

ITSM Class: B

CLASS ACTIVITY WEEK 6

Individual

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August-December 2025

Lab 03 - Service Now

Deliverables Screenshots:

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

Create Incident | ServiceNow

dev344004.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fsysparm_id%3D3f1dd03...

ABMAS BIONIX

servicenow All Favorites History Create Incident

Service Catalog > Can We Help You? > Create Incident

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

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

* Urgency

More information

2 - Medium

* Please describe your issue below

More information

Cannot connect to Wi-Fi in the lab.

Search Results

Adobe Creative Cloud Order

More connected ways of creating and sharing

Preview

Apple Thunderbolt to Ethernet Adapter Order

For Macbook Air/Pro

INC0010001 | Incident | ServiceNow

dev344004.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D0D43a516d83583210f641a430cead344%26syspar...

ABMAS BIONIX

servicenow All Favorites History Incident - INC0010001

Incident INC0010001 View: Self Service* Discuss Follow Update Resolve

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

Number INC0010001
* Caller User ITS
Watch list
Opened 2025-09-29 18:43:25
Closed
Urgency 2 - Medium
State New

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

Related Search Results

Additional comments Additional comments Post

Activities: 2 UI User ITS Additional comments • 2025-09-29 18:43:25

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

ServiceNow Developers List | Service Operations Workspace

dev344004.service-now.com/now/sow/list/params/list-id/d22afad6c3013010965e070e9140dd90/_state_/b64--eyJINGQ0NmFiM2ViYzQxMj...

Incognito (2)

servicenow All Favorites History Workspaces Service Operations Workspace Search

List

Default Lists My Lists Incidents - Unassigned 16

Last refreshed just now.

	Number	Short description	Caller	Priority	State	Service	Assignment group	Assigned to
	INC0010001	Cannot connect to Wi-Fi in the lab.	User ITS	4 - Low	New			
	INC0009009	Unable to access the shared folder.	David Miller	4 - Low	New			
	INC0009005	Email server is down.	David Miller	1 - Critical	New			
	INC0009001	Unable to post content on a Wiki page	David Miller	3 - Moderate	New			
	INC0008112	Assessment : ATF Assessor	survey user	5 - Planning	New			
	INC0008111	ATF : Test1	System Administrator	5 - Planning	New			
	INC0008001	ATF:TEST2	survey user	5 - Planning	New			
	INC0007002	Need access to the common drive.	David Miller	4 - Low	New			
	INC0007001	Employee payroll application	David Miller	1 - Critical	New		Openspace	

Showing 1-16 of 16

Records per page 20

ServiceNow Developers INC0010001 | Service Operation x +

dev344004.service-now.com/now/sow/record/incident/043a516d83583210f641a430cead344/params/selected-tab-index/1/selected-tab/id... Incognito (2)

servicenow All Favorites History Workspaces Service Operations Workspace Search

Cannot connect to Wi-Fi in the lab. Save Create change request Assign to me Resolve

Overview Details Related records

Incident

Description
Cannot connect to Wi-Fi in the lab.

Number INC0010001 State New

Caller * User ITS Impact 3 - Low

Location Urgency 2 - Medium

Channel Self-service Priority 4 - Low

Category Network Watch list

Subcategory Wireless Work notes list

Opened

Compose Stacked view

Work notes More

Enter your Work notes here

Post Work notes

Activity

User ITS Additional comments • 2025-09-29 18:43:25

Cannot connect to Wi-Fi in the lab.

User ITS Field changes • 2025-09-29 18:43:25

Opened by User ITS

Impact 3 - Low

Priority 4 - Low

Incident state New

Record Information

Last updated by User ITS
2025-09-29 18:43:25

SLAs and timings

Response SLA No matching SLA Resolution SLA 0 1wk 0d

[View all SLAs](#)

Caller User ITS 18:49:45 America/Los_Angeles

Contact

[Recent Incidents >](#)
[Recent Interactions >](#)
[Assigned assets >](#)

Assigned to

This incident has not been assigned yet

ServiceNow Developers INC0010001 | Service Operation x +

dev344004.service-now.com/now/sow/record/incident/043a516d83583210f641a430cead344/params/selected-tab-index/1/selected-tab/id... Incognito (2)

servicenow All Favorites History Workspaces Service Operations Workspace Search

Cannot connect to Wi-Fi in the lab. Updates an existing record Save Create change request Resolve

Overview Details Related records

Impact Assignment

Assignment group Assigned to Agent ITS

Related Records

Parent Incident Change Request

Problem Caused by Change

Cause

Probable cause

Activity

Agent ITS Field changes • 2025-09-29 18:54:29

Incident state In Progress was New

Assigned to Agent ITS was Empty

User ITS Additional comments • 2025-09-29 18:43:25

Cannot connect to Wi-Fi in the lab.

User ITS Field changes • 2025-09-29 18:43:25

Opened by User ITS

Impact 3 - Low

Priority 4 - Low

Incident state New

SLAs and timings

Response SLA No matching SLA Resolution SLA 0 1wk 0d

[View all SLAs](#)

Caller User ITS 18:54:31 America/Los_Angeles

Contact

[Recent Incidents >](#)
[Recent Interactions >](#)
[Assigned assets >](#)

Assigned to AI Agent ITS

Reassign

[View additional collaborators](#)

Resolution



Resolution code

Resolved by request



Resolution notes

The router was functioning improperly. The network technician has checked and resolved the issue.

Resolve



Resolution code *

Resolved by request



Resolution notes *

The router was functioning improperly. The network technician has checked and resolved the issue.

Cancel

Resolve

Activity 5



Agent ITS

Field changes • 2025-09-29 19:04:58

Resolution code Resolved by request was ~~Empty~~

Resolution notes The router was functioning improperly. The network technician has checked and resolved the issue. was ~~Empty~~

Incident state Resolved was ~~In Progress~~



Agent ITS

Work notes • 2025-09-29 19:03:33

The network technician has resolved the problem.



Agent ITS

Field changes • 2025-09-29 18:54:29

Incident state In Progress was ~~New~~

Assigned to Agent ITS was ~~Empty~~



User ITS

Additional comments • 2025-09-29 18:43:25

Cannot connect to Wi-Fi in the lab.



User ITS

Field changes • 2025-09-29 18:43:25

Opened by User ITS

Impact 3 - Low

Priority 4 - Low

Incident state New

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

INC0010001 | Incident | ServiceNow

dev344004.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D043a516d83583210f641a430cead344%26sysparm_vie...

ABMAS BIONIX

servicenow

All Favorites History

Incident - INC0010001

Incident INC0010001 View: Self Service*

AI Discuss Follow Update Close Incident Reopen Incident

Activities: 4

AI Agent ITS

Field changes • 2025-09-29 19:04:58

Incident state Resolved was In Progress

Resolution code Resolved by request

Resolution notes The router was functioning improperly. The network technician has checked and resolved the issue.

AI Agent ITS

Field changes • 2025-09-29 18:54:29

Assigned to Agent ITS

Incident state In Progress was New

UI User ITS

Additional comments • 2025-09-29 18:43:25

Cannot connect to Wi-Fi in the lab.

UI User ITS

Field changes • 2025-09-29 18:43:25

Impact 3 - Low

Incident state New

Opened by User ITS

Priority 4 - Low

Windows Taskbar

09:06 30/09/2025

servicenow

All Favorites History

Incidents

Incidents Number Search

New

Incident INC0010001 has been permanently closed

All > Caller = User ITS > Active = true > Universal Request is empty

Number Opened Short description

Incident - INC0010001

Number: INC0010001
 Caller: User ITS
 Short description: Wi-Fi not working
 State: Closed
 Urgency: 2 - Medium
 Opened: 2025-09-29 18:43:25
 Closed: 2025-09-29 19:07:16

Activities:

- UI - User ITS**
 Incident state: Closed was Resolved
 Field changes: 2025-09-29 19:07:16
- AI - Agent ITS**
 Incident state: Resolved was In Progress
 Resolution code: Resolved by request
 Resolution notes: The router was functioning improperly. The network technician has checked and resolved the issue.
 Field changes: 2025-09-29 19:04:58
- AI - Agent ITS**
 Assigned to: Agent ITS
 Incident state: In Progress was New
 Field changes: 2025-09-29 18:54:29
- UI - User ITS**
 Additional comments: Cannot connect to Wi-Fi in the lab.
 Additional comments: 2025-09-29 18:43:25
- UI - User ITS**
 Impact: 3 - Low
 Incident state: New
 Opened by: User ITS
 Priority: 4 - Low
 Field changes: 2025-09-29 18:43:25

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

Application Services Dashboard

Application service
 Overview | Application service coverage

Application Servers

- Total servers: 1
- Servers not in application service: 1

Databases

- Total Databases: 0
- Databases not in application service: 0

Hardware Servers

- Total hardware servers: 40
- Hardware servers not in application service: 40

Hardware servers not in an application service

Category	Count
Web	35
Middleware	25
CRM Tools	20
ERP Tools	15
HR Tools	10

Step By Step Screenshots:

ServiceNow Developers x New Record | User | ServiceNow x +

dev344004.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sys... Incognito

servicenow All Favorites History Admin User - New Record Search

User New record Submit

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

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

Submit

08:19 30/09/2025

ServiceNow Developers x New Record | User | ServiceNow x +

dev344004.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sys... Incognito

servicenow All Favorites History Admin User - New Record Search

User New record Submit

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

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

Submit

08:21 30/09/2025

ServiceNow Developers | New Record | User | ServiceNow

dev344004.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sys...

Incognito

servicenow All Favorites History Admin User - New Record Search

User New record Submit

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

User ID: itsmanager Email: itsmanager@example.com

First name: Manager Language: -- None --

Last name: ITS Calendar integration: Outlook

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

Business phone: Mobile phone: Photo: Click to add...

Submit

ServiceNow Developers | User ITS | User | ServiceNow

dev344004.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsysparm_record_target%3Dsys_user%26sysparm_record_rows%...

Incognito

servicenow All Favorites History Workspaces Admin User - User ITS Search

User User ITS Update Set Password Delete

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

Business phone: Mobile phone: Photo: Click to add...

Update Set Password Delete

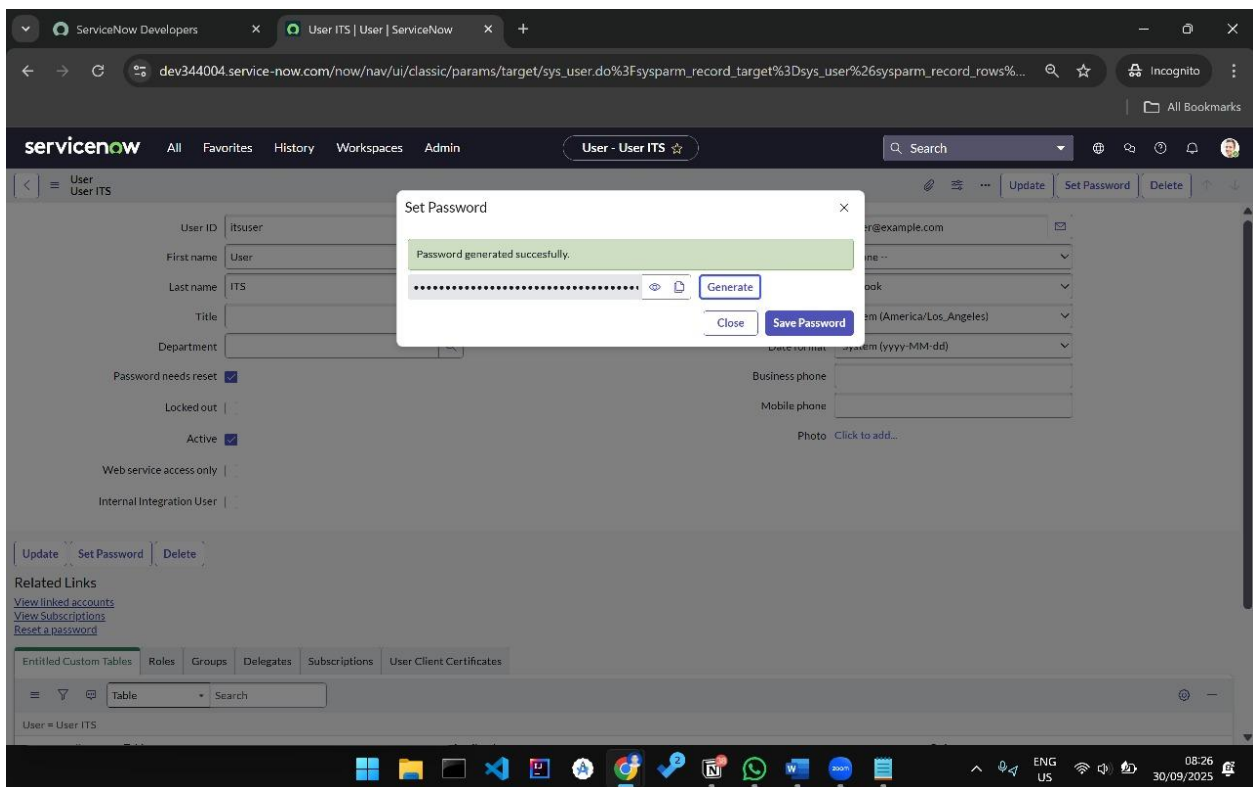
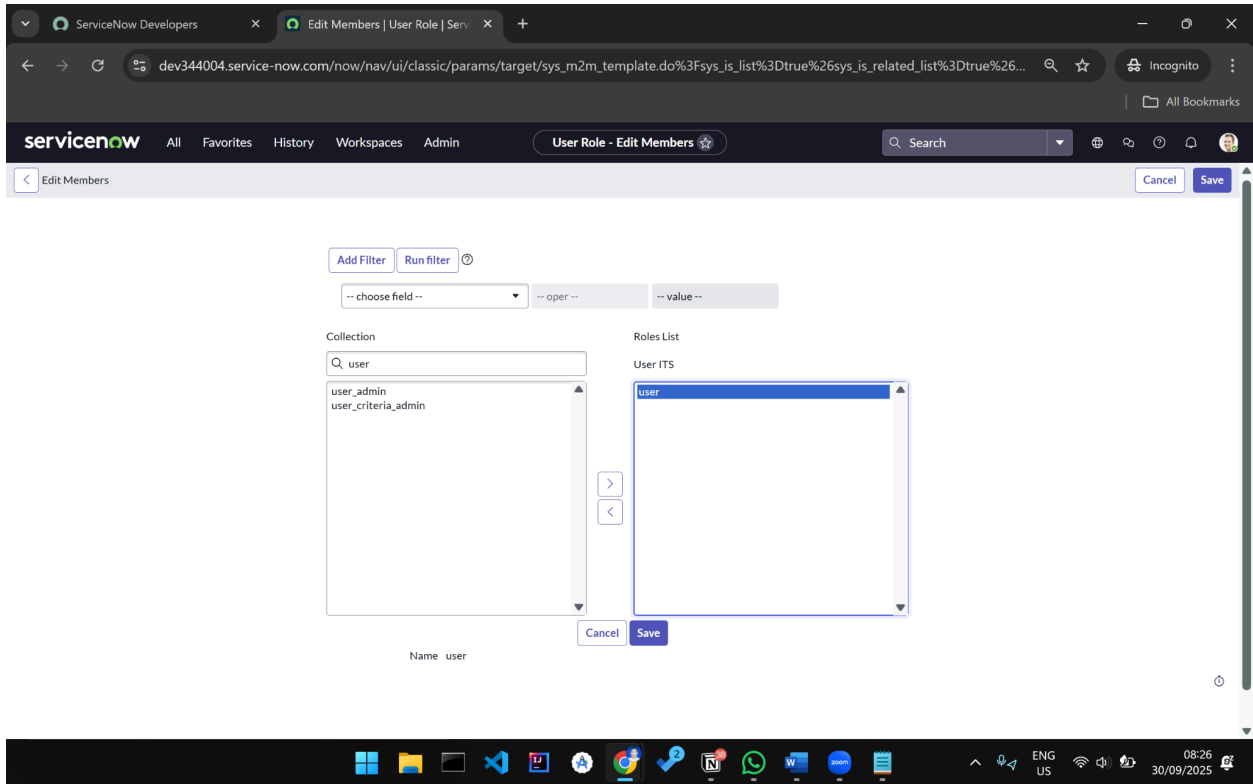
Related Links

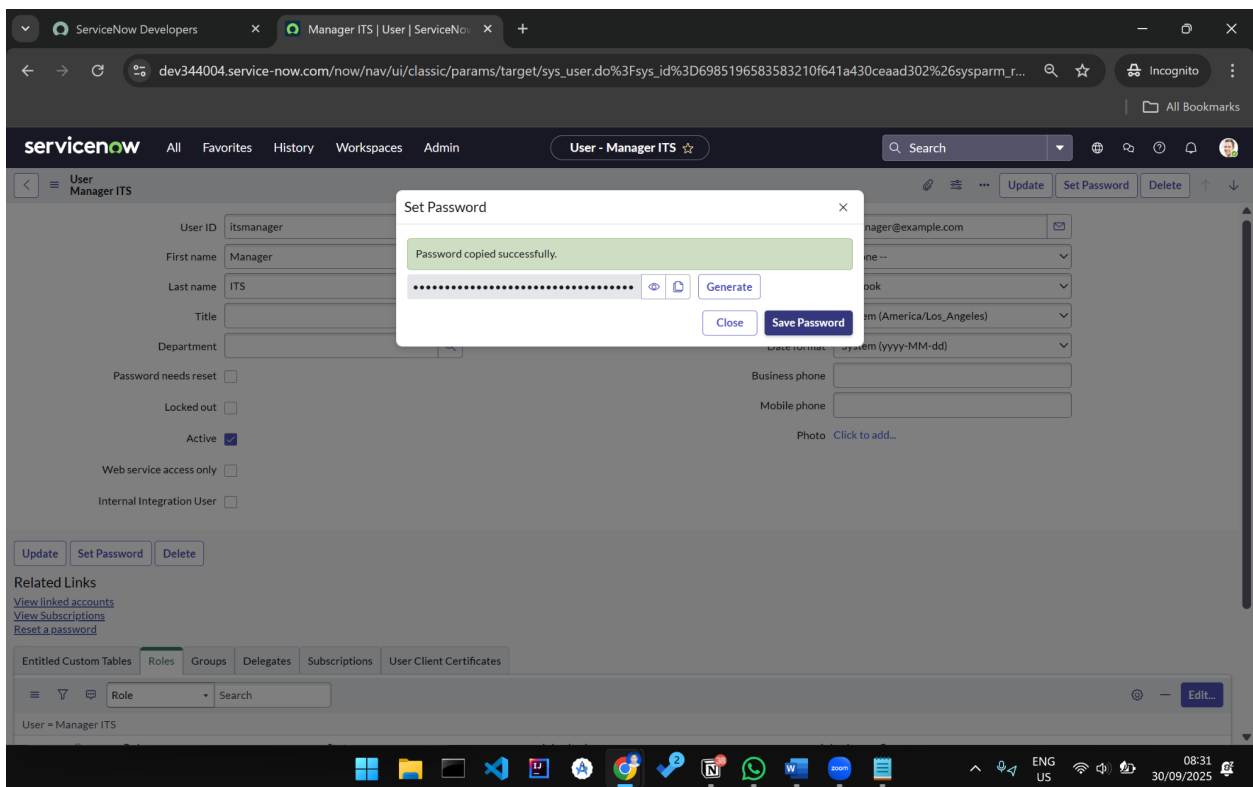
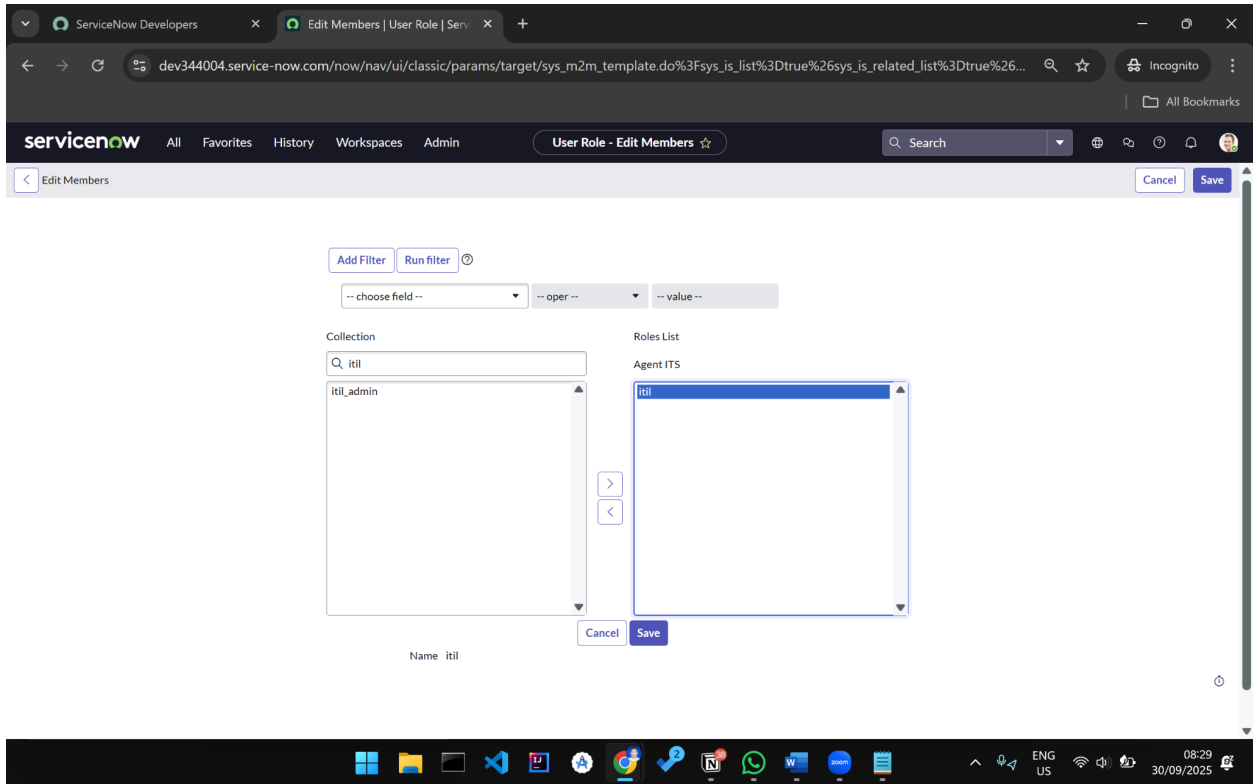
View linked accounts View Subscriptions Reset a password

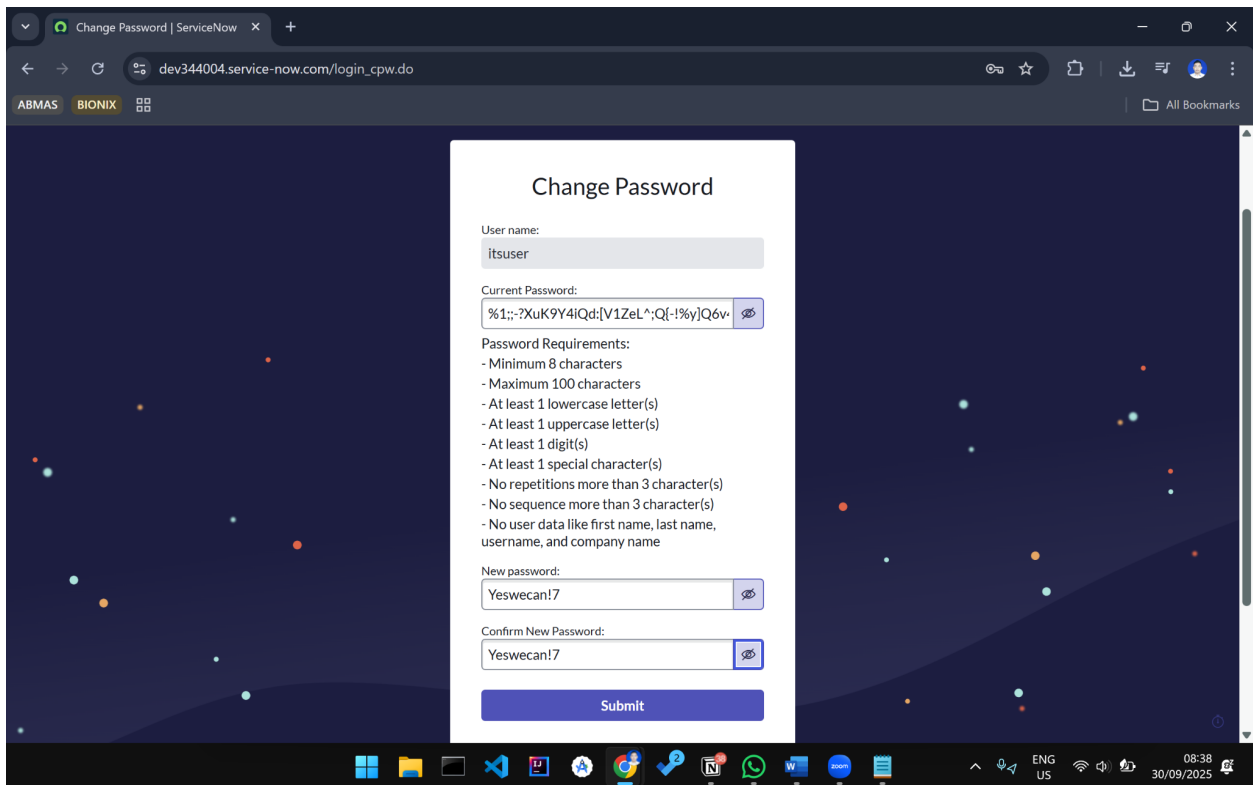
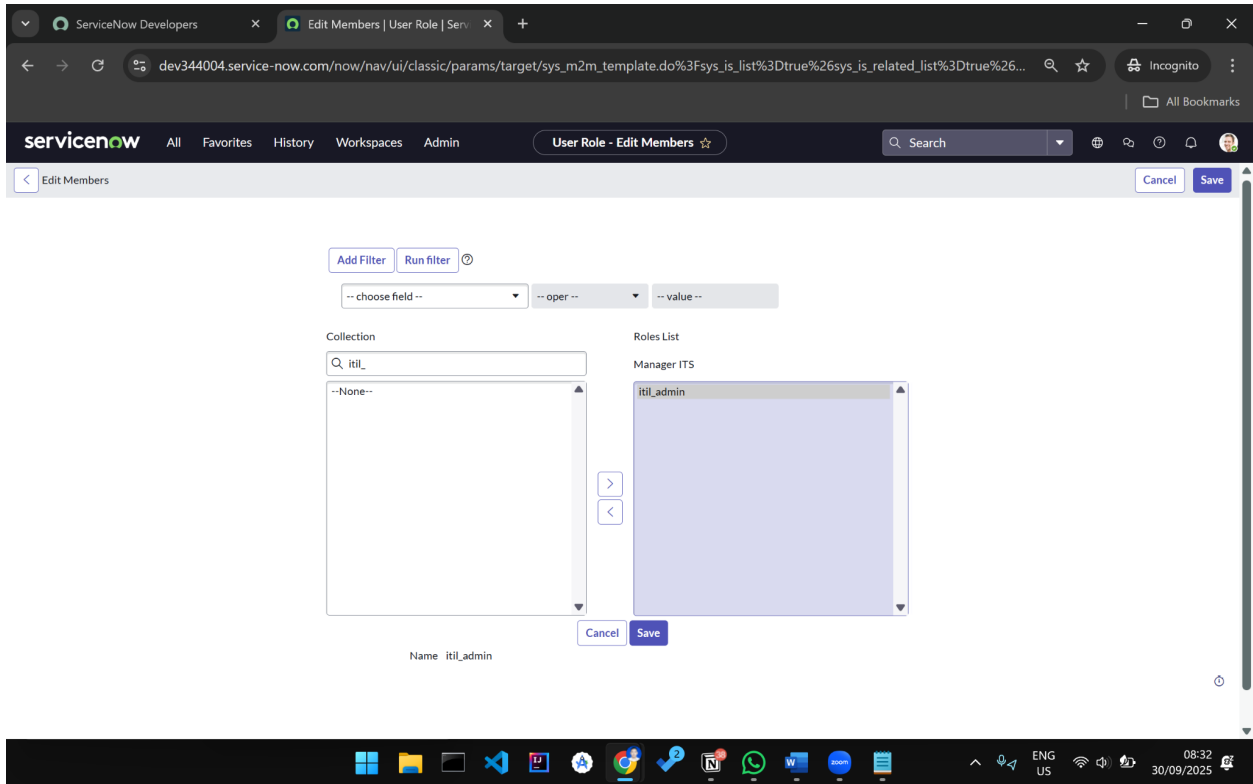
Entitled Custom Tables Roles Groups Delegates Subscriptions User Client Certificates

Table Search

User = User ITS







Create Incident | ServiceNow

dev344004.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fsysparm_id%3D3f1dd03...

ABMAS BIONIX

servicenow

All Favorites History

Create Incident

Service Catalog > Can We Help You? > Create Incident

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

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

* Urgency

More information

2 - Medium

* Please describe your issue below

More information

Cannot connect to Wi-Fi in the lab.

Search Results

Adobe Creative Cloud

Order

More connected ways of creating and sharing

Preview

Apple Thunderbolt to Ethernet Adapter

Order

For MacBook Air/Pro

INC0010001 | Incident | ServiceNow

dev344004.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D043a516d83583210f641a430cead344%26sysparm...

ABMAS BIONIX

servicenow

All Favorites History

Incident - INC0010001

Incident INC0010001 View: Self Service*

Discuss Follow Update Resolve

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

Number INC0010001

Opened 2025-09-29 18:43:25

* Caller User ITS

Closed

Watch list

Urgency 2 - Medium

State New

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

Related Search Results >

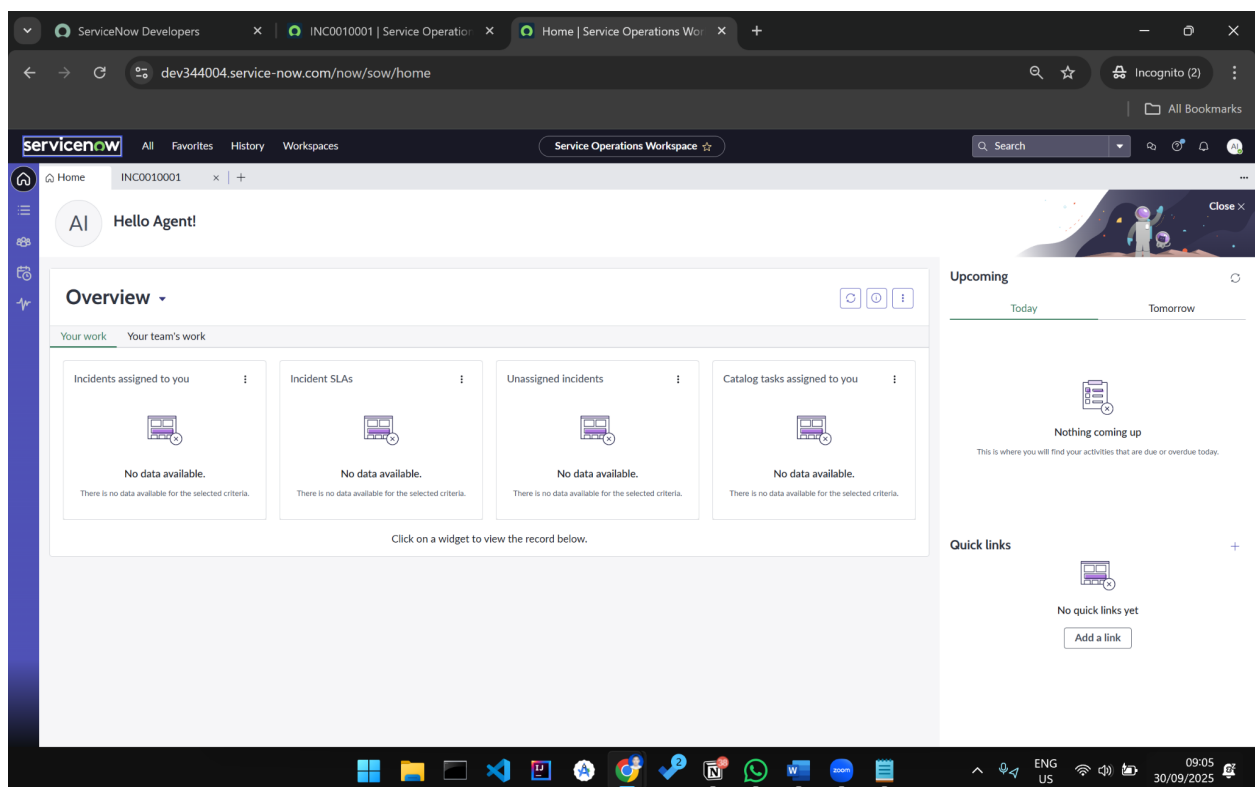
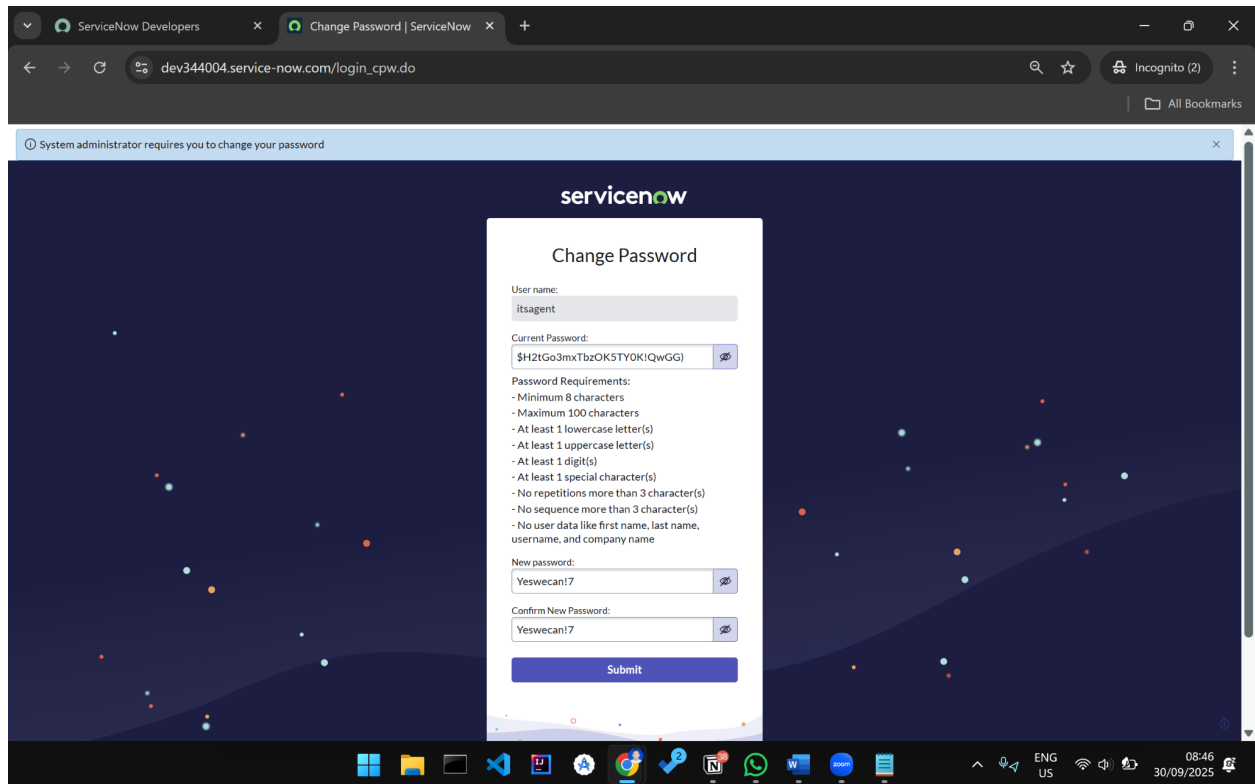
Additional comments

Post

Activities: 2

User ITS

Additional comments • 2025-09-29 18:43:25



ServiceNow Developers x List | Service Operations Workspaces

dev344004.service-now.com/now/sow/list/params/list-id/d22afad6c3013010965e070e9140dd90/_state_/b64~eyJINGQ0NmFmFIM2VlYzQxMj... Incognito (2)

servicenow All Favorites History Workspaces Service Operations Workspace Search

List + Incidents - Unassigned 16

Last refreshed just now.

Number	Short description	Caller	Priority	State	Service	Assignment group	Assigned to
INC0010001	Cannot connect to Wi-Fi in the lab.	User ITS	4 - Low	New			
INC0009009	Unable to access the shared folder.	David Miller	4 - Low	New			
INC0009005	Email server is down.	David Miller	1 - Critical	New			
INC0009001	Unable to post content on a Wiki page	David Miller	3 - Moderate	New			
INC0008112	Assessment : ATF Assessor	survey user	5 - Planning	New			
INC0008111	ATF : Test1	System Administrator	5 - Planning	New			
INC0008001	ATF:TEST2	survey user	5 - Planning	New			
INC0007002	Need access to the common drive.	David Miller	4 - Low	New			
INC0007001	Employee payroll application	David Miller	1 - Critical	New		Openspace	

Showing 1-16 of 16 Records per page 20

ServiceNow Developers x INC0010001 | Service Operations Workspaces

dev344004.service-now.com/now/sow/record/incident/043a516d83583210f641a430cead344/params/selected-tab-index/1/selected-tab/id... Incognito (2)

servicenow All Favorites History Workspaces Service Operations Workspace Search

List + INC0010001 Cannot connect to Wi-Fi in the lab. Save Create change request Assign to me Resolve

Overview Details Related records

Incident

Cannot connect to Wi-Fi in the lab.

Number INC0010001 State New

Caller * User ITS Impact 3 - Low

Location Urgency 2 - Medium

Channel Self-service Priority 4 - Low

Category Network Watch list

Subcategory Wireless Work notes list

Opened

Compose

Work notes More

Enter your Work notes here

Post Work notes

Activity

User ITS Additional comments • 2025-09-29 18:43:25

Cannot connect to Wi-Fi in the lab.

User ITS Field changes • 2025-09-29 18:43:25

Opened by User ITS

Impact 3 - Low

Priority 4 - Low

Incident state New

Record Information

Last updated by User ITS 2025-09-29 18:43:25

SLAs and timings

Response SLA No matching SLA Resolution SLA 0 1wk 0d

View all SLAs

Caller

User ITS 18:49:45 America/Los_Angeles

Contact

Recent Incidents >

Recent Interactions >

Assigned assets >

Assigned to

This Incident has not been assigned yet

ServiceNow Developers INC0010001 | Service Operations Workspace

dev344004.service-now.com/now/sow/record/incident/043a516d83583210f641a430cead344/params/selected-tab-index/1/selected-tab/id... Incognito (2)

Service Operations Workspace

Cannot connect to Wi-Fi in the lab.

Overview Details Related records

Impact Assignment

Assignment group Assigned to Agent ITS

Related Records

Parent Incident Change Request Problem Caused by Change

Cause

Probable cause

Enter your Work notes here

Post Work notes

Activity

Agent ITS Field changes • 2025-09-29 18:54:29 Incident state In Progress was New Assigned to Agent ITS was Empty

User ITS Additional comments • 2025-09-29 18:43:25 Cannot connect to Wi-Fi in the lab.

User ITS Field changes • 2025-09-29 18:43:25 Opened by User ITS Impact 3 - Low Priority 4 - Low Incident state New

SLAs and timings

Response SLA No matching SLA Resolution SLA View all SLAs

Caller

User ITS 18:54:31 America/Los_Angeles Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to

Agent ITS Reassign View additional collaborators

ENG US 08:54 30/09/2025

INC0010001 | Incident | Service

dev344004.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D043a516d83583210f641a430cead344%26sysparm_vie... All Bookmarks

ABMAS BIONIX

Incident - INC0010001

Incident INC0010001 View: Self Service*

Additional comments

Additional comments

Agent ITS is viewing

Post

Activities: 3

AI Agent ITS Field changes • 2025-09-29 18:54:29

Assigned to Agent ITS Incident state In Progress was New

UI User ITS Additional comments • 2025-09-29 18:43:25

Cannot connect to Wi-Fi in the lab.

UI User ITS Field changes • 2025-09-29 18:43:25

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

ENG US 08:57 30/09/2025

Resolution



Resolution code

Resolved by request



Resolution notes

The router was functioning improperly. The network technician has checked and resolved the issue.

Compose

Stacked view ☐



Work notes

More ▼

The network technician has resolved the problem.

Post Work notes

Resolve



Resolution code *

Resolved by request



Resolution notes *

The router was functioning improperly. The network technician has checked and resolved the issue.



Cancel

Resolve

Activity 5



Agent ITS

Field changes • 2025-09-29 19:04:58

Resolution code Resolved by request was ~~Empty~~

Resolution notes The router was functioning improperly. The network technician has checked and resolved the issue. was ~~Empty~~

Incident state Resolved was ~~In Progress~~



Agent ITS

Work notes • 2025-09-29 19:03:33

The network technician has resolved the problem.



Agent ITS

Field changes • 2025-09-29 18:54:29

Incident state In Progress was ~~New~~

Assigned to Agent ITS was ~~Empty~~



User ITS

Additional comments • 2025-09-29 18:43:25

Cannot connect to Wi-Fi in the lab.



User ITS

Field changes • 2025-09-29 18:43:25

Opened by User ITS

Impact 3 - Low

Priority 4 - Low

Incident state New

INC0010001 | Incident | ServiceNow

dev344004.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D043a516d83583210f641a430cead344%26sysparm_vie...

ABMAS BIONIX

servicenow

All Favorites History

Incident - INC0010001

Incident INC0010001 View: Self Service*

AI Discuss Follow Update Close Incident Reopen Incident

Activities: 4

AI Agent ITS

Field changes • 2025-09-29 19:04:58

Incident state Resolved was In Progress

Resolution code Resolved by request

Resolution notes The router was functioning improperly. The network technician has checked and resolved the issue.

AI Agent ITS

Field changes • 2025-09-29 18:54:29

Assigned to Agent ITS

Incident state In Progress was New

UI User ITS

Additional comments • 2025-09-29 18:43:25

Cannot connect to Wi-Fi in the lab.

UI User ITS

Field changes • 2025-09-29 18:43:25

Impact 3 - Low

Incident state New

Opened by User ITS

Priority 4 - Low

Windows Taskbar

09:06 30/09/2025

servicenow

All Favorites History

Incidents

Incidents Number Search

New

Incident INC0010001 has been permanently closed

All > Caller = User ITS > Active = true > Universal Request is empty

Number Opened Short description

INC0010001 | Incident | ServiceNow

dev344004.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D043a516d83583210f641a430cead344%26syspar...

ABMAS BIONIX

servicenow All Favorites History Process Mining Workspace Incident - INC0010001

Incident INC0010001 View: Self Service

Number: INC0010001
Caller: User ITS
Watch list
Short description: Wi-Fi not working

Opened: 2025-09-29 18:43:25
Closed: 2025-09-29 19:07:16
Urgency: 2 - Medium
State: Closed

Activities: 5

- User ITS
Incident state: Closed was Resolved
Field changes: 2025-09-29 19:07:16
- Agent ITS
Incident state: Resolved was In Progress
Resolution code: Resolved by request
Resolution notes: The router was functioning improperly. The network technician has checked and resolved the issue.
Field changes: 2025-09-29 19:04:58
- Agent ITS
Assigned to: Agent ITS
Incident state: In Progress was New
Field changes: 2025-09-29 18:54:29
- User ITS
Cannot connect to Wi-Fi in the lab.
Additional comments: 2025-09-29 18:43:25
- User ITS
Impact: 3 - Low
Incident state: New
Opened by: User ITS
Priority: 4 - Low
Field changes: 2025-09-29 18:43:25

09:08 30/09/2025

Change Password | ServiceNow

dev344004.service-now.com/login_cpw.do

Change Password

User name: itsmanager

Current Password: M%lm(_2+).p2caZx7a(p@TH68ir5x%2O

Password Requirements:

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

New password: Yeswecan!7

Confirm New Password: Yeswecan!7

Submit

09:11 30/09/2025

