working	rudra	Resolved
Sarath Johnson	Medium	Wifi is not connecting from past two days.	Vamsi Meesala	New

INCIDENT MANAGEMENT

Incident Management is the process of identifying, recording, and resolving unplanned interruptions or issues (called "incidents") in IT services. The main goal is to restore normal service as quickly as possible to minimize impact on users.

In simple words:
“If something breaks or stops working — like Wi-Fi, a projector, or a laptop — an incident is created and tracked until it gets fixed.”

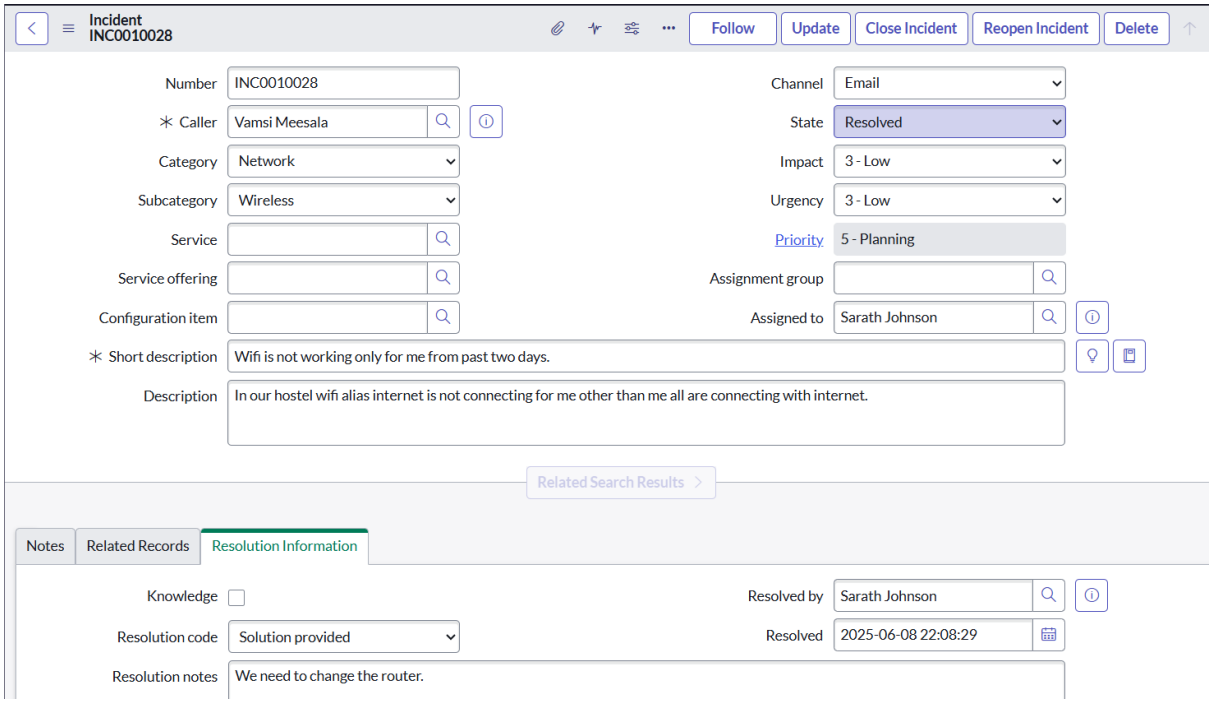
How Incident Management is Used in This Project

In this project, Incident Management is used to simulate an IT helpdesk system for a college or campus. Here’s how:

1. Issue Reporting (Creating an Incident)
    - A student or staff member reports a technical problem (e.g., “Wi-Fi not working” or “Printer is jammed”).
    - This issue is logged in the system as an Incident through a form.
2. Caller & Details
    - The person who reports the issue is called the “Caller”.
    - The form includes fields like: Caller name, Short Description, Urgency, Priority, and Assigned group.
3. Tracking & Assigning
    - The incident is assigned to an IT support technician or team.
    - Status of the incident is tracked (e.g., New → In Progress → Resolved → Closed).
4. Linking to Problems (if needed)
    - If multiple incidents are related (e.g., “Wi-Fi not working in all labs”), they are linked to a Problem record.
5. Reporting
    - Incidents are used to generate reports (e.g., “How many incidents were resolved this week?”).
    - These reports can be visualized on dashboards.
6. Visual Task Boards
    - Incidents appear as cards that can be moved across stages (New, In Progress, Done) for easy task tracking.

Example:

- Ayyappa reports: “ WIFI is not working properly for 2 days”
- A technician views the incident, updates its status, fixes the issue, and closes the incident.
- This incident can also be shown on a visual task board and counted in reports.


Incident
INC0010028
Follow
Update
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INC0010028
Channel
Email
Caller
Vamsi Meesala
State
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3 - Low
Subcategory
Wireless
Urgency
3 - Low
Service
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5 - Planning
Service offering
Assignment group
Configuration item
Assigned to
Sarath Johnson
Short description
Wifi is not working only for me from past two days.
Description
In our hostel wifi alias internet is not connecting for me other than me all are connecting with internet.
Related Search Results
Notes
Related Records
Resolution Information
Knowledge
Resolved by
Sarath Johnson
Resolution code
Solution provided
Resolved
2025-06-08 22:08:29
Resolution notes
We need to change the router.

PROBLEM MANAGEMENT

Problem Management is the process of identifying and managing the root cause of one or more incidents. Its main goal is to prevent recurring issues by finding the underlying reason and fixing it permanently.

In short:
"If the same issue keeps happening again and again, we stop just fixing it temporarily and instead find out why it's happening—and fix it for good."

Key Difference:

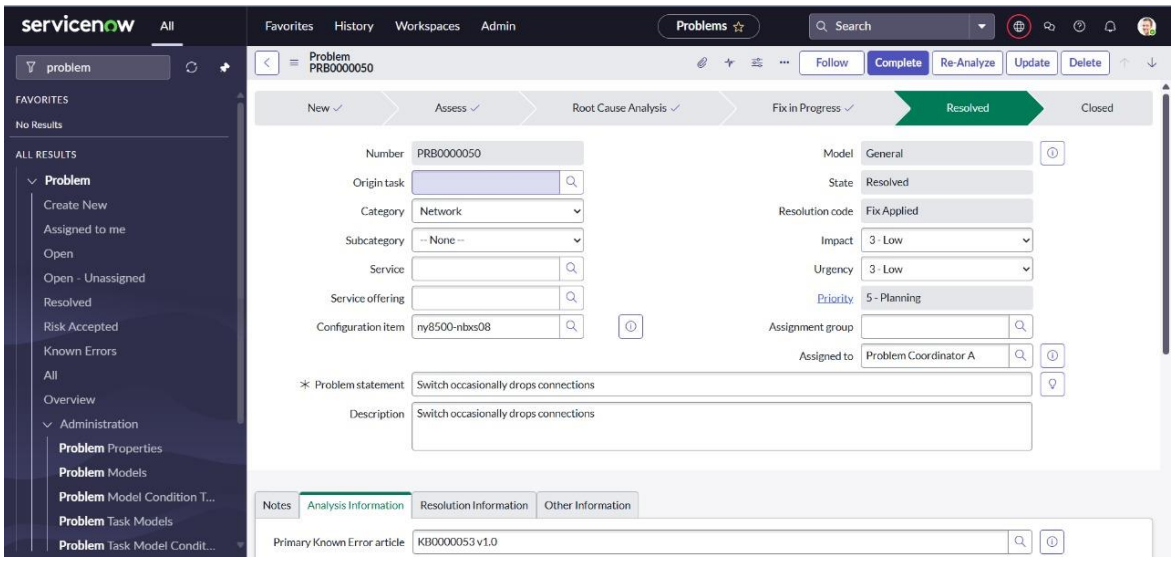
- Incident = a one-time issue (e.g., "Wi-Fi not working today")
- Problem = the reason behind multiple incidents (e.g., "Wi-Fi router keeps crashing every week")

How Problem Management is Used in This Project

1. Identify Repeating Issues
    - Multiple incidents are reported for the same problem (e.g., "Wi-Fi not working in different labs")
    - This tells us it might be a bigger issue.
2. Create a Problem Record
    - An IT admin creates a "Problem" in ServiceNow.
    - Fields include: Problem Statement, Description, Impact, and Priority.
3. Link Related Incidents
    - All related incidents are linked to the problem.
    - This helps the IT team track which issues are caused by the same root cause.
4. Investigate Root Cause
    - The IT team investigates to find out why the issue is happening.
    - Example: Maybe the router has outdated firmware or low capacity.
5. Fix & Prevent
    - Once the root cause is found, a change request is created (like replacing the router).
    - After fixing it, the problem and linked incidents are marked as resolved.
6. Report & Analyze:
    - Problem records can be included in reports to show how many issues were permanently resolved.

Example

- Students report "Wi-Fi not working" in multiple locations.
- These incidents are linked to a new Problem: "Campus routers frequently fail under load."
- After investigation, the problem is fixed by upgrading the routers.
- All related incidents are closed after resolution.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PRB0000050
Origin task
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Service
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Configuration item
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Model
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3 - Low
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3 - Low
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5 - Planning
Assignment group
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Problem statement
Switch occasionally drops connections
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Switch occasionally drops connections
Notes
Analysis Information
Resolution Information
Other Information
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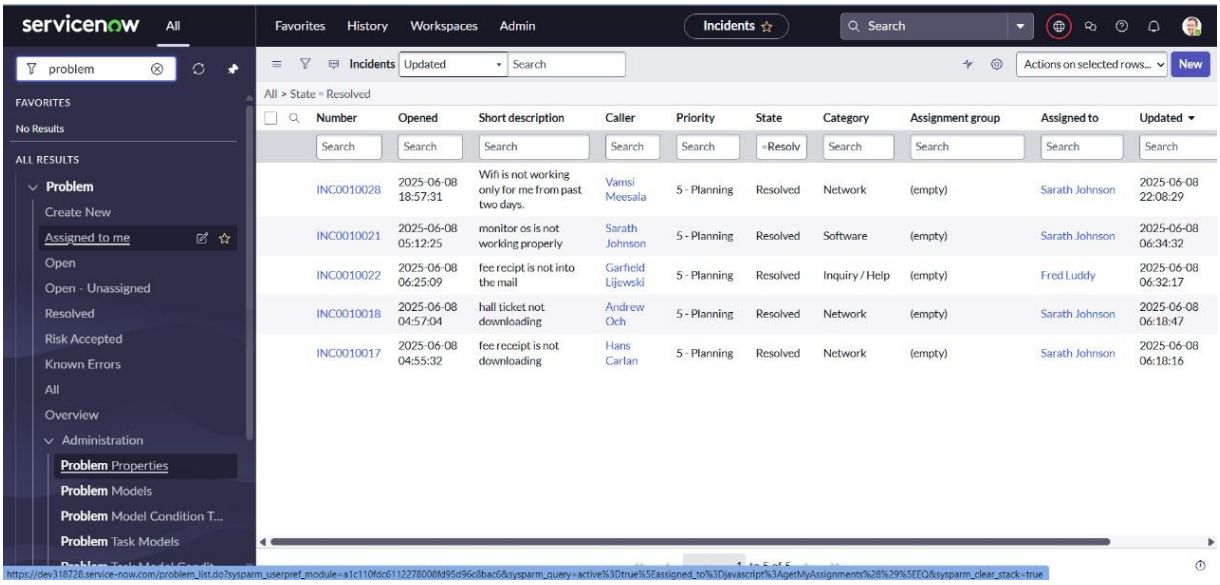
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Problem Model Condition T...
Problem Task Models
Incidents
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New
All > State = Resolved
Number
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Caller
Priority
State
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Assigned to
Updated
INC0010028
2025-06-08 18:57:31
Wifi is not working only for me from past two days.
Vamsi Meesala
5 - Planning
Resolved
Network
(empty)
Sarath Johnson
2025-06-08 22:08:29
INC0010021
2025-06-08 05:12:25
monitor os is not working properly
Sarath Johnson
5 - Planning
Resolved
Software
(empty)
Sarath Johnson
2025-06-08 06:34:32
INC0010022
2025-06-08 06:25:09
fee recipt is not into the mail
Garfield Lijewski
5 - Planning
Resolved
Inquiry / Help
(empty)
Fred Luddy
2025-06-08 06:32:17
INC0010018
2025-06-08 04:57:04
hall ticket not downloading
Andrew Och
5 - Planning
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Network
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Sarath Johnson
2025-06-08 06:18:47
INC0010017
2025-06-08 04:55:32
fee receipt is not downloading
Hans Carlan
5 - Planning
Resolved
Network
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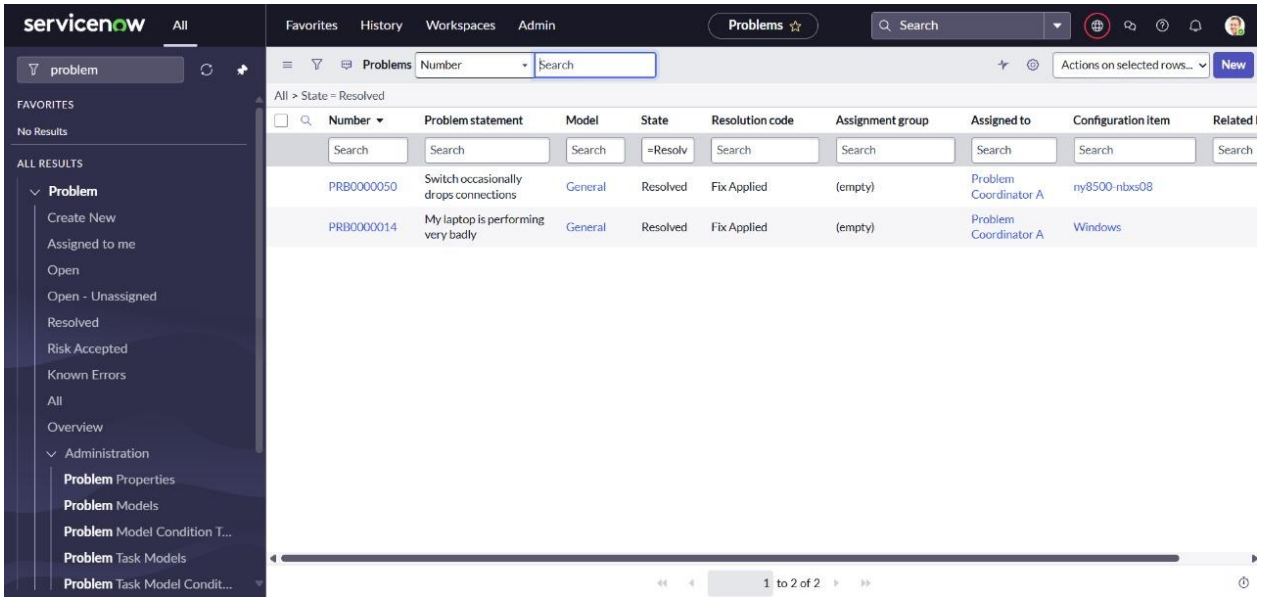
Sarath Johnson
2025-06-08 06:18:16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Problem
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Assigned to me
Open
Open - Unassigned
Resolved
Risk Accepted
Known Errors
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Overview
Administration
Problem Properties
Problem Models
Problem Model Condition T...
Problem Task Models
Problem Task Model Condit...
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Actions on selected rows...
New
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Model
State
Resolution code
Assignment group
Assigned to
Configuration item
Related
=Resolv
PRB0000050
Switch occasionally drops connections
General
Resolved
Fix Applied
(empty)
Problem Coordinator A
ny8500-nbxs08
PRB0000014
My laptop is performing very badly
General
Resolved
Fix Applied
(empty)
Problem Coordinator A
Windows
1 to 2 of 2

CHANGE MANAGEMENT

Change Management is the process of planning, approving, implementing, and reviewing changes to IT systems or services in a safe and controlled way.

In simple terms:
"If we need to make a change to fix something or improve the system — like upgrading software or replacing a router — we follow a proper process so that it doesn't cause new problems."

Types of Changes in ServiceNow:

1. Standard Change – Pre-approved, low-risk (e.g., scheduled software updates)
2. Normal Change – Needs approval and planning (e.g., upgrading the network system)
3. Emergency Change – Done quickly due to urgent issues (e.g., replacing a broken server)

How Change Management is Used in Your Project

Change Management is used after a problem is identified and needs a permanent fix that may affect other systems.

Here's how it works:

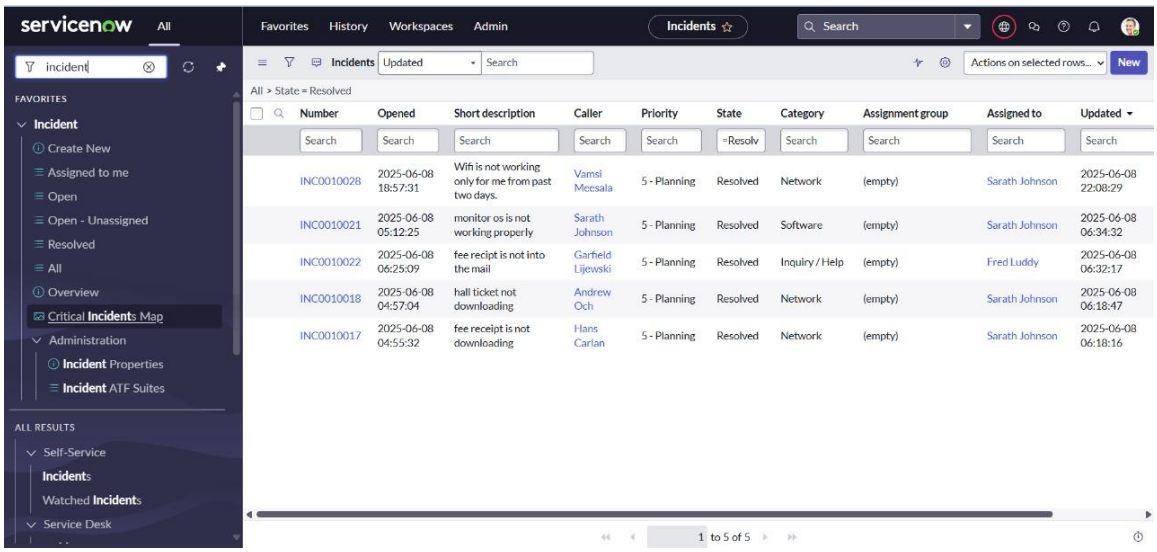
1. Problem Identified
    - Example: "Wi-Fi routers in the labs are outdated and keep failing."
    - A Problem record is created (Problem Management).
2. Change Request Created
    - To fix the problem, the IT team creates a Change Request.
    - Fields include: Change Type, Description, Risk Level, Implementation Plan, and Rollback Plan.
3. Approval Process
    - Normal changes go through an approval workflow to ensure it's safe and planned well.
4. Implementation
    - The change is scheduled and implemented by the IT team (e.g., installing new routers).
5. Review & Closure
    - After the change is successful, it is reviewed and closed.
    - Any related incidents or problems are also resolved.

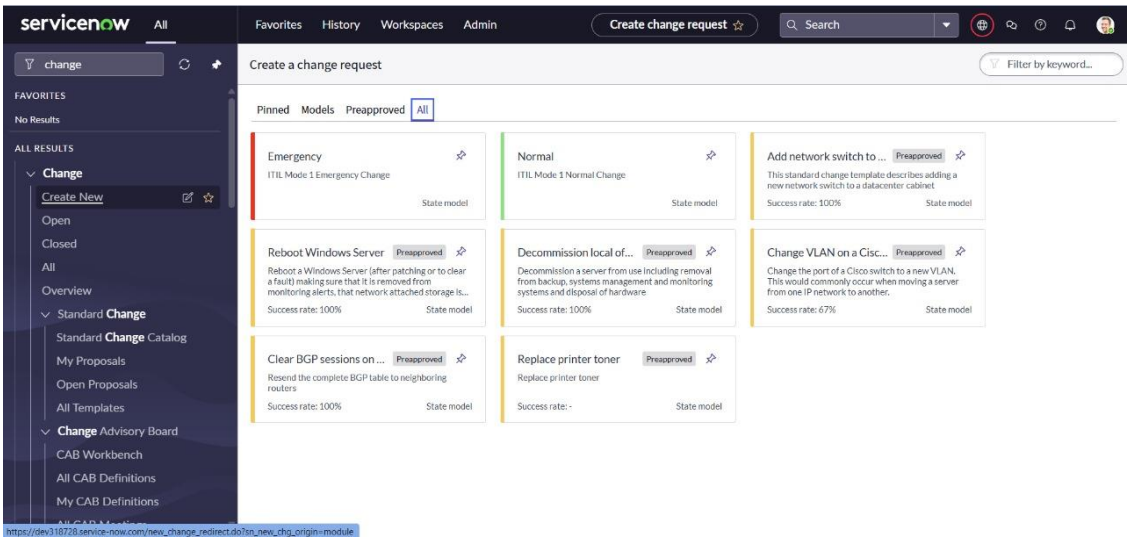
Example from our Project

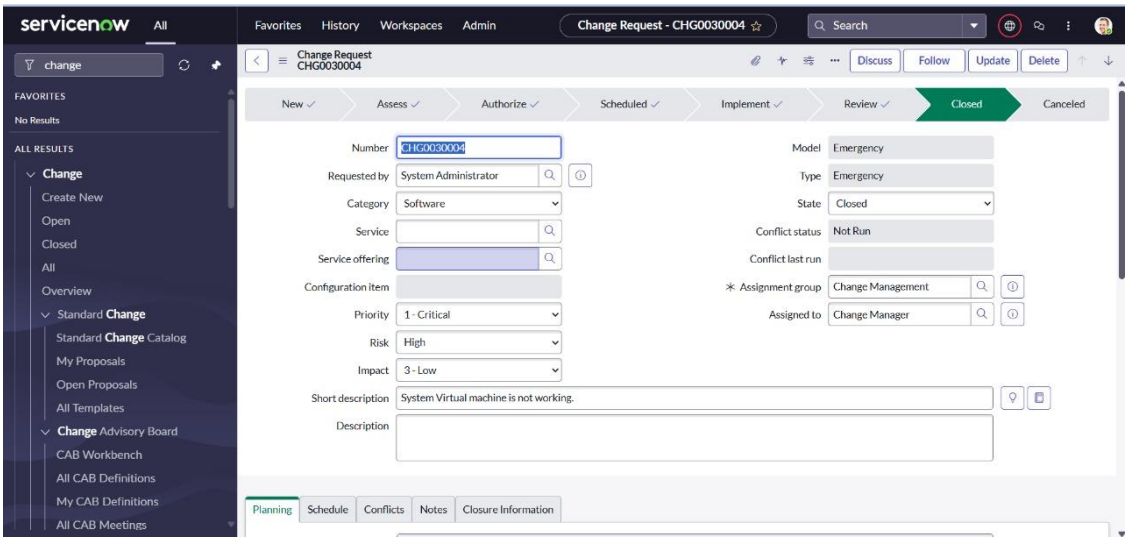
- Problem: "Frequent Wi-Fi failures due to old routers."
- Change Request: "Replace old routers with high-speed models."
- Type: Normal Change
- Status: Planned → Approved → Implemented → Closed

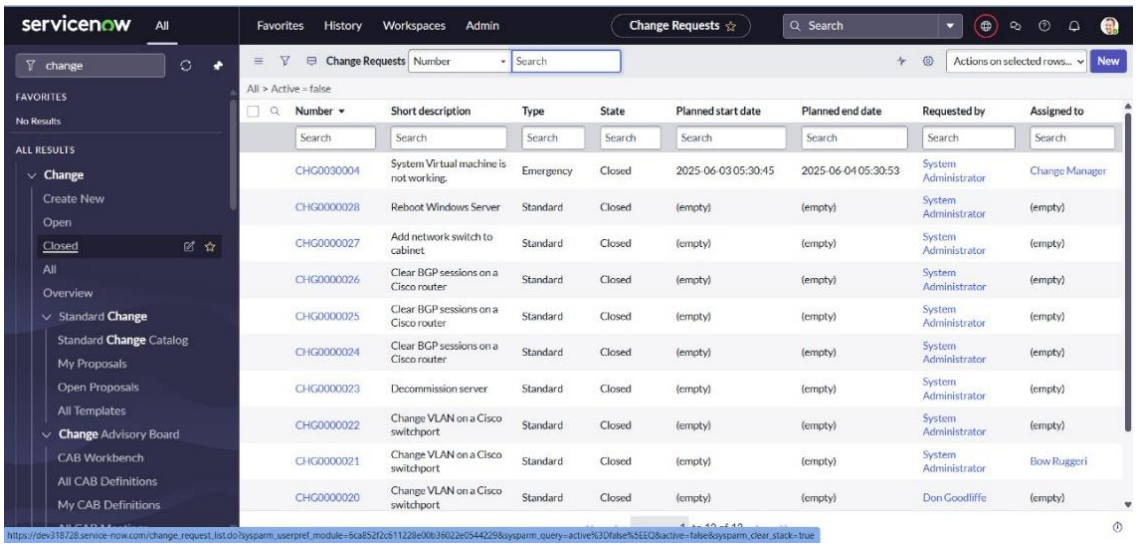
Why It Matters:

Using Change Management helps avoid disruptions, reduces risk, and ensures every change is well-documented and reviewed.






servicenow
All
Favorites
History
Workspaces
Admin
Change Request - CHG0030004
Search
change
FAVORITES
No Results
ALL RESULTS
Change
Create New
Open
Closed
All
Overview
Standard Change
Standard Change Catalog
My Proposals
Open Proposals
All Templates
Change Advisory Board
CAB Workbench
All CAB Definitions
My CAB Definitions
All CAB Meetings
Change Request
CHG0030004
Discuss
Follow
Update
Delete
New
Assess
Authorize
Scheduled
Implement
Review
Closed
Canceled
Number
CHG0030004
Requested by
System Administrator
Category
Software
Service
Service offering
Configuration item
Priority
1 - Critical
Risk
High
Impact
3 - Low
Short description
System Virtual machine is not working.
Description
Model
Emergency
Type
Emergency
State
Closed
Conflict status
Not Run
Conflict last run
Assignment group
Change Management
Assigned to
Change Manager
Planning
Schedule
Conflicts
Notes
Closure Information


servicenow
All
Favorites
History
Workspaces
Admin
Change Requests
Search
change
FAVORITES
No Results
ALL RESULTS
Change
Create New
Open
Closed
All
Overview
Standard Change
Standard Change Catalog
My Proposals
Open Proposals
All Templates
Change Advisory Board
CAB Workbench
All CAB Definitions
My CAB Definitions
Change Requests
Number
Search
Actions on selected rows...
New
All > Active = false
Number
Short description
Type
State
Planned start date
Planned end date
Requested by
Assigned to
CHG0030004
System Virtual machine is not working.
Emergency
Closed
2025-06-03 05:30:45
2025-06-04 05:30:53
System Administrator
Change Manager
CHG0000028
Reboot Windows Server
Standard
Closed
(empty)
(empty)
System Administrator
(empty)
CHG0000027
Add network switch to cabinet
Standard
Closed
(empty)
(empty)
System Administrator
(empty)
CHG0000026
Clear BGP sessions on a Cisco router
Standard
Closed
(empty)
(empty)
System Administrator
(empty)
CHG0000025
Clear BGP sessions on a Cisco router
Standard
Closed
(empty)
(empty)
System Administrator
(empty)
CHG0000024
Clear BGP sessions on a Cisco router
Standard
Closed
(empty)
(empty)
System Administrator
(empty)
CHG0000023
Decommission server
Standard
Closed
(empty)
(empty)
System Administrator
(empty)
CHG0000022
Change VLAN on a Cisco switchport
Standard
Closed
(empty)
(empty)
System Administrator
(empty)
CHG0000021
Change VLAN on a Cisco switchport
Standard
Closed
(empty)
(empty)
System Administrator
Bow Ruggeri
CHG0000020
Change VLAN on a Cisco switchport
Standard
Closed
(empty)
(empty)
Don Goodliffe
(empty)

REPORTS AND DASHBOARDS

- Reports: These are visual or tabular summaries of data from records (like incidents, problems, or changes). They help track performance, spot trends, and monitor key metrics.

- Dashboards: These are collections of multiple reports and widgets shown together on one screen. Dashboards give a quick overview of everything that's happening.

In simple words:
"A report shows data in charts or tables, and a dashboard brings several reports together so we can easily monitor everything in one place."

How Reports and Dashboards Are Used in This Project

Reports and dashboards are used to analyze and monitor service operations, like how many incidents are created, resolved, pending, or linked to problems and changes.

Here's how:

1. Create Reports
   You create different types of reports such as:

- Incidents by Priority (Bar Chart)
- Open vs. Closed Incidents (Pie Chart)
- Changes by Status (List or Donut Chart)
- Problems by Impact (Column Chart)
- Tickets Assigned to Each Technician

You choose the data table (e.g., Incident), chart type, group by field (e.g., Status, Priority), and what to measure (e.g., Count).

2. Build Dashboards
   You group your important reports into one dashboard screen such as:

"TrackMyIssue" – includes:

- Total Open Incidents
- Resolved Problems
- Emergency Changes This Month
- Incidents by Department
- SLA (Service Level Agreement) breaches

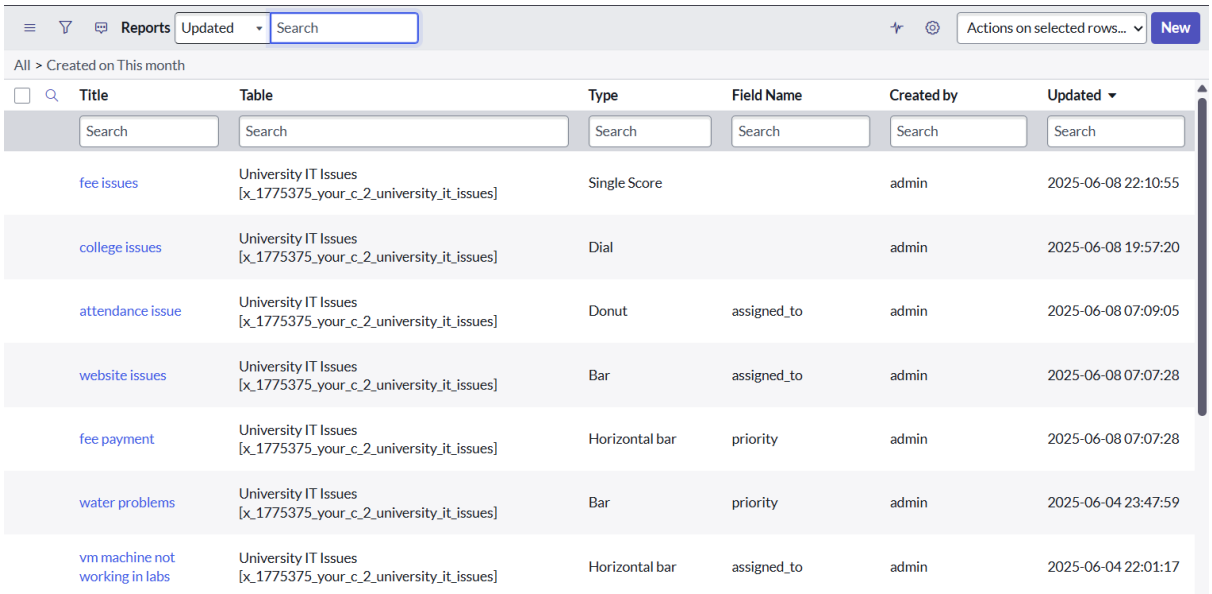
3. Purpose in the Project

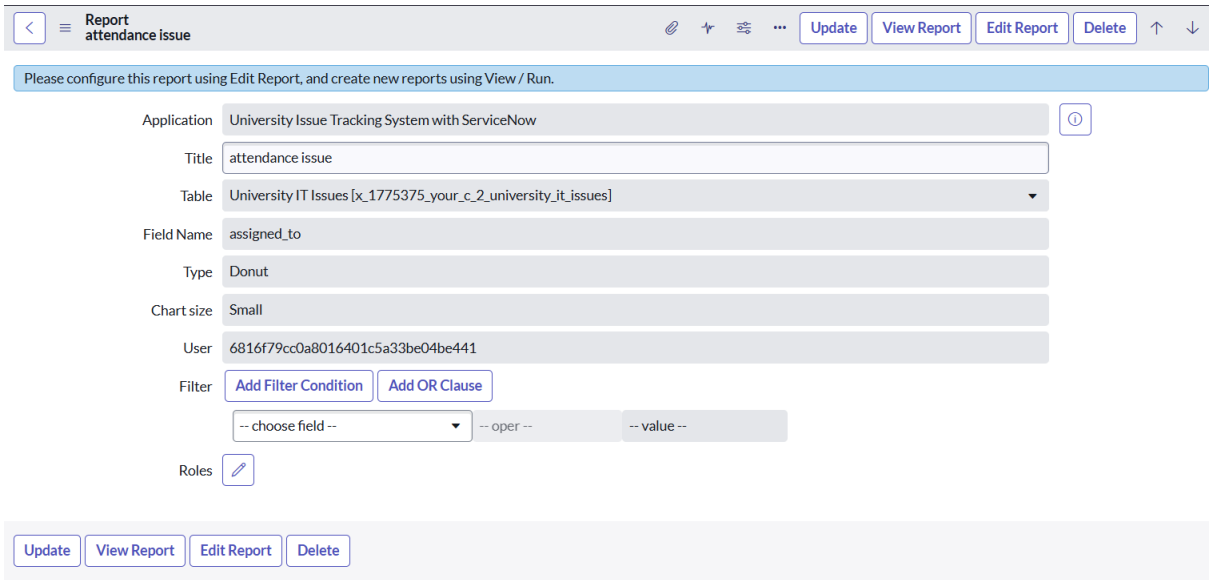
- Gives IT admin and tutors a real-time view of service status
- Helps identify areas that need improvement
- Makes it easy to show results to tutors and friends
- Makes your project more professional and complete

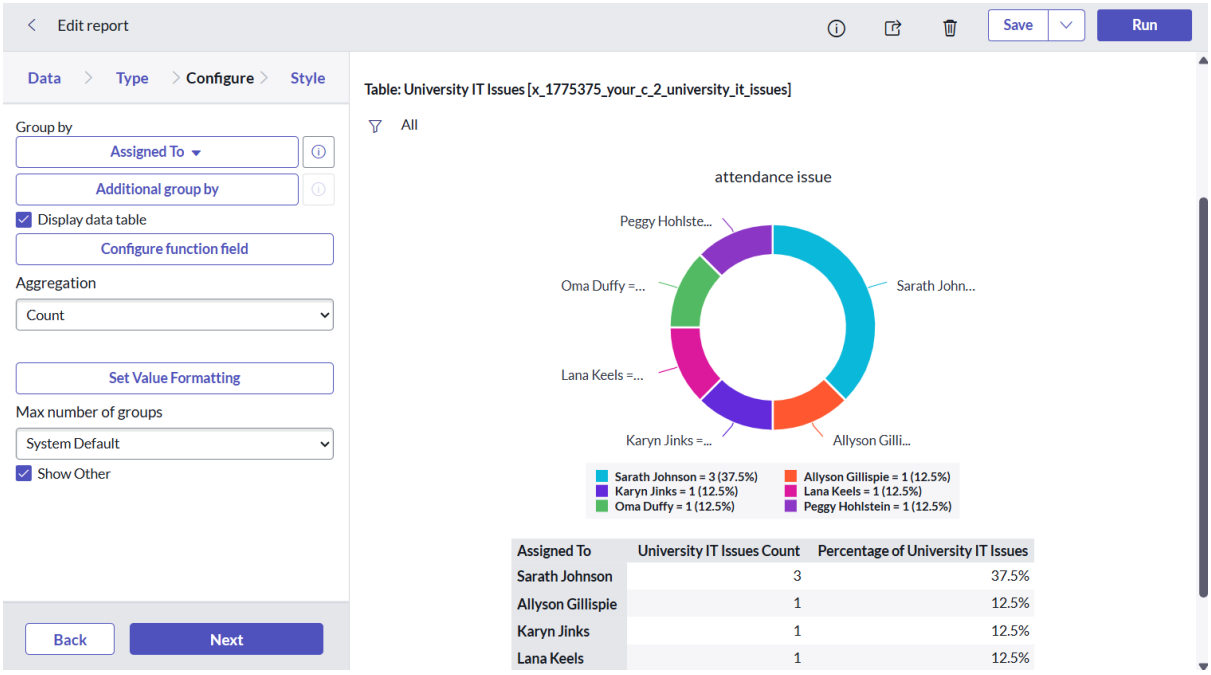
Example:

- created a bar chart showing “Number of Incidents per Priority”.
- created a dashboard named “IT Helpdesk Overview”.
- It displays charts like "Incidents by Technician", "Open Problems", and "Pending Change Requests".

Final Output:
Dashboard acts like a control panel, showing what’s working well and what needs attention — all in one place!







Assigned To	University IT Issues Count	Percentage of University IT Issues
Sarath Johnson	3	37.5%
Allyson Gillispie	1	12.5%
Karyn Jinks	1	12.5%
Lana Keels	1	12.5%

VISUAL TASK BOARDS

VTB stands for Visual Task Board. It is a digital, drag-and-drop board in ServiceNow that helps users visualize and manage tasks in a more interactive way — just like sticky notes on a whiteboard.

In simple terms:
VTB is like a Kanban board where you can see tasks (like incidents, problems, or changes) in columns based on their status (To Do, In Progress, Done), and you can move them by dragging.

Why use VTB?

- Makes work more visual and easier to manage
- Great for team collaboration and status tracking
- Helps you organize tasks by status, priority, or assigned team

Types of Visual Task Boards:

1. Freeform Board – Manual cards and lanes (basic to-do list)
2. Guided Board – Auto-generated from a table like Incident or Change
3. Flexible Board – Combines manual and data-driven cards🔧 How VTB is Used in This Project

In this mini project:

1. Create a VTB (Guided Board)
    - Source: Incident table
    - Group by: State (e.g., New, In Progress, On Hold, Resolved)
2. View Tasks Visually
    - Each incident appears as a card on the board.
    - Example card: “Laptop not starting – assigned to John”
3. Drag and Drop
    - As the IT team works on issues, they drag the cards to different columns:
        - New → In Progress → Resolved → Closed
4. Assign and Track Work
    - Technicians can see who is working on what.
    - Managers or tutors can check progress instantly.
5. This will
    - Helps to demonstrate how incident resolution flows visually.
    - Makes your project more interactive and easier to explain.
    - Impresses tutors by showing how modern IT teams track work.

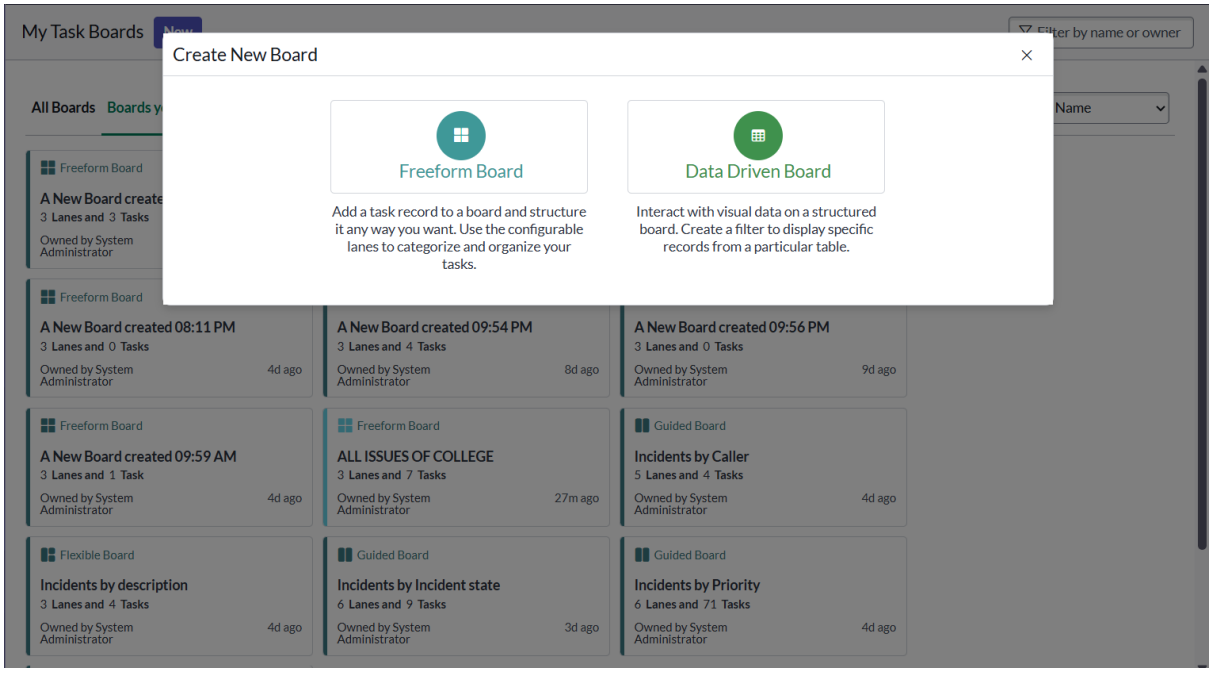
Example:

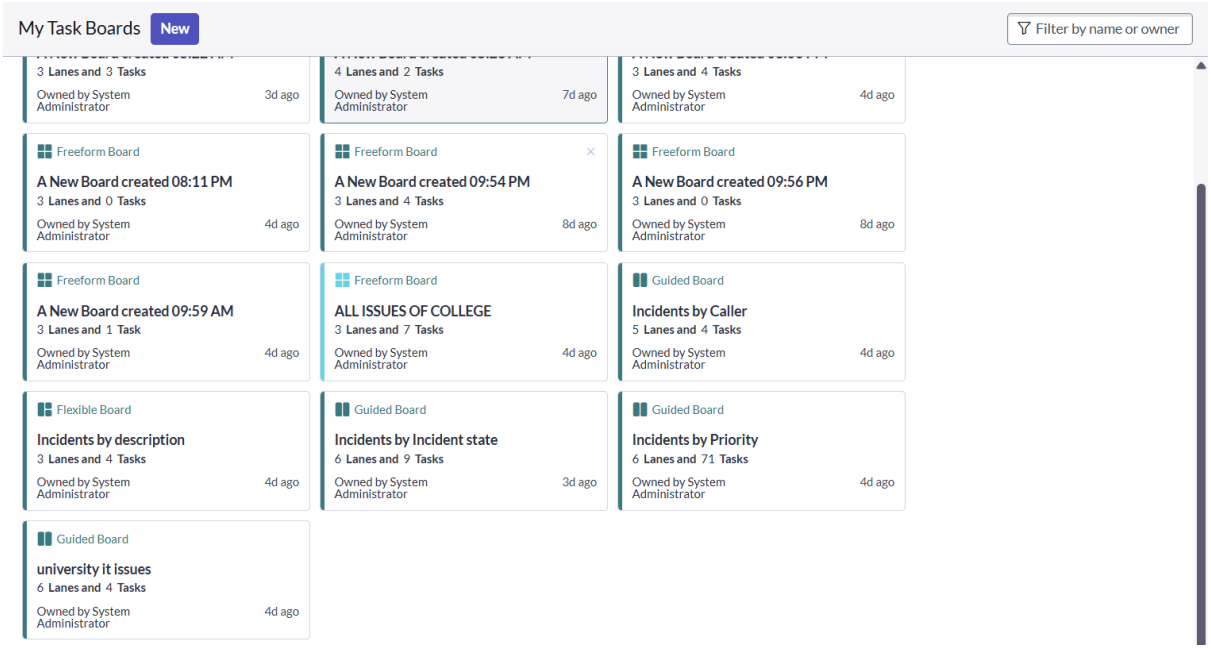
You create a VTB called “Incident Tracker Board” with columns:

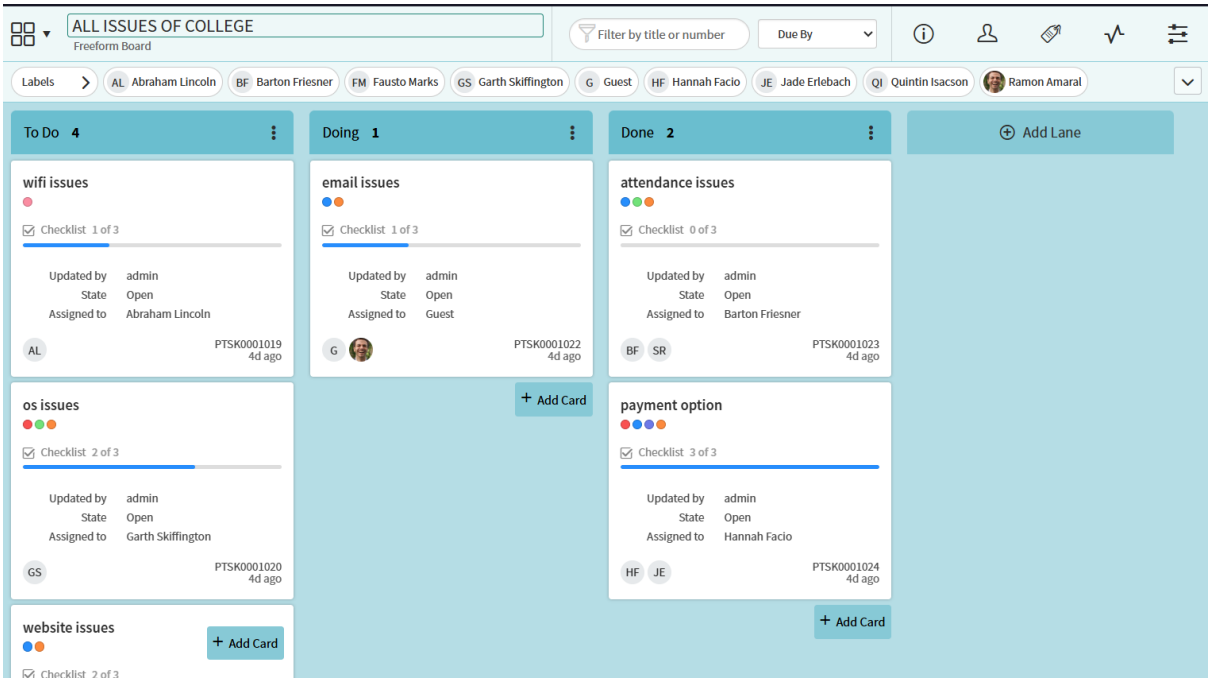
- New
- In Progress
- Resolved
- Closed

Cards:

- “Wi-Fi not working” – In Progress
- “Projector issue” – Resolved
- “Printer jam” – New




My Task Boards
New
Filter by name or owner
3 Lanes and 3 Tasks
Owned by System Administrator
3d ago
4 Lanes and 2 Tasks
Owned by System Administrator
7d ago
3 Lanes and 4 Tasks
Owned by System Administrator
4d ago
Freeform Board
A New Board created 08:11 PM
3 Lanes and 0 Tasks
Owned by System Administrator
4d ago
Freeform Board
A New Board created 09:54 PM
3 Lanes and 4 Tasks
Owned by System Administrator
8d ago
Freeform Board
A New Board created 09:56 PM
3 Lanes and 0 Tasks
Owned by System Administrator
8d ago
Freeform Board
A New Board created 09:59 AM
3 Lanes and 1 Task
Owned by System Administrator
4d ago
Freeform Board
ALL ISSUES OF COLLEGE
3 Lanes and 7 Tasks
Owned by System Administrator
4d ago
Guided Board
Incidents by Caller
5 Lanes and 4 Tasks
Owned by System Administrator
4d ago
Flexible Board
Incidents by description
3 Lanes and 4 Tasks
Owned by System Administrator
4d ago
Guided Board
Incidents by Incident state
6 Lanes and 9 Tasks
Owned by System Administrator
3d ago
Guided Board
Incidents by Priority
6 Lanes and 71 Tasks
Owned by System Administrator
4d ago
Guided Board
university it issues
6 Lanes and 4 Tasks
Owned by System Administrator
4d ago


ALL ISSUES OF COLLEGE
Freeform Board
Filter by title or number
Due By
Labels
Abraham Lincoln
Barton Friesner
Fausto Marks
Garth Skiffington
Guest
Hannah Facio
Jade Erlebach
Quintin Isacson
Ramon Amaral
To Do 4
Doing 1
Done 2
Add Lane
wifi issues
Checklist 1 of 3
Updated by admin
State Open
Assigned to Abraham Lincoln
PTSK0001019
4d ago
email issues
Checklist 1 of 3
Updated by admin
State Open
Assigned to Guest
PTSK0001022
4d ago
attendance issues
Checklist 0 of 3
Updated by admin
State Open
Assigned to Barton Friesner
PTSK0001023
4d ago
os issues
Checklist 2 of 3
Updated by admin
State Open
Assigned to Garth Skiffington
PTSK0001020
4d ago
Add Card
payment option
Checklist 3 of 3
Updated by admin
State Open
Assigned to Hannah Facio
PTSK0001024
4d ago
website issues
Add Card
Add Card

VIRTUAL AGENT

A Virtual Agent in ServiceNow is an AI-powered chatbot that interacts with users through a chat interface. It understands natural language and helps users perform tasks or solve problems without needing to manually navigate the ServiceNow portal.

How It Works:

In the project, the Virtual Agent helps users (students, faculty, staff) to:

- Raise an IT issue by simply chatting (e.g., "I can't connect to Wi-Fi")
- Check the status of existing tickets
- Get basic troubleshooting advice (FAQs)
- Connect to a live IT staff member if needed

The chatbot collects the necessary details, fills in the ticket form automatically, and submits it — all through a conversation.

Benefits in Our Project:

- No need to understand forms or portals — just talk to the chatbot.
- Saves time for users unfamiliar with the ServiceNow interface.
- Available 24/7 to answer basic IT queries or guide users.
- Reduces the workload on IT staff by automating common requests.

CONCLUSION

This project successfully demonstrated the core features of ServiceNow by simulating a real-world IT helpdesk system in a campus environment. We implemented key IT Service Management (ITSM) processes, including user account creation, form and table configuration, incident management, problem identification, and change control. Visual tools such as reports, dashboards, and visual task boards helped track performance and improve visibility.

Through this project, we gained practical experience in how IT teams manage technical issues efficiently using ServiceNow. It also highlighted the importance of structured workflows, proper communication, and automation in solving IT problems. Overall, the project enhanced our understanding of IT service delivery and showcased how ServiceNow can improve both user satisfaction and team productivity in any organization.

Final Note:
This project helped bridge the gap between theory and practice by using a real-world enterprise tool in a simplified, educational setting.