

ITSM Class: B

CLASS ACTIVITY WEEK 6

Individual

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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 screenshot shows the 'Create Incident' form in the ServiceNow user portal. The form is titled 'Create Incident' and includes a 'Create Incident' button. Below the title, there is a message: '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.'

The form includes the following fields:

- Urgency:** A dropdown menu with '2 - Medium' selected.
- Please describe your issue below:** A text area with the text 'Cannot connect to Wi-Fi in the lab.'

Below the form, there is a 'Search Results' section with several links and buttons:

- [Adobe Creative Cloud](#) (Order)
- [More connected ways of creating and sharing](#) (Preview)
- [Apple Thunderbolt to Ethernet Adapter](#) (Order)
- [For MacBook Air/Pro](#) (Preview)
- [StarTech Mini Display Port to VGA Adapter](#) (Order)
- [PC/Mac Compatible](#) (Preview)
- [Endpoint Security](#) (Order)
- [Sophos endpoint security](#) (Preview)
- [Logitech USB Headset for PC & Mac](#) (Order)
- [PC/Mac Compatible Headset](#) (Preview)
- [Firewall Rule Change](#) (Order)

The right sidebar shows the user profile for 'User ITS' with options for Profile, Preferences, Keyboard shortcuts, Printer friendly version, and Log out.

The screenshot shows the 'Incident - INC0010001' view in the ServiceNow user portal. The view is titled 'Incident - INC0010001' and includes a 'View Self Service' button. Below the title, there is a message: '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 [link](#).' Below this message, there is a table with the following data:

Field	Value
Number	INC0010001
Caller	User ITS
Watch list	Watch Add
Short description	Cannot connect to Wi-Fi in the lab.
Opened	2025-09-29 18:32:34
Closed	
Urgency	2 - Medium
State	New

Below the table, there is a 'Related Search Results' section. Below that, there is an 'Additional comments' section with a text area and a 'Post' button. Below the comments section, there is an 'Activities' section with two activities:

- Activity 1:** User ITS, Cannot connect to Wi-Fi in the lab. Additional comments • 2025-09-29 18:32:34
- Activity 2:** User ITS, Impact: 3 - Low, Incident state: New, Opened by: User ITS, Priority: 4 - Low. Field changes • 2025-09-29 18:32:34

At the bottom of the page, there are 'Update' and 'Resolve' buttons.

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

This screenshot shows the ServiceNow incident form in 'Agent view'. The incident title is 'Cannot connect to Wi-Fi in the lab.' and the category is 'Network'. The incident was opened by 'User ITS' on 2025-09-29 18:32:34. The impact is '3 - Low' and the priority is '4 - Low'. The incident state is 'New'. The 'Assignment' section shows the incident is assigned to 'Agent ITS'. The 'Compose' section has a text area for work notes. The 'Record Information' section shows the incident was last updated by 'User ITS' on 2025-09-29 18:32:34. The 'Caller' section shows the caller is 'User ITS' with contact information '18-34-47 America/Los Angeles'. The 'Assigned to' section shows the incident has not been assigned yet.

Incident

Category: Network

Subcategory: Wireless

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

Impact

Service: [Empty]

Service offering: [Empty]

Configuration item: [Empty]

Business impact: [Empty]

Assignment

Assignment group: [Empty]

Assigned to: Agent ITS

Compose

Work notes: Enter your Work notes here

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

Record Information

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

SLAs and timings
Response SLA: No matching SLA
Resolution SLA: [Empty]

Caller
User ITS
18-34-47 America/Los Angeles
Contact: [Empty]

Assigned to
This incident has not been assigned yet
Assign to me
View additional collaborators

This screenshot shows the ServiceNow incident form in 'Agent view' after the incident has been resolved. The incident title is 'Cannot connect to Wi-Fi in the lab.' and the category is 'Network'. The incident was opened by 'User ITS' on 2025-09-29 18:32:34. The impact is '3 - Low' and the priority is '4 - Low'. The incident state is 'New'. The 'Assignment' section shows the incident is assigned to 'Agent ITS'. The 'Compose' section has a text area for work notes. The 'Record Information' section shows the incident was last updated by 'Agent ITS' on 2025-09-29 18:40:30. The 'Caller' section shows the caller is 'User ITS' with contact information '18-43-25 America/Los Angeles'. The 'Assigned to' section shows the incident is assigned to 'Agent ITS'. The 'Resolution' section shows the resolution code is 'Resolved by request' and the resolution notes are 'The error was functioning properly. The network technician has checked and resolved the issue.'.

Incident

Category: Network

Subcategory: Wireless

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

Impact

Service: [Empty]

Service offering: [Empty]

Configuration item: [Empty]

Business impact: [Empty]

Assignment

Assignment group: [Empty]

Assigned to: Agent ITS

Compose

Work notes: The network technician has resolved the problem

Activity

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 timings
Response SLA: No matching SLA
Resolution SLA: [Empty]

Caller
User ITS
18-43-25 America/Los Angeles
Contact: [Empty]

Assigned to
Agent ITS
Reassign

Resolution

Resolution code: Resolved by request

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

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

The screenshot displays the ServiceNow Incidents portal. The top navigation bar includes 'All', 'Favorites', 'History', and 'Process Mining Workspace'. The main header shows 'Incidents' with a search bar and a 'New' button. Below the header, a table lists incidents. The first incident, INC0010001, is highlighted. Its details are shown below the table:

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

The incident details section shows the following information:

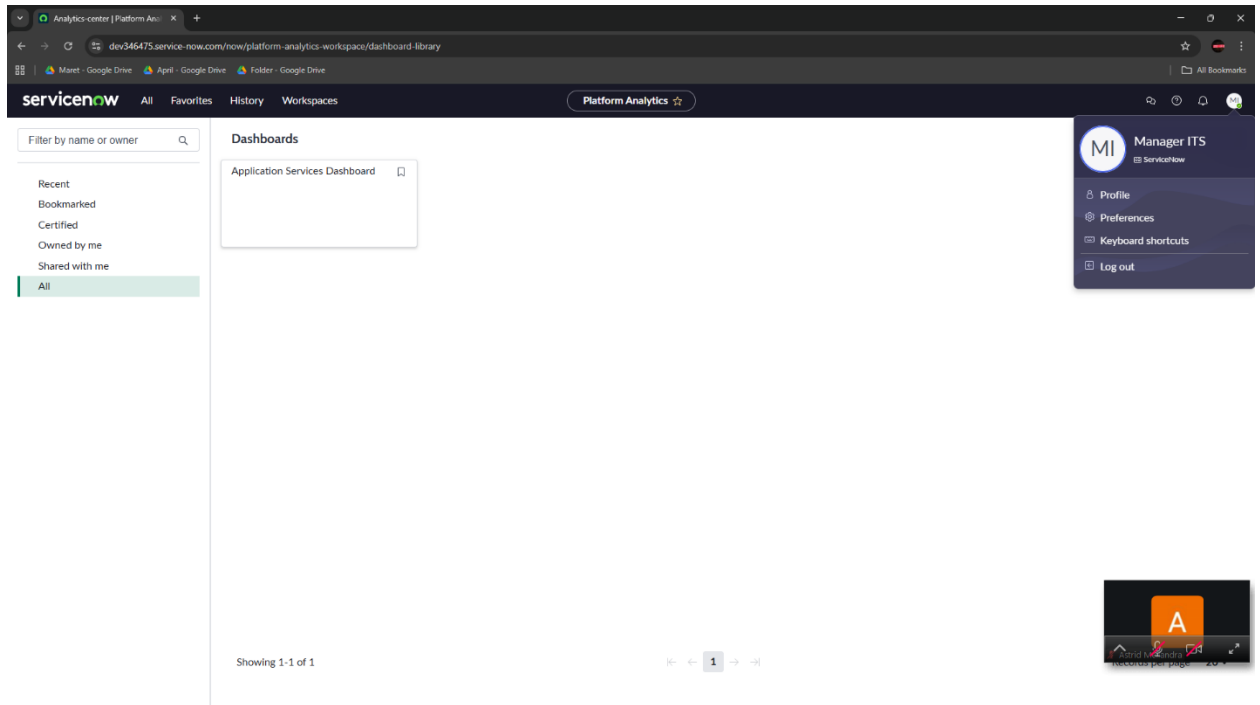
- Number: INC0010001
- Caller: User ITS
- Watch list
- Short description: Cannot connect to Wi-Fi in the lab.
- Opened: 2025-09-29 18:32:34
- Closed: 2025-09-29 18:51:00
- Urgency: 2 - Medium
- State: Closed

The 'Activities' section shows a list of actions:

- System Administrator: Incident state Closed was Resolved. Field changes • 2025-09-29 18:51:00
- Agent ITS: Incident state Resolved was In Progress. Resolution code Resolved by request. Resolution notes The error was functioning properly. The network technician has checked and resolved the issue. Field changes • 2025-09-29 18:49:52
- Agent ITS: Assigned to Agent ITS. Incident state In Progress was New. Field changes • 2025-09-29 18:40:50
- User ITS: Cannot connect to Wi-Fi in the lab. Additional comments • 2025-09-29 18:32:34
- User ITS: Impact 3 - Low. Incident state New. Opened by User ITS. Priority 4 - Low. Field changes • 2025-09-29 18:32:34

A user profile dropdown menu is visible on the right side of the screen, showing the user's name 'User ITS' and options for Profile, Preferences, Keyboard shortcuts, Printer friendly version, and Log out.

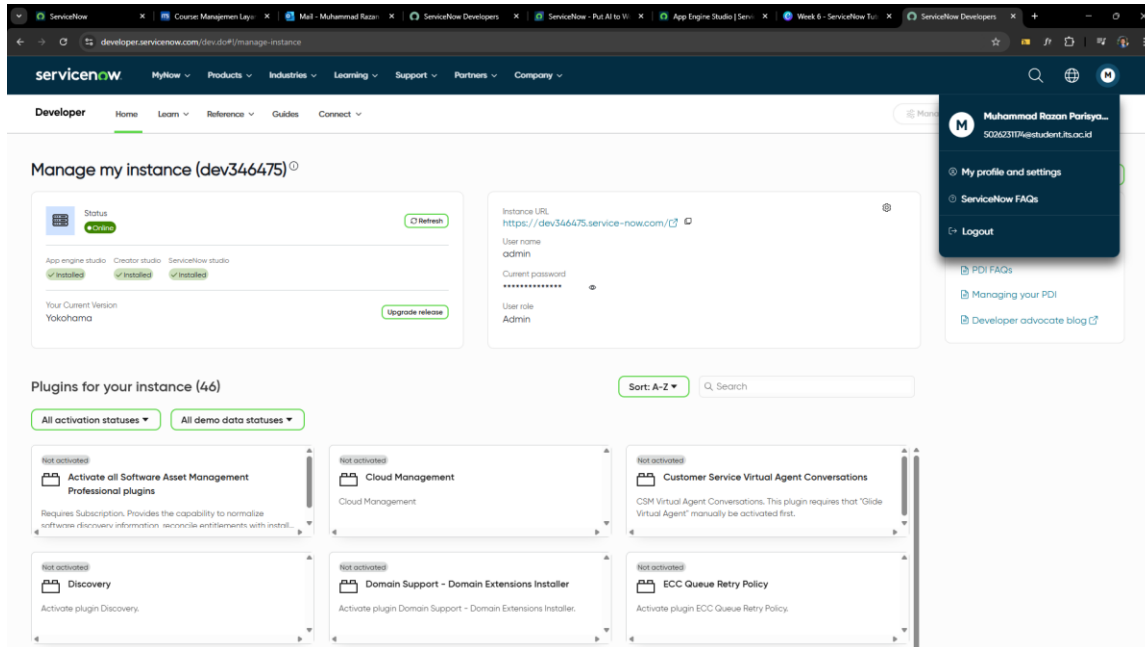
4. Screenshot of ITS Manager's dashboard or reports.



Step by Step Explanation

Step 1: Request Your Personal Developer Instance (PDI)

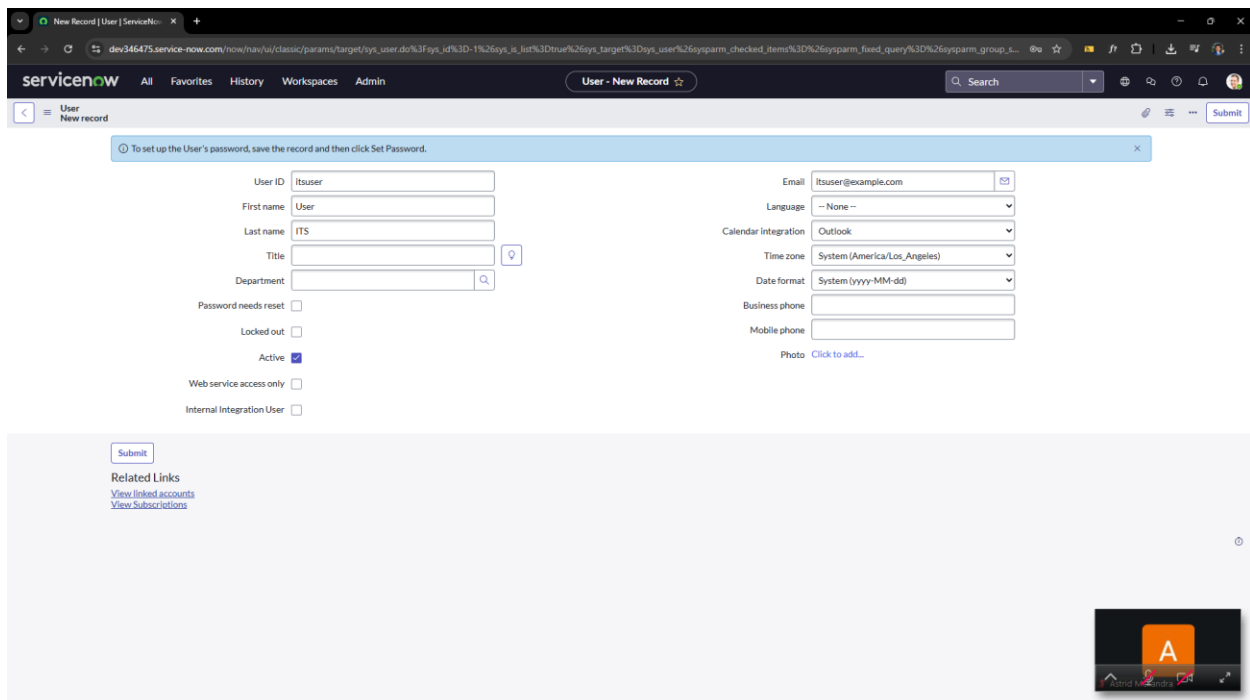
Request PDI and set into Yokohama.



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



Agent ITS

New Record | User | ServiceNow

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

servicenow All 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 IDItsagent

First nameAgent

Last nameITS

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

EmailItsagent@example.com

Language-- None --

Calendar integrationOutlook

Time zoneSystem (America/Los_Angeles)

Date formatSystem (yyyy-MM-dd)

Business phone

Mobile phone

PhotoClick to add...

Submit

Related Links

[View linked accounts](#)

[View Subscriptions](#)

Edit Members | User Role | ServiceNow

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

servicenow All Favorites History Workspaces Admin User Role - Edit Members

Search

Cancel Save

Add Filter Run filter

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

Collection

access_analyzer_admin
action_category_creator
action_designer
activity_admin
activity_creator
actsub_admin
actsub_user
admin
agent_admin
agent_security_admin
agent_workspace_user
ais_admin
ais_high_security_admin
aisa_admin
analytics_admin
analytics_categories_admin

>
<

Roles List

Agent ITS

ITS

Cancel Save

Change Password | ServiceNow

dev346475.service-now.com/login_cpw.do

System administrator requires you to change your password

servicenow

Change Password

User name:
itsagent

Current Password:
@!hPm0\$yW8GSorhtmolzv!7tr1ALGK

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:
Yeswecan!7

Confirm New Password:
Yeswecan!7

Submit

Manager ITS

New Record | User | ServiceNow

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

servicenow All Favorites History Workspaces Admin User - New Record

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

User ID: itsmanager

First name: Manager

Last name: ITS

Title:

Department:

Email: itsmanager@example.com

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...

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

Submit

Related Links

[View linked accounts](#)

[View subscriptions](#)

Manager ITS | User | ServiceNow

dev346475.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D5a05596553d80210abc55eb0a0490e72%26sysparm_record_target%3Dsys_user%26sysparm_record_row%3D1%26sysparm_record_row... @

servicenow All Favorites History Workspaces Admin User - Manager ITS Search

User Manager ITS

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

Update Set Password Delete

Related Links

View linked accounts View Subscriptions Reset a password

Entitled Custom Tables Roles Groups Delegates Subscriptions User Client Certificates

Group Search

User - Manager ITS

Group

No records to display

Set Password

Password generated successfully.

Generate Close Save Password

Edit Members | User Role | ServiceNow

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

servicenow All Favorites History Workspaces Admin User Role - Edit Members Search

Edit Members Cancel Save

Add Filter Run filter

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

Collection

iti

iti

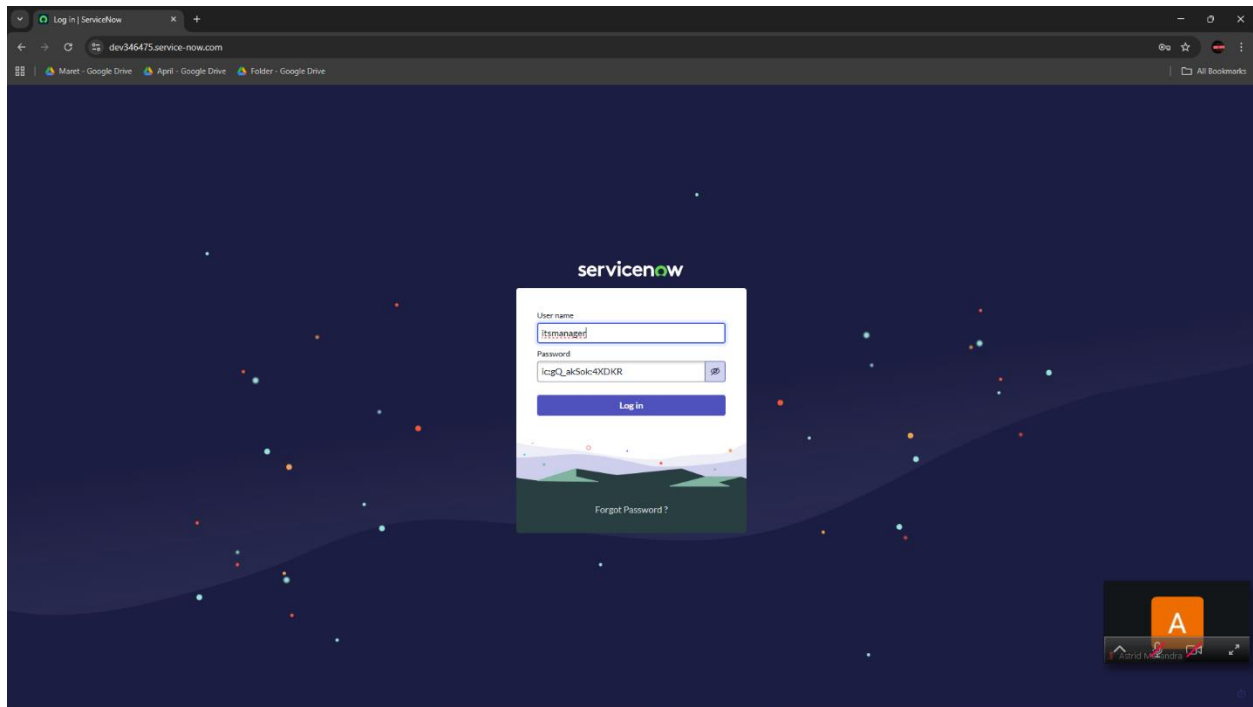
Roles List

Manager ITS

iti_admin

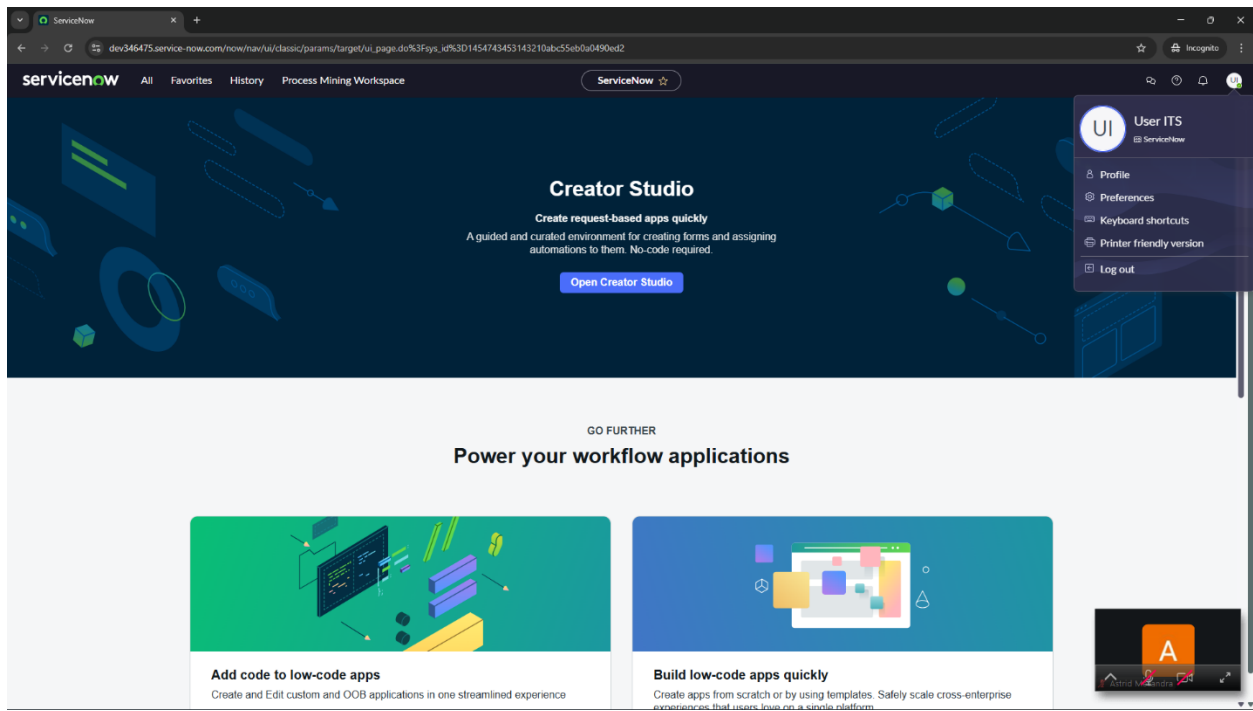
Name: iti_admin

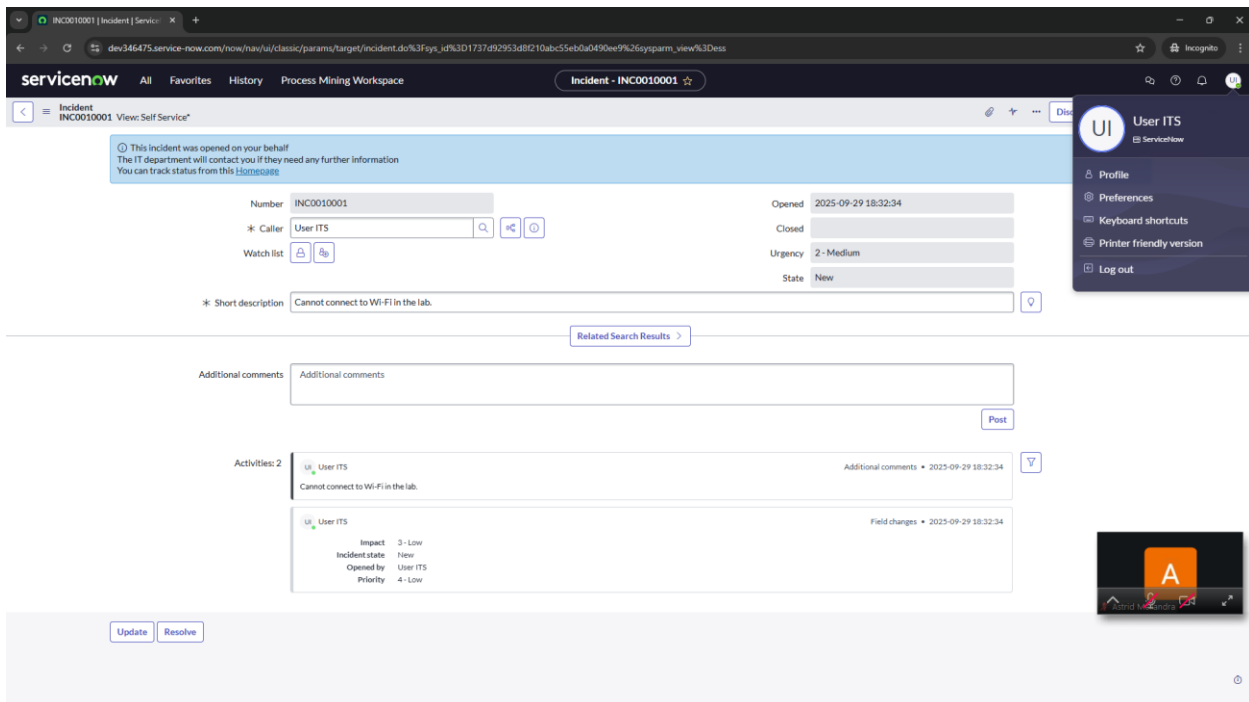
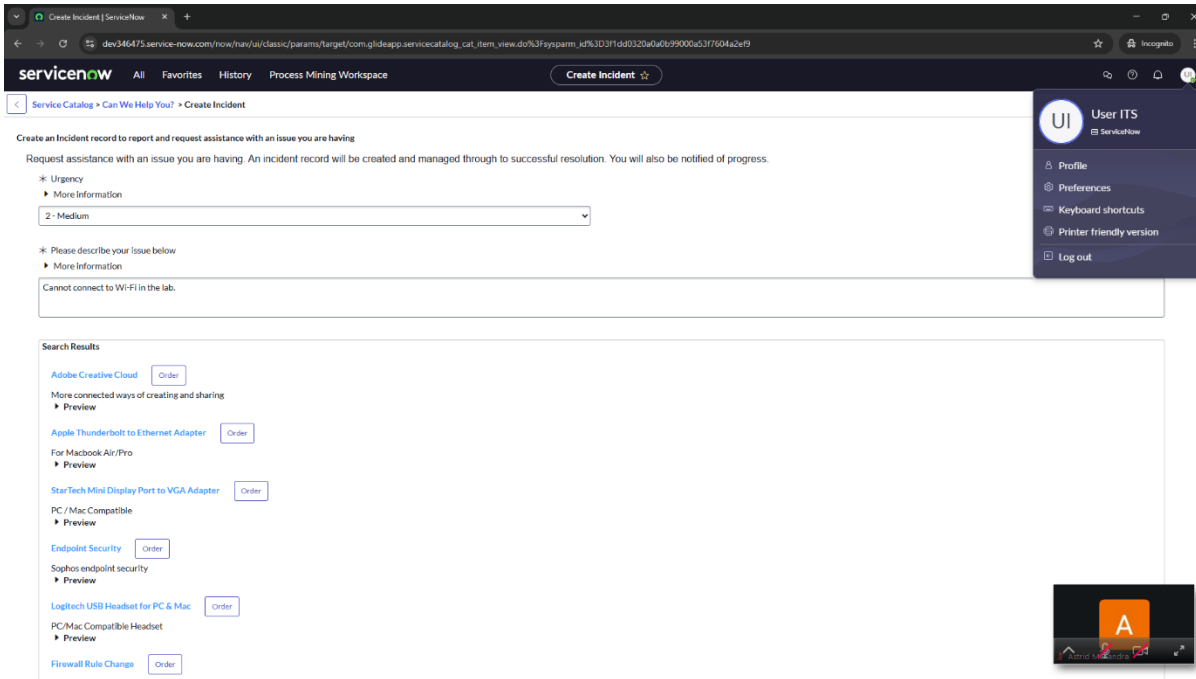
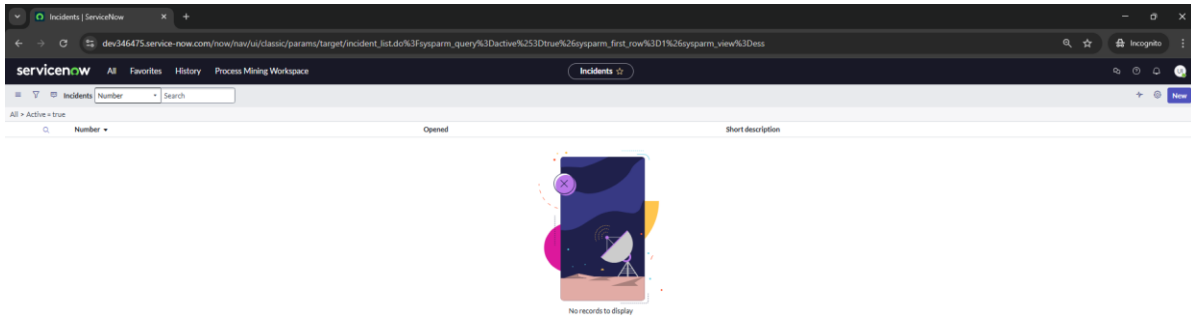
Cancel Save



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.





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.

Change Password | ServiceNow

dev346475.service-now.com/login_cpw.do

System administrator requires you to change your password

servicenow

Change Password

User name:
itsagent

Current Password:
@hPm0\$yW8GSorhtmolzv7r1ALGX

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:
Yeswecan!7

Confirm New Password:
Yeswecan!7

Submit

Service Operations Workspace

Search

Incidents - Unassigned 16

Last refreshed just now.

	Number	Short description	Caller	Priority	State	Service	Assignment group	Assigned to	Updated
	INC0010001	Cannot connect to Wi-Fi in the lab.	User ITS	4 - Low	New				2025-09-
	INC0009009	Unable to access the shared folder.	David Miller	4 - Low	New				2018-12-
	INC0009005	Email server is down.	David Miller	1 - Critical	New				2018-12-
	INC0009001	Unable to post content on a Wiki page	David Miller	3 - Moderate	New				2018-12-
	INC0008112	Assessment : ATF Assessor	survey user	5 - Planning	New				2019-07-
	INC0008111	ATF : Test1	System Administrator	5 - Planning	New				2019-07-
	INC0008001	ATF:TEST2	survey user	5 - Planning	New				2021-01-
	INC0007002	Need access to the common drive.	David Miller	4 - Low	New				2018-12-
	INC0007001	Employee payroll application server is down.	David Miller	1 - Critical	New		Openspace		2025-06-
	INC0001990	Unable to access the personal details section in payroll portal	Problem CoordinatorATF	5 - Planning	On Hold				
	INC000000059	Unable to access team file	Rick Rensie	4 - Moderate	New				2018-08-

Showing 1-16 of 16

Records per page 20

INC0010001 | Service Operations

dev346475.service-now.com/now/sow/record/incident/1737d92953d8f210abc55eb0a0490e9

servicenow All Favorites History Workspaces Service Operations Workspace

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

State
New

Impact
3 - Low

Urgency
2 - Medium

Impact

Impact Summary

Business Impact

Configuration Item

Service

Service offering

Affected CIs

Impacted Services/CIs

Compose

Work notes More

Enter your Work notes here

Post Work notes

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

Record Information

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

SLAs and timings

Response SLA
No matching SLA

Resolution SLA
Go to SLA

View all SLAs

Caller

User ITS
18:36:47 America/Los_Angeles

Contact

Recent Incidents >
Recent Interactions >
Assigned assets >

Assigned to

This incident has not been assigned yet

Assign to me

View additional collaborators

Agent ITS
ServiceNow
Profile
Preferences
Keyboard shortcuts
Log out

INC0010001 | Service Operations

dev346475.service-now.com/now/sow/record/incident/1737d92953d8f210abc55eb0a0490e9?params=selected-tab-index/selected-tab/id%3Dd1ka92y015e3f71kyb7f5g

servicenow All Favorites History Workspaces Service Operations Workspace

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

Service offering

Configuration item

Business Impact

Assignment

Assignment group

Assigned to
Agent ITS

Compose

Work notes More

Enter your Work notes here

Post Work notes

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

Record Information

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

SLAs and timings

Response SLA
No matching SLA

Resolution SLA
Go to SLA

View all SLAs

Caller

User ITS
18:36:47 America/Los_Angeles

Contact

Recent Incidents >
Recent Interactions >
Assigned assets >

Assigned to

This incident has not been assigned yet

Assign to me

View additional collaborators

INC0010001 | Incident | Service

dev346475.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D1737d92953d8210abc55eb0a0490e9%26sysparm_record_target%3Dincident%26sysparm_record_row%3D1%26sysparm_record_row%...

INCIDENT - INC0010001

Number: INC0010001

Channel: Self-service

State: In Progress

Impact: 3 - Low

Urgency: 2 - Medium

Priority: 4 - Low

Assignment group: Agent ITS

Assigned to: Agent ITS

Category: Network

Subcategory: Wireless

Service offering:

Configuration item:

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

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

Related Search Results

Notes

Watch list

Work notes

Agent ITS is viewing

Additional comments (Customer-visible)

Post

Activities: 3

Agent ITS

Assigned to: Agent ITS

Incident state: In Progress

Field changes: 2025-09-29 18:40:30

User ITS

Cannot connect to Wi-Fi in the lab.

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

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

INC0010001 | Service Operation

dev346475.service-now.com/now/sow/record/incident/1737d92953d8210abc55eb0a0490e9/params/selected-tab-index/1/selected-tab/id%3Dd1kag2y015e3j71ky67f5g

Service Operations Workspace

Cannot connect to Wi-Fi in the lab.

Overview

Details

Related records

Impact

Assignment

Assignment group:

Assigned to: Agent ITS

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

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 timings

Response SLA: No matching SLA

Resolution SLA: 25:00:00

View all SLAs

Caller

User ITS

184123 America/Los Angeles

Contact:

Recent incidents

Recent interactions

Assigned assets

Assigned to

Agent ITS

Reassign:

View additional collaborators

INC0010001 | Service Operations

dev346475.service-now.com/now/sow/record/incident/1737d92953d8f210abc55eb0a0490e99/params/selected-tab-index/1/selected-tab/id%3Dd11ka92y015e37f1ky675qr

Service Operations Workspace

Cannot connect to Wi-Fi in the lab.

Overview Details Related records

Impact

Assignment

Related Records

Cause

Resolution

Compose

Work notes

Record Information

SLAs and timings

User ITS

Resolution code

Resolved by request

Resolution notes

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

Cancel Resolve

INC0010001 | Service Operations

dev346475.service-now.com/now/sow/record/incident/1737d92953d8f210abc55eb0a0490e99/params/selected-tab-index/1/selected-tab/id%3Dd11ka92y015e37f1ky675qr

Service Operations Workspace

Cannot connect to Wi-Fi in the lab.

Overview Details Related records

Impact

Assignment

Related Records

Cause

Resolution

Compose

Work notes

Record Information

SLAs and timings

Caller

User ITS

Assigned to

Agent ITS

Activity

Agent ITS

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

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

Incident Details:

- Number: INC0010001
- State: Closed
- Caller: User ITS
- Impact: 3 - Low
- Location: --
- Urgency: 2 - Medium
- Channel: Self-service
- Priority: 4 - Low
- Category: Network
- Subcategory: Wireless
- Opened: 2025-09-29 18:32:34
- Impact: Service offering: --

Activity Log:

- 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 18:49:54): 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 System Administrator 2025-09-29 18:51:00
- SLAs and timings:** Response SLA No matching SLA; Resolution SLA Completed
- Caller:** User ITS 18.33.28 America/Los_Angeles
- Assigned to:** Agent ITS

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

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

Incident Details:

- Number: INC0010001
- Channel: Self-service
- State: Closed
- Caller: User ITS
- Impact: 3 - Low
- Category: Network
- Subcategory: Wireless
- Service: --
- Service offering: --
- Configuration item: Cannot connect to Wi-Fi in the lab.
- Description: Cannot connect to Wi-Fi in the lab.
- Assignment group: Agent ITS
- Assigned to: Agent ITS

Resolution Information:

- Activities:** 6
- 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): Incident state Resolved was In Progress; Resolution code Resolved by request; Resolution notes The error was functioning properly. The network technician has checked and resolved the issue.
- Agent ITS** (Work notes • 2025-09-29 18:49:54): The network technician has resolved the problem.
- Agent ITS** (Field changes • 2025-09-29 18:40:30): Assigned to Agent ITS; Incident state In Progress was New
- 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): Impact 3 - Low

ServiceNow | Service Operations Workspace

Cannot connect to Wi-Fi in the lab.

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 18:48:54
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 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
18.33.28 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)

ServiceNow | Platform Analytics

Filter by name or owner

Dashboards

- Application Services Dashboard

Showing 1-1 of 1

Manager ITS
ServiceNow
[Profile](#)
[Preferences](#)
[Keyboard shortcuts](#)
[Log out](#)