

ITSM Class: B

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

Team 11

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PDI Link

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

Password: Yeswecan!7

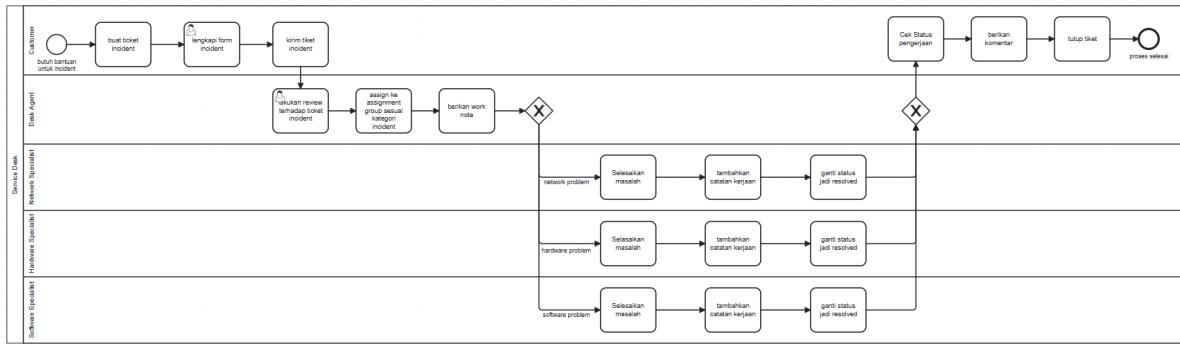
15 Records Incident Dataset :  Lab Simulation

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.

- Customer (its_user) creates a new incident report via the Service Portal. Initial status: New.
- 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.
- 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.
- Customer (its_user) logs back into the portal to verify the resolution and provide feedback or appreciation for the service.

Screenshots

- Customer's Service Portal showing submitted incidents.

All > Caller is ITS User .or. Opened by is ITS User > Universal Request is empty			
	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, update
	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										
<input type="checkbox"/>										
✓	✗	☐	INC0010010	Audio hardware not recognized by the system. User attempted reconnecting, update	ITS User	5 - Pending	New		2025-10-06 21:19:12	its_user
✓	✗	☐	INC0010011	Audio hardware not detected	ITS User	5 - Pending	Resolved	Hardware Support Team	ITS HW	2025-10-07 03:27:07
✓	✗	☐	INC0010012	Unstable Wi-Fi connectivity	ITS User	3 - Moderate	In Progress	Network Support Team	ITS Net	2025-10-07 02:59:17
✓	✗	☐	INC0010013	Software-device incompatibility	ITS User	3 - Moderate	Resolved	Software Support Team	ITS SW	2025-10-07 03:28:59
✓	✗	☐	INC0010008	Printer driver compatibility issue	ITS User	3 - Moderate	Resolved	Hardware Support Team	ITS HW	2025-10-07 03:25:16
✓	✗	☐	INC0010007	SaaS environment outage	ITS User	3 - Moderate	In Progress	Software Support Team	ITS SW	2025-10-07 03:04:41
✓	✗	☐	INC0010009	Office-wide connectivity disruption	ITS User	3 - Moderate	In Progress	Network Support Team	ITS Net	2025-10-07 02:50:47

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

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

User ID	its_user	Email	its_user@example.com
First name	ITS	Language	—None—
Last name	User	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
Reset password

servicenow All Favorites History Workspaces Admin User - ITS User

User ID: its_user

Set Password

Password generated successfully.

1h&Cf!%St7+YpEp7p3abk7Ypgh4Wf

Generate

Close Save Password

User ID	its_user	Email	its_user@example.com
First name	ITS	Language	—None—
Last name	User	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"/>		

Update Set Password Delete

Related Links

View linked accounts
View Subscriptions
Reset password

Entitled Custom Tables Roles Groups Delegates Subscriptions User Client Certificates

User - ITS User Application Role

No records to display

servicenow All Favorites History Workspaces Admin User - ITS User

User ID: its_user

User ID	its_user	Email	its_user@example.com
First name	ITS	Language	—None—
Last name	User	Calendar Integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input checked="" 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"/>		

Update Set Password Delete

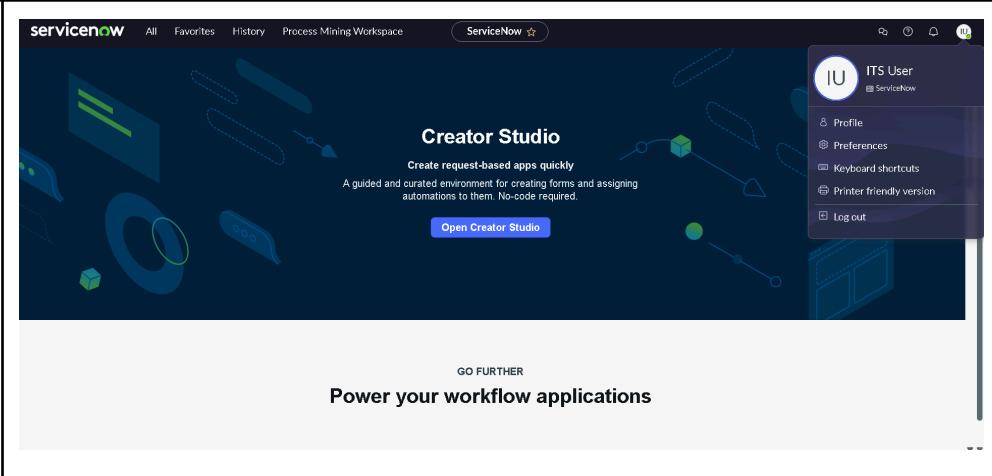
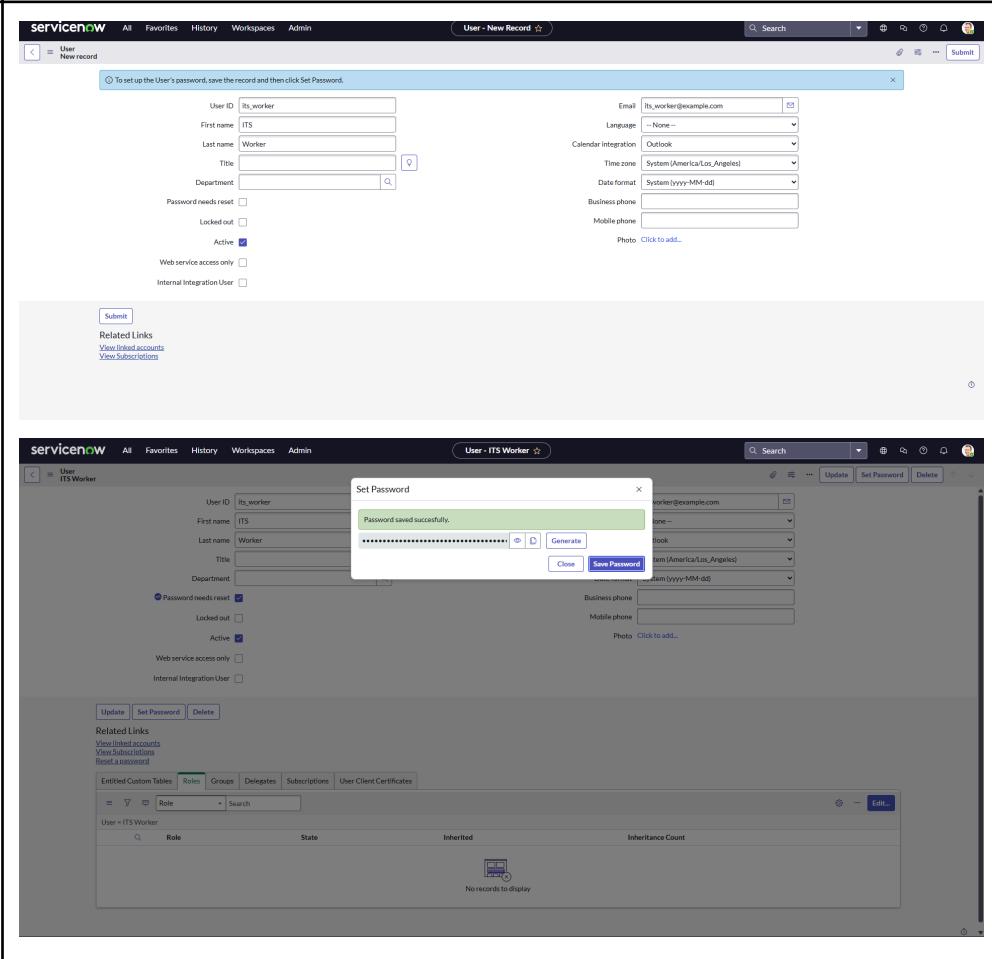
Related Links

View linked accounts
View Subscriptions
Reset password

Entitled Custom Tables Roles (1) Groups Delegates Subscriptions User Client Certificates

User - ITS User	Role	State	Inherited	Inheritance Count
	user	Active	false	

Actions on selected rows... Edit...

	 <p>The ServiceNow Creator Studio homepage. It features a dark blue background with abstract blue and green geometric shapes. The title "Creator Studio" is at the top, followed by the subtext "Create request-based apps quickly" and "A guided and curated environment for creating forms and assigning automations to them. No-code required". A "Open Creator Studio" button is prominent. On the right, there's a user profile for "ITS User" with options for "Profile", "Preferences", "Keyboard shortcuts", "Printer friendly version", and "Logout". Below the main area, a "GO FURTHER" section with the heading "Power your workflow applications" is visible.</p>
<p>its_worker</p>	 <p>The ServiceNow User creation and password setting interface. The top section shows a "User - New Record" form with fields for User ID (its_worker), First name (ITS), Last name (Worker), Title, Department, and various checkboxes for account status and integration. The "Submit" button is at the bottom. A "Related Links" section includes "View linked accounts" and "View subscriptions". The bottom section shows a "User - ITS Worker" record with an open "Set Password" dialog. The dialog displays a success message: "Password saved successfully." It contains fields for User ID (its_worker), First name (ITS), Last name (Worker), Title, Department, and checkboxes for "Password needs reset" and "Locked out". The "Save Password" button is highlighted. The main user record page shows tabs for "Entitled Custom Tables", "Roles" (which is selected and highlighted in green), "Groups", "Delegates", "Subscriptions", and "User Client Certificates". The "Roles" table is empty, showing "No records to display".</p>

servicenow All Favorites History Workspaces Service Operations Workspace Search

Home

Hello ITS!

Overview

Your work Your team's work

Incidents assigned to you

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

User ID: its_worker

First name: ITS

Last name: Worker

Title: Worker

Department:

Password needs reset:

Locked out:

Active:

Web service access only:

Internal Integration User:

Email: its_worker@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...

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_change_write	Active	true	1
survey_reader	Active	true	2
sn_low_low_user	Active	true	11
sn_crmdb_user	Active	true	2
sn_incident_write	Active	true	1
template_read_global	Active	true	12

servicenow All Favorites History Workspaces Admin User - ITS Net

User ID: its_net

First name: ITS

Last name: Net

Title: Net

Department:

Password needs reset:

Locked out:

Active:

Web service access only:

Internal Integration User:

Email: its_net@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...

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

servicenow All Favorites History Workspaces Admin User - ITS Net

User ID: its_net

First name: ITS

Last name: Net

Title: Net

Department:

Password needs reset:

Locked out:

Active:

Web service access only:

Internal Integration User:

Set Password

Password copied successfully.

N11YV9vnZ"WA4HSQg0eN-Wv9j8jPq2X0[e

Generate

Close Save Password

Email: its_net@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...

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
			No records to display

servicenow All Favorites History Workspaces Admin

User - ITS Net

User ID: its_net, First name: ITS, Last name: Net, Title: Admin, Department:

Email: its_net@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...](#)

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 (43), Groups, Delegates, Subscriptions, User Client Certificates

User ~ ITS Net

Role	State	Inherited	Inheritance Count
sn_snow_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_ib_action.next_best_action_user	Active	true	5

servicenow All Favorites History Workspaces Service Operations Workspace

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Hello ITS!

Overview

Your work Your team's work

Incidents assigned to you: 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 to you: No data available. There is no data available for the selected criteria.

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 HW

User ID: its_hw, First name: ITS, Last name: HW, Title: Admin, Department:

Email: its_hw@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...](#)

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 (43), Groups, Delegates, Subscriptions, User Client Certificates

User ~ ITS HW

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_snow.home	Active	true	5
survey_reader	Active	true	2

servicenow All Favorites History Workspaces Service Operations Workspace ⚡

Home +

Hello ITS!

Overview ▾

Your work Your team's work

Incidents assigned to y... Incident SLAs Unassigned Incidents Catalog tasks assigned...

No data available. No data available. No data available. No data available.

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 SW ⚡

User ID: its_sw First name: ITS Last name: SW Title: Department:

Email: its_sw@example.com Language: None -- Calendar integration: Outlook Time zone: System(America/Los_Angeles) Date format: System (yyyy-MM-dd) Business phone: Mobile phone:

Password needs reset: Locked out: Active: Web service access only: Internal Integration User:

Photo: Click to add...

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
<input type="checkbox"/>	sn_rb_action.next_best_action_user	Active	true	5
<input type="checkbox"/>	sn_gd_guidance.guidance_user	Active	true	7
<input type="checkbox"/>	task_editor	Active	true	1
<input type="checkbox"/>	cmdb_query_builder.read	Active	true	8
<input type="checkbox"/>	sn_attr.condition.read	Active	true	2
<input type="checkbox"/>	cmdb_attr.read	Active	true	3

Update Set Password Delete

servicenow All Favorites History Workspaces Service Operations Workspace ⚡

Home +

Hello ITS!

Overview ▾

Your work Your team's work

Incidents assigned to y... Incident SLAs Unassigned Incidents Catalog tasks assigned...

No data available. No data available. No data available. No data available.

Click on a widget to view the record below.

Upcoming

Today Tomorrow

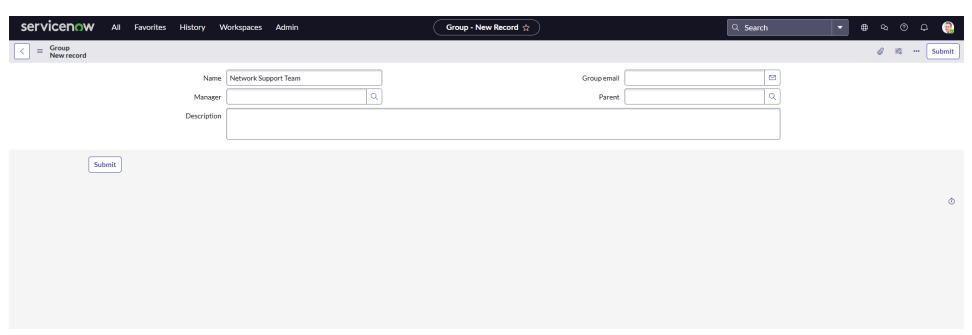
Nothing coming up

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

Quick links

System Setup

Network Support Team



servicenow All Favorites History Workspaces Admin Group - New Record

Name: Network Support Team Manager: Description: Groupemail: Parent:

Job to add or remove role(s) from user(s) of group has been queued

Name: Network Support Team Manager: Description: Groupemail: Parent:

Roles: Group Members (1) Groups:

User: ITS-Net

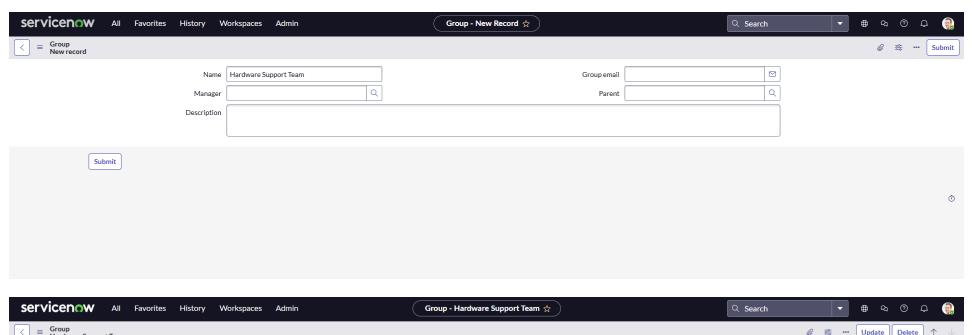
Actions on selected rows...

1 to 1 of 1

Submit

Group - Network Support Team

Hardware Support Team



servicenow All Favorites History Workspaces Admin Group - New Record

Name: Hardware Support Team Manager: Description: Groupemail: Parent:

Job to add or remove role(s) from user(s) of group has been queued

Name: Hardware Support Team Manager: Description: Groupemail: Parent:

Roles: Group Members (1) Groups:

User: ITS-HW

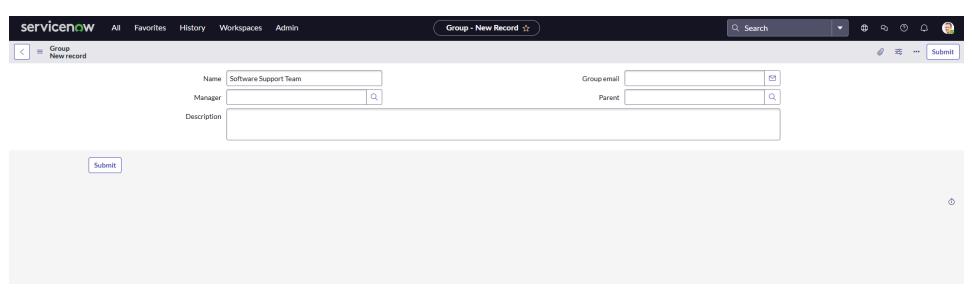
Actions on selected rows...

1 to 1 of 1

Submit

Group - Hardware Support Team

Software Support System



servicenow All Favorites History Workspaces Admin Group - New Record

Name: Software Support Team Manager: Description: Groupemail: Parent:

Group - New Record

servicenow All Favorites History Workspaces Admin

Group > Software Support Team

Name: Software Support Team Manager: ITS User Group-email: Parent: ITS SW

Roles: Group Members (1) Groups

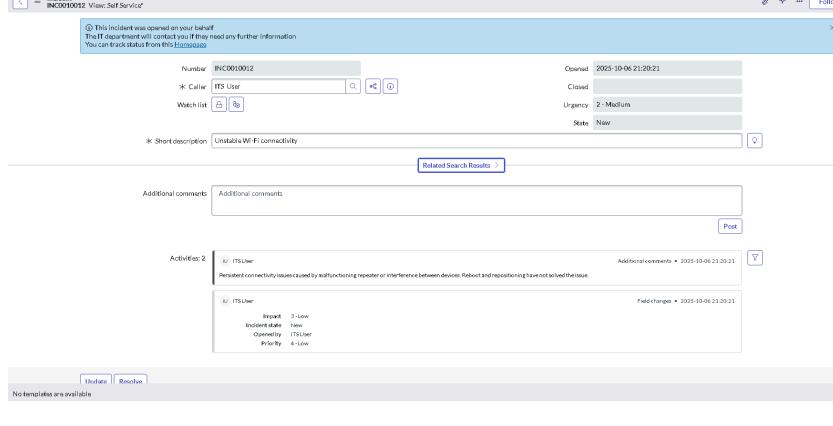
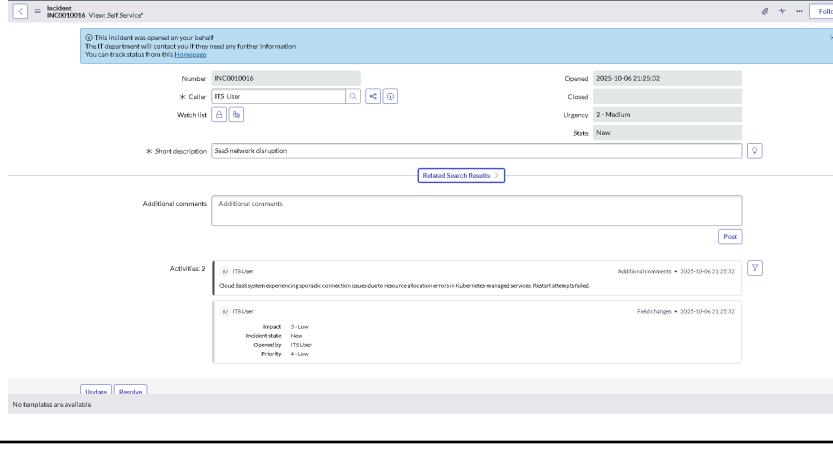
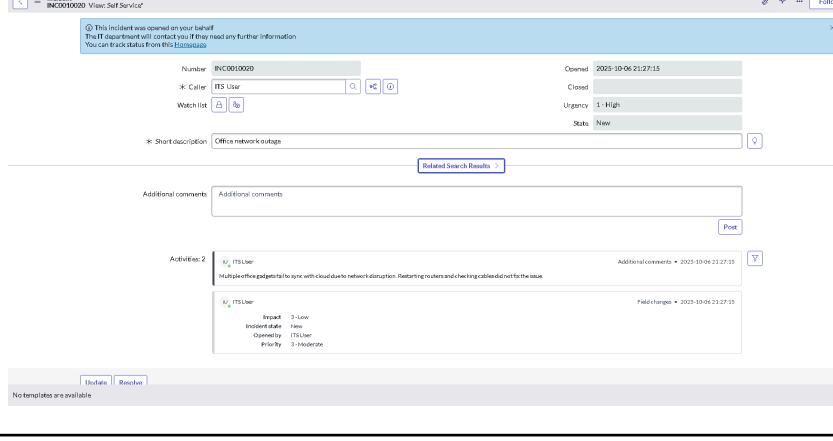
User: ITS User

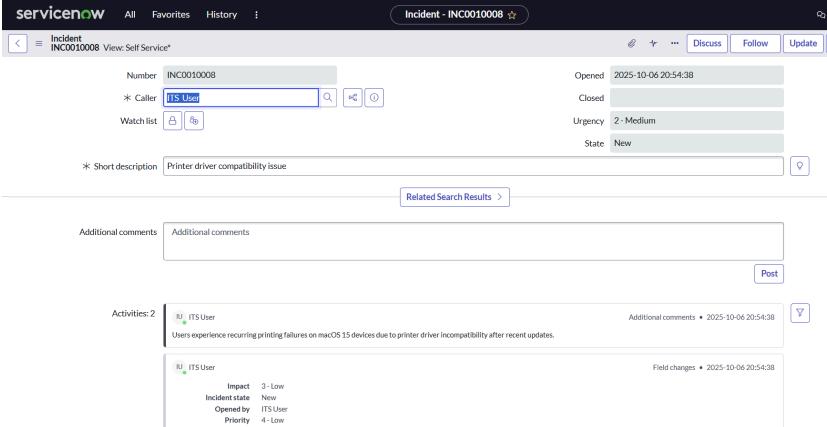
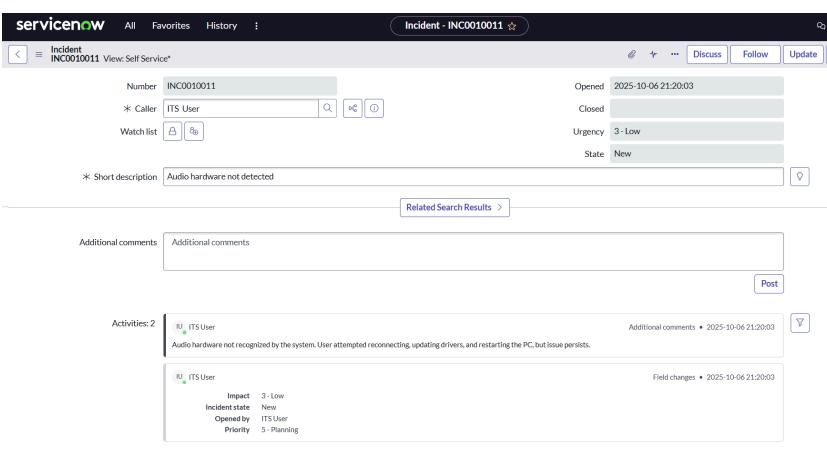
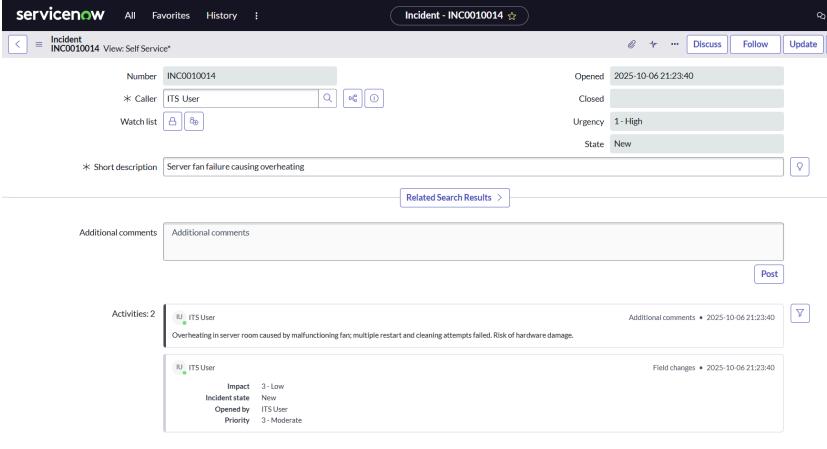
Actions on selected rows... New Edit...

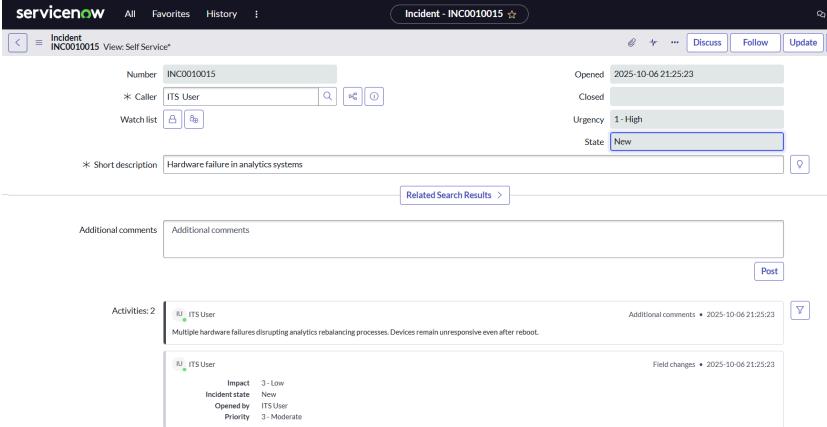
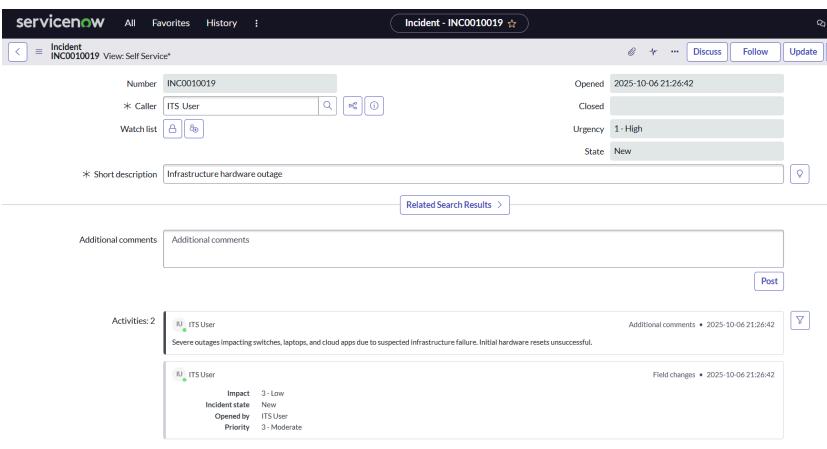
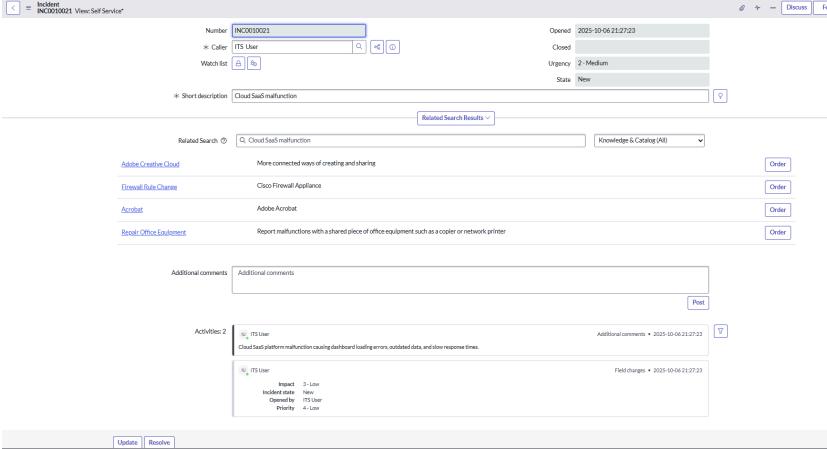
Phase 1

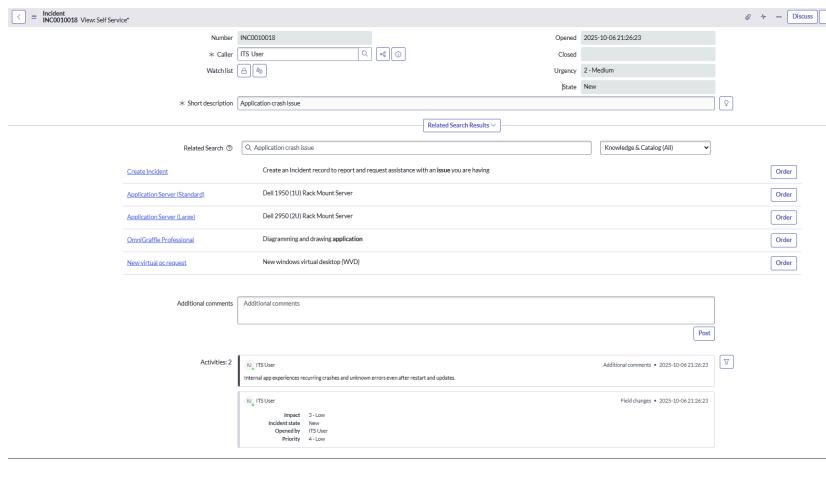
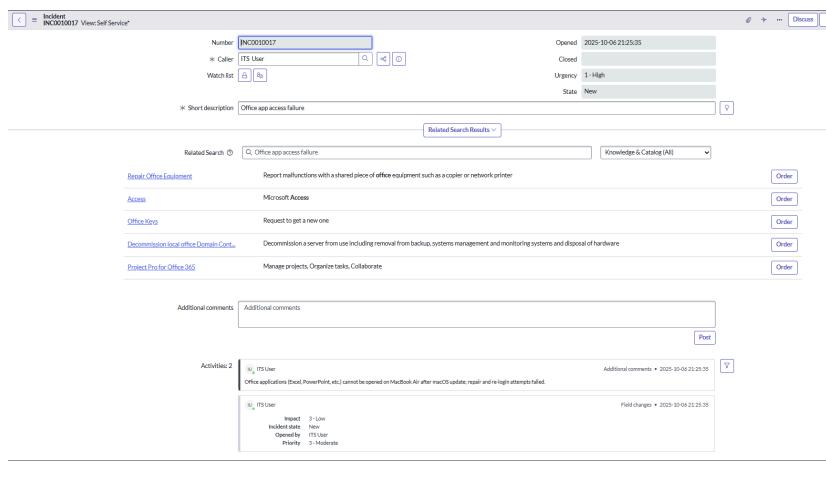
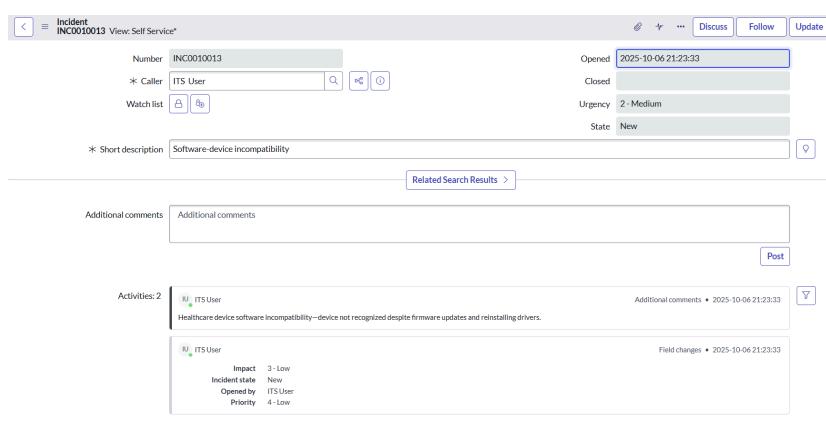
The user `its_user` created 15 incident tickets based on the dataset. There are 5 incidents in the Network category (VPN-router connection failure, unstable Wi-Fi, office-wide outage), 5 in the Hardware category (printer driver issue, server fan overheating), and 5 in the Software category (SaaS malfunction, 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	<p>Number: INC0010006</p> <p>* Caller: ITS User</p> <p>Watchlist: View Edit</p> <p>Opened: 2025-10-05 20:50:09</p> <p>Closed: View</p> <p>Urgency: 2 - Medium</p> <p>Status: New</p> <p>* Short description: VPN-router connectivity disruption impacting telemedicine and EMR integrations</p> <p>Additional comments: Additional comments Post</p> <p>ActivityLog: 2 entries</p> <p>Additional comments: Additional comments Post</p> <p>Field changes: 2025-10-06 20:50:09</p>
Network Incident #2	Office-wide connectivity disruption	<p>Number: INC0010009</p> <p>* Caller: ITS User</p> <p>Watchlist: View Edit</p> <p>Opened: 2025-10-06 21:15:51</p> <p>Closed: View</p> <p>Urgency: 2 - Medium</p> <p>Status: New</p> <p>* Short description: Users report widespread connectivity disruptions affecting multiple office devices</p> <p>Additional comments: Additional comments Post</p> <p>ActivityLog: 2 entries</p> <p>Additional comments: Additional comments Post</p> <p>Field changes: 2025-10-06 21:15:51</p>

Network Incident #3	Unstable Wi-Fi connectivity	
Network Incident #4	SaaS network disruption	
Network Incident #5	Office network outage	

Hardware Incident #1	Printer driver compatibility issue	 <p>servicenow All Favorites History Incident - INC0010008</p> <p>Number: INC0010008 * Caller: ITS User Watch list: A B</p> <p>Opened: 2025-10-06 20:54:38 Closed: Urgency: 2 - Medium State: New</p> <p>* Short description: Printer driver compatibility issue</p> <p>Additional comments: Additional comments Post</p> <p>Activities: 2</p> <p>ITS User: Users experience recurring printing failures on macOS 15 devices due to printer driver incompatibility after recent updates. Additional comments • 2025-10-06 20:54:38</p> <p>ITS User: Impact: 3 - Low Incident state: New Opened by: ITS User Priority: 4 - Low Field changes • 2025-10-06 20:54:38</p>
Hardware Incident #2	Audio hardware not detected	 <p>servicenow All Favorites History Incident - INC0010011</p> <p>Number: INC0010011 * Caller: ITS User Watch list: A B</p> <p>Opened: 2025-10-06 21:20:03 Closed: Urgency: 3 - Low State: New</p> <p>* Short description: Audio hardware not detected</p> <p>Additional comments: Additional comments Post</p> <p>Activities: 2</p> <p>ITS User: Audio hardware not recognized by the system. User attempted reconnecting, updating drivers, and restarting the PC, but issue persists. Additional comments • 2025-10-06 21:20:03</p> <p>ITS User: Impact: 3 - Low Incident state: New Opened by: ITS User Priority: 5 - Planning Field changes • 2025-10-06 21:20:03</p>
Hardware Incident #3	Server fan failure causing overheating	 <p>servicenow All Favorites History Incident - INC0010014</p> <p>Number: INC0010014 * Caller: ITS User Watch list: A B</p> <p>Opened: 2025-10-06 21:23:40 Closed: Urgency: 1 - High State: New</p> <p>* Short description: Server fan failure causing overheating</p> <p>Additional comments: Additional comments Post</p> <p>Activities: 2</p> <p>ITS User: Overheating in server room caused by malfunctioning fan; multiple restart and cleaning attempts failed. Risk of hardware damage. Additional comments • 2025-10-06 21:23:40</p> <p>ITS User: Impact: 3 - Low Incident state: New Opened by: ITS User Priority: 3 - Moderate Field changes • 2025-10-06 21:23:40</p>

Hardware Incident #4	Hardware failure in analytics systems	 <p>Incident - INC0010015</p> <p>Number: INC0010015 * Caller: ITS User Watch list: View Edit</p> <p>Opened: 2025-10-06 21:25:23 Closed: View Urgency: 1 - High State: New</p> <p>* Short description: Hardware failure in analytics systems</p> <p>Additional comments: Additional comments View Edit Post</p> <p>Activities: 2</p> <ul style="list-style-type: none"> ITS User: Impact 3 - Low, Incident state: New, Opened by: ITS User, Priority: 3 - Moderate ITS User: Impact 3 - Low, Incident state: New, Opened by: ITS User, Priority: 3 - Moderate
Hardware Incident #5	Infrastructure hardware outage	 <p>Incident - INC0010019</p> <p>Number: INC0010019 * Caller: ITS User Watch list: View Edit</p> <p>Opened: 2025-10-06 21:26:42 Closed: View Urgency: 1 - High State: New</p> <p>* Short description: Infrastructure hardware outage</p> <p>Additional comments: Additional comments View Edit Post</p> <p>Activities: 2</p> <ul style="list-style-type: none"> ITS User: Impact 3 - Low, Incident state: New, Opened by: ITS User, Priority: 3 - Moderate ITS User: Impact 3 - Low, Incident state: New, Opened by: ITS User, Priority: 3 - Moderate
Software Incident #1	Cloud SaaS malfunction	 <p>Incident - INC0010021</p> <p>Number: INC0010021 * Caller: ITS User Watch list: View Edit</p> <p>Opened: 2025-10-06 21:27:23 Closed: View Urgency: 2 - Medium State: New</p> <p>* Short description: Cloud SaaS malfunction</p> <p>Related Search: View Edit Post Knowledge & Catalog (All)</p> <p>Adobe Creative Cloud: More connected ways of creating and sharing View Edit Order</p> <p>Firewall Rule Change: Cisco Firewall Appliance View Edit Order</p> <p>Acrobat: Adobe Acrobat View Edit Order</p> <p>Report/Office Equipment: Report malfunctions with a shared piece of office equipment such as a copier or network printer View Edit Order</p> <p>Additional comments: Additional comments View Edit Post</p> <p>Activities: 2</p> <ul style="list-style-type: none"> ITS User: Cloud SaaS platform malfunction causing dashboard loading errors, outdated data, and slow response times. View Edit Post ITS User: Impact 3 - Low, Incident state: New, Opened by: ITS User, Priority: 4 - Low View Edit Post

Software Incident #2	Application crash issue	
Software Incident #3	Office app access failure	
Software Incident #4	Software-device incompatibility	

Software Incident #5	SaaS environment outage	
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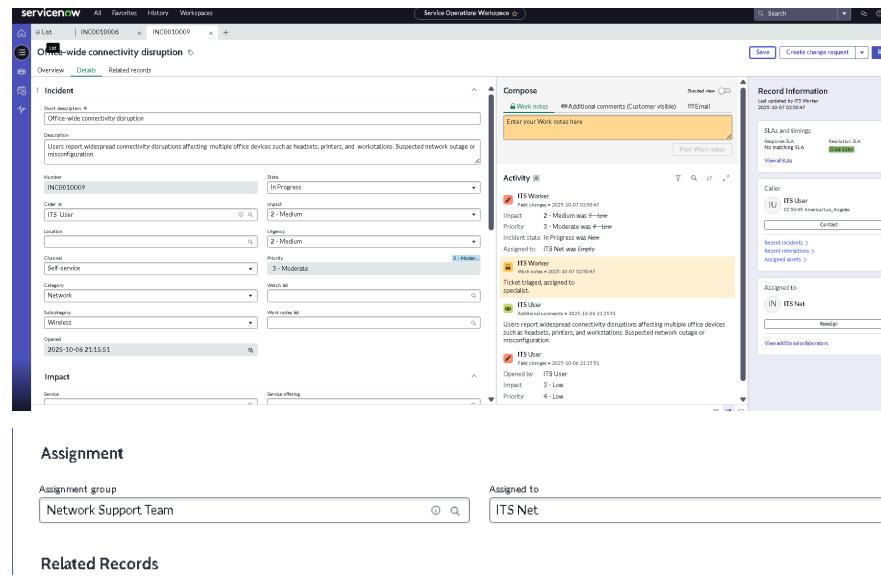
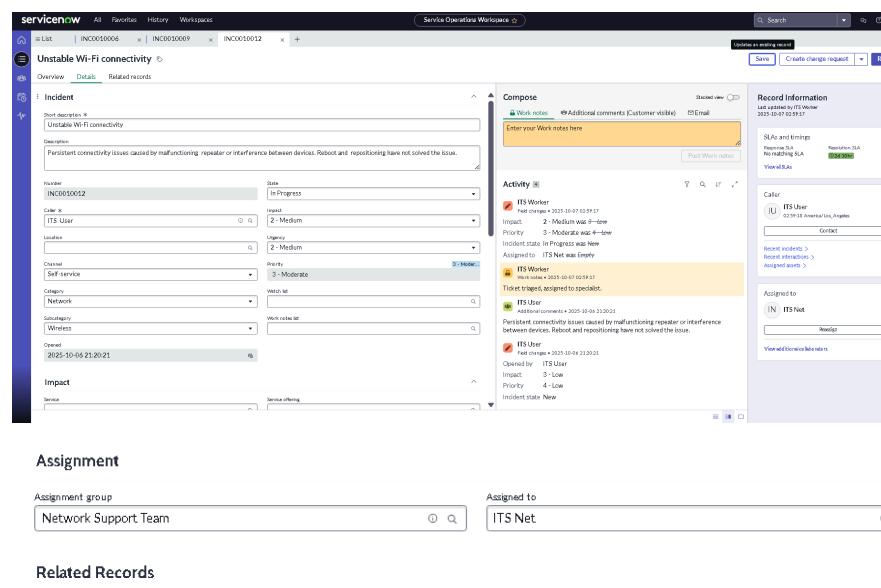
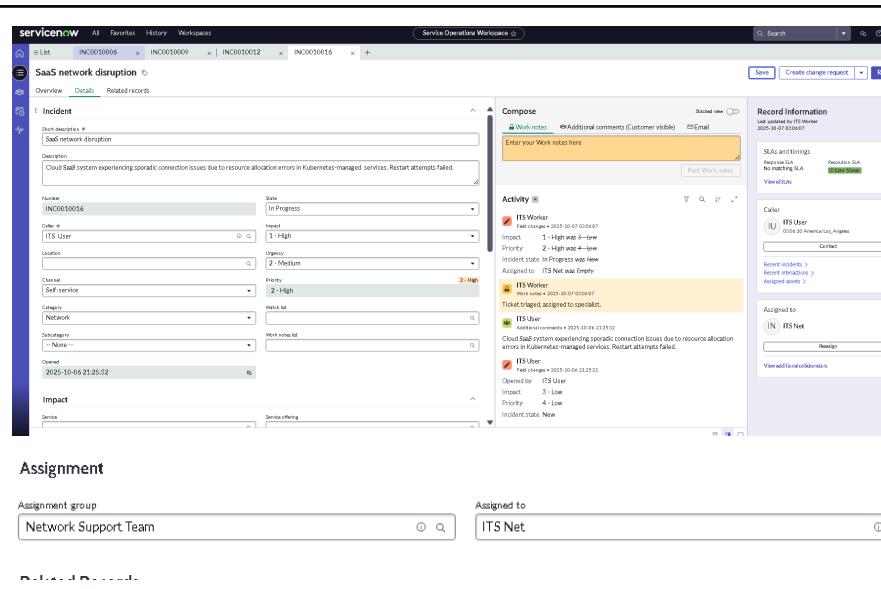
Phase 2

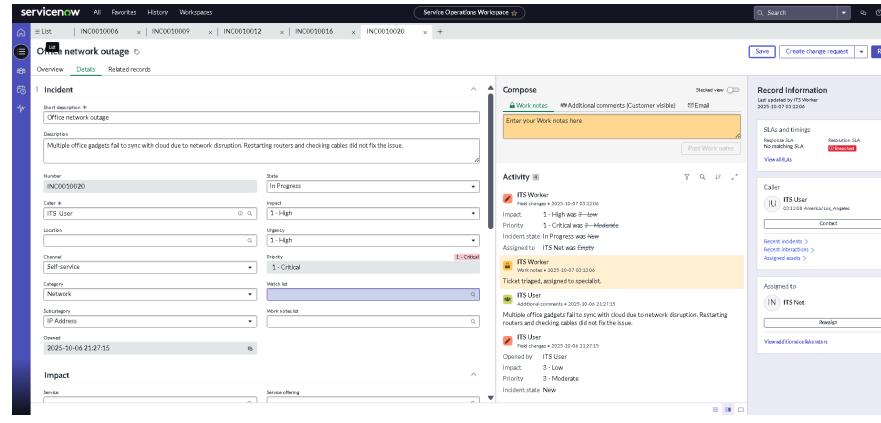
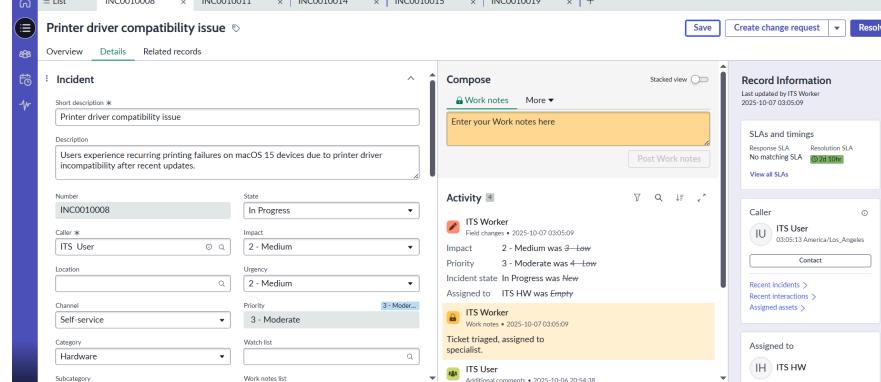
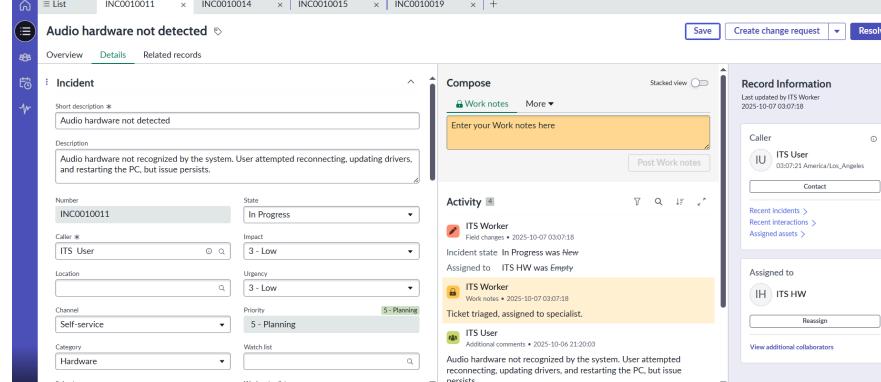
its_worker accessed the platform through the ServiceNow interface. They reviewed each new ticket, performed triage, and ensured that the category was correct. They then assigned the appropriate Assignment Group based on the category:

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

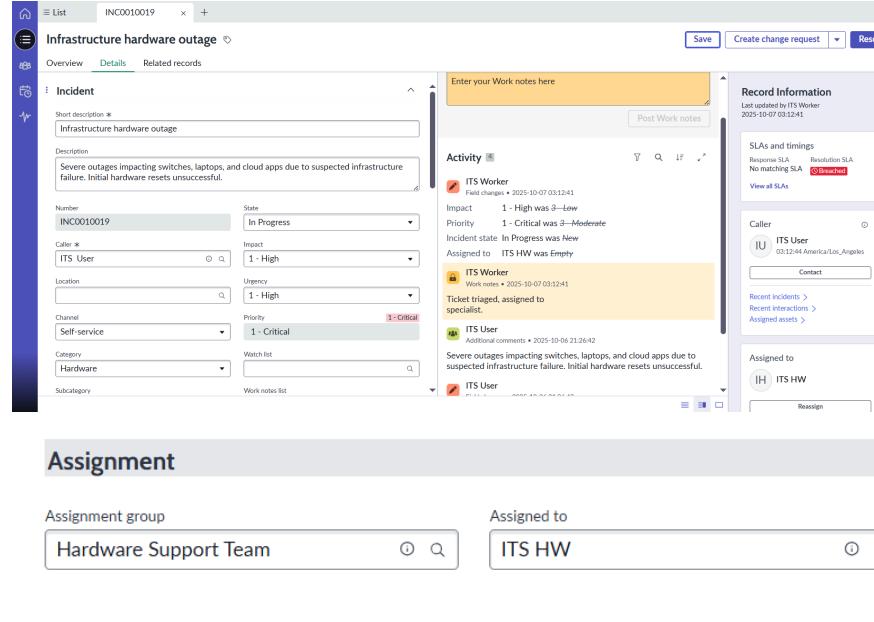
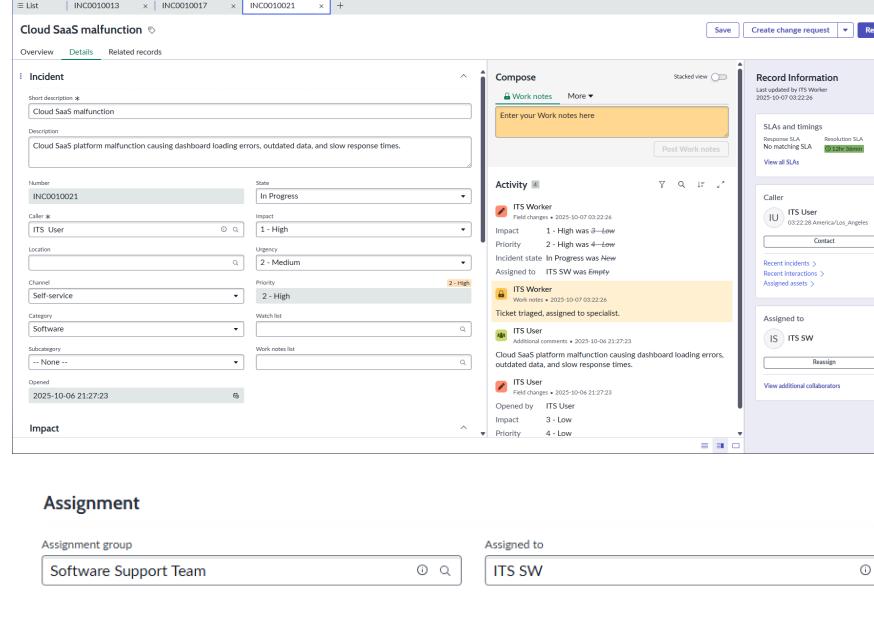
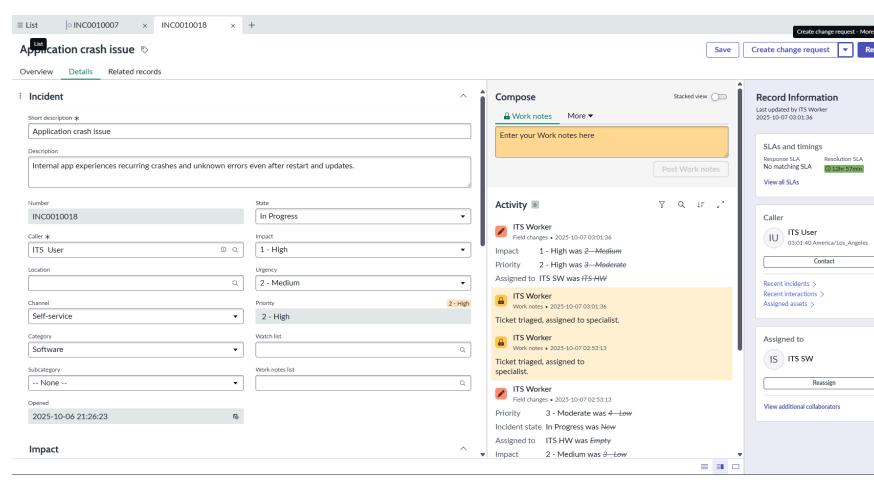
A work note was added: "Ticket triaged and assigned to specialist".

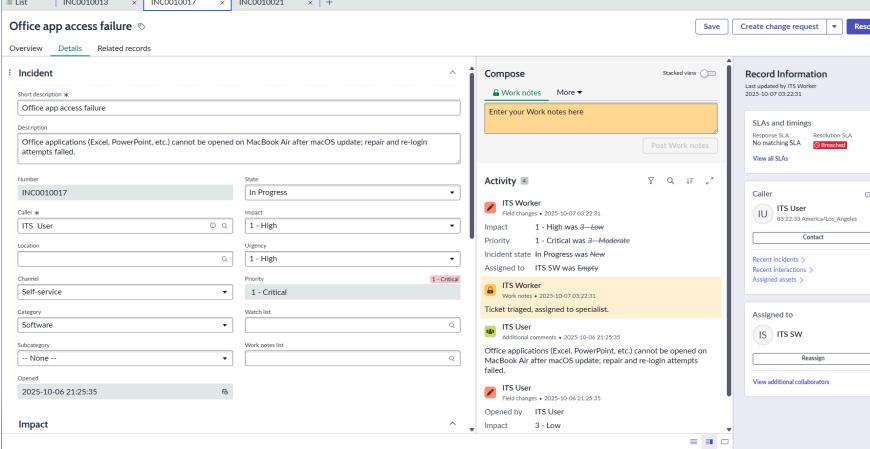
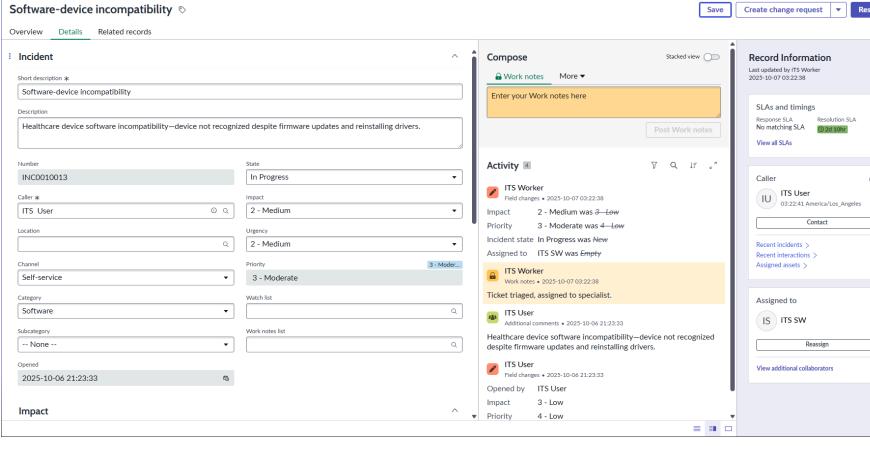
Network Incident #1	VPN-router connection failure	
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<h3>Network Incident #2</h3>	<h4>Office-wide connectivity disruption</h4>	
<h3>Network Incident #3</h3>	<h4>Unstable Wi-Fi connectivity</h4>	
<h3>Network Incident #4</h3>	<h4>SaaS network disruption</h4>	

Network Incident #5	Office network outage	 <p>Assignment</p> <p>Assignment group: Network Support Team</p> <p>Assigned to: ITS Net</p> <p>Related Records</p>
Hardware Incident #1	Printer driver compatibility issue	 <p>Assignment</p> <p>Assignment group: Hardware Support Team</p> <p>Assigned to: ITS HW</p>
Hardware Incident #2	Audio hardware not detected	 <p>Assignment</p> <p>Assignment group: Hardware Support Team</p> <p>Assigned to: ITS HW</p>

		<p>Assignment</p> <p>Assignment group Hardware Support Team</p> <p>Assigned to ITS HW</p>
Hardware Incident #3	Server fan failure causing overheating	<p>Assignment</p> <p>Assignment group Hardware Support Team</p> <p>Assigned to ITS HW</p>
Hardware Incident #4	Hardware failure in analytics systems	<p>Assignment</p> <p>Assignment group Hardware Support Team</p> <p>Assigned to ITS HW</p>

<p>Hardware Incident #5</p>	<p>Infrastructure hardware outage</p>	
<p>Software Incident #1</p>	<p>Cloud SaaS malfunction</p>	
<p>Software Incident #2</p>	<p>Application crash issue</p>	

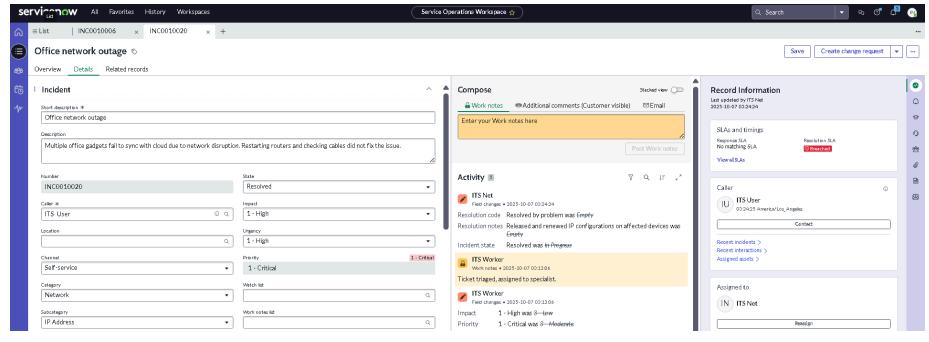
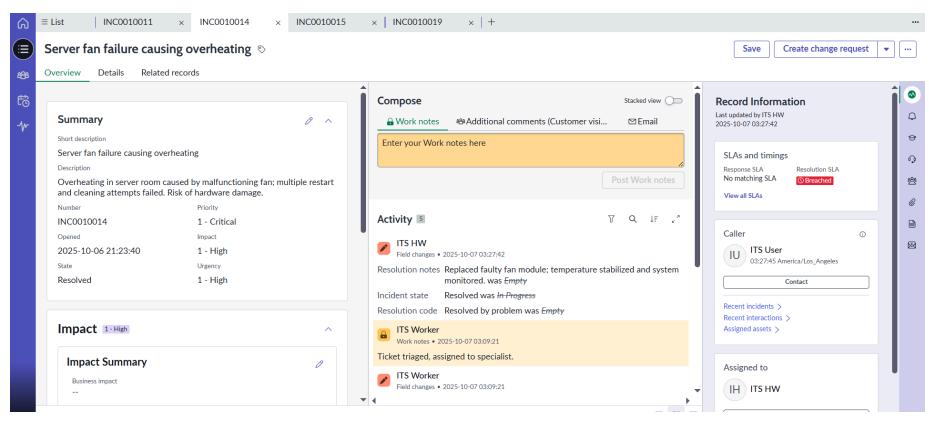
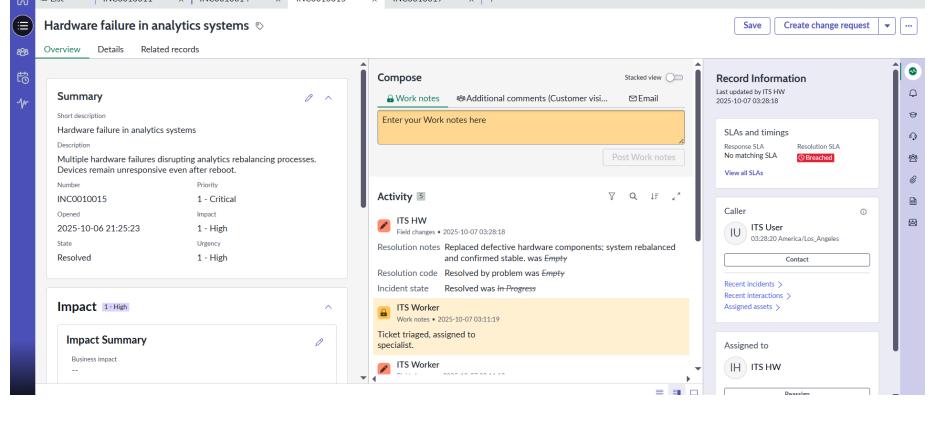
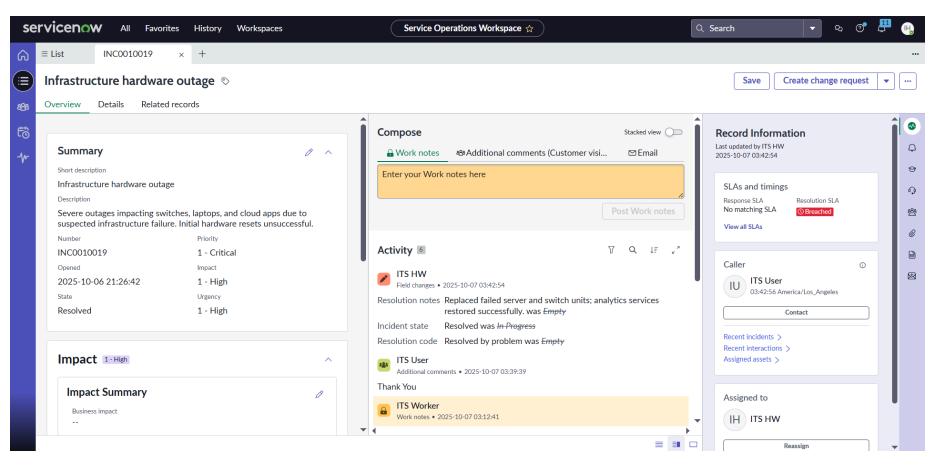
		<p>Assignment</p> <p>Assignment group Software Support Team</p> <p>Assigned to ITS SW</p> 
Software Incident #3	Office app access failure	 <p>Assignment</p> <p>Assignment group Software Support Team</p> <p>Assigned to ITS SW</p> 
Software Incident #4	Software-device incompatibility	 <p>Assignment</p> <p>Assignment group Software Support Team</p> <p>Assigned to ITS SW</p> 

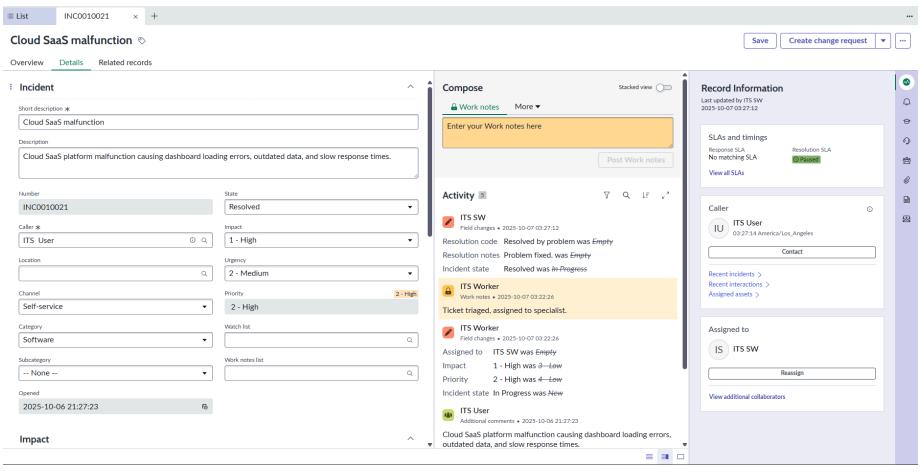
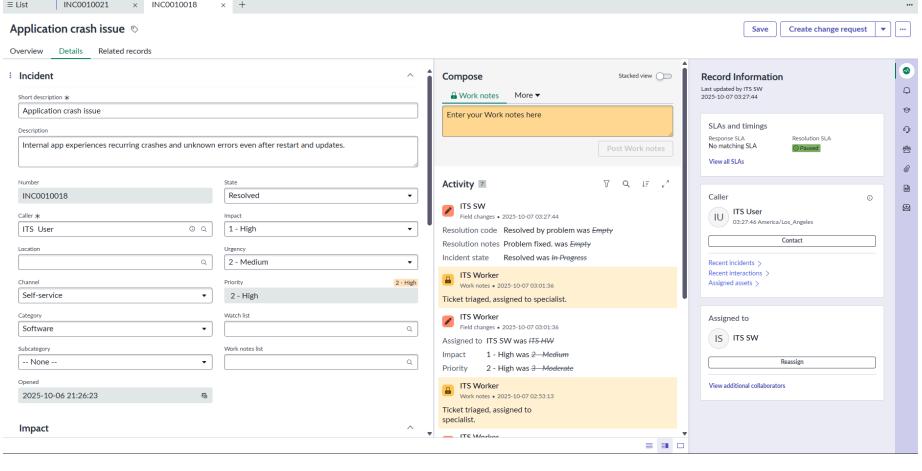
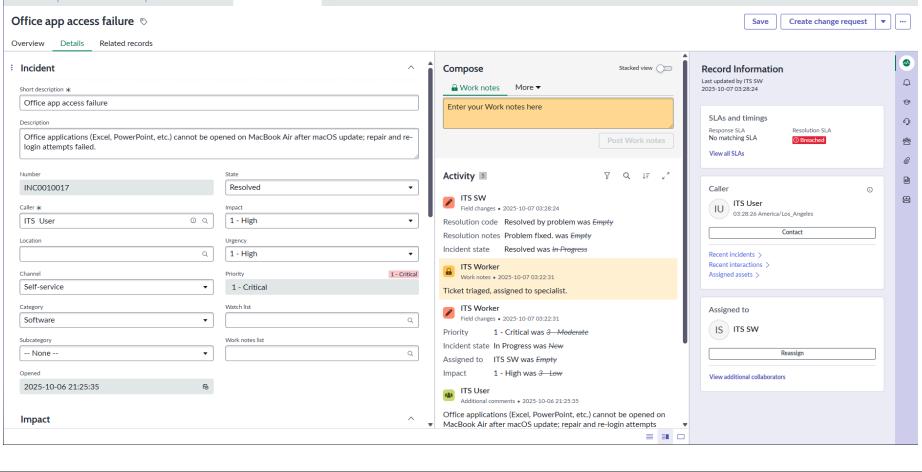
Software Incident #5	SaaS environment outage	
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Phase 3

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	Office network	

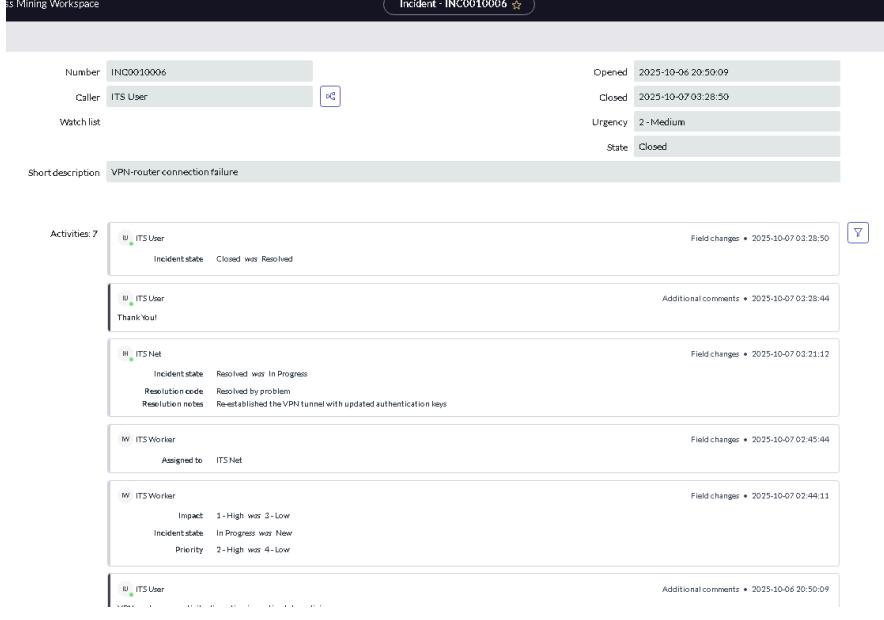
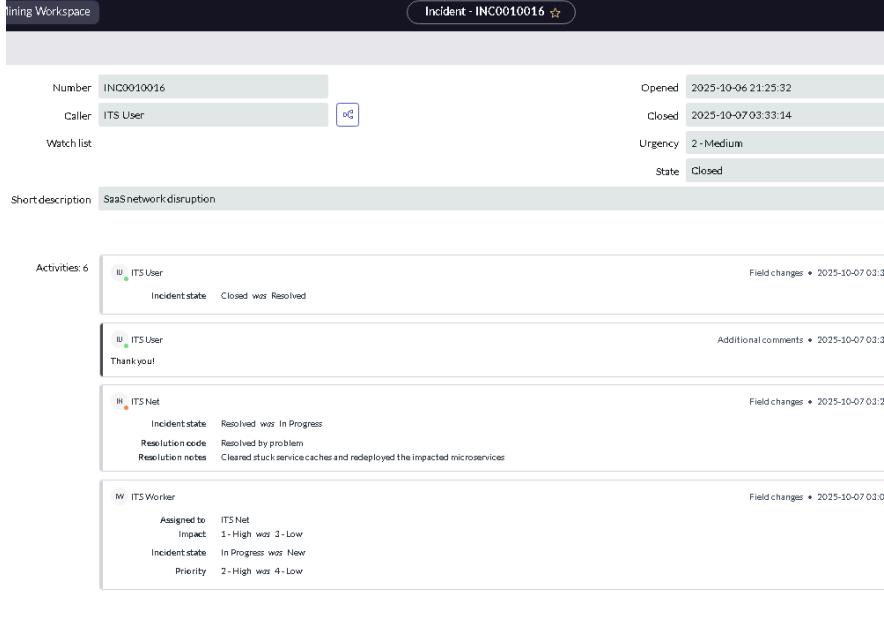
Incident #5	Network outage	
Hardware Incident #3	Server fan failure causing overheating	
Hardware Incident #4	Hardware failure in analytics systems	
Hardware Incident #5	Infrastructure hardware outage	

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	 <p>Incident - INC0010006</p> <p>Number: INC0010006 Opened: 2025-10-06 20:50:09</p> <p>Caller: ITS User Closed: 2025-10-07 03:28:50</p> <p>Watch list: Urgency: 2-Medium, State: Closed</p> <p>Short description: VPN-router connection failure</p> <p>Activities: 7</p> <ul style="list-style-type: none"> ITS User: Incident state: Closed was Resolved (Field changes: 2025-10-07 03:28:50) ITS User: Thank you! (Additional comments: 2025-10-07 03:28:44) ITS Net: Incident state: Resolved was In Progress (Field changes: 2025-10-07 03:21:12) <ul style="list-style-type: none"> Resolution code: Resolved by problem Resolution notes: Re-established the VPN tunnel with updated authentication keys ITS Worker: Assigned to: ITS Net (Field changes: 2025-10-07 02:45:44) ITS Worker: Impact: 1-High was 3-Low (Field changes: 2025-10-07 02:44:11) <ul style="list-style-type: none"> Incident state: In Progress was New Priority: 2-High was 4-Low ITS User: (Additional comments: 2025-10-06 20:50:09)
Network Incident #4	SaaS network disruption	 <p>Incident - INC0010016</p> <p>Number: INC0010016 Opened: 2025-10-06 21:25:32</p> <p>Caller: ITS User Closed: 2025-10-07 03:33:14</p> <p>Watch list: Urgency: 2-Medium, State: Closed</p> <p>Short description: SaaS network disruption</p> <p>Activities: 6</p> <ul style="list-style-type: none"> ITS User: Incident state: Closed was Resolved (Field changes: 2025-10-07 03:33:14) ITS User: Thank you! (Additional comments: 2025-10-07 03:33:11) ITS Net: Incident state: Resolved was In Progress (Field changes: 2025-10-07 03:26:01) <ul style="list-style-type: none"> Resolution code: Resolved by problem Resolution notes: Cleared stuck service caches and redeployed the impacted microservices ITS Worker: Assigned to: ITS Net (Field changes: 2025-10-07 03:06:02) <ul style="list-style-type: none"> Impact: 1-High was 3-Low Incident state: In Progress was New Priority: 2-High was 4-Low
Network Incident #5	Office network outage	

		<p>Number: INC0010020 Opened: 2025-10-06 21:27:15 Caller: ITS User Closed: 2025-10-07 03:32:32 Watch list Urgency: 1 - High State: Closed</p> <p>Short description: Office network outage</p> <p>Activities: 6</p> <ul style="list-style-type: none"> ITS User: Incident state: Closed was Resolved (Field changes: 2025-10-07 03:32:32) ITS User: Thank you! (Additional comments: 2025-10-07 03:22:24) ITS Net: Incident state: Resolved was In Progress Resolution code: Resolved by problem Resolution notes: Released and renewed IP configurations on affected devices (Field changes: 2025-10-07 03:24:24) ITS Worker: Assigned to: ITS Net Impact: 1 - High was 3 - Low Incident state: In Progress was New (Field changes: 2025-10-07 03:12:06)
Hardware Incident #3	Server fan failure causing overheating	<p>Number: INC0010014 Opened: 2025-10-06 21:23:40 Caller: ITS User Closed: 2025-10-07 03:35:32 Watch list Urgency: 1 - High State: Closed</p> <p>Short description: Server fan failure causing overheating</p> <p>Activities: 6</p> <ul style="list-style-type: none"> ITS User: Incident state: Closed was Resolved (Field changes: 2025-10-07 03:35:32) ITS User: Thank you! (Additional comments: 2025-10-07 03:35:13) ITS HW: Incident state: Resolved was In Progress Resolution code: Resolved by problem Resolution notes: Replaced faulty fan module; temperature stabilized and system monitored. (Field changes: 2025-10-07 03:27:42) ITS Worker: Assigned to: ITS HW Impact: 1 - High was 3 - Low Incident state: In Progress was New (Field changes: 2025-10-07 03:09:21) <p>No templates are available</p>
Hardware Incident #4	Hardware failure in analytics systems	<p>Number: INC0010015 Opened: 2025-10-06 21:25:23 Caller: ITS User Closed: 2025-10-07 03:38:15 Watch list Urgency: 1 - High State: Closed</p> <p>Short description: Hardware failure in analytics systems</p> <p>Activities: 6</p> <ul style="list-style-type: none"> ITS User: Incident state: Closed was Resolved (Field changes: 2025-10-07 03:38:15) ITS User: Thank you! (Additional comments: 2025-10-07 03:38:12) ITS HW: Incident state: Resolved was In Progress Resolution code: Resolved by problem Resolution notes: Replaced defective hardware components; system rebalanced and confirmed stable. (Field changes: 2025-10-07 03:28:18) ITS Worker: Assigned to: ITS HW Impact: 1 - High was 3 - Low Incident state: In Progress was New (Field changes: 2025-10-07 03:11:19) <p>No templates are available</p>

<p>Hardware Incident #5</p>	<p>Infrastructure hardware outage</p>	<p>Incident INC0010019 View: Self Service*</p> <p>Number: INC0010019 Caller: ITS User Watch list</p> <p>Short description: Infrastructure hardware outage</p> <p>Activities: 6</p> <ul 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 03:09:29 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>
<p>Software Incident #1</p>	<p>Cloud SaaS malfunction</p>	<p>Incident INC0010021 View: Self Service*</p> <p>Number: INC0010021 Caller: ITS User Watch list</p> <p>Short description: Cloud SaaS malfunction</p> <p>Activities: 6</p> <ul 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 03:22:26 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
<p>Software Incident #2</p>	<p>Application crash issue</p>	<p>Incident INC0010018 View: Self Service*</p> <p>Number: INC0010018 Caller: ITS User Watch list</p> <p>Short description: Application crash issue</p> <p>Activities: 7</p> <ul 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 Impact: 1-High was: ITS HW Incident state: In Progress was: New Priority: 2-High was 3-Moderate Field changes • 2025-10-07 03:01:34 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 02:53:13 <p>No templates are available</p>

Software Incident #3	Office app access failure	
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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.