

ITSM Class: B

**Group Simulation Lab: Turning Real
Data into ITIL Tickets in ServiceNow**

Team 11

Name: Ananda Donelly

NRP : 5026231149

Name: Muhammad Razan Parisya Putra

NRP: 5026231174

Name: Astrid Meilendra

NRP: 5026231183

Information Systems Department
Institut Teknologi Sepuluh Nopember

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PDI Link

<https://dev346475.service-now.com/>

Password: Yeswecan!7

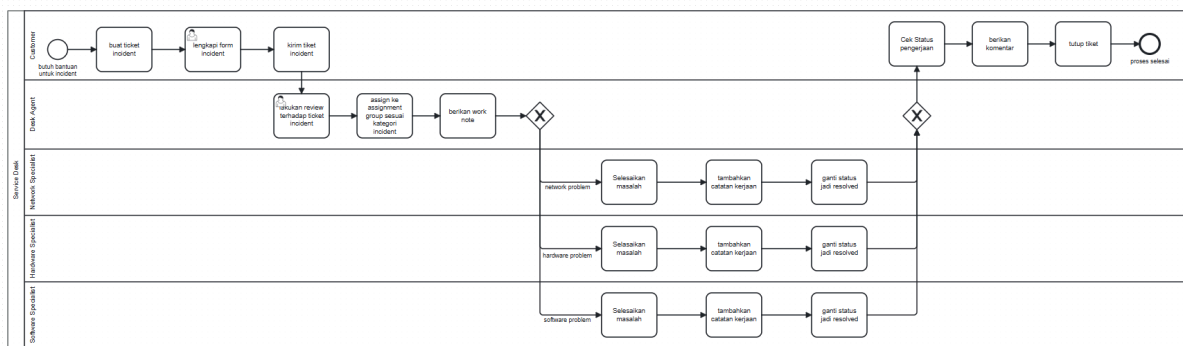
15 Records Incident Dataset :  Lab Simulation

Roles & Responsibilities

Nama	Role	Deskripsi	Tanggung Jawab
All	Customer (its_user)	Log in to the portal /sp, create 15 incident tickets based on the dataset, 5 network (Donelly), 5 hardware (Astrid), and 5 software (Razan). Fill in the short description and details, monitor status in My Incidents, and provide confirmation after issues are resolved.	Log in to the portal /sp, create 15 incident tickets based on the dataset, 5 network (Donelly), 5 hardware (Astrid), and 5 software (Razan). Fill in the short description and details, monitor status in My Incidents, and provide confirmation after issues are resolved.
All	Service Desk Agent (its_worker)	Tier 1 agent responsible for initial triage and forwarding tickets to the appropriate specialist teams.	Review every new ticket, ensure proper categorization, assign to the correct group (Network Support → Donelly, Hardware Support → Astrid, Software Support → Razan), add work notes "Ticket triaged and assigned to specialist," and change status to In Progress.
Ananda Donelly	Network Specialist (its_net)	Tier 2 specialist responsible for handling network-related incidents.	Troubleshoot VPN, router, or connectivity issues; provide handling notes and solutions; and change ticket status to Resolved. Creating BPMN and explanation.
Astrid Meilendra	Hardware Specialist (its_hw)	Tier 2 specialist for hardware incidents.	Diagnose problems in printers, servers, and other hardware; record replaced or repaired components; and mark tickets as

			Resolved. Creating BPMN and explanation.
Muhammad Razan Parisya Putra	Hardware Specialist (its_sw)	Tier 2 specialist for software and application-related incidents.	Resolve application crashes, bugs, or SaaS issues; add notes regarding applied patches or configurations; and close the ticket with Resolved status. Creating BPMN and explanation.

Workflow



The simulation workflow follows the Incident Management process based on the ITIL 4 framework, consisting of the following stages:

Logging → Categorization → Assignment → Investigation → Resolution → Closure.

1. Customer (its_user) creates a new incident report via the Service Portal.
Initial status: New.
2. Service Desk Agent (its_worker) reviews incoming tickets, validates categorization, assigns them to the appropriate support group (Network / Hardware / Software), adds a work note, and updates the status to In Progress.
3. Specialists (its_net / its_hw / its_sw) receive assigned tickets, perform technical troubleshooting according to their expertise, and update the status to Resolved once resolved.
4. Customer (its_user) logs back into the portal to verify the resolution and provide feedback or appreciation for the service.

Screenshots

- a. Customer's Service Portal showing submitted incidents.

All > Caller is ITS User .or. Opened by is ITS User > Universal Request is empty

<input type="checkbox"/>	Number ▾	Opened	Short description
	INC0010021	2025-10-06 21:27:23	Cloud SaaS malfunction
	INC0010020	2025-10-06 21:27:15	Office network outage
	INC0010019	2025-10-06 21:26:42	Infrastructure hardware outage
	INC0010018	2025-10-06 21:26:23	Application crash issue
	INC0010017	2025-10-06 21:25:35	Office app access failure
	INC0010016	2025-10-06 21:25:32	SaaS network disruption
	INC0010015	2025-10-06 21:25:23	Hardware failure in analytics systems
	INC0010014	2025-10-06 21:23:40	Server fan failure causing overheating
	INC0010013	2025-10-06 21:23:33	Software-device incompatibility
	INC0010012	2025-10-06 21:20:21	Unstable Wi-Fi connectivity
	INC0010011	2025-10-06 21:20:03	Audio hardware not detected
	INC0010010	2025-10-06 21:19:12	Audio hardware not recognized by the system. User attempted reconnecting, updati
	INC0010009	2025-10-06 21:15:51	Office-wide connectivity disruption
	INC0010008	2025-10-06 20:54:38	Printer driver compatibility issue
	INC0010007	2025-10-06 20:52:40	SaaS environment outage
	INC0010006	2025-10-06 20:50:09	VPN-router connection failure

b. Agent’s list showing assigned tickets and work notes.

Incidents - All 84

Last refreshed 2m ago.

			INC0010010	Audio hardware not recognized by the system. User attempted reconnecting, updati	ITS User	5 - Planning	New			2025-10-06 21:19:12	its_user
			INC0010011	Audio hardware not detected	ITS User	5 - Planning	Resolved	Hardware Support Team	ITS HW	2025-10-07 03:27:07	its_hw
			INC0010012	Unstable Wi-Fi connectivity	ITS User	3 - Moderate	In Progress	Network Support Team	ITS Net	2025-10-07 02:59:17	its_worker
			INC0010013	Software-device incompatibility	ITS User	3 - Moderate	Resolved	Software Support Team	ITS SW	2025-10-07 03:28:59	its_sw
			INC0010008	Printer driver compatibility issue	ITS User	3 - Moderate	Resolved	Hardware Support Team	ITS HW	2025-10-07 03:25:16	its_hw
			INC0010007	SaaS environment outage	ITS User	3 - Moderate	In Progress	Software Support Team	ITS SW	2025-10-07 03:04:41	its_worker
			INC0010009	Office-wide connectivity disruption	ITS User	3 - Moderate	In Progress	Network Support Team	ITS Net	2025-10-07 02:50:47	its_worker

c. Specialists resolving a ticket (incident form open, State = Resolved).

			INC0010021	Cloud SaaS malfunction	ITS User	2 - High	Closed	Software Support Team	ITS SW	2025-10-07 03:39:12	its_user
			INC0010016	SaaS network disruption	ITS User	2 - High	Closed	Network Support Team	ITS Net	2025-10-07 03:33:14	its_user
			INC0010018	Application crash issue	ITS User	2 - High	Closed	Software Support Team	ITS SW	2025-10-07 03:38:54	its_user
			INC0010006	VPN-router connection failure	ITS User	2 - High	Closed	Network Support Team	ITS Net	2025-10-07 03:28:50	its_user
			INC0010015	Hardware failure in analytics systems	ITS User	1 - Critical	Closed	Hardware Support Team	ITS HW	2025-10-07 03:38:15	its_user
			INC0010017	Office app access failure	ITS User	1 - Critical	Closed	Software Support Team	ITS SW	2025-10-07 03:36:28	its_user
			INC0010020	Office network outage	ITS User	1 - Critical	Closed	Network Support Team	ITS Net	2025-10-07 03:32:32	its_user
			INC0010019	Infrastructure hardware outage	ITS User	1 - Critical	Closed	Hardware Support Team	ITS HW	2025-10-07 03:44:53	its_user
			INC0010014	Server fan failure causing overheating	ITS User	1 - Critical	Closed	Hardware Support Team	ITS HW	2025-10-07 03:35:32	its_user

User Accounts and Roles

its_user

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 IDits_user

First nameITS

Last nameUser

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Emailits_user@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](#)

servicenow

All Favorites History Workspaces Admin

User - ITS User

Search

Update Set Password Delete

User IDits_user

First nameITS

Last nameUser

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Emailits_user@example.com

Language-- None --

Calendar IntegrationOutlook

Time zoneSystem (America/Los_Angeles)

Date formatSystem (yyyy-MM-dd)

Business phone

Mobile phone

PhotoClick to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Set Password

Password generated successfully.

3n&RtS2z7YUEp7p3n&LcYPg4UWH

Generate

Close

Set Password

Entitled Custom Tables

Roles Groups Delegates Subscriptions User Client Certificates

User = ITS User

Table

Table

Application

Role

No records to display

servicenow

All Favorites History Workspaces Admin

User - ITS User

Search

Update Set Password Delete

User IDits_user

First nameITS

Last nameUser

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Emailits_user@example.com

Language-- None --

Calendar IntegrationOutlook

Time zoneSystem (America/Los_Angeles)

Date formatSystem (yyyy-MM-dd)

Business phone

Mobile phone

PhotoClick to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Entitled Custom Tables

Roles (1) Groups Delegates Subscriptions User Client Certificates

User = ITS User

Role

Role

Status

Inherited

Inheritance Count

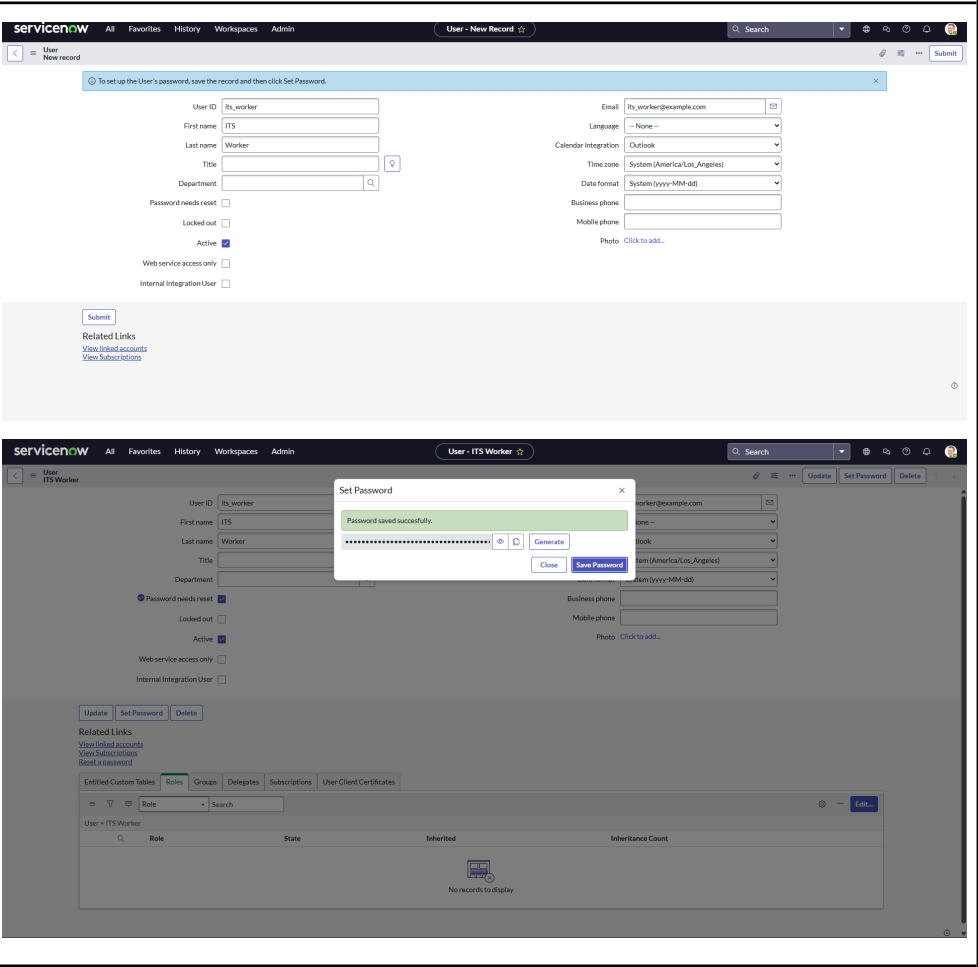
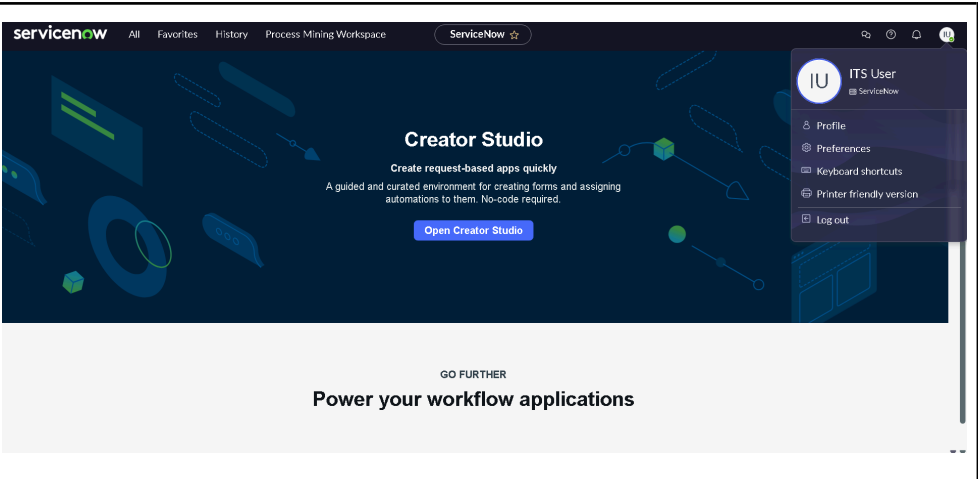
user

Active

False

1

1 to 1 of 1



servicenow

All Favorites History Workspaces

Service Operations Workspace

Search

Home

+

IW

Hello ITS!

Overview

+

Your work

Your team's work

Incidents assigned to y...

No data available.
There is no data available for the selected criteria.

Incident SLAs

No data available.
There is no data available for the selected criteria.

Unassigned incidents

No data available.
There is no data available for the selected criteria.

Catalog tasks assigned...

No data available.
There is no data available for the selected criteria.

Click on a widget to view the record below.

Upcoming

Today Tomorrow

Nothing coming up

This is where you will find your activities that are due or overdue today.

Quick links

servicenow

All Favorites History Workspaces Admin

User - ITS Worker

Search

User - ITS Worker

Update Set Password Delete

User ID

its_worker

Email

its_worker@example.com

First name

ITS

Language

-- None --

Last name

Worker

Calendar integration

Outlook

Title

Time zone

System (America/Los_Angeles)

Department

Date format

System (yyyy-MM-dd)

Password needs reset

☒

Business phone

Locked out

☐

Mobile phone

Active

☒

Photo

Click to add...

Web service access only

☐

Internal integration user

☐

Update Set Password Delete

Related Links

View linked accounts View subscriptions Reset a password

Entitled Custom Tables

Rules (43) Groups Delegates Subscriptions User Client Certificates

User - ITS Worker

Role

State

Inherited

Inheritance Count

its_change_write

Active

true

1

stanley_reader

Active

true

2

sn_owcnow_user

Active

true

11

sn_cmbd_user

Active

true

2

sn_incident_write

Active

true

1

template_read_global

Active

true

12

its_net

servicenow

All Favorites History Workspaces Admin

User - ITS Net

Search

User - ITS Net

Update Set Password Delete

User ID

its_net

Email

its_net@example.com

First name

ITS

Language

-- None --

Last name

Net

Calendar integration

Outlook

Title

Time zone

System (America/Los_Angeles)

Department

Date format

System (yyyy-MM-dd)

Password needs reset

☐

Business phone

Locked out

☐

Mobile phone

Active

☒

Photo

Click to add...

Web service access only

☐

Internal integration user

☐

Update Set Password Delete

Related Links

View linked accounts View subscriptions Reset a password

Entitled Custom Tables

Rules Groups Delegates Subscriptions User Client Certificates

User - ITS Net

Role

State

Inherited

Inheritance Count

No records to display

Set Password

Close Save Password

Password copied successfully.

Ni1YV79omZ*W4H(S8ub0hN Wx9i8u8p2D0r

servicenow

All Favorites History Workspaces Admin

User - ITS Net

Search

Update Set Password Delete

User ID

ITS_net

Email

ITS_net@example.com

First name

ITS

Language

-- None --

Last name

Net

Calendar integration

Outlook

Title

Time zone

System (America/Los_Angeles)

Department

Date format

System (yyyy-MM-dd)

Password needs reset

☐

Business phone

Locked out

☐

Mobile phone

Active

☒

Photo

Click to add...

Web service access only

☐

Internal Integration User

☐

Update Set Password Delete

Related Links

View linked accounts

View Subscriptions

Reset a password

Entitled Custom Tables

Rules (X3)

Groups

Delegates

Subscriptions

User Client Certificates

User = ITS Net

Role

Search

Actions on selected rows...

Edit...

Role	State	Inherited	Inheritance Count
sn_show_show_user	Active	true	11
sn_cmdb_user	Active	true	2
sn_request_read	Active	true	1
sn_request_write	Active	true	1
interaction_agent	Active	true	6
sn_re_actionsnext_best_action_user	Active	true	5

servicenow

All Favorites History Workspaces

Service Operations Workspace

Search

Home

IN Hello ITS!

Overview

Your work Your team's work

Incidents assigned to y...

Incident SLAs

Unassigned incidents

Catalog tasks assigned...

Nothing coming up

Quick links

its_hw

servicenow

All Favorites History Workspaces Admin

User - ITS HW

Search

Update Set Password Delete

User ID

ITS_hw

Email

ITS_hw@example.com

First name

ITS

Language

-- None --

Last name

HW

Calendar integration

Outlook

Title

Time zone

System (America/Los_Angeles)

Department

Date format

System (yyyy-MM-dd)

Password needs reset

☒

Business phone

Locked out

☐

Mobile phone

Active

☒

Photo

Click to add...

Web service access only

☐

Internal Integration User

☐

Update Set Password Delete

Related Links

View linked accounts

View Subscriptions

Reset a password

Entitled Custom Tables

Rules (X3)

Groups

Delegates

Subscriptions

User Client Certificates

User = ITS HW

Role

Search

Actions on selected rows...

Edit...

Role	State	Inherited	Inheritance Count
template_read_global	Active	true	12
sn_incident_read	Active	true	1
view_changer	Active	true	5
sn_cmdb_editor	Active	true	1
sn_show_show_home	Active	true	5
survey_reader	Active	true	2

servicenow

All Favorites History Workspaces

Service Operations Workspace

Search

Home

ITS

Hello ITS!

Overview

Your work Your team's work

Incidents assigned to y...

Incident SLAs

Unassigned incidents

Catalog tasks assigned...

Nothing coming up

Quick links

its_sw

servicenow

All Favorites History Workspaces Admin

User - ITS SW

Search

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 Set Password Delete

Related Links

View linked accounts

View Subscriptions

Reset a password

Entitled Custom Tables

Roles (43)

Groups

Delegates

Subscriptions

User Client Certificates

Role

State

Inherited

Inheritance Count

sn_nb_action,next_action_user

Active

true

5

sn_get_guidance.guidance_user

Active

true

7

task_editor

Active

true

1

cmdb_query_builder_read

Active

true

8

sn_sttcm_condition_read

Active

true

2

cmdb_zms_user

Active

true

3

servicenow

All Favorites History Workspaces

Service Operations Workspace

Search

Home

ITS

Hello ITS!

Overview

Your work Your team's work

Incidents assigned to y...

Incident SLAs

Unassigned incidents

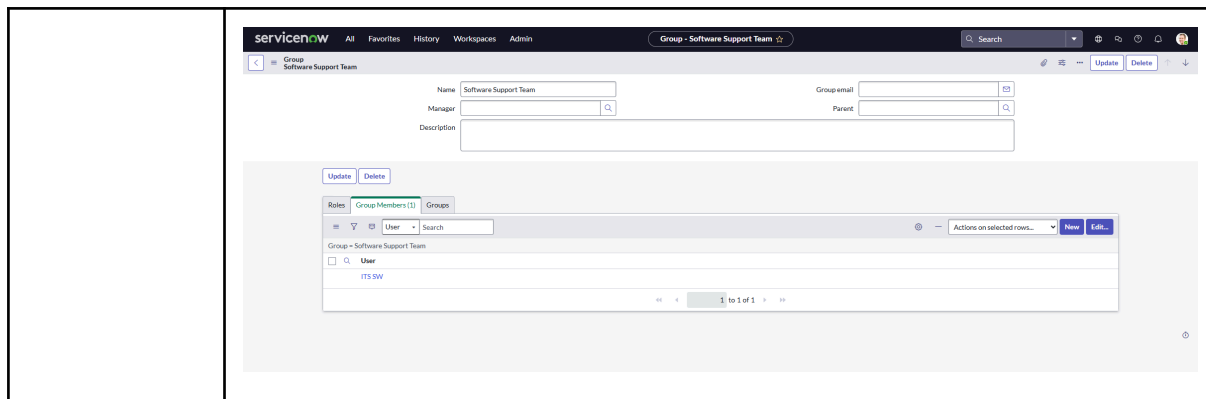
Catalog tasks assigned...

Nothing coming up

Quick links

System Setup

<p>Network Support Team</p>	<div><div><div><div>servicenow</div><div>All Favorites History Workspaces Admin</div><div>Group - New Record</div><div>Search</div><div>Group New record</div><div><div>NameNetwork Support Team</div><div>Group-email</div><div>Manager</div><div>Parent</div><div>Description</div></div><div>Submit</div></div></div><div><div>Group - Network Support Team</div><div>Search</div><div>Update Delete</div><div>Job to add or remove role(s) from user(s) of group has been queued</div><div><div>NameNetwork Support Team</div><div>Group-email</div><div>Manager</div><div>Parent</div><div>Description</div></div><div><div>UpdateDelete</div><div><div>RolesGroup Members (1) Groups</div><div>UserSearch</div><div>Actions on selected rows...NewEdit...</div></div><div><div>Group - Network Support Team</div><div>User</div><div>ITS Net</div></div><div>1 to 1 of 1</div></div></div></div>
<p>Hardware Support Team</p>	<div><div><div><div>servicenow</div><div>All Favorites History Workspaces Admin</div><div>Group - New Record</div><div>Search</div><div>Group New record</div><div><div>NameHardware Support Team</div><div>Group-email</div><div>Manager</div><div>Parent</div><div>Description</div></div><div>Submit</div></div></div><div><div>Group - Hardware Support Team</div><div>Search</div><div>Update Delete</div><div>Job to add or remove role(s) from user(s) of group has been queued</div><div><div>NameHardware Support Team</div><div>Group-email</div><div>Manager</div><div>Parent</div><div>Description</div></div><div><div>UpdateDelete</div><div><div>RolesGroup Members (1) Groups</div><div>UserSearch</div><div>Actions on selected rows...NewEdit...</div></div><div><div>Group - Hardware Support Team</div><div>User</div><div>ITS HW</div></div><div>1 to 1 of 1</div></div></div></div>
<p>Software Support System</p>	<div><div><div><div>servicenow</div><div>All Favorites History Workspaces Admin</div><div>Group - New Record</div><div>Search</div><div>Group New record</div><div><div>NameSoftware Support Team</div><div>Group-email</div><div>Manager</div><div>Parent</div><div>Description</div></div><div>Submit</div></div></div></div>

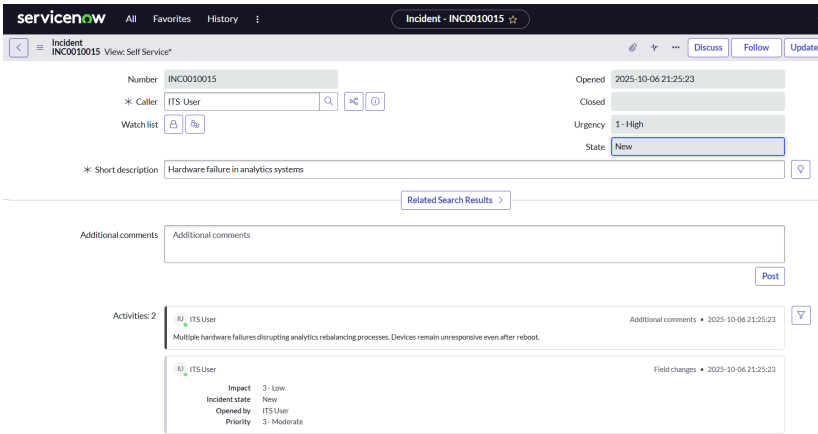
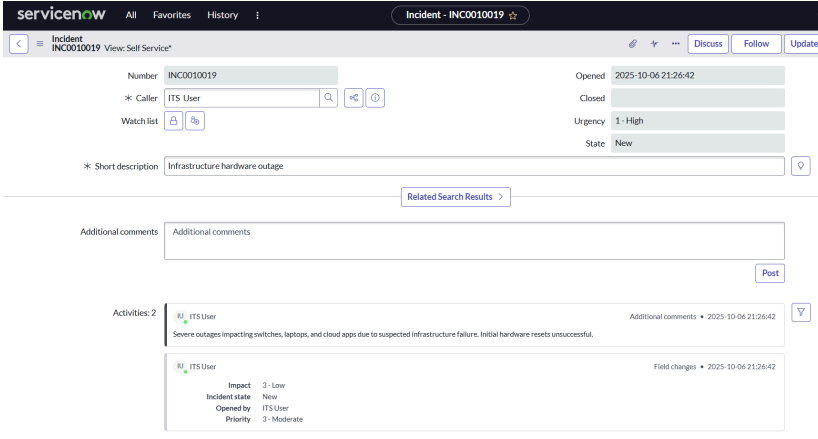
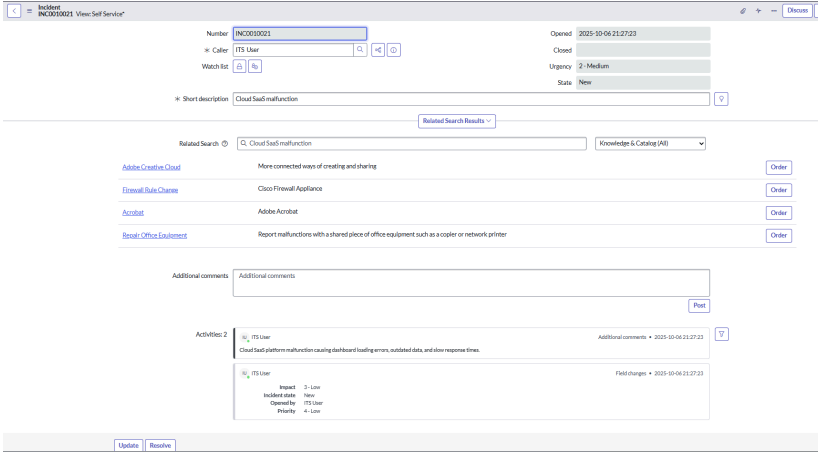


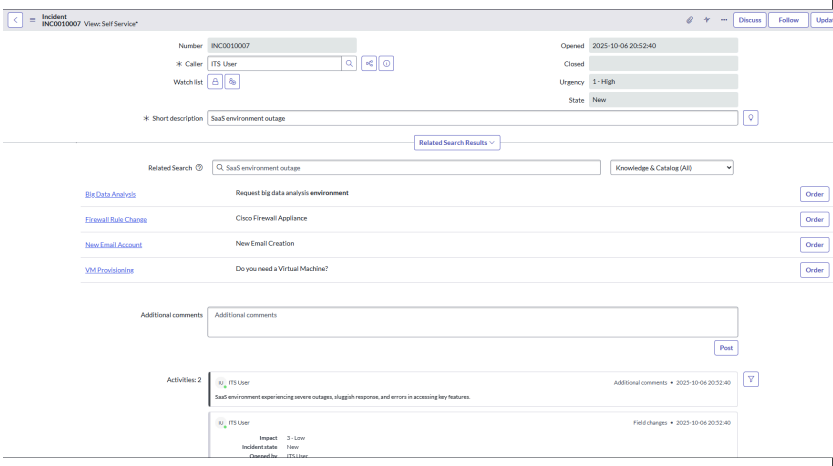
Phase 1

The user `its_user` created 15 incident tickets based on the dataset. There are 5 incidents in the Network category (VPN-router connection failure, unstable Wi-Fi, office-wide outage), 5 in the Hardware category (printer driver issue, server fan overheating), and 5 in the Software category (SaaS malfunction, application crash). All incidents were submitted through the Service Portal and appear in the My Incidents menu with the status New.

Network Incident #1	VPN-router connection failure	
Network Incident #2	Office-wide connectivity disruption	

Hardware Incident #1	Printer driver compatibility issue	<div><div>servicenow</div><div><div>Incident - INC0010008</div><div>Incident - INC0010008</div><div>View: Self Service*</div><div>Discuss Follow Update</div></div></div> <div><div>Number</div><div>INC0010008</div><div>Opened</div><div>2025-10-06 20:54:38</div></div> <div><div>* Caller</div><div>ITS User</div><div>Closed</div><div></div></div> <div><div>Watch list</div><div></div><div>Urgency</div><div>2 - Medium</div></div> <div><div>State</div><div>New</div></div> <div><div>* Short description</div><div>Printer driver compatibility issue</div></div> <div><div>Related Search Results</div></div> <div><div>Additional comments</div><div></div><div>Post</div></div> <div><div>Activities: 2</div><div><div>ITS User</div><div>Additional comments • 2025-10-06 20:54:38</div><div>Users experience recurring printing failures on macOS 15 devices due to printer driver incompatibility after recent updates.</div></div><div><div>ITS User</div><div>Field changes • 2025-10-06 20:54:38</div><div>Impact 3 - Low</div><div>Incident state New</div><div>Opened by ITS User</div><div>Priority 4 - Low</div></div></div>
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<p>Hardware Incident #4</p>	<p>Hardware failure in analytics systems</p>	
<p>Hardware Incident #5</p>	<p>Infrastructure hardware outage</p>	
<p>Software Incident #1</p>	<p>Cloud SaaS malfunction</p>	

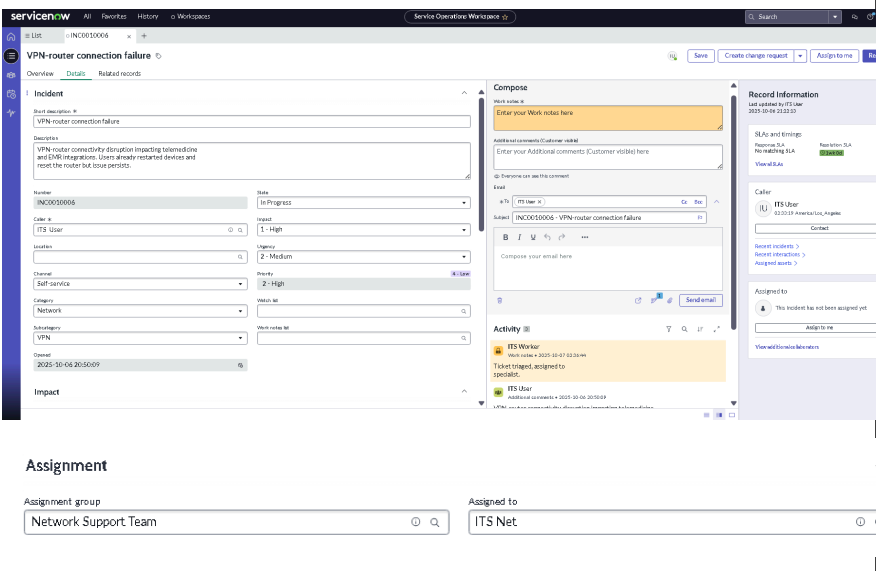
Software Incident #5	SaaS environment outage	
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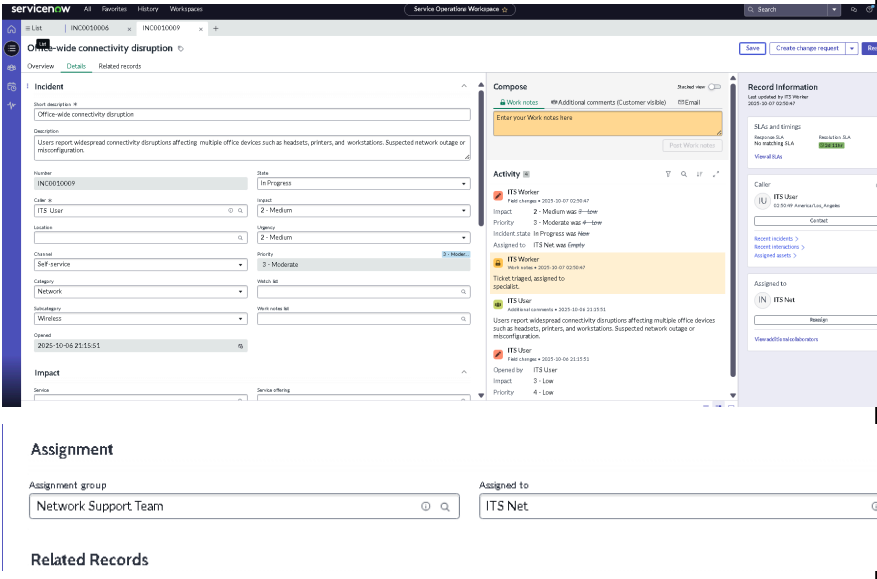
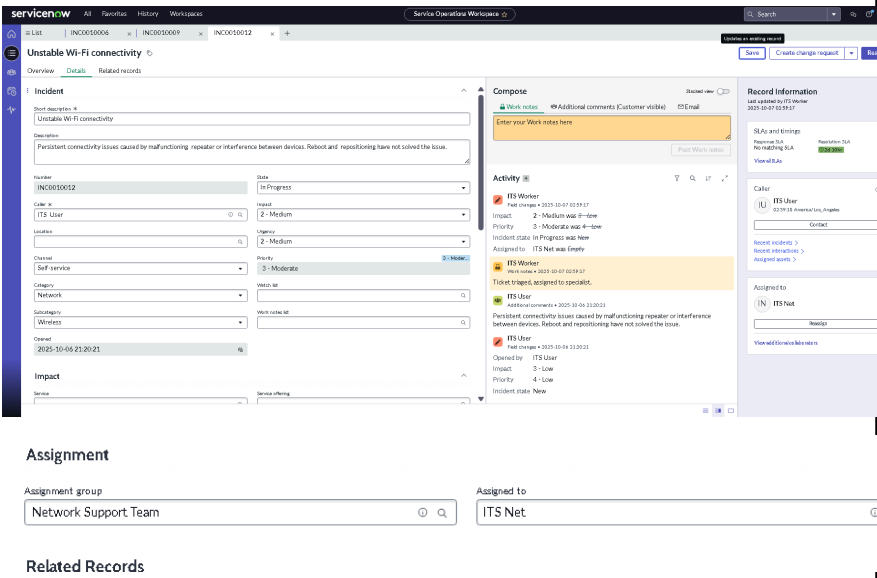
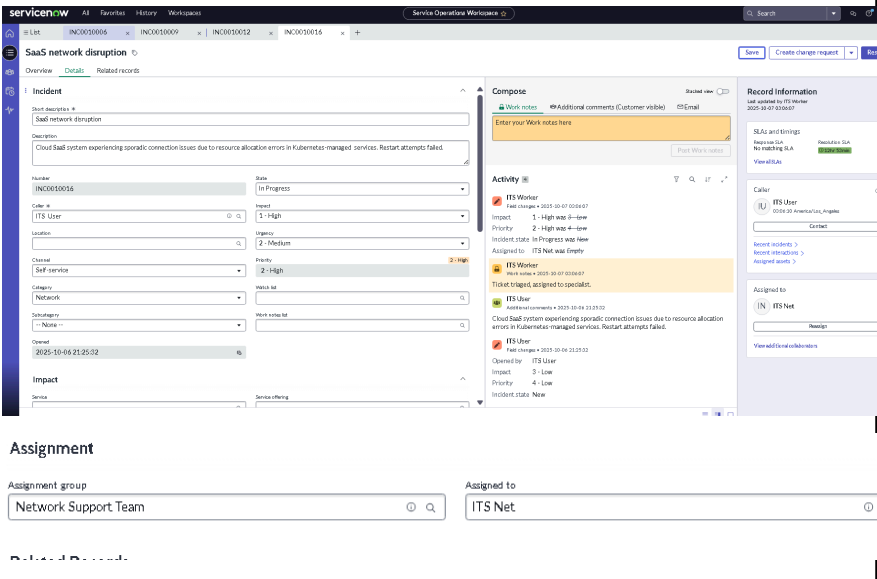
Phase 2

its_worker accessed the platform through the ServiceNow interface. They reviewed each new ticket, performed triage, and ensured that the category was correct. They then assigned the appropriate Assignment Group based on the category:

- Network → Network Support Team
- Hardware → Hardware Support Team
- Software → Software Support Team

A work note was added: "Ticket triaged and assigned to specialist".

Network Incident #1	VPN-router connection failure	
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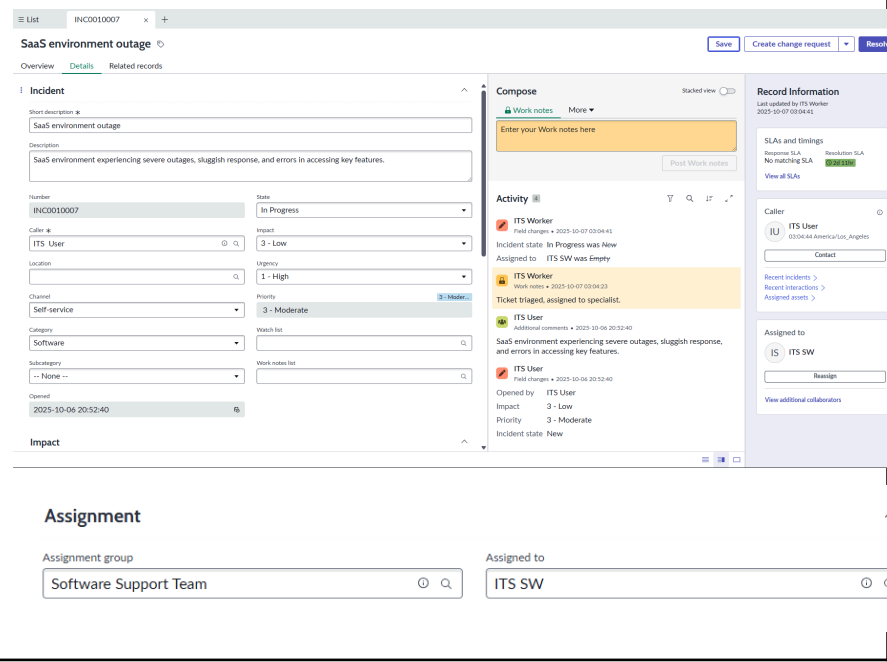
<p>Network Incident #2</p>	<p>Office-wide connectivity disruption</p>	 <p>The screenshot shows an incident record for 'Office-wide connectivity disruption'. The incident is in 'In Progress' state, created by 'ITS User' on 2025-10-06 at 21:15:51. The description states: 'Users report widespread connectivity disruptions affecting multiple office devices such as headsets, printers, and workstations. Suspected network outage or misconfiguration.' The incident is assigned to 'ITS Net' with a priority of '2 - Moderate'. The 'Assignment' section shows the 'Assignment group' as 'Network Support Team' and 'Assigned to' as 'ITS Net'. The 'Related Records' section is empty.</p>
<p>Network Incident #3</p>	<p>Unstable Wi-Fi connectivity</p>	 <p>The screenshot shows an incident record for 'Unstable Wi-Fi connectivity'. The incident is in 'In Progress' state, created by 'ITS User' on 2025-10-06 at 22:20:21. The description states: 'Persistent connectivity issues caused by malfunctioning repeater or interference between devices. Reboot and repositioning have not solved the issue.' The incident is assigned to 'ITS Net' with a priority of '2 - Moderate'. The 'Assignment' section shows the 'Assignment group' as 'Network Support Team' and 'Assigned to' as 'ITS Net'. The 'Related Records' section is empty.</p>
<p>Network Incident #4</p>	<p>SaaS network disruption</p>	 <p>The screenshot shows an incident record for 'SaaS network disruption'. The incident is in 'In Progress' state, created by 'ITS User' on 2025-10-06 at 21:25:02. The description states: 'Cloud SaaS system experiencing sporadic connection issues due to resource allocation errors in Kubernetes-managed services. Restart attempts failed.' The incident is assigned to 'ITS Net' with a priority of '2 - High'. The 'Assignment' section shows the 'Assignment group' as 'Network Support Team' and 'Assigned to' as 'ITS Net'. The 'Related Records' section is empty.</p>

Network Incident #5	Office network outage	<div><div><div><div><div>INC0010008</div><div>INC0010009</div><div>INC0010012</div><div>INC0010015</div><div>INC0010020</div></div><div>Office network outage</div><div>OverviewDetailsRelated records</div><div><div>Incident</div><div><div>Short description #</div><div>Office network outage</div><div>Description</div><div>Multiple office gadgets fail to sync with cloud due to network disruption. Restarting routers and checking cables did not fix the issue.</div></div><div><div>Number</div><div>INC0010020</div><div>State</div><div>In Progress</div></div><div><div>Caller #</div><div>ITS User</div><div>Impact</div><div>3 - High</div></div><div><div>Location</div><div></div><div>Urgency</div><div>3 - High</div></div><div><div>Channel</div><div>Self-service</div><div>Priority</div><div>3 - Critical</div></div><div><div>Category</div><div>Network</div><div>Watch list</div><div></div></div><div><div>Subcategory</div><div></div><div>Work note list</div><div></div></div><div><div>Created</div><div>2025-10-04 21:27:15</div><div></div></div><div><div>Impact</div><div></div><div>Service effecting</div><div></div></div></div></div><div><div>Assignment</div><div>Assignment group</div><div>Network Support Team</div><div>Assigned to</div><div>ITS Net</div></div><div><div>Related Records</div></div></div></div>
Hardware Incident #1	Printer driver compatibility issue	<div><div><div><div><div>INC0010008</div><div>INC0010011</div><div>INC0010014</div><div>INC0010015</div><div>INC0010019</div></div><div>Printer driver compatibility issue</div><div>OverviewDetailsRelated records</div><div><div>Incident</div><div><div>Short description #</div><div>Printer driver compatibility issue</div><div>Description</div><div>Users experience recurring printing failures on macOS 15 devices due to printer driver incompatibility after recent updates.</div></div><div><div>Number</div><div>INC0010008</div><div>State</div><div>In Progress</div></div><div><div>Caller #</div><div>ITS User</div><div>Impact</div><div>2 - Medium</div></div><div><div>Location</div><div></div><div>Urgency</div><div>2 - Medium</div></div><div><div>Channel</div><div>Self-service</div><div>Priority</div><div>3 - Moderate</div></div><div><div>Category</div><div>Hardware</div><div>Watch list</div><div></div></div><div><div>Subcategory</div><div></div><div>Work note list</div><div></div></div></div></div><div><div>Assignment</div><div>Assignment group</div><div>Hardware Support Team</div><div>Assigned to</div><div>ITS HW</div></div></div></div>
Hardware Incident #2	Audio hardware not detected	<div><div><div><div><div>INC0010011</div><div>INC0010014</div><div>INC0010015</div><div>INC0010019</div></div><div>Audio hardware not detected</div><div>OverviewDetailsRelated records</div><div><div>Incident</div><div><div>Short description #</div><div>Audio hardware not detected</div><div>Description</div><div>Audio hardware not recognized by the system. User attempted reconnecting, updating drivers, and restarting the PC, but issue persists.</div></div><div><div>Number</div><div>INC0010011</div><div>State</div><div>In Progress</div></div><div><div>Caller #</div><div>ITS User</div><div>Impact</div><div>3 - Low</div></div><div><div>Location</div><div></div><div>Urgency</div><div>3 - Low</div></div><div><div>Channel</div><div>Self-service</div><div>Priority</div><div>5 - Planning</div></div><div><div>Category</div><div>Hardware</div><div>Watch list</div><div></div></div><div><div>Subcategory</div><div></div><div>Work note list</div><div></div></div></div></div><div><div>Assignment</div><div>Assignment group</div><div></div><div>Assigned to</div><div></div></div></div></div>

		<div><div>Assignment</div><div>Assignment groupAssigned to</div><div>Hardware Support TeamITS HW</div></div>
Hardware Incident #3	Server fan failure causing overheating	<div><div><div>INC0010014</div><div>INC0010015</div><div>INC0010019</div></div><div>Server fan failure causing overheating</div><div>OverviewDetailsRelated records</div><div><div>Incident</div><div>Short description #Server fan failure causing overheating</div><div>DescriptionOverheating in server room caused by malfunctioning fan; multiple restart and cleaning attempts failed. Risk of hardware damage.</div><div><div>NumberINC0010014</div><div>StateIn Progress</div><div>Caller #ITS User</div><div>Impact1 - High</div><div>Location</div><div>Urgency1 - High</div><div>ChannelSelf-service</div><div>Priority1 - Critical</div><div>CategoryHardware</div><div>Subcategory</div><div>Watch list</div><div>Work notes list</div></div><div><div>Compose</div><div>Work notes</div><div>Enter your Work notes here</div><div>Post Work notes</div><div>Activity</div><div>ITS Worker</div><div>Field changes • 2025-10-07 03:09:21</div><div>Impact1 - High was 3 - Low</div><div>Priority1 - Critical was 3 - Moderate</div><div>Incident stateIn Progress was New</div><div>Assigned toITS HW was Empty</div><div>ITS Worker</div><div>Work notes • 2025-10-07 03:09:21</div><div>Ticket triaged, assigned to specialist.</div><div>ITS User</div><div>Additional comments • 2025-10-06 21:23:40</div></div><div><div>Record Information</div><div>Last updated by ITS Worker</div><div>2025-10-07 03:09:21</div><div>SLAs and timings</div><div>Response SLA</div><div>No matching SLA</div><div>Resolution SLA</div><div>SLA breached</div><div>View all SLAs</div><div>Caller</div><div>ITS User</div><div>03:09:23 America/Los_Angeles</div><div>Contact</div><div>Recent Incidents</div><div>Recent Interactions</div><div>Assigned assets</div><div>Assigned to</div><div>ITS HW</div><div>Reassign</div></div></div></div> <div><div>Assignment</div><div>Assignment groupAssigned to</div><div>Hardware Support TeamITS HW</div></div>
Hardware Incident #4	Hardware failure in analytics systems	<div><div><div>INC0010015</div><div>INC0010019</div></div><div>Hardware failure in analytics systems</div><div>OverviewDetailsRelated records</div><div><div>Incident</div><div>Short description #Hardware failure in analytics systems</div><div>DescriptionMultiple hardware failures disrupting analytics rebalancing processes. Devices remain unresponsive even after reboot.</div><div><div>NumberINC0010015</div><div>StateIn Progress</div><div>Caller #ITS User</div><div>Impact1 - High</div><div>Location</div><div>Urgency1 - High</div><div>ChannelSelf-service</div><div>Priority1 - Critical</div><div>CategoryHardware</div><div>Subcategory</div><div>Watch list</div><div>Work notes list</div></div><div><div>Compose</div><div>Work notes</div><div>Enter your Work notes here</div><div>Post Work notes</div><div>Activity</div><div>ITS Worker</div><div>Field changes • 2025-10-07 03:11:19</div><div>Impact1 - High was 3 - Low</div><div>Priority1 - Critical was 3 - Moderate</div><div>Incident stateIn Progress was New</div><div>Assigned toITS HW was Empty</div><div>ITS Worker</div><div>Work notes • 2025-10-07 03:11:19</div><div>Ticket triaged, assigned to specialist.</div><div>ITS User</div><div>Additional comments • 2025-10-06 21:25:23</div><div>Multiple hardware failures disrupting analytics rebalancing processes. Devices remain unresponsive even after reboot.</div></div><div><div>Record Information</div><div>Last updated by ITS Worker</div><div>2025-10-07 03:11:19</div><div>SLAs and timings</div><div>Response SLA</div><div>No matching SLA</div><div>Resolution SLA</div><div>SLA breached</div><div>View all SLAs</div><div>Caller</div><div>ITS User</div><div>03:11:23 America/Los_Angeles</div><div>Contact</div><div>Recent Incidents</div><div>Recent Interactions</div><div>Assigned assets</div><div>Assigned to</div><div>ITS HW</div><div>Reassign</div></div></div></div> <div><div>Assignment</div><div>Assignment groupAssigned to</div><div>Hardware Support TeamITS HW</div></div>

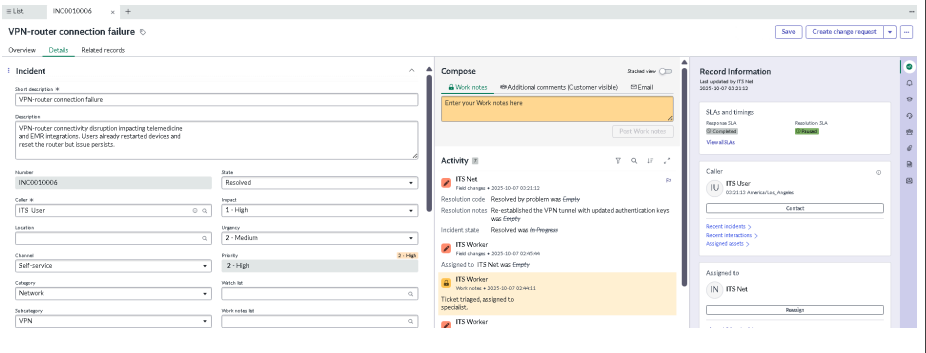
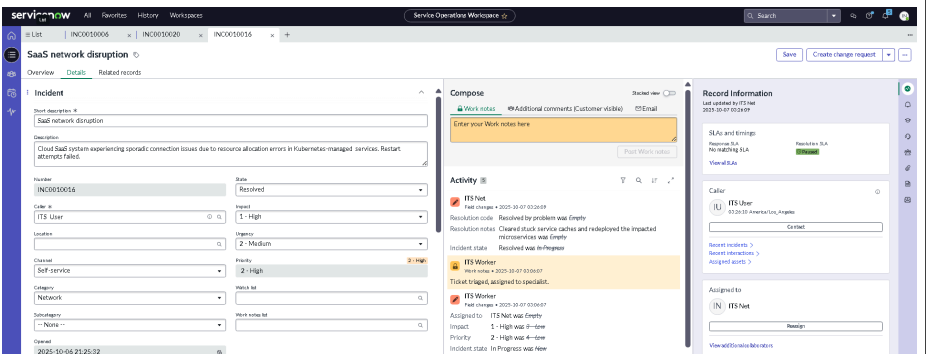
<div>Hardware Incident #5</div>	<div>Infrastructure hardware outage</div>	<div><div><div><div><div><div>INC0010019</div><div>Infrastructure hardware outage</div><div>OverviewDetailsRelated records</div><div>Incident</div><div><div>Short description #</div><div>Infrastructure hardware outage</div><div>Description</div><div>Severe outages impacting switches, laptops, and cloud apps due to suspected infrastructure failure. Initial hardware resets unsuccessful.</div></div><div><div>Number</div><div>INC0010019</div><div>State</div><div>In Progress</div></div><div><div>Caller #</div><div>ITS User</div><div>Impact</div><div>1 - High</div></div><div><div>Location</div><div></div><div>Urgency</div><div>1 - High</div></div><div><div>Channel</div><div>Self-service</div><div>Priority</div><div>1 - Critical</div></div><div><div>Category</div><div>Hardware</div><div>Watch list</div><div></div></div><div><div>Subcategory</div><div></div><div>Work notes list</div><div></div></div></div><div><div>Enter your Work notes here</div><div>Post Work notes</div></div><div><div>Activity</div><div>ITS Worker</div><div>Field changes • 2025-10-07 03:12:41</div><div>Impact 1 - High was 3 - Low</div><div>Priority 1 - Critical was 3 - Moderate</div><div>Incident state In Progress was New</div><div>Assigned to ITS HW was Empty</div><div>ITS Worker</div><div>Work notes • 2025-10-07 03:12:41</div><div>Ticket triaged, assigned to specialist.</div><div>ITS User</div><div>Additional comments • 2025-10-06 21:26:42</div><div>Severe outages impacting switches, laptops, and cloud apps due to suspected infrastructure failure. Initial hardware resets unsuccessful.</div><div>ITS User</div></div><div><div>Record Information</div><div>Last updated by ITS Worker</div><div>2025-10-07 03:12:41</div><div>SLAs and timings</div><div>Response SLA No matching SLA</div><div>Resolution SLA No matching SLA</div><div>View all SLAs</div><div>Caller</div><div>ITS User</div><div>03:12:41 America/Los Angeles</div><div>Contact</div><div>Recent Incidents ></div><div>Recent Interactions ></div><div>Assigned assets ></div><div>Assigned to</div><div>ITS HW</div><div>Reassign</div></div></div><div><div>Assignment</div><div>Assignment group</div><div>Hardware Support Team</div><div>Assigned to</div><div>ITS HW</div></div></div></div></div>
<div>Software Incident #1</div>	<div>Cloud SaaS malfunction</div>	<div><div><div><div><div><div>INC0010013</div><div>INC0010017</div><div>INC0010021</div></div><div>Cloud SaaS malfunction</div><div>OverviewDetailsRelated records</div><div>Incident</div><div><div>Short description #</div><div>Cloud SaaS malfunction</div><div>Description</div><div>Cloud SaaS platform malfunction causing dashboard loading errors, outdated data, and slow response times.</div></div><div><div>Number</div><div>INC0010021</div><div>State</div><div>In Progress</div></div><div><div>Caller #</div><div>ITS User</div><div>Impact</div><div>1 - High</div></div><div><div>Location</div><div></div><div>Urgency</div><div>2 - Medium</div></div><div><div>Channel</div><div>Self-service</div><div>Priority</div><div>2 - High</div></div><div><div>Category</div><div>Software</div><div>Watch list</div><div></div></div><div><div>Subcategory</div><div>None</div><div>Work notes list</div><div></div></div><div><div>Opened</div><div>2025-10-06 21:27:23</div></div></div><div><div>Compose</div><div>Work notes</div><div>More</div><div>Enter your Work notes here</div><div>Post Work notes</div></div><div><div>Activity</div><div>ITS Worker</div><div>Field changes • 2025-10-07 03:22:26</div><div>Impact 1 - High was 3 - Low</div><div>Priority 2 - High was 4 - Low</div><div>Incident state In Progress was New</div><div>Assigned to ITS SW was Empty</div><div>ITS Worker</div><div>Work notes • 2025-10-07 03:22:26</div><div>Ticket triaged, assigned to specialist.</div><div>ITS User</div><div>Additional comments • 2025-10-06 21:27:23</div><div>Cloud SaaS platform malfunction causing dashboard loading errors, outdated data, and slow response times.</div><div>ITS User</div><div>Field changes • 2025-10-06 21:27:23</div><div>Opened by ITS User</div><div>Impact 3 - Low</div><div>Priority 4 - Low</div></div><div><div>Record Information</div><div>Last updated by ITS Worker</div><div>2025-10-07 03:22:26</div><div>SLAs and timings</div><div>Response SLA No matching SLA</div><div>Resolution SLA No matching SLA</div><div>View all SLAs</div><div>Caller</div><div>ITS User</div><div>03:22:26 America/Los Angeles</div><div>Contact</div><div>Recent Incidents ></div><div>Recent Interactions ></div><div>Assigned assets ></div><div>Assigned to</div><div>ITS SW</div><div>Reassign</div><div>View additional collaborators</div></div></div><div><div>Assignment</div><div>Assignment group</div><div>Software Support Team</div><div>Assigned to</div><div>ITS SW</div></div></div></div>
<div>Software Incident #2</div>	<div>Application crash issue</div>	<div><div><div><div><div><div>INC0010007</div><div>INC0010018</div></div><div>Application crash issue</div><div>OverviewDetailsRelated records</div><div>Incident</div><div><div>Short description #</div><div>Application crash issue</div><div>Description</div><div>Internal app experiences recurring crashes and unknown errors even after restart and updates.</div></div><div><div>Number</div><div>INC0010018</div><div>State</div><div>In Progress</div></div><div><div>Caller #</div><div>ITS User</div><div>Impact</div><div>1 - High</div></div><div><div>Location</div><div></div><div>Urgency</div><div>2 - Medium</div></div><div><div>Channel</div><div>Self-service</div><div>Priority</div><div>2 - High</div></div><div><div>Category</div><div>Software</div><div>Watch list</div><div></div></div><div><div>Subcategory</div><div>None</div><div>Work notes list</div><div></div></div><div><div>Opened</div><div>2025-10-06 21:26:23</div></div></div><div><div>Compose</div><div>Work notes</div><div>More</div><div>Enter your Work notes here</div><div>Post Work notes</div></div><div><div>Activity</div><div>ITS Worker</div><div>Field changes • 2025-10-07 03:01:36</div><div>Impact 1 - High was 2 - Moderate</div><div>Priority 2 - High was 3 - Moderate</div><div>Assigned to ITS SW was FTS-HW</div><div>ITS Worker</div><div>Work notes • 2025-10-07 03:01:36</div><div>Ticket triaged, assigned to specialist.</div><div>ITS Worker</div><div>Work notes • 2025-10-07 03:23:13</div><div>Ticket triaged, assigned to specialist.</div><div>ITS Worker</div><div>Field changes • 2025-10-07 02:33:13</div><div>Priority 3 - Moderate was 4 - Low</div><div>Incident state In Progress was New</div><div>Assigned to ITS HW was Empty</div><div>Impact 2 - Medium was 3 - Low</div></div><div><div>Record Information</div><div>Last updated by ITS Worker</div><div>2025-10-07 03:01:36</div><div>SLAs and timings</div><div>Response SLA No matching SLA</div><div>Resolution SLA No matching SLA</div><div>View all SLAs</div><div>Caller</div><div>ITS User</div><div>03:01:40 America/Los Angeles</div><div>Contact</div><div>Recent Incidents ></div><div>Recent Interactions ></div><div>Assigned assets ></div><div>Assigned to</div><div>ITS SW</div><div>Reassign</div><div>View additional collaborators</div></div></div><div><div>Assignment</div><div>Assignment group</div><div>Software Support Team</div><div>Assigned to</div><div>ITS SW</div></div></div></div>

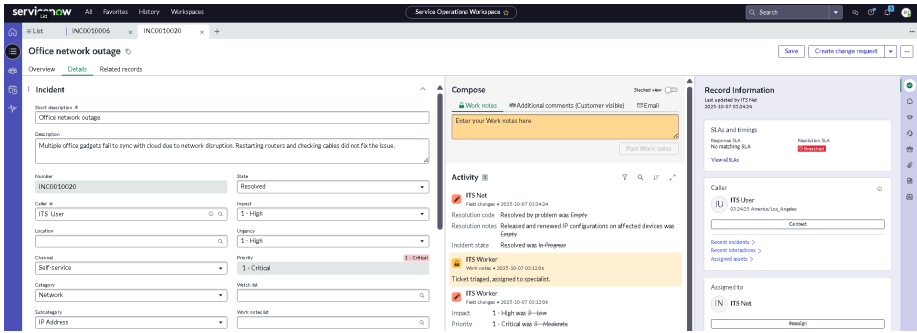
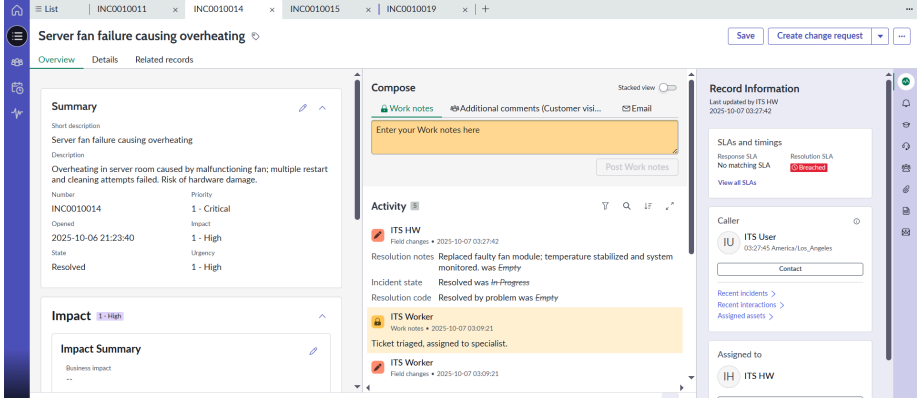
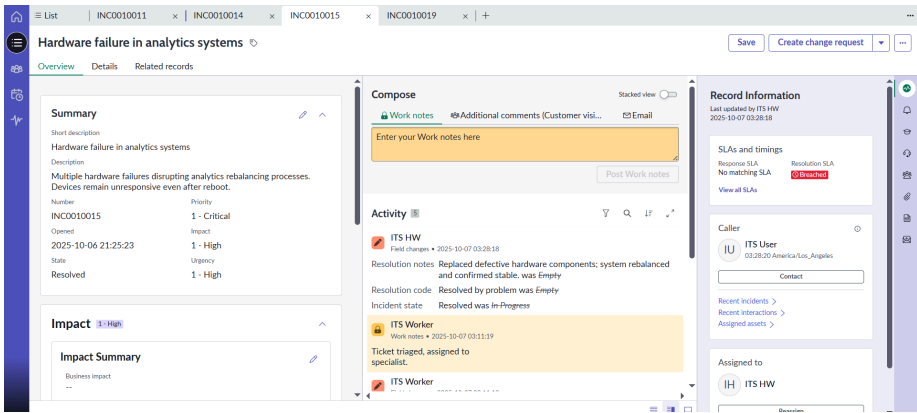
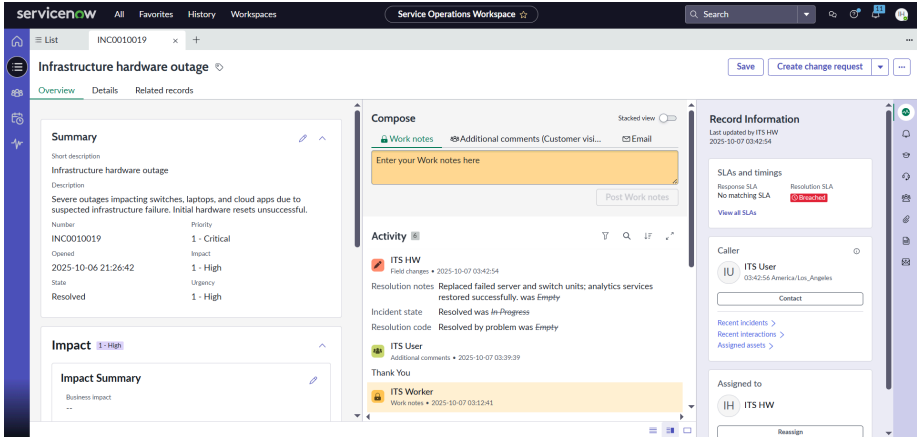
		<div><div>Assignment</div><div>Assignment groupITS SW</div></div>
Software Incident #3	Office app access failure	<div><div><div>Office app access failure</div><div><div>Overview</div><div>Details</div><div>Related records</div></div><div><div>Incident</div><div><div>Short description #</div><div>Office app access failure</div><div>Description</div><div>Office applications (Excel, PowerPoint, etc.) cannot be opened on MacBook Air after macOS update; repair and re-login attempts failed.</div><div><div>Number</div><div>INC0010017</div><div>State</div><div>In Progress</div></div><div><div>Caller #</div><div>ITS User</div><div>Impact</div><div>1 - High</div></div><div><div>Location</div><div></div><div>Agency</div><div>1 - High</div></div><div><div>Channel</div><div>Self-service</div><div>Priority</div><div>1 - Critical</div></div><div><div>Category</div><div>Software</div><div>Subcategory</div><div>-- None --</div></div><div><div>Watch list</div><div></div></div><div><div>Work notes list</div><div></div></div><div><div>Opened</div><div>2025-10-06 21:25:35</div></div><div>Impact</div></div><div><div>Compose</div><div>Work notes</div><div>Enter your Work notes here</div><div>Post Work notes</div><div>Activity</div><div>ITS Worker</div><div>Field changes • 2025-10-07 03:22:31</div><div>Impact 1 - High was 3 - Low</div><div>Priority 1 - Critical was 3 - Moderate</div><div>Incident state In Progress was New</div><div>Assigned to ITS SW was Empty</div><div>ITS Worker</div><div>Work notes • 2025-10-07 03:22:31</div><div>Ticket triaged, assigned to specialist.</div><div>ITS User</div><div>Additional comments • 2025-10-06 21:25:35</div><div>Office applications (Excel, PowerPoint, etc.) cannot be opened on MacBook Air after macOS update; repair and re-login attempts failed.</div><div>ITS User</div><div>Field changes • 2025-10-06 21:25:35</div><div>Opened by ITS User</div><div>Impact 3 - Low</div></div><div><div>Record Information</div><div>Last updated by ITS Worker</div><div>2025-10-07 03:22:31</div><div>SLAs and timings</div><div>Response SLA</div><div>No matching SLA</div><div>Resolution SLA</div><div>Not set</div><div>View all SLAs</div><div>Caller</div><div>ITS User</div><div>03:22:31 America/Los_Angeles</div><div>Contact</div><div>Recent incidents ></div><div>Recent interactions ></div><div>Assigned assets ></div><div>Assigned to</div><div>ITS ITS SW</div><div>Reassign</div><div>View additional collaborators</div></div></div></div></div>
Software Incident #4	Software-d device incompatibility	<div><div><div>Software-device incompatibility</div><div><div>Overview</div><div>Details</div><div>Related records</div></div><div><div>Incident</div><div><div>Short description #</div><div>Software-device incompatibility</div><div>Description</div><div>Healthcare device software incompatibility—device not recognized despite firmware updates and reinstalling drivers.</div><div><div>Number</div><div>INC0010013</div><div>State</div><div>In Progress</div></div><div><div>Caller #</div><div>ITS User</div><div>Impact</div><div>2 - Medium</div></div><div><div>Location</div><div></div><div>Agency</div><div>2 - Medium</div></div><div><div>Channel</div><div>Self-service</div><div>Priority</div><div>3 - Moderate</div></div><div><div>Category</div><div>Software</div><div>Subcategory</div><div>-- None --</div></div><div><div>Watch list</div><div></div></div><div><div>Work notes list</div><div></div></div><div><div>Opened</div><div>2025-10-06 21:23:33</div></div><div>Impact</div></div><div><div>Compose</div><div>Work notes</div><div>Enter your Work notes here</div><div>Post Work notes</div><div>Activity</div><div>ITS Worker</div><div>Field changes • 2025-10-07 03:22:38</div><div>Impact 2 - Medium was 3 - Low</div><div>Priority 3 - Moderate was 4 - Low</div><div>Incident state In Progress was New</div><div>Assigned to ITS SW was Empty</div><div>ITS Worker</div><div>Work notes • 2025-10-07 03:22:38</div><div>Ticket triaged, assigned to specialist.</div><div>ITS User</div><div>Additional comments • 2025-10-06 21:23:33</div><div>Healthcare device software incompatibility—device not recognized despite firmware updates and reinstalling drivers.</div><div>ITS User</div><div>Field changes • 2025-10-06 21:23:33</div><div>Opened by ITS User</div><div>Impact 3 - Low</div></div><div><div>Record Information</div><div>Last updated by ITS Worker</div><div>2025-10-07 03:22:38</div><div>SLAs and timings</div><div>Response SLA</div><div>No matching SLA</div><div>Resolution SLA</div><div>2:30:00</div><div>View all SLAs</div><div>Caller</div><div>ITS User</div><div>03:22:41 America/Los_Angeles</div><div>Contact</div><div>Recent incidents ></div><div>Recent interactions ></div><div>Assigned assets ></div><div>Assigned to</div><div>ITS ITS SW</div><div>Reassign</div><div>View additional collaborators</div></div></div></div></div>

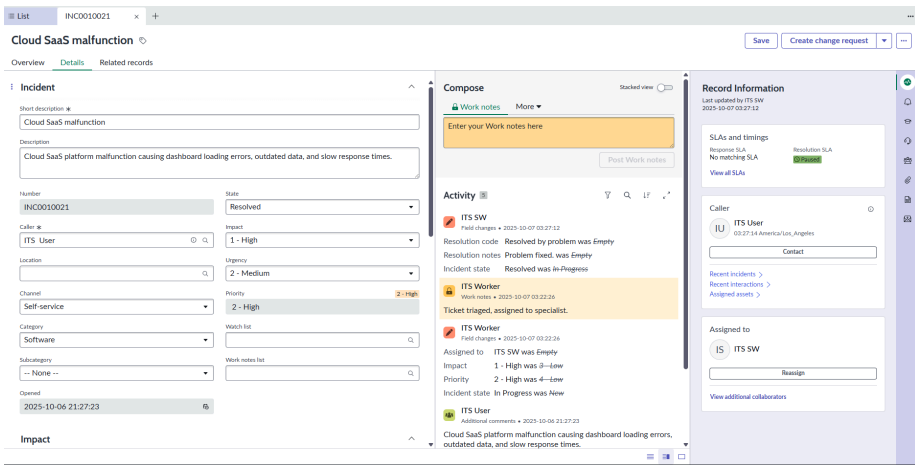
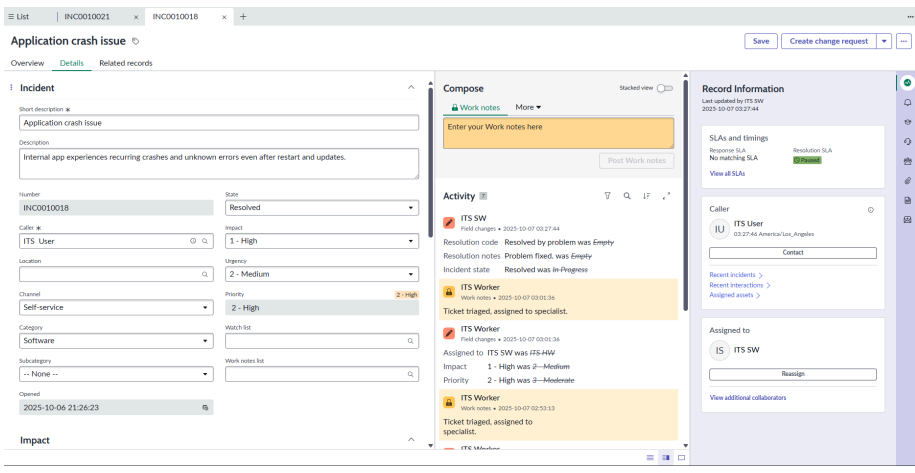
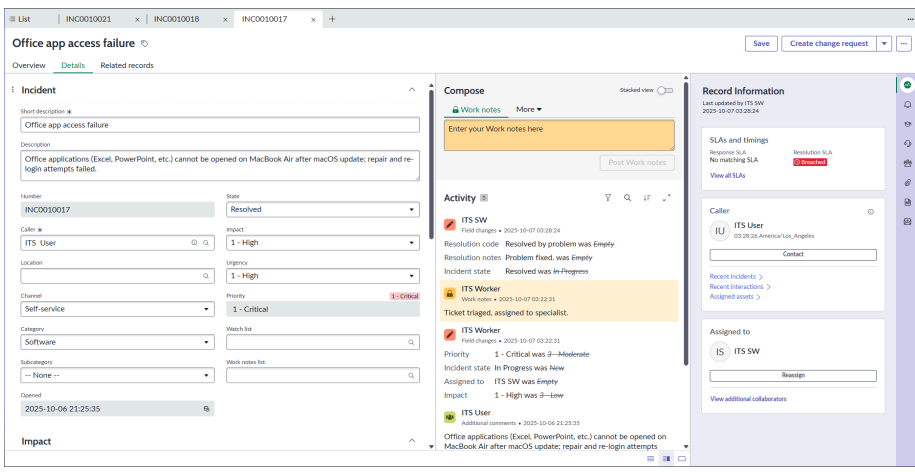
Software Incident #5	SaaS environment outage	
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Phase 3

Each specialist is assigned 2-3 incidents relevant to their expertise. Upon completion, technical notes are added and the status is updated to Resolved.

Network Incident #1	VPN-router connection failure	
Network Incident #4	SaaS network disruption	
Network Incident #4	Office network	

Incident #5	Network outage	
Hardware Incident #3	Server fan failure causing overheating	
Hardware Incident #4	Hardware failure in analytics systems	
Hardware Incident #5	Infrastructure hardware outage	

Software Incident #1	Cloud SaaS malfunction	
Software Incident #2	Application crash issue	
Software Incident #3	Office app access failure	

Phase 4

The user its_user returned to the portal and verified that all tickets had been Resolved. They added comments or words of appreciation to several tickets and then closed the

cases.

Network Incident #1	VPN-router connection failure	<div><div>Incident - INC0010006</div><div><div>Number</div>INC0010006<div>Opened</div>2025-10-06 20:50:09</div><div><div>Caller</div>ITS User<div>Closed</div>2025-10-07 03:28:50</div><div><div>Watch list</div><div>Urgency</div>2 - Medium</div><div><div>State</div>Closed</div><div><div>Short description</div>VPN-router connection failure</div><div><div>Activities: 7</div><div><div>ITS User</div><div>Incident state</div>Closed was Resolved<div>Field changes</div>2025-10-07 03:28:50</div><div><div>ITS User</div><div>Additional comments</div>Thank You!<div>2025-10-07 03:28:44</div></div><div><div>ITS Net</div><div>Incident state</div>Resolved was In Progress<div>Resolution code</div>Resolved by problem<div>Resolution notes</div>Re-established the VPN tunnel with updated authentication keys<div>Field changes</div>2025-10-07 03:21:12</div><div><div>ITS Worker</div><div>Assigned to</div>ITS Net<div>Field changes</div>2025-10-07 03:44:44</div><div><div>ITS Worker</div><div>Impact</div>1 - High was 3 - Low<div>Incident state</div>In Progress was New<div>Priority</div>2 - High was 4 - Low<div>Field changes</div>2025-10-07 03:44:11</div><div><div>ITS User</div><div>Additional comments</div><div>2025-10-06 20:50:09</div></div></div></div>
Network Incident #4	SaaS network disruption	<div><div>Incident - INC0010016</div><div><div>Number</div>INC0010016<div>Opened</div>2025-10-06 21:25:32</div><div><div>Caller</div>ITS User<div>Closed</div>2025-10-07 03:33:14</div><div><div>Watch list</div><div>Urgency</div>2 - Medium</div><div><div>State</div>Closed</div><div><div>Short description</div>SaaS network disruption</div><div><div>Activities: 6</div><div><div>ITS User</div><div>Incident state</div>Closed was Resolved<div>Field changes</div>2025-10-07 03:33:14</div><div><div>ITS User</div><div>Additional comments</div>Thank you!<div>2025-10-07 03:33:11</div></div><div><div>ITS Net</div><div>Incident state</div>Resolved was In Progress<div>Resolution code</div>Resolved by problem<div>Resolution notes</div>Cleaned stuck service caches and redeployed the impacted microservices<div>Field changes</div>2025-10-07 03:28:04</div><div><div>ITS Worker</div><div>Assigned to</div>ITS Net<div>Impact</div>1 - High was 3 - Low<div>Incident state</div>In Progress was New<div>Priority</div>2 - High was 4 - Low<div>Field changes</div>2025-10-07 03:06:07</div></div></div>
Network Incident #5	Office network outage	

		<div><div><div><div><div></div><div></div></div><div><div></div><div></div></div></div><div><div><div>Number</div><div>INC0010020</div></div><div><div>Caller</div><div>ITS User</div></div><div><div>Watch list</div><div></div></div></div><div><div><div>Opened</div><div>2025-10-06 21:27:15</div></div><div><div>Closed</div><div>2025-10-07 03:32:32</div></div><div><div>Urgency</div><div>1 - High</div></div><div><div>State</div><div>Closed</div></div></div><div><div>Short description</div><div>Office network outage</div></div><div><div>Activities: 6</div><div><div><div><div>ITS User</div><div>Incident state</div><div>Closed was Resolved</div></div><div>Field changes • 2025-10-07 03:32:32</div></div><div><div><div>ITS User</div><div>Thank you!</div></div><div>Additional comments • 2025-10-07 03:32:24</div></div><div><div><div>ITS HW</div><div>Incident state</div><div>Resolved was In Progress</div><div>Resolution code</div><div>Resolved by problem</div><div>Resolution notes</div><div>Released and renewed IP configurations on affected devices</div></div><div>Field changes • 2025-10-07 03:24:24</div></div><div><div><div>ITS Worker</div><div>Assigned to</div><div>ITS HW</div><div>Impact</div><div>1 - High was 3 - Low</div><div>Incident state</div><div>In Progress was New</div></div><div>Field changes • 2025-10-07 03:12:06</div></div></div></div></div></div>
Hardware Incident #3	Server fan failure causing overheating	<div><div><div><div><div></div><div></div></div><div><div></div><div></div></div></div><div><div><div>Incident</div><div>INC0010014</div><div>View: Self Service*</div></div><div><div>Discuss</div><div>Follow</div></div></div><div><div><div>Number</div><div>INC0010014</div></div><div><div>Caller</div><div>ITS User</div></div><div><div>Watch list</div><div></div></div></div><div><div><div>Opened</div><div>2025-10-06 21:23:40</div></div><div><div>Closed</div><div>2025-10-07 03:35:32</div></div><div><div>Urgency</div><div>1 - High</div></div><div><div>State</div><div>Closed</div></div></div><div><div>Short description</div><div>Server fan failure causing overheating</div></div><div><div>Activities: 4</div><div><div><div><div>ITS User</div><div>Incident state</div><div>Closed was Resolved</div></div><div>Field changes • 2025-10-07 03:35:32</div></div><div><div><div>ITS User</div><div>Thank you</div></div><div>Additional comments • 2025-10-07 03:35:13</div></div><div><div><div>ITS HW</div><div>Incident state</div><div>Resolved was In Progress</div><div>Resolution code</div><div>Resolved by problem</div><div>Resolution notes</div><div>Replaced faulty fan module; temperature stabilized and system monitored.</div></div><div>Field changes • 2025-10-07 03:27:42</div></div><div><div><div>ITS Worker</div><div>Assigned to</div><div>ITS HW</div><div>Impact</div><div>1 - High was 3 - Low</div><div>Incident state</div><div>In Progress was New</div></div><div>Field changes • 2025-10-07 03:09:21</div></div></div></div><div><div>No templates are available</div></div></div></div>
Hardware Incident #4	Hardware failure in analytics systems	<div><div><div><div><div></div><div></div></div><div><div></div><div></div></div></div><div><div><div>Incident</div><div>INC0010015</div><div>View: Self Service*</div></div><div><div>Discuss</div><div>Follow</div></div></div><div><div><div>Number</div><div>INC0010015</div></div><div><div>Caller</div><div>ITS User</div></div><div><div>Watch list</div><div></div></div></div><div><div><div>Opened</div><div>2025-10-06 21:25:23</div></div><div><div>Closed</div><div>2025-10-07 03:38:15</div></div><div><div>Urgency</div><div>1 - High</div></div><div><div>State</div><div>Closed</div></div></div><div><div>Short description</div><div>Hardware failure in analytics systems</div></div><div><div>Activities: 4</div><div><div><div><div>ITS User</div><div>Incident state</div><div>Closed was Resolved</div></div><div>Field changes • 2025-10-07 03:38:15</div></div><div><div><div>ITS User</div><div>Thank you</div></div><div>Additional comments • 2025-10-07 03:38:12</div></div><div><div><div>ITS HW</div><div>Incident state</div><div>Resolved was In Progress</div><div>Resolution code</div><div>Resolved by problem</div><div>Resolution notes</div><div>Replaced defective hardware components; system rebalanced and confirmed stable.</div></div><div>Field changes • 2025-10-07 03:28:18</div></div><div><div><div>ITS Worker</div><div>Assigned to</div><div>ITS HW</div><div>Impact</div><div>1 - High was 3 - Low</div><div>Incident state</div><div>In Progress was New</div></div><div>Field changes • 2025-10-07 03:11:19</div></div></div></div><div><div>No templates are available</div></div></div></div>

<h1>Hardware Incident #5</h1>	<h1>Infrastructure hardware outage</h1>	<p>The screenshot shows a Jira ticket titled "INC0010019: View Self Service". The ticket details include:</p> <ul style="list-style-type: none"> Number: INC0010019 Caller: ITS User Watch list: Short description: Infrastructure hardware outage Status: Closed Opened: 2025-10-06 21:26:42 Closed: 2025-10-07 03:44:53 Urgency: 1 - High State: Closed <p>The Activities section lists six items:</p> <ol style="list-style-type: none"> ITS User: Incident state Closed was Resolved. Field changes: 2025-10-07 03:44:53. ITS HW: Incident state Resolved was In Progress. Resolution code Resolved by problem. Resolution notes Replaced failed server and switch units; analytics services restored successfully. Field changes: 2025-10-07 03:42:54. ITS User: Thank You. Additional comments: 2025-10-07 03:39:39. ITS Worker: Assigned to ITS HW. Impact 1 - High was 3 - Low. Incident state In Progress was New. Field changes: 2025-10-07 03:12:41. <p>No templates are available.</p>
<h1>Software Incident #1</h1>	<h1>Cloud SaaS malfunction</h1>	<p>The screenshot shows a Jira ticket titled "INC0010021: View Self Service". The ticket details include:</p> <ul style="list-style-type: none"> Number: INC0010021 Caller: ITS User Watch list: Short description: Cloud SaaS malfunction Status: Closed Opened: 2025-10-06 21:27:23 Closed: 2025-10-07 03:39:12 Urgency: 2 - Medium State: Closed <p>The Activities section lists six items:</p> <ol style="list-style-type: none"> ITS User: Thank You. Additional comments: 2025-10-07 03:39:12. ITS User: Incident state Closed was Resolved. Field changes: 2025-10-07 03:39:12. ITS SW: Incident state Resolved was In Progress. Resolution code Resolved by problem. Resolution notes Problem fixed. Field changes: 2025-10-07 03:27:12. ITS Worker: Assigned to ITS SW. Impact 1 - High was 3 - Low. Incident state In Progress was New. Priority 2 - High was 4 - Low. Field changes: 2025-10-07 03:22:28. ITS User: Cloud SaaS platform malfunction causing dashboard loading errors, outdated data, and slow response times. Additional comments: 2025-10-06 21:27:23. ITS User: Field changes: 2025-10-06 21:27:23.
<h1>Software Incident #2</h1>	<h1>Application crash issue</h1>	<p>The screenshot shows a Jira ticket titled "INC0010018: View Self Service". The ticket details include:</p> <ul style="list-style-type: none"> Number: INC0010018 Caller: ITS User Watch list: Short description: Application crash issue Status: Closed Opened: 2025-10-06 21:26:23 Closed: 2025-10-07 03:38:54 Urgency: 2 - Medium State: Closed <p>The Activities section lists seven items:</p> <ol style="list-style-type: none"> ITS User: Thank You. Additional comments: 2025-10-07 03:38:54. ITS User: Incident state Closed was Resolved. Field changes: 2025-10-07 03:38:54. ITS SW: Incident state Resolved was In Progress. Resolution code Resolved by problem. Resolution notes Problem fixed. Field changes: 2025-10-07 03:27:44. ITS Worker: Assigned to ITS SW was ITS HW. Impact 1 - High was 2 - Medium. Priority 2 - High was 3 - Moderate. Field changes: 2025-10-07 03:02:36. ITS Worker: Assigned to ITS HW. Impact 2 - Medium was 3 - Low. Incident state In Progress was New. Priority 3 - Moderate was 4 - Low. Field changes: 2025-10-07 02:53:33. <p>Updates are available.</p>

Software Incident #3	Office app access failure	<div><div>Incident INC0010017 "View Self Service"</div><div><div>Number INC0010017</div><div>Caller ITS User</div><div>Watch list</div></div><div><div>Opened 2025-10-06 21:25:35</div><div>Closed 2025-10-07 03:36:28</div><div>Urgency 1-High</div><div>State Closed</div></div><div>Short description Office app access failure</div><div>Activity log 6<ul style="list-style-type: none">ITS User Incident state Closed was Resolved Field changes • 2025-10-07 03:36:28ITS User Thank you Additional comments • 2025-10-07 03:36:00ITS SW Incident state Resolved was In Progress Resolution code Resolved by problem Resolution notes Problem fixed. Field changes • 2025-10-07 03:28:24ITS Worker Assigned to ITS SW Impact 1-High, Sev 3-Low Incident state In Progress was View Priority 1-Critical w/ 2-Moderate Field changes • 2025-10-07 03:22:31ITS User Office applications (Excel, PowerPoint, etc.) cannot be opened on MacBook Air after macOS update, repair and re-login attempts failed. Additional comments • 2025-10-06 21:25:33ITS User Field changes • 2025-10-06 21:25:33</div></div>
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Reflection

Through this simulation, we gained a deeper understanding of how the Incident Management process is carried out in the ServiceNow platform in accordance with the principles and framework of ITIL 4. We realized that each stage, from incident reporting by the user, triage by the Service Desk Agent, to resolution by the specialist team, plays a vital role in creating user-oriented service value. Moreover, this simulation fostered awareness of the importance of transparent communication and accurate documentation in ensuring effective incident handling. It also helped us understand how ITIL 4 promotes collaboration, visibility, and continuous improvement.