

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.

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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.

If you want a shorter version for slides or titles:

"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 Your Project

In your ServiceNow campus helpdesk mini project, you create 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
 - You (the project builder) manage users, forms, tables, and dashboards

Steps You Followed (or Can Follow) in the Project:

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

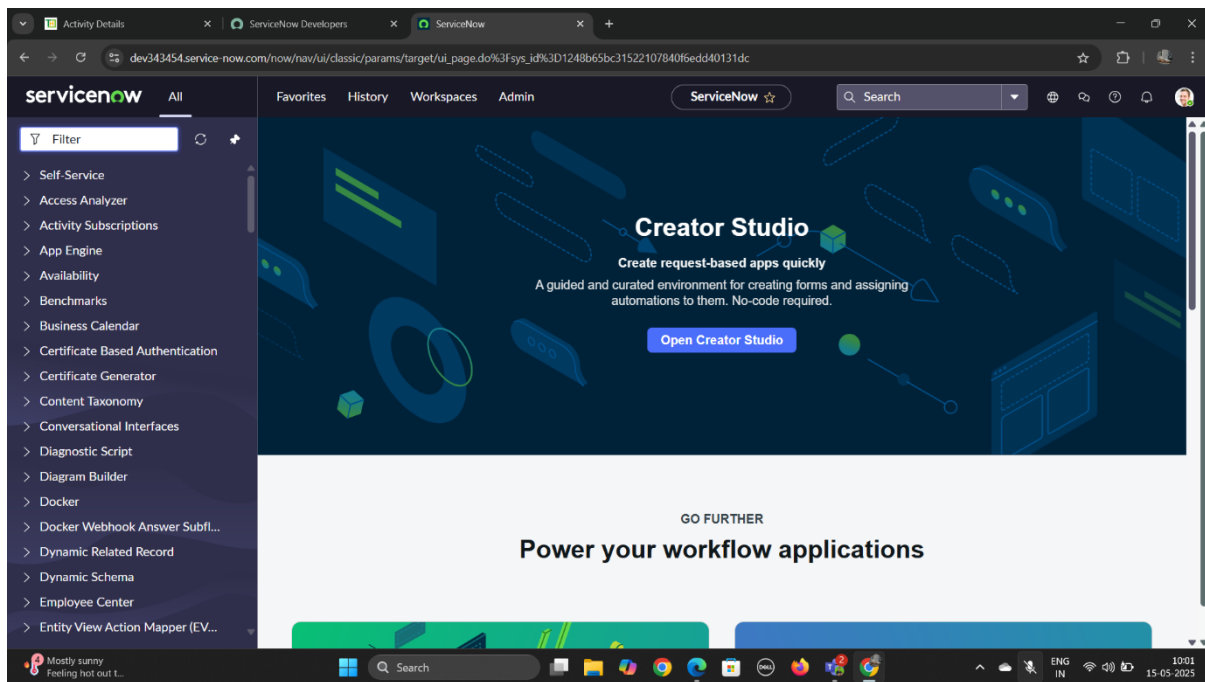
- User ID: “john.doe”
 - Email, password, department, etc.
4. Assign a role (e.g., itil for IT support, or admin for yourself)
 5. Save → The user is now active and can log in

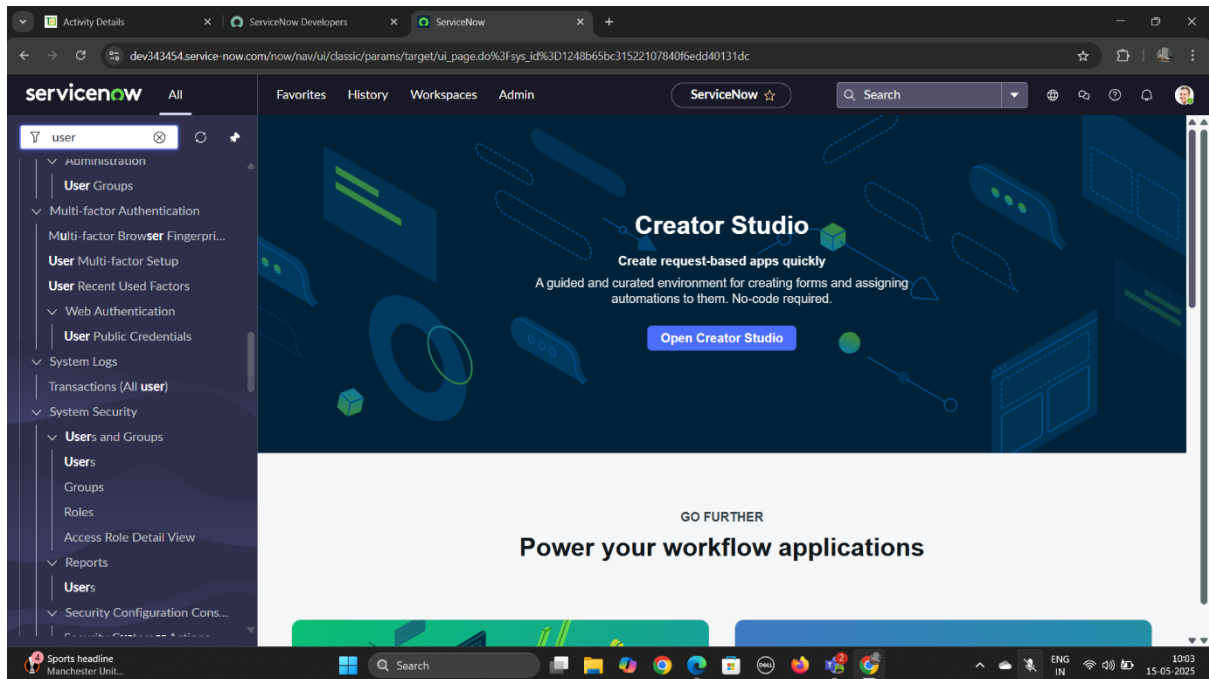
Example in Your Project

- You created a user named “Ravi Kumar” (student)
- He logs into the portal and reports an issue: “Wi-Fi not working in Lab 3”
- You 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.





The screenshot shows the ServiceNow Users list interface. The left sidebar contains a navigation menu with categories like Administration, Multi-factor Authentication, System Logs, Transactions (All user), System Security, and Users and Groups. The main content area displays a table of users with columns for User ID, Name, Email, Active, Created, and Updated. The table contains 15 rows of user data. The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 10:04 on 15-05-2025.

User ID	Name	Email	Active	Created	Updated
1234	john williams	JINWOO@gmail.com	true	2025-05-09 23:11:31	2025-05-09 23:14:08
2322	ram		true	2025-05-13 22:00:07	2025-05-13 22:00:07
3456	ram teja	ramteja@gmail.com	true	2025-05-09 09:18:38	2025-05-09 09:24:34
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-05-09 08:09:26
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-05-09 08:09:28
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-05-09 08:09:23
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-05-09 09:09:47
aes.creator	Creator User		true	2025-05-09 08:46:15	2025-05-09 08:46:15
aileen.mottern	Aileen Mottern	aileen.mottern@example.com	true	2012-02-17 19:04:49	2025-05-09 08:09:26
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-05-09 08:09:24
alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:51	2025-05-09 08:09:27
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2025-05-09 08:09:28
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-05-09 08:09:23
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2025-05-09 08:09:26
allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-17 19:04:53	2025-05-09 08:09:28
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-05-09 08:09:28
allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-17 19:04:50	2025-05-09 08:09:23

Activity Details | ServiceNow Developers | New Record | User | ServiceNow

dev343454.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D1%26sys_list%3Dtrue%26sys_target%3Dsys_user%26sysparm_checked_items%3D%26sysparm...

serviceNow All

user

Administration

User Groups

Multi-factor Authentication

Multi-factor Browser Fingerpri...

User Multi-factor Setup

User Recent Used Factors

Web Authentication

User Public Credentials

System Logs

Transactions (All user)

System Security

Users and Groups

Users

Groups

Roles

Access Role Detail View

Reports

Users

Security Configuration Cons...

Favorites History Workspaces Admin

User - New Record

Search

Submit

To set up the User's password, save the record and then click Set Password.

User ID

First name

Last name

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Email

Language

Calendar integration

Time zone

Date format

Business phone

Mobile phone

Photo Click to add..

Submit

Related Links

View linked accounts

View Subscriptions

Sports headline Manchester Unit...

Search

ENG IN

1004 15-05-2025

Activity Details | ServiceNow Developers | vijay devarakonda | User | Servi

dev343454.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D7a469b41c3616a107840f6edd4013149%26sysparm_domain%3Dnull%26sysparm_domain_scope...

serviceNow All

Filter

Self-Service

Access Analyzer

Activity Subscriptions

App Engine

Availability

Benchmarks

Business Calendar

Certificate Based Authentication

Certificate Generator

Content Taxonomy

Conversational Interfaces

Diagnostic Script

Diagram Builder

Docker

Docker Webhook Answer Subfl...

Dynamic Related Record

Dynamic Schema

Employee Center

Entity View Action Mapper (EV...

Favorites History Workspaces Admin

User - vijay devarakonda

Search

Update Set Password Delete

User ID

First name

Last name

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Email

Language

Calendar integration

Time zone

Date format

Business phone

Mobile phone

Photo [Update][Delete]

Update Set Password Delete

Related Links

View linked accounts

View Subscriptions

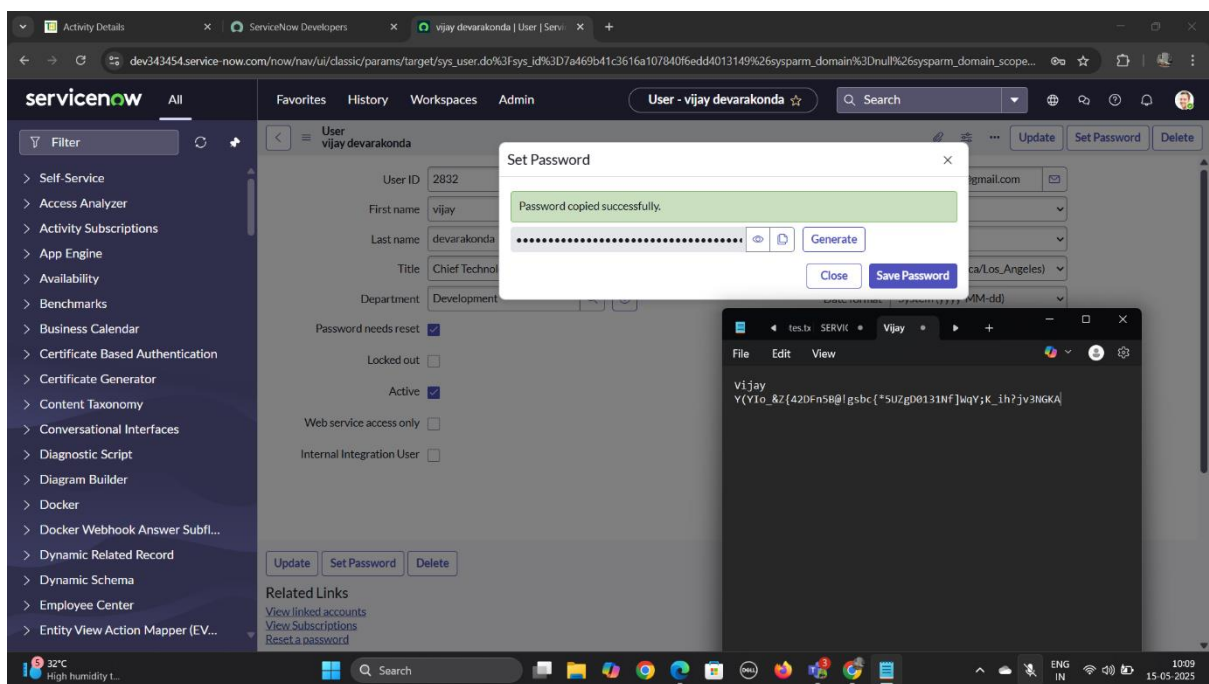
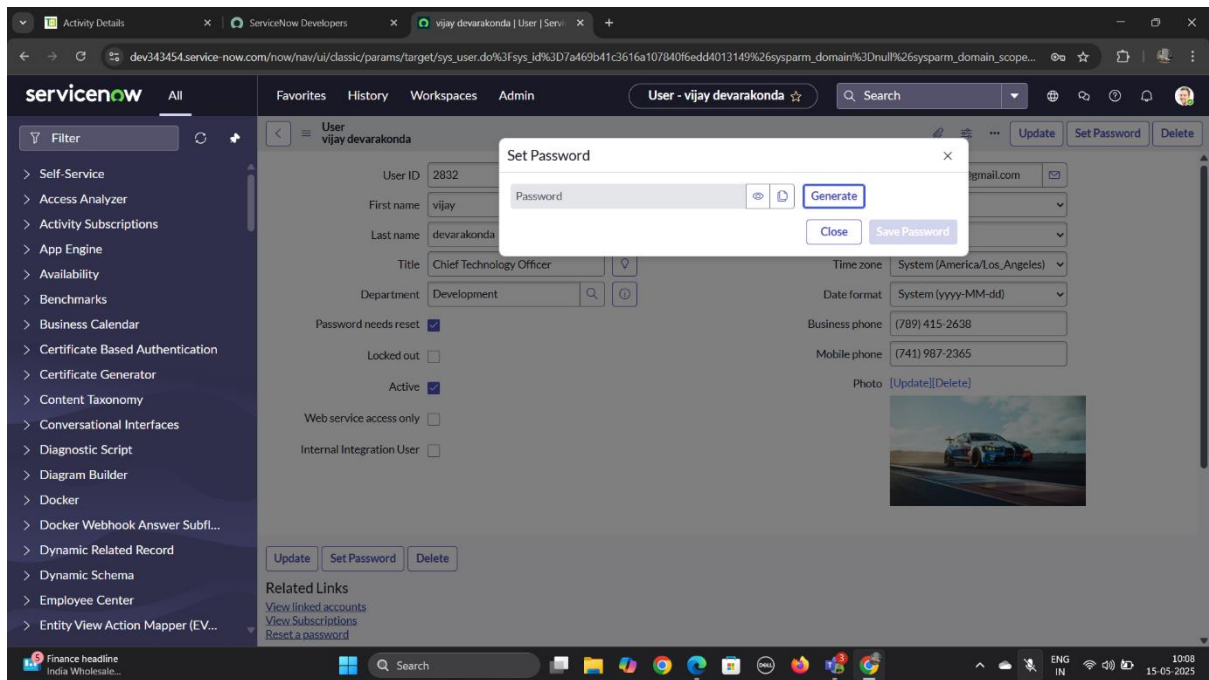
Reset a password

Finance headline India Wholesale...

Search

ENG IN

1007 15-05-2025



ServiceNow Users list page. The table displays a list of users with columns: User ID, Name, Email, Active, Created, and Updated.




User ID	Name	Email	Active	Created	Updated
1234	john williams	JINWOO@gmail.com	true	2025-05-09 23:11:31	2025-05-09 23:14:08
2322	ram		true	2025-05-13 22:00:07	2025-05-13 22:00:07
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

<

≡

Table
New record



Submit

Cancel

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes.

[More Info](#)

* Label

University IT Issues

* Name

x_1775375_your_c_2_university_it_issue

Extends table

Application

University Issue Tracking System with S ⓘ

Create module

☒

Create mobile module

☒

Add module to menu

-- Create new --

New menu name

University IT Issues

Remote Table

☐

University IT Issues

Submitted By

Search

Actions on selected rows...

New

All

Assigned To

Priority

Short Description

Submitted By

State

Search

Search

Search

Search

Search

Karyn Jinks

High

payment not displaying

(empty)

In Progress

Allyson Gillispie

High

monitor os not working

(empty)

New

Peggy Hohlstein

Medium

college attendance

(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 your ServiceNow mini 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 from your project:

- 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

Close Incident

Reopen Incident

Delete

Number

INC0010028

Channel

Email

* Caller

Vamsi Meesala

State

Resolved

Category

Network

Impact

3 - Low

Subcategory

Wireless

Urgency

3 - Low

Service

Priority

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

In your ServiceNow campus helpdesk mini 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 from Your Project

- 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.

servicenow All

Favorites History Workspaces Admin Problems ☆ Search

Problem PRB0000050

Follow Complete Re-Analyze Update Delete

New ✓ Assess ✓ Root Cause Analysis ✓ Fix in Progress ✓ **Resolved** Closed

Number PRB0000050 Model General ⓘ

Origin task State Resolved

Category Network Resolution code Fix Applied

Subcategory -- None -- Impact 3 - Low

Service Urgency 3 - Low

Service offering Priority 5 - Planning

Configuration item ny8500-nbx08 ⓘ

Assignment group

Assigned to Problem Coordinator A ⓘ

Problem statement Switch occasionally drops connections ⓘ

Description Switch occasionally drops connections

Notes Analysis Information Resolution Information Other Information

Primary Known Error article KB0000053 v1.0 ⓘ

servicenow All

Favorites History Workspaces Admin Incidents ☆ Search

Incidents Updated Search Actions on selected rows... New

All > State = Resolved

	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	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 receipt 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	Resolved	Network	(empty)	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	(empty)	Sarath Johnson	2025-06-08 06:18:16

https://dev318728.servicenow.com/problem_list.do?sysparm_userpref_module=a1c110f6c6112278008d95d96c8bac8&sysparm_query=active%3Dtrue%5Eassigned_to%3Djavascript%3AgetMyAssignments%28%29%5FEC&sysparm_clear_stack=true

servicenow

All

Favorites

History

Workspaces

Admin

Problems

Search

problem

Search

FAVORITES

No Results

ALL RESULTS

Problem

Create New

Assigned to me

Open

Open - Unassigned

Resolved

Risk Accepted

Known Errors

All

Overview

Administration

Problem Properties

Problem Models

Problem Model Condition T...

Problem Task Models

Problem Task Model Condit...

Number

Search

All > State = Resolved

Number	Problem statement	Model	State	Resolution code	Assignment group	Assigned to	Configuration item	Related
PRB0000050	Switch occasionally drops connections	General	Resolved	Fix Applied	(empty)	Problem Coordinator A	ny8500-nbx08	
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

In your campus IT helpdesk mini 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 Your 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.

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	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 receipt 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	Resolved	Network	(empty)	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	(empty)	Sarath Johnson	2025-06-08 06:18:16

Emergency
ITIL Mode 1 Emergency Change
State model

Normal
ITIL Mode 1 Normal Change
State model

Add network switch to ...
This standard change template describes adding a new network switch to a datacenter cabinet.
Success rate: 100%
State model

Reboot Windows Server
Reboot a Windows Server (after patching or to clear a fault) making sure that it is removed from monitoring alerts, that network attached storage is...
Success rate: 100%
State model

Decommission local of...
Decommission a server from use including removal from backup, systems management and monitoring systems and disposal of hardware
Success rate: 100%
State model

Change VLAN on a Cisc...
Change the port of a Cisco switch to a new VLAN. This would commonly occur when moving a server from one IP network to another.
Success rate: 67%
State model

Clear BGP sessions on ...
Resend the complete BGP table to neighboring routers
Success rate: 100%
State model

Replace printer toner
Replace printer toner
Success rate: -
State model

servicenow All Favorites History Workspaces Admin **Change Requests** Search Actions on selected rows... New

All > Active = false

	Number	Short description	Type	State	Planned start date	Planned end date	Requested by	Assigned to
	Search	Search	Search	Search	Search	Search	Search	Search
	CHG0000004	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)

https://dev318228.servicenow.com/change/request_list.do?sysparm_userpref_module=scas&f2d2611228eb00c390c2e544259&sysparm_query=active%3Dfalse%5EEO&active=false&sysparm_clear_stack=true

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

In your campus IT helpdesk project using ServiceNow, 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:

“Campus Helpdesk Dashboard” – 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 from Your Project:

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

Final Output:

Your dashboard acts like a control panel, showing what's working well and what needs attention — all in one place!

All > Created on This month						
	Title	Table	Type	Field Name	Created by	Updated
	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
	fee issues	University IT Issues [x_1775375_your_c_2_university_it_issues]	Single Score		admin	2025-06-08 22:10:55
	college issues	University IT Issues [x_1775375_your_c_2_university_it_issues]	Dial		admin	2025-06-08 19:57:20
	attendance issue	University IT Issues [x_1775375_your_c_2_university_it_issues]	Donut	assigned_to	admin	2025-06-08 07:09:05
	website issues	University IT Issues [x_1775375_your_c_2_university_it_issues]	Bar	assigned_to	admin	2025-06-08 07:07:28
	fee payment	University IT Issues [x_1775375_your_c_2_university_it_issues]	Horizontal bar	priority	admin	2025-06-08 07:07:28
	water problems	University IT Issues [x_1775375_your_c_2_university_it_issues]	Bar	priority	admin	2025-06-04 23:47:59
	vm machine not working in labs	University IT Issues [x_1775375_your_c_2_university_it_issues]	Horizontal bar	assigned_to	admin	2025-06-04 22:01:17

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Report attendance issue

Update

View Report

Edit Report

Delete

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Please configure this report using Edit Report, and create new reports using View / Run.

Application

University Issue Tracking System with ServiceNow

ⓘ

Title

attendance issue

Table

University IT Issues [x_1775375_your_c_2_university_it_issues]

▼

Field Name

assigned_to

Type

Donut

Chart size

Small

User

6816f79cc0a8016401c5a33be04be441

Filter

Add Filter Condition

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Update

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Delete

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 your ServiceNow campus IT Helpdesk 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. For Your Mini Project
 - Helps you 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.

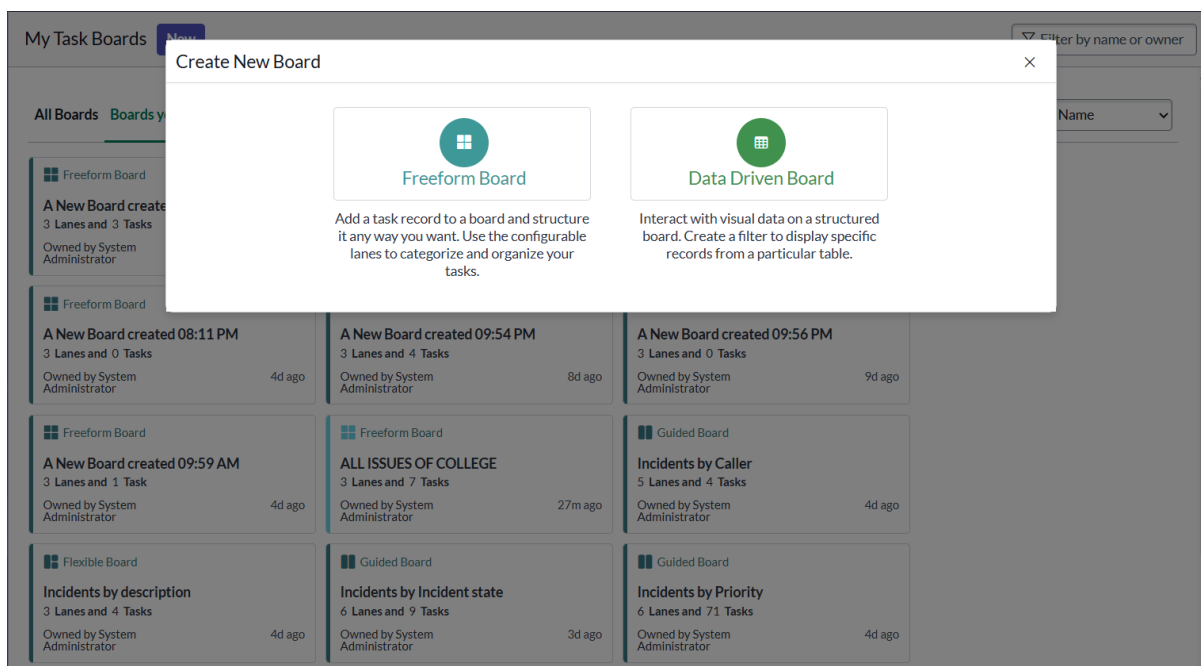
Example:

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



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 Our University IT Issues Tracking System:

In our 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 mini 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.