

ITSM Class: B

CLASS ACTIVITY WEEK 6

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August-December 2025

ServiceNow Hands-On Lab Module: Incident Lifecycle Simulation

Deliverables

1. Screenshot of the incident created in ITS User's portal.

The image shows two screenshots of the ServiceNow interface. The top screenshot is the 'Create Incident' page, where a user has entered 'Cannot connect to Wi-Fi in the lab.' as the issue description and selected '2 - Medium' for urgency. The bottom screenshot is the 'Incident - INC0010001' detail page, showing the incident number, opened and closed dates, urgency (2 - Medium), and state (New). The short description is also visible. Both screenshots include a sidebar for 'User ITS' and a small 'A' icon in the bottom right corner.

2. Screenshot of the incident being worked by ITS Agent (agent view).

This screenshot shows the ServiceNow Service Operations workspace for an incident record. The incident details are as follows:

- Category:** Network
- Subcategory:** Wireless
- Opened:** 2025-09-29 18:32:34
- Impact:** Service offering: Cannot connect to Wi-Fi in the lab.
- Assignment:** Assigned to: Agent ITS
- Activity:** A work note is being composed: "Enter your Work notes here".
- Record Information:** Last updated by User ITS on 2025-09-29 18:32:34. SLAs and timelings: Response SLA: No matching SLA. Resolution SLA: [Link]
- Caller:** User ITS (18:36:47 America/Los_Angeles)
- Assigned to:** Agent ITS (A)

This screenshot shows the ServiceNow Service Operations workspace for the same incident record after resolution. The incident details are as follows:

- Category:** Network
- Subcategory:** Wireless
- Opened:** 2025-09-29 18:32:34
- Impact:** Service offering: Cannot connect to Wi-Fi in the lab.
- Assignment:** Assigned to: Agent ITS
- Related Records:** Parent incident: Change Request. Problem: Cased by Change.
- Cause:** Probable cause: The network technician has resolved the problem.
- Resolution:** Resolution code: Resolved by request. Resolution notes: The error was functioning properly. The network technician has checked and resolved the issue.
- Activity:** A work note is being composed: "The network technician has resolved the problem".
- Record Information:** Last updated by Agent ITS on 2025-09-29 18:40:30. SLAs and timelings: Response SLA: No matching SLA. Resolution SLA: [Link]
- Caller:** User ITS (18:41:21 America/Los_Angeles)
- Assigned to:** Agent ITS (A)

3. Screenshot of ITS User's portal showing the ticket resolved.

The image shows two screenshots of the ServiceNow interface. The top screenshot is the 'Incidents' workspace, displaying a list of incidents. One incident is selected, showing its details. The bottom screenshot is a detailed view of the selected incident, showing its history and activities.

Incidents Workspace (Top Screenshot):

Number	Opened	Short description
INC0010001	2025-09-29 18:32:34	Cannot connect to Wi-Fi in the lab.

Incident Detail View (Bottom Screenshot):

Number	Opened	Closed	Urgency	State
INC0010001	2025-09-29 18:32:34	2025-09-29 18:51:00	2 - Medium	Closed

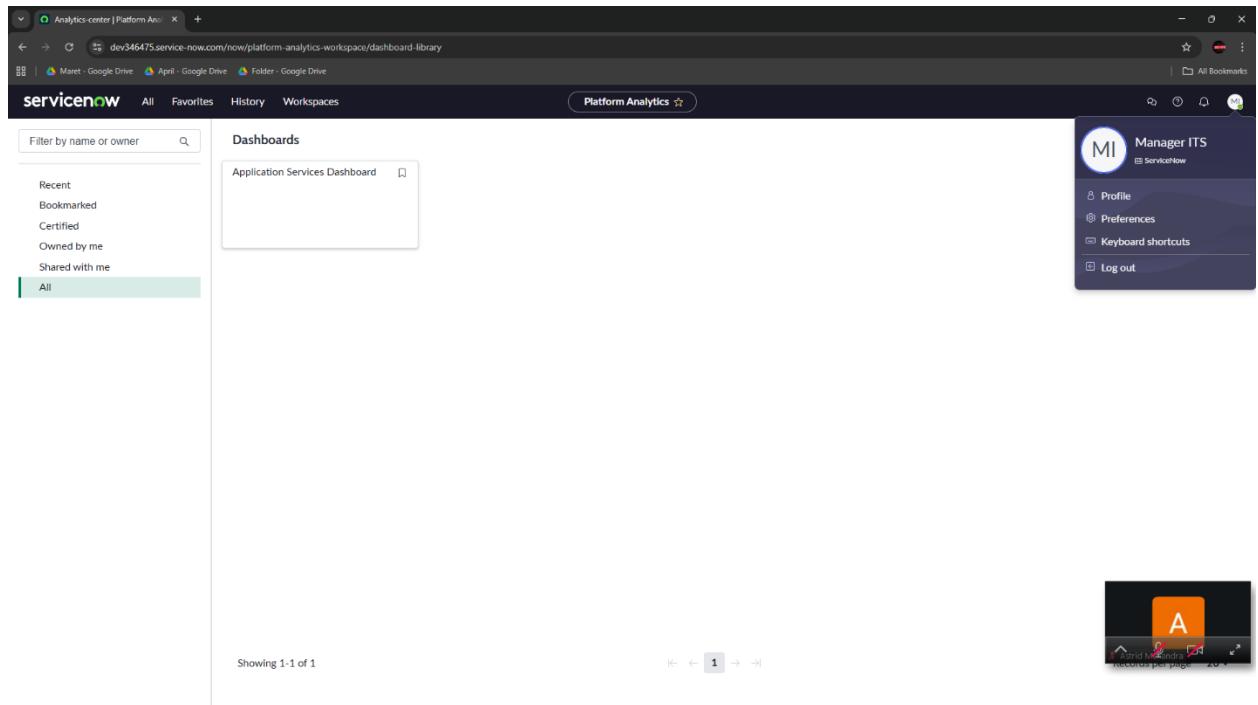
Activities Section (Bottom Screenshot):

Activity Type	Actor	Field Changes
System Administrator	System Administrator	Field changes • 2025-09-29 18:51:00
Agent ITS	Agent ITS	Field changes • 2025-09-29 18:49:52
Agent ITS	Agent ITS	Field changes • 2025-09-29 18:40:30
User ITS	User ITS	Additional comments • 2025-09-29 18:32:34
User ITS	User ITS	Field changes • 2025-09-29 18:32:34

User ITS Profile (Right Sidebar):

- UI
- User ITS
- Profile
- Preferences
- Keyboard shortcuts
- Printer friendly version
- Log out

4. Screenshot of ITS Manager's dashboard or reports.

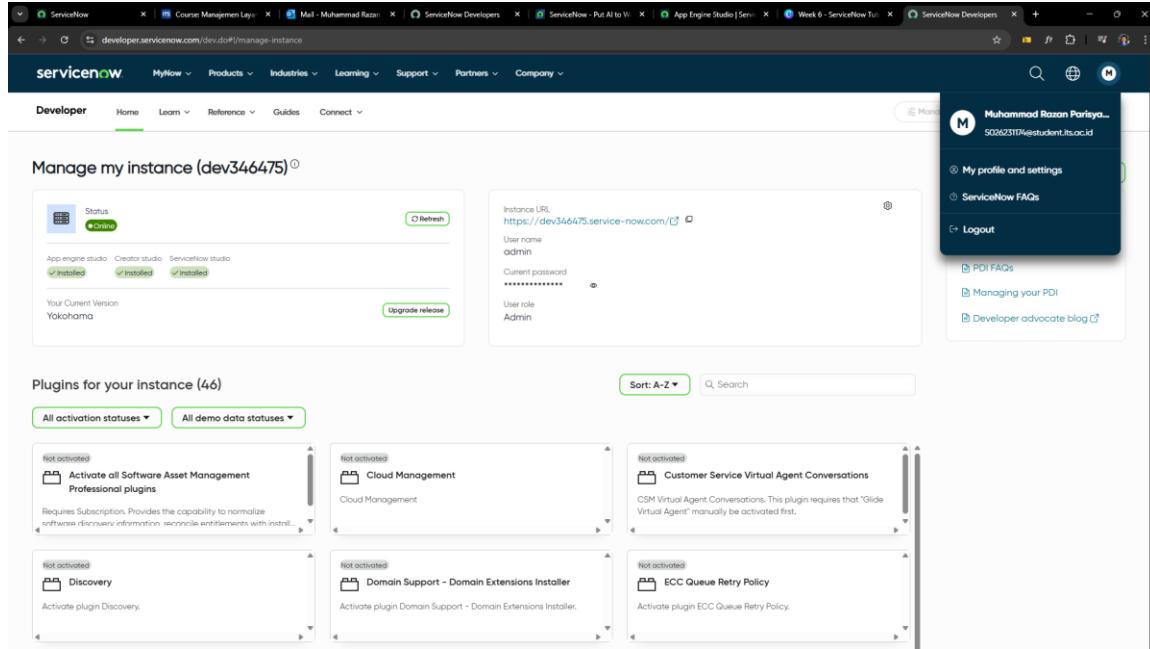


The screenshot shows a ServiceNow Platform Analytics dashboard library. The browser address bar indicates the URL is <https://dev346475.service-now.com/now/platform-analytics-workspace/dashboard-library>. The page title is "Analytics center | Platform Analytics". The top navigation bar includes links for "All", "Favorites", "History", and "Workspaces", along with a "Platform Analytics" button. The left sidebar has a "Recent" section and a "Dashboards" section. The "Dashboards" section contains a single item: "Application Services Dashboard". The right sidebar shows a user profile for "Manager ITS" and includes links for "Profile", "Preferences", "Keyboard shortcuts", and "Log out". At the bottom, there is a footer with the text "Showing 1-1 of 1" and a page number "1".

Step by Step Explanation

Step 1: Request Your Personal Developer Instance (PDI)

Request PDI and set into Yokohama.

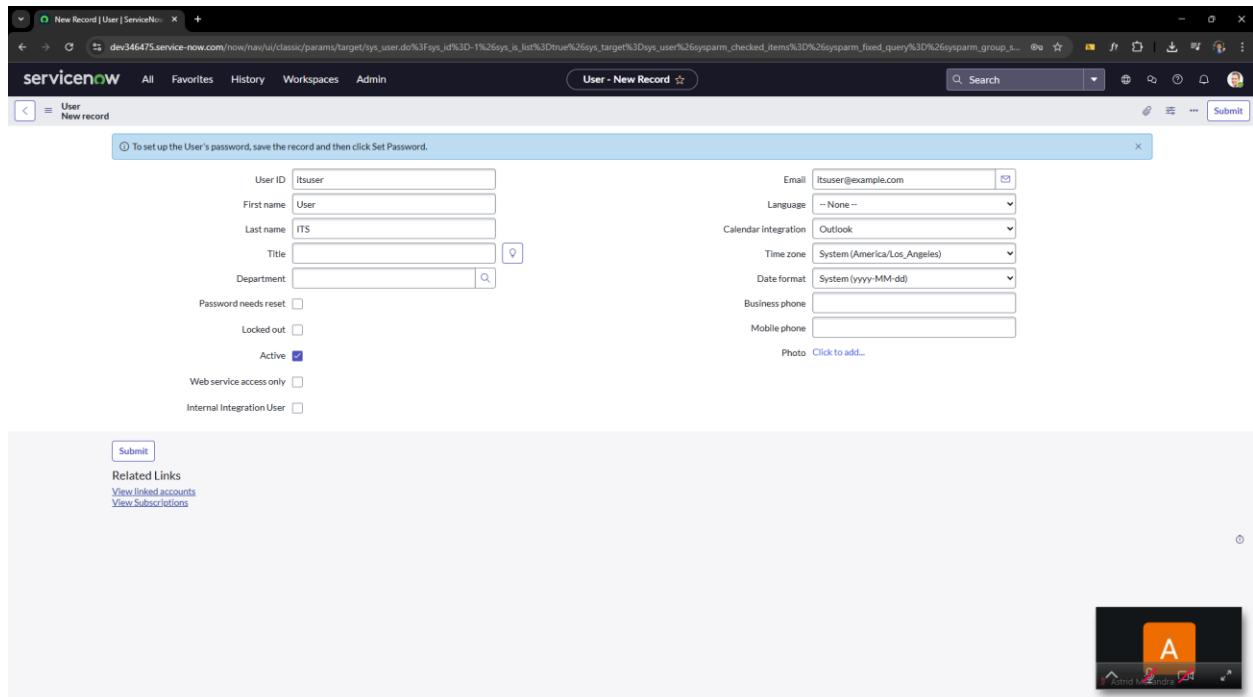


The screenshot shows the ServiceNow Developer instance management page. The top navigation bar includes links for MyNow, Products, Industries, Learning, Support, Partners, and Company. The left sidebar has a 'Developer' section with 'Home', 'Learn', 'Reference', 'Guides', and 'Connect' options. The main content area is titled 'Manage my instance (dev346475)'. It displays the instance URL as <https://dev346475.service-now.com/>, the user name as 'admin', and the current password as '*****'. The user role is listed as 'Admin'. Below this, there's a section for 'Plugins for your instance (46)' with a grid of 12 plugin cards. The cards include: 'Activate all Software Asset Management Professional plugins' (Not activated), 'Cloud Management' (Not activated), 'Customer Service Virtual Agent Conversations' (Not activated), 'Discovery' (Not activated), 'Domain Support - Domain Extensions Installer' (Not activated), and 'ECC Queue Retry Policy' (Not activated). There are also buttons for 'All activation statuses' and 'All demo data statuses'.

Step 2: Create Three Users

Creating 3 user, User ITS, Agent ITS and Manager ITS. Set the password and assign the role. And then set the new password into Yeswecan!17 for all users.

User ITS



The screenshot shows the 'User - New Record' form in ServiceNow. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The sub-navigation bar shows 'User - New Record'. The form fields for the 'User ITS' record are as follows:

- User ID: itsuser
- First name: User
- Last name: ITS
- Title: (empty)
- Department: (empty)
- Password needs reset:
- Locked out:
- Active:
- Web service access only:
- Internal Integration User:
- Email: itsuser@example.com
- Language: --None--
- Calendar integration: Outlook
- Time zone: System (America/Los_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)
- Photo: Click to add...

At the bottom of the form, there are 'Submit' and 'Related Links' buttons. The 'Related Links' section includes 'View linked accounts' and 'View Subscriptions'. A small orange 'A' icon is visible in the bottom right corner of the page.

servicenow All Favorites History Workspaces Admin User Role - Edit Members

Search Cancel Save

Add Filter Run filter

-- choose field -- -- oper -- -- value --

Collection Roles List

User ITS

user

Cancel Save

servicenow

Change Password | ServiceNow

dev346475.service-now.com/login_cpw.do

Change Password

User name: itsuser

Current Password: ^=(~Sm2\$6\$E[4~v5Z!d5Yut).>-TOpmwv

>Password Requirements:

- Minimum 8 characters
- Maximum 100 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)
- At least 1 special character(s)
- No repetitions more than 3 character(s)
- No sequence more than 3 character(s)
- No user data like first name, last name, username, and company name

New password: Yeswecant7

Confirm New Password: Yeswecant7

Submit

Agent ITS

New Record | User | ServiceNow

dev346475.service-now.com/nav/ui/classic/params/target/sys_user.do?sys_id=1D-1%26sys_id=list%3Dtrue%26sys_target%3Dsys_user%26sysparm_checked_items%3D%26sysparm_fixed_query%3D%26sysparm_group_s...

User - New Record

User

User New record

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

User ID	Itsagent	Email	Itsagent@example.com
First name	Agent	Language	--None--
Last name	ITS	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

Submit

Related Links

[View linked accounts](#)

[View Subscriptions](#)



Edit Members | User Role | ServiceNow

dev346475.service-now.com/nav/ui/classic/params/target/sys_m2m_template.do?sys_id=list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Dsys_user_has_role%26sysparm_checked_items%3D%26sysparm_colle...

User Role - Edit Members

Edit Members

Add Filter Run filter

-- choose field -- -- oper -- -- value --

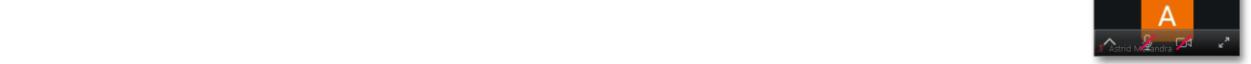
Collection

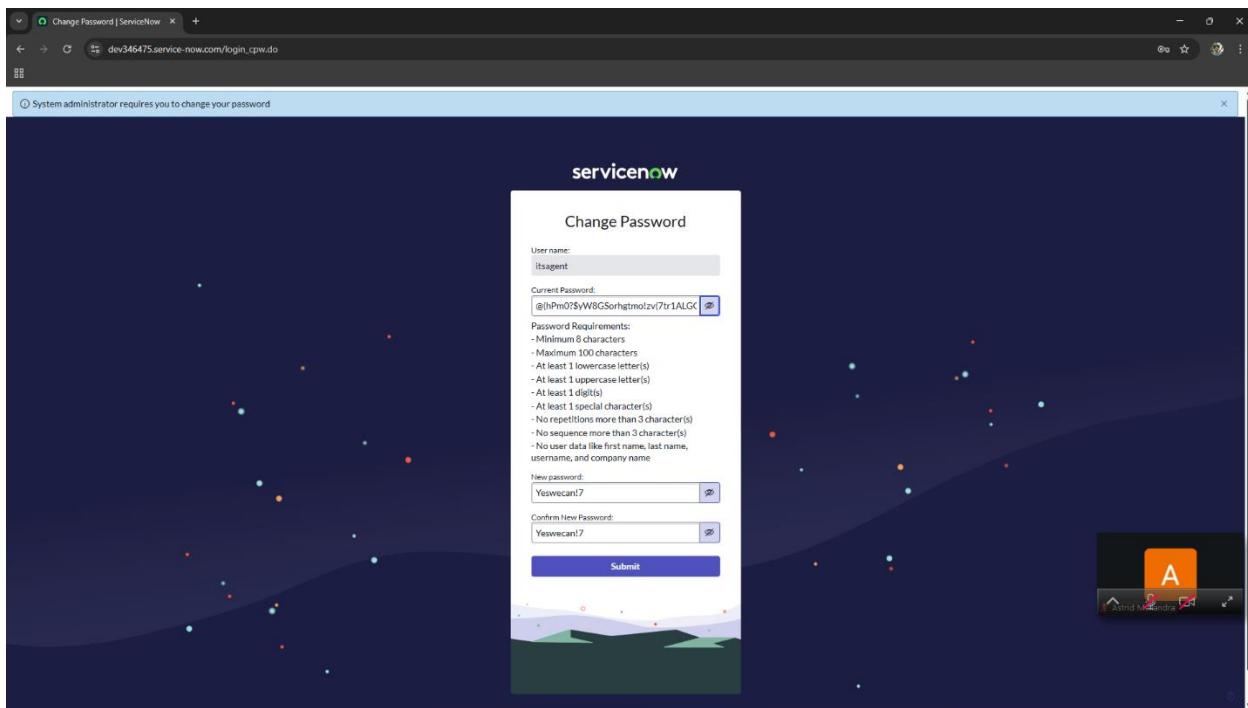
Agent ITS

Roles List

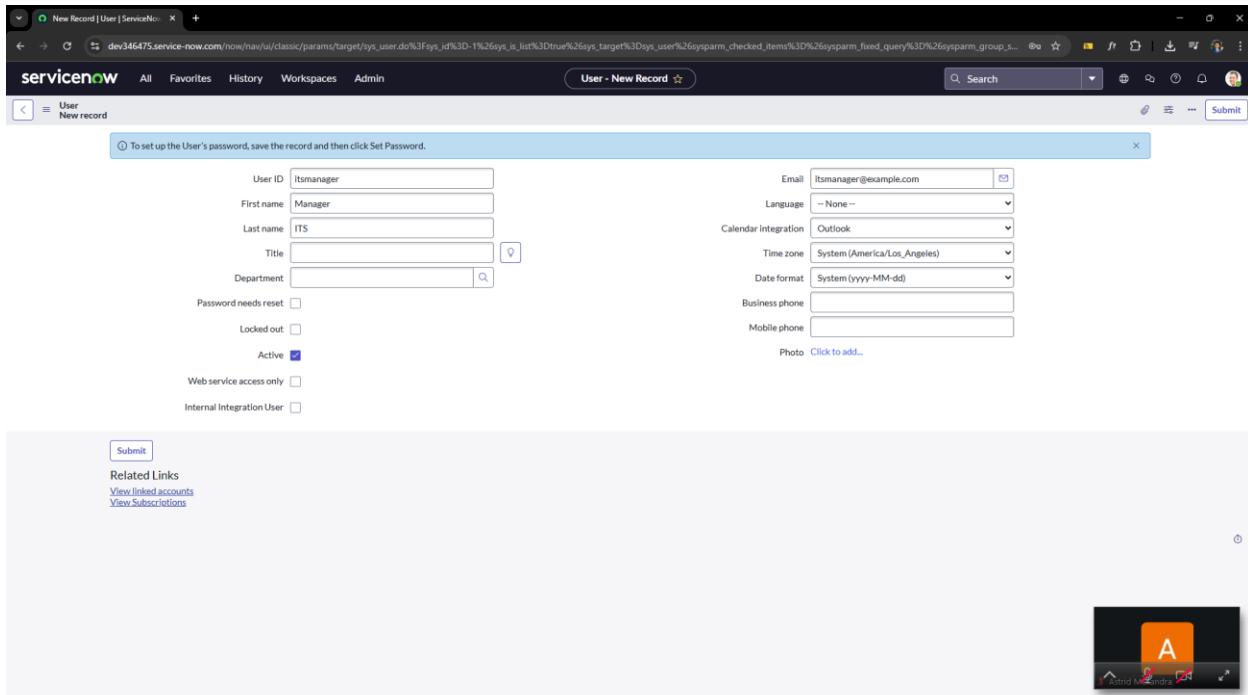
Itil

Cancel Save





Manager ITS



Manager ITS | User | ServiceNow

User - Manager ITS

User ID: itsmanager
First name: Manager
Last name: ITS
Title:
Department:
Password needs reset:
Locked out:
Active:
Web service access only:
Internal Integration User:

Set Password

>Password generated successfully.

User ID: itsmanager
First name: Manager
Last name: ITS
Title:
Department:
Password needs reset:
Locked out:
Active:
Web service access only:
Internal Integration User:

Photo: Click to add...

Update | Set Password | Delete

Related Links: View linked accounts, View Subscriptions, Reset a password

Entitled Custom Tables | Roles | Groups | Delegates | Subscriptions | User Client Certificates

User - Manager ITS

Group

No records to display

Axand Mandra

Edit Members | User Role | ServiceNow

User Role - Edit Members

Add Filter | Run filter |

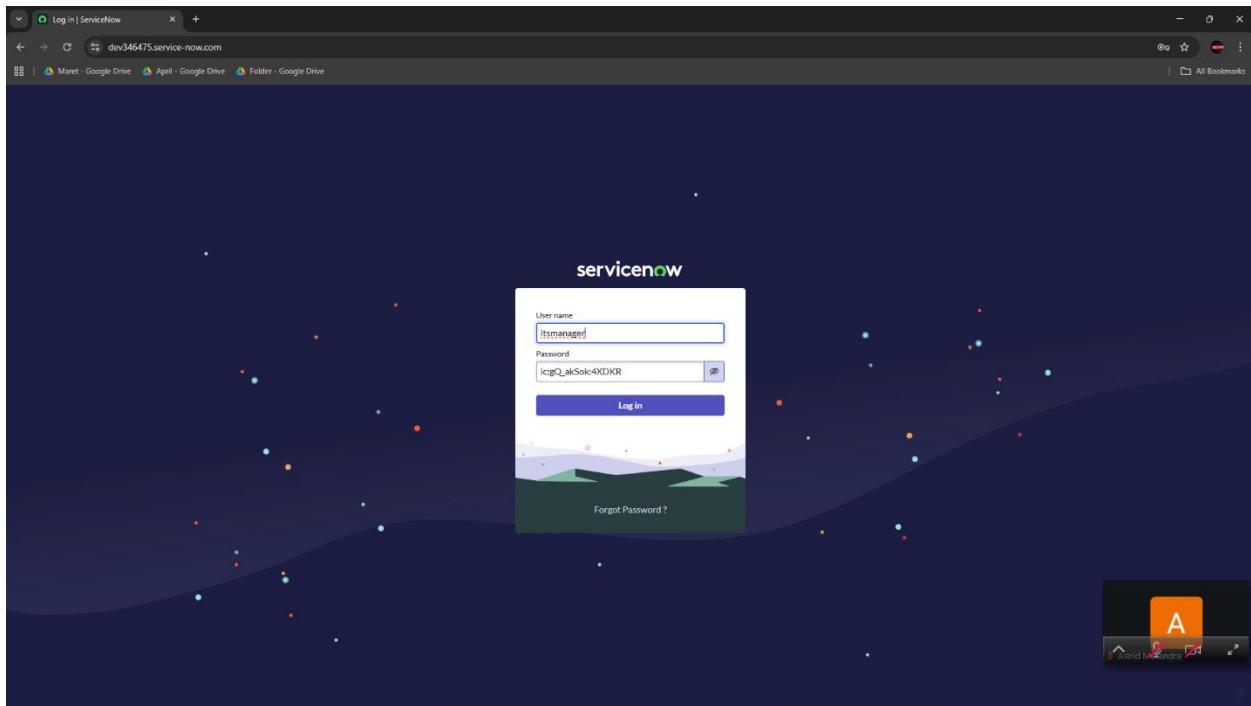
-- choose field -- | -- oper -- | -- value --

Collection:

Roles List: Manager ITS

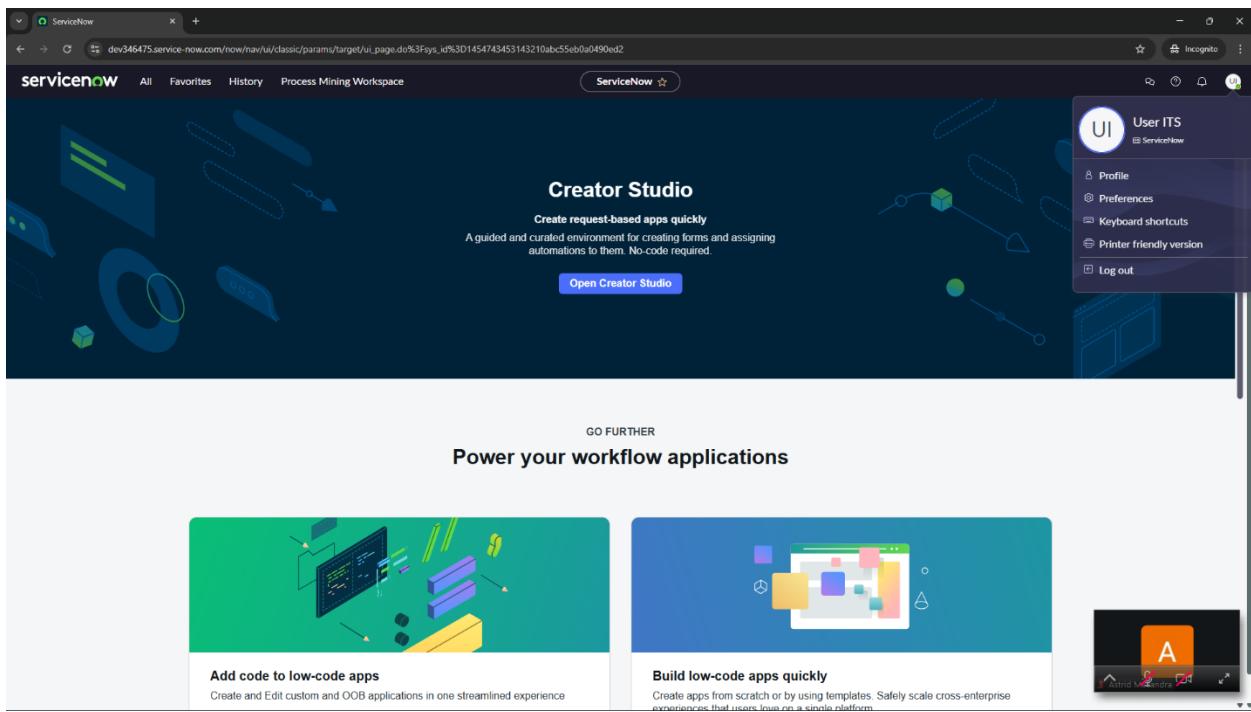
Name: itil_admin

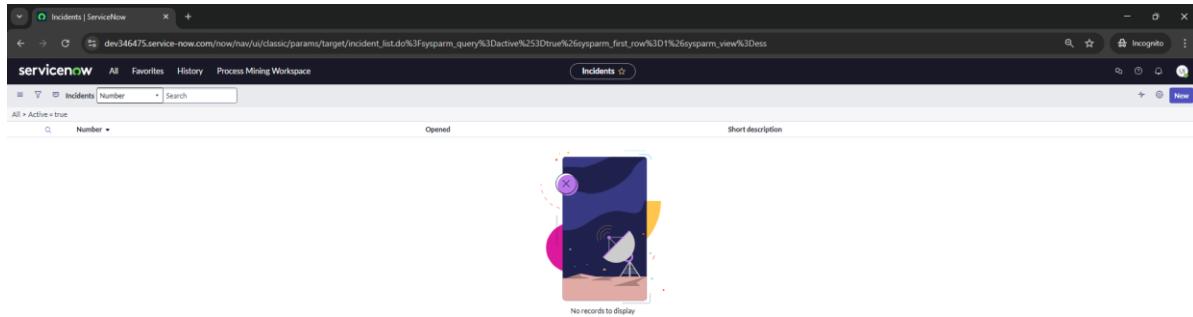
Axand Mandra



Step 3: Log in as the Customer (ITS User)

Login with ITS User and then search Incident in the application navigation. Create an incident using New button in the top right. Fill the incident and submit the incident.





Create Incident | ServiceNow

serviceNow All Favorites History Process Mining Workspace Create Incident

Create an Incident record to report and request assistance with an issue you are having.

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

* Urgency

More Information

2 - Medium

* Please describe your issue below

More Information

Cannot connect to Wi-Fi in the lab.

Search Results

- Adobe Creative Cloud
- Apple Thunderbolt to Ethernet Adapter
- StarTech Mini Display Port to VGA Adapter
- PC / Mac Compatible
- Endpoint Security
- Logitech USB Headset for PC & Mac
- Firewall Rule Change

UI User ITS

Profile Preferences Keyboard shortcuts Printer friendly version Log out

INC0010001 | Incident | ServiceNow

serviceNow All Favorites History Process Mining Workspace Incident - INC0010001

This incident was opened on your behalf. The IT department will contact you if they need any further information. You can track status from this [Home](#) page.

Number: INC0010001

* Caller: User ITS

Watch list

Opened: 2025-09-29 18:32:34

Closed:

Urgency: 2 - Medium

State: New

* Short description: Cannot connect to Wi-Fi in the lab.

Related Search Results

Additional comments

Post

Activities: 2

User ITS

Cannot connect to Wi-Fi in the lab.

User ITS

Impact: 3 - Low

Incident state: New

Opened by: User ITS

Priority: 4 - Low

Additional comments • 2025-09-29 18:32:34

Field changes • 2025-09-29 18:32:34

UI User ITS

Profile Preferences Keyboard shortcuts Printer friendly version Log out

Step 4: Log in as the Service Desk Agent (ITS Agent)

Login using ITS Agent and then go to Incident on the left panel. Look for the incident have been created, fill some fields and type a note. Them, set the state into Resolved.

The screenshot shows two ServiceNow windows. The top window is a 'Change Password' dialog with the title 'servicenow'. It contains fields for 'User name' (itsagent), 'Current Password' (a complex string of characters), 'New password' (Yeswecant7), and 'Confirm New Password' (Yeswecant7). Below these is a 'Submit' button. A message at the top of the dialog says 'System administrator requires you to change your password'. The bottom window is the 'List | Service Operations Workspac...' page. The title bar shows 'dev346475.service-now.com/now/sow/list/params/list-id/d22afad6c3013010965e070e9140dd90/_state/_b64-eyIiNGQ0NmFiM2VYzQzMjEwMzgSMGrkZGUyMzUyMjhOCl6eyJsaXNDX2NvbRyb2xsZlOrnsYyf6eyjxdWVyeSf6ImFjdGZT10cnVXmFz2lnbmVx3...'. The page header includes 'Service Operations Workspace' and a search bar. The main content is a table titled 'Incidents - Unassigned' with 16 items. The table columns are: Number, Short description, Caller, Priority, State, Service, Assignment group, Assigned to, and Updated. The table shows various incidents, such as 'INC0010001' (Cannot connect to Wi-Fi in the lab, Caller: User ITS, Priority: 4 - Low, State: New, Updated: 2025-09-12), 'INC0009009' (Unable to access the shared folder, Caller: David Miller, Priority: 4 - Low, State: New, Updated: 2018-12-12), and 'INC0009005' (Email server is down, Caller: David Miller, Priority: 1 - Critical, State: New, Updated: 2018-12-12). The left sidebar shows navigation links for Interactions, Requests, Catalog tasks, Incidents, Problems, and Changes, with 'Unassigned' selected under Incidents.

INC0010001 | Service Operations

dev346475.service-now.com/now/record/incident/173d92953d8f210ab:55eb0a0490ee9

servicenow All Favorites History Workspaces Service Operations Workspace Search Agent ITS

Cannot connect to Wi-Fi in the lab. ⚠

Overview Details Related records

Summary

Short description: Cannot connect to Wi-Fi in the lab.

Description: Cannot connect to Wi-Fi in the lab.

Number: INC0010001 Priority: 4 - Low

Opened: 2025-09-29 18:32:34 Impact: 3 - Low

State: New Urgency: 2 - Medium

Impact 3 - Low

Impact Summary

Business impact: --

Configuration item Service Service offering

Affected Cls Impacted Services/Clis

Compose Work notes More Enter your Work notes here Post Work notes

Record Information Last updated by User ITS 2025-09-29 18:32:34

SLAs and timings Response SLA: No matching SLA Resolution SLA: 0 days 0h

View all SLAs

Activity

User ITS Additional comments • 2025-09-29 18:32:34 Cannot connect to Wi-Fi in the lab.

User ITS Field changes • 2025-09-29 18:32:34

Opened by: User ITS Impact: 3 - Low Priority: 4 - Low Incident state: New

Caller User ITS 18:36:47 America/Los_Angeles

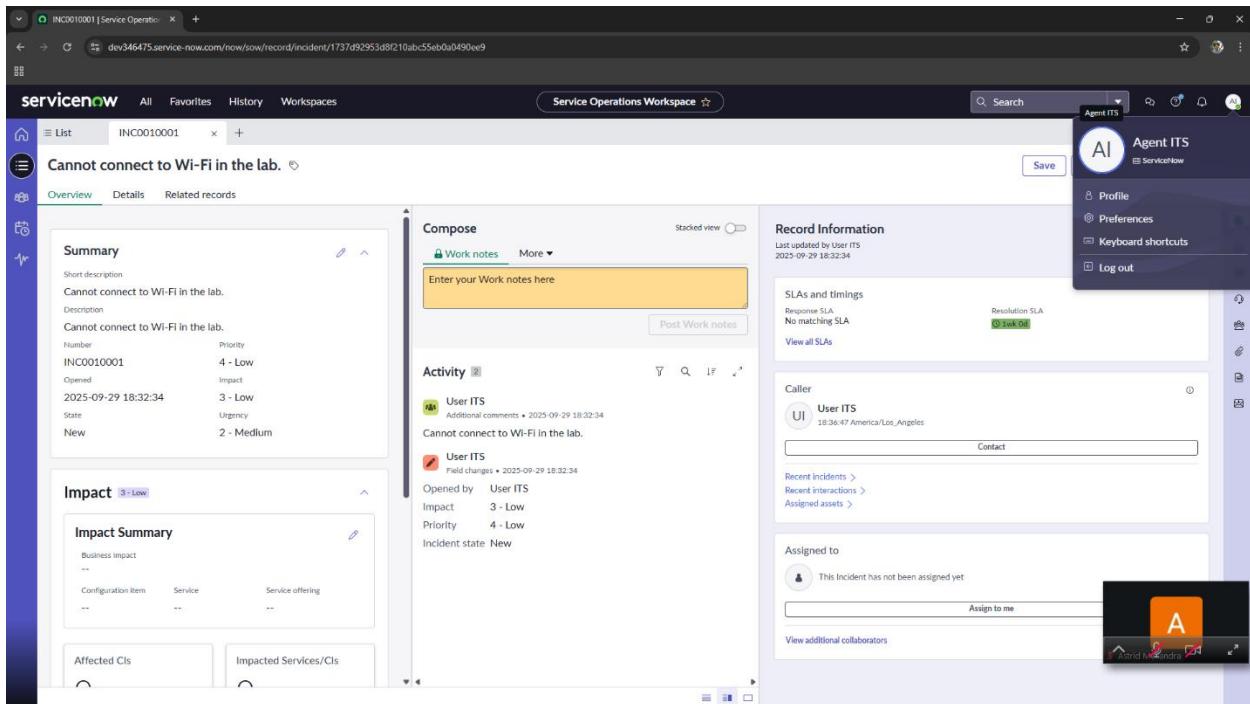
Recent incidents > Recent interactions > Assigned assets >

Assigned to

This Incident has not been assigned yet

Assign to me View additional collaborators

AI Agent ITS Profile Preferences Keyboard shortcuts Log out



INC0010001 | Service Operations

dev346475.service-now.com/now/record/incident/173d92953d8f210ab:55eb0a0490ee9/params/selected-tab-index/1/selected-tab/id%3Dd1kajg2y015e3f71kyb75qr

servicenow All Favorites History Workspaces Service Operations Workspace Search Create change request ...

Cannot connect to Wi-Fi in the lab. ⚠

Overview Details Related records

Incident

Category: Network Watch list

Subcategory: Wireless Work notes list

Opened: 2025-09-29 18:32:34

Impact

Service: Configuration item: Service offering: Business impact:

Assignment

Assignment group: Assigned to: Agent ITS

Compose Work notes More Enter your Work notes here Post Work notes

Record Information Last updated by User ITS 2025-09-29 18:32:34

SLAs and timings Response SLA: No matching SLA Resolution SLA: 0 days 0h

View all SLAs

Activity

User ITS Additional comments • 2025-09-29 18:32:34 Cannot connect to Wi-Fi in the lab.

User ITS Field changes • 2025-09-29 18:32:34

Opened by: User ITS Impact: 3 - Low Priority: 4 - Low Incident state: New

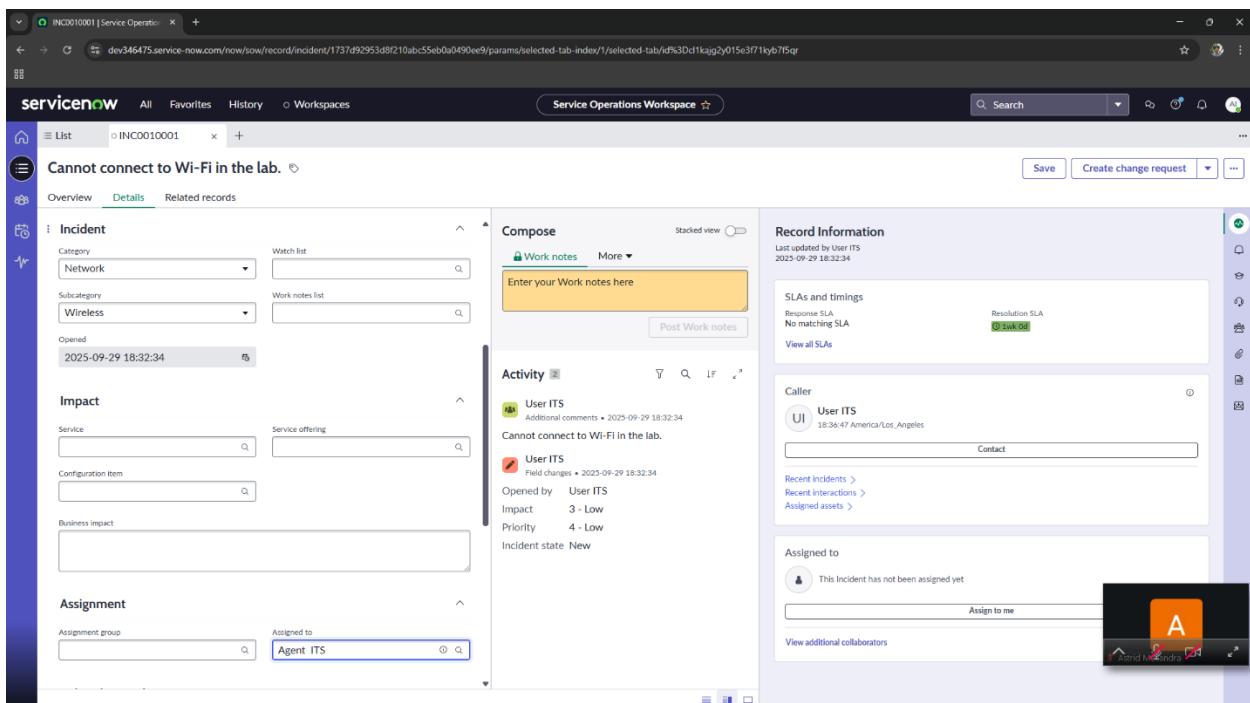
Caller User ITS 18:36:47 America/Los_Angeles

Recent incidents > Recent interactions > Assigned assets >

Assigned to

This Incident has not been assigned yet

Assign to me View additional collaborators



INC0010001 | Incident | ServiceNow

dev346475.service-now.com/now/nav/u/classic/params/target/incident.do%3Fsys_id%3D1737d92953d8f210abc55eb0a0490ee9%26sysparm_record_target%3Dincident%26sysparm_record_row%3D1%26sysparm_record_rows%3D1

System Administrator

Profile System Administrator El ServiceNow

Search

Discuss Follow

Notes

Related Records

Resolution Information

Watch list

Work notes

Work notes list

Additional comments (Customer visible)

Post

Activities

Agent ITS

Assigned to: Agent ITS

Incident state: In Progress was New

Field changes • 2025-09-29 18:40:30

User ITS

Cannot connect to Wi-Fi in the lab.

Additional comments • 2025-09-29 18:32:24

User ITS

Impact: 3 - Low

Incident state: New

Opened by: User ITS

Priority: 4 - Low

Field changes • 2025-09-29 18:32:34

Update Resolve Delete

Related Links

Related Search Results >

INC0010001 | Service Operations

dev346475.service-now.com/now/record/incident/1737d92953d8f210abc55eb0a0490ee9/params/selected-tab-index/1/selected-tab/id%3Dd1kajg2y015e3f71kyb7f5qr

Service Operations Workspace

Save Create change request Resolve

Impact

Assignment

Related Records

Parent Incident

Change Request

Problem

Caused by Change

Cause

Probable cause

Resolution

Resolution code

Resolved by request

Resolution notes

The error was functioning properly. The network technician has checked and resolved the issue.

Compose

Work notes More

Enter your Work notes here

Post Work notes

Activity

Agent ITS

Work notes • 2025-09-29 18:49:14

The network technician has resolved the problem.

Agent ITS

Field changes • 2025-09-29 18:40:30

Incident state: In Progress was New

Assigned to: Agent ITS was Empty

User ITS

Additional comments • 2025-09-29 18:32:34

Cannot connect to Wi-Fi in the lab.

User ITS

Field changes • 2025-09-29 18:32:34

Opened by: User ITS

Impact: 3 - Low

Priority: 4 - Low

Incident state: New

Record Information

Last updated by: Agent ITS

2025-09-29 18:40:30

SLAs and timelings

Response SLA

No matching SLA

View all SLAs

Caller

User ITS

18:41:23 America/Los_Angeles

Contact

Recent incidents >

Recent interactions >

Assigned assets >

Assigned to

Agent ITS

Reassign

View additional collaborators

The screenshot shows the ServiceNow Service Operations workspace. A modal dialog box titled "Resolve" is open in the center. The "Resolution code" dropdown is set to "Resolved by request". The "Resolution notes" text area contains the message: "The error was functioning properly. The network technician has checked and resolved the issue." At the bottom of the modal are "Cancel" and "Resolve" buttons. The background shows the incident record for "INC0010001" with various tabs like Overview, Details, and Record Information. The "Impact" and "Assignment" sections are visible on the left. The "Record Information" section on the right shows the last update was by "Agent ITS" on 2022-09-29 18:40:50. A green "Resolution SLA" badge indicates the issue was resolved within the SLA. The bottom right corner features a dark theme header with the letters "A" and "Astrid Mandra".

INC0010001 | Service Operations

dev346475.service-now.com/now/sow/record/incident/1737d92953d8f210ab55eb0a0490ee9/params/selected-tab-index/1/selected-tab/d%3d1kajg2y015e3711kyb7f5gr

Search

servicenow All Favorites History Workspaces

INC0010001 List

Cannot connect to Wi-Fi in the lab.

Impact

Assignment

Related Records

Agent ITS

Change Request

Problem

Cause

Probable cause

Resolution

Resolution code: Resolved by request

Resolution notes: The error was functioning properly. The network technician has checked and resolved the issue.

Compose

Work notes More

Enter your Work notes here

Post Work notes

Record Information

Last updated by Agent ITS 2025-09-29 18:49:52

SLAs and timelings

Response SLA: No matching SLA

View all SLAs

Resolution SLA: Passed

Activity

Agent ITS Field changes • 2025-09-29 18:49:52

Resolution code: Resolved by request was Empty

Resolution notes: The error was functioning properly. The network technician has checked and resolved the issue was Empty

Incident state: Resolved was In Progress

Agent ITS Work notes • 2025-09-29 18:49:14

Resolution notes: The network technician has resolved the problem.

Agent ITS Field changes • 2025-09-29 18:40:30

Incident state: In Progress was New

Assigned to: Agent ITS was Empty

User ITS Additional comments • 2025-09-29 18:32:34

Cannot connect to Wi-Fi in the lab.

User ITS Field changes • 2025-09-29 18:32:34

Opened by: User ITS

Impact: 3 - Low

Caller

User ITS 18:49:23 America/Los_Angeles

Contact

Recent incidents >

Recent interactions >

Assigned assets >

Assigned to

Agent ITS

Reassign

View additional collaborators

A

Step 5: Log back in as the Customer (ITS Agent)

Observe the incident, and see the status was changed into resolved by Administrator.

INC0010001 | Service Operations

Cannot connect to Wi-Fi in the lab. ⓘ

Overview Details Related records

Incident

Short description: Cannot connect to Wi-Fi in the lab.

Description: Cannot connect to Wi-Fi in the lab.

Number: INC0010001 State: Closed

Caller: User ITS Impact: 3 - Low

Location: — Urgency: 2 - Medium

Channel: Self-service Priority: 4 - Low

Category: Network Watch list: —

Subcategory: Wireless Work notes list: —

Opened: 2025-09-29 18:32:34

Impact

Service: — Service offering: —

Activity ⓘ

System Administrator Field changes • 2025-09-29 18:51:00 Incident state: Closed was Resolved

Agent ITS Field changes • 2025-09-29 18:49:52 Resolution notes: The error was functioning properly. The network technician has checked and resolved the issue. was Empty

Incident state: Resolved was In-Progress Resolution code: Resolved by request was Empty

Agent ITS Work notes • 2025-09-29 18:49:14 The network technician has resolved the problem.

Agent ITS Field changes • 2025-09-29 18:40:20 Incident state: In Progress was New Assigned to: Agent ITS was Empty

User ITS Additional comments • 2025-09-29 18:32:34 Cannot connect to Wi-Fi in the lab.

User ITS Field changes • 2025-09-29 18:32:34 Opened by: User ITS Impact: 3 - Low Priority: 4 - Low Incident state: New

Record Information

Last updated by System Administrator 2025-09-29 18:51:00

SLAs and timings Response SLA: No matching SLA Resolution SLA: (Completed)

View all SLAs

Caller: User ITS 18:53:28 America/Los_Angeles Contact: —

Recent incidents: > Recent interactions: > Assigned assets: >

Assigned to: Agent ITS

View additional collaborators

Step 6: Log in as the Manager (ITS Manager)

Analytics center | Platform Analytics

dev346475.service-now.com/now/platform-analytics-workspace/dashboard-library

Maret - Google Drive April - Google Drive Folder - Google Drive All Bookmarks

servicenow All Favorites History Workspaces Platform Analytics

Filter by name or owner

Recent Bookmarked Certified Owned by me Shared with me All

Dashboards

Application Services Dashboard

Showing 1-1 of 1

Manager ITS

Profile Preferences Keyboard shortcuts Log out