

Lab 03 - Report

Version 1.0

10/2025

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

This lab focuses on simulating ITIL-based incident management using real-world data within the ServiceNow platform. Through this activity, students learn to categorize incidents, assign user roles, manage ticket lifecycles, and collaborate across service tiers to resolve and document IT-related issues effectively

Dosen Pengampu

Hanim Maria Astuti, S.Kom., M.Sc.

Group 3

William Bryan Pangestu	5026231011
Gusti Gratia Delpiera	5026231097
Kayla Putri Maharani	5026231158



Manajemen Layanan TI (B)

Departemen Sistem Informasi
Fakultas Teknologi Elektro dan Informatika Cerdas
Institut Teknologi Sepuluh Nopember
Surabaya

Table of Content

Data Selection and Preparation	3
System Setup (by PDI Owner)	5
Create Assignment Groups.	5
Simulation Flow	7
Phase 1: Customer Role	7
Phase 2: Service Desk Agent Role (Tier 1)	13
Phase 3: Specialist (Tier 2)	20
Phase 4: Customer Confirmation	24
Deliverables	28
Reflection	31

Data Selection and Preparation

Link Sheets :  Service Now Dataset

In this stage, we selected fifteen incident records from the Kaggle dataset that we had previously used in earlier weeks. The dataset was filtered and categorized into three ITIL-compliant classifications: five related to **Network issues**, five related to **Hardware issues**, and five related to **Software/Application issues**. Each record was reviewed and documented in a spreadsheet, including its short description, detailed description, category, urgency, impact, and suggested assignment group.

The dataset link was maintained through a shared Google Sheet to ensure transparency and accessibility among all group members. This preparation process was crucial to ensure that the selected incidents could be properly transformed into ServiceNow tickets during the simulation.

ID	Body	Description	Short Description	Category	Urgency	Impact	Suggested Assignment Group
6	Dear Support Team,I am reporting a recurring issue with the Laser Printer when printing from MacBook Pros running macOS 15. Several team members have recently encountered this problem, which appears to be connected to the latest macOS 15 system updates. We believe the root cause might be a driver compatibility issue due to the updated operating systems or printer firmware. To troubleshoot, we have restarted the printers and MacBook devices, reinstalled the printer drivers, and verified configurations.	User is experiencing recurring printing failures on macOS 15 devices, likely due to driver compatibility issues with recent system updates.	Printer driver compatibility issue	Hardware	Medium	Medium	Hardware Support Team
19	Dear Customer Support,We are experiencing extensive connectivity problems impacting numerous devices throughout the office. The issues have been observed with headsets, printers, and workstations all at once, significantly disrupting daily activities. Our initial investigation indicates that the cause may be a network outage or a misconfiguration within the system infrastructure. Our team has already tried several troubleshooting methods, including rebooting affected devices and swapping hardware components, but unfortunately, these efforts did not resolve the disruptions.	User reports widespread connectivity disruptions affecting multiple office devices, suspected to stem from a network outage or infrastructure misconfiguration.	Office-wide connectivity disruption	Hardware	High	High	Hardware Support Team
21	Dear Customer Support Team,I am reaching out to request help with a problem I am facing on my PC. Recently, the audio hardware is no longer being recognized by the system. Despite several troubleshooting efforts, such as reconnecting the device, updating the drivers, and restarting the computer, the issue persists. This problem has made the audio output completely unusable, impacting my ability to listen to media and participate in video calls.I have checked the Device Manager, and the audio hardware appears in the list of devices, with the connection confirmed.	User reports that the system fails to detect audio hardware, resulting in loss of sound output despite driver updates and troubleshooting.	Audio hardware detection failure	Hardware	Medium	Low	Hardware Support Team
37	Dear Customer Support Team,I am submitting a report about a critical issue in the server room that demands immediate action. There are severe overheating problems, seemingly caused by a malfunctioning PC fan (PC-Liife). Despite attempts to control the situation, the issue persists, leading to increased temperatures that could potentially harm the hardware.To resolve this, I have already tried several restart cycles and performed basic cleaning to remove dust accumulation. However, the problem remains unresolved.	User reports severe server room overheating caused by a malfunctioning PC fan, posing potential risk to critical hardware components.	Server room overheating incident	Hardware	High	High	Hardware Support Team
334	Dear Customer Support Team,I am submitting a report about a major network issue currently impacting several devices, including mesh Wi-Fi units, printers, and audio systems. I believe the cause may be linked to a failure in the network node or a security misconfiguration.Our Security Operations Center (SOC) team has already restarted the affected devices and performed initial diagnostics. However, these actions did not resolve the problem, and the disruptions continue. This ongoing issue is affecting our business operations.	User reports a major network disruption impacting multiple devices and suspects a network node failure or security misconfiguration as the cause.	Major network disruption	Hardware	High	High	Hardware Support Team
54	Dear Support Team,I trust this message reaches you well. I am reaching out to seek comprehensive details on integrating third-party hardware components, particularly Netgear routers and Razer keyboards, within an Agile cloud-based SaaS system. My objective is to guarantee peak performance, flawless compatibility, and a seamless user experience when utilizing these devices in our operational setup.Considering the diverse range of devices involved, it is essential for us to understand the recommended strategies and configuration guidelines for the platform.	User requests detailed integration guidelines for third-party hardware (Netgear routers, Razer keyboards) within an Agile cloud-based SaaS system.	Third-party hardware integration request	Network	Low	Low	Network Support Team
70	Dear Customer Support,I am submitting a report regarding a major interruption currently impacting access to telehealth services. The disruption appears to originate from either a network malfunction or a possible cybersecurity event. I have already performed preliminary troubleshooting, such as confirming network connections and examining security logs, but access still remains blocked.This disruption is causing significant difficulties, hindering patients and healthcare professionals from using vital telemedicine solutions.	User reports a major telehealth service outage likely related to network or cybersecurity issues, preventing patient and provider access.	Telehealth service outage	Network	High	High	Network Support Team
87	Dear Customer Support Team,I hope this message finds you well. I am reaching out to highlight a performance problem currently affecting the Cloud SaaS platform. Over the past few days, I have observed a notable decline in responsiveness and overall speed, which is disrupting daily workflows. Specifically, tasks that normally complete within seconds are taking significantly longer, sometimes several minutes. This lag impacts individual user actions and automated processes that depend on prompt responses.	User reports significant performance degradation on the Cloud SaaS platform, causing delayed operations and workflow interruptions.	Cloud SaaS performance degradation	Network	Medium	High	Network Support Team
100	Dear Customer Support Team,I am reaching out to report significant performance issues with our Cloud SaaS platform. Over the recent days, system response times have escalated markedly, disrupting daily activities and impairing user experience. The slowdown is causing delays in processing essential tasks, thereby affecting our business continuity.Please prioritize this matter and investigate promptly. We would appreciate an update on the root cause and an estimated timeline for resolution, as we depend heavily on the platform and require confirmation that the issue is being addressed.	User reports ongoing performance and accessibility issues across hardware and software systems following recent security configuration updates.	Security configuration impact issue	Network	Medium	High	Network Support Team
101	Dear Support Team,I am submitting a report concerning a significant problem impacting several hardware and software units within our environment. Over the past few days, we have noticed ongoing performance issues related to access across multiple devices. These problems appear to coincide with recent security setting adjustments made as part of our routine update processes.Initially, I carried out basic troubleshooting procedures such as rebooting the affected units and checking network connections. Regrettably, these actions did not resolve the issues.	User reports intermittent outages in the cloud-native SaaS platform that disrupt workflows and reduce operational efficiency.	Cloud SaaS intermittent outage	Network	High	High	Network Support Team

67	Dear Customer Support Team,I am submitting a report concerning a service disruption affecting our cloud-native SaaS platform. We've noticed sporadic outages that hinder full utilization of the platform's capabilities. These interruptions are causing workflow delays and impacting overall efficiency.Could you please provide an update on the current status of the problem and an estimated timeframe for resolution? Additionally, any recommended measures to reduce the impact would be appreciated.Thank you for your prompt attention to this matter. I look forward to your response.	User reports service instability following a CI/CD pipeline update, affecting microservice orchestration and resource allocation in Kubernetes.	CI/CD pipeline stability issue	Software/Application	High	High	Software Support Team
52	Dear Support Team,We are currently facing sporadic disruptions impacting multiple products, which we believe may be related to a recent CI/CD pipeline update. This update might be affecting the orchestration of microservices and resource distribution. We have already restarted the affected services and thoroughly examined the Kubernetes logs, but the issue continues. Could you please help us in diagnosing and resolving this problem as soon as possible? Your prompt support would be highly appreciated.Best regards,[Your Name]	User reports sporadic service interruptions on the cloud-based SaaS platform, resulting in workflow delays and reduced productivity.	Cloud SaaS service interruption	Software/Application	High	High	Software Support Team
58	Dear Customer Support Team,I am submitting a report regarding a service disruption affecting our cloud-based SaaS platform. We've noticed sporadic interruptions that hinder our ability to fully access the platform's features. These disruptions are causing workflow delays and impacting overall efficiency.Could you please provide an update on the current status of this issue and an estimated timeframe for resolution? Additionally, any recommended measures to reduce the impact would be greatly appreciated.Thank you for your prompt attention to this matter. I look forward to your response.	User reports persistent compatibility and connectivity issues with peripherals and productivity applications after recent updates.	Peripheral and app compatibility issue	Software/Application	Medium	High	Software Support Team
73	Dear Customer Support,I am encountering several problems with peripheral devices and productivity applications following recent updates. The issues appear to be linked to compatibility and network connectivity. Despite restarting the devices and thoroughly checking connections, the problems continue to occur on both gaming and office hardware setups. This is significantly disrupting my workflow and productivity. Could you please assist with diagnosing and resolving these issues? Any advice on compatibility updates or network configuration changes would be greatly appreciated.Thank you for your support.Best regards,	User reports a critical outage affecting SaaS platform connectivity and device operations due to suspected Kubernetes orchestration failures.	Critical SaaS connectivity outage	Software/Application	Medium	Medium	Software Support Team
75	Dear Customer Support Team,I am submitting a report concerning a critical outage in the platform services that is currently hindering device connectivity throughout operations. This issue has interrupted access to the SaaS platform, greatly affecting the functionality of barcode scanners, RAID controllers, and other vital daily tools.Initial diagnostics suggest that the root cause may be linked to failures in Kubernetes orchestration. We have attempted to mitigate the problem by restarting pods and redeploying microservices, but unfortunately, these measures have not resolved the issue. The problem persists.	User reports widespread service degradation and connectivity failures affecting essential business operations.	Business-wide service degradation	Software/Application	High	High	Software Support Team

System Setup (by PDI Owner)

The group leader was responsible for setting up the Personal Developer Instance (PDI) in ServiceNow. During this phase, three Assignment Groups were created: the *Network Support Team*, *Hardware Support Team*, and *Software Support Team*. Each of these represented a Tier-2 support category according to ITIL's escalation model.

After creating the groups, five users were added into the PDI with specific roles and responsibilities. The user *its_user* acted as the Customer (end user), *its_worker* as the Service Desk Agent (Tier 1), *its_net* as the Network Specialist, *its_hw* as the Hardware Specialist, and *its_sw* as the Software/Application Specialist. Each user was assigned the appropriate role, either *user* or *itil* and all accounts were activated using the password "Yeswecan!7".

Create Assignment Groups.

- Network Support Team

The screenshot displays the ServiceNow interface for configuring the 'Network Support Team' group. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main header shows 'Group - Network Support Team' with a search bar and user profile. The configuration form includes fields for 'Name' (Network Support Team), 'Manager', 'Group email', 'Parent', and 'Description' (Escalated resolver for network issues). Below the form are 'Update' and 'Delete' buttons. The 'Group Members (2)' tab is selected, showing a list of users: 'Net ITS' and 'Worker ITS'. The bottom of the page shows a pagination bar indicating '1 to 2 of 2' items.

- Hardware Support Team

servicenow All Favorites History Workspaces Admin Group - Hardware Support Team

Name: Hardware Support Team Group email: Manager: Description: Escalated resolver for hardware issues

Update Delete

Roles Group Members (2) Groups

User Search Actions on selected rows... New Edit...

Group = Hardware Support Team

User
Worker ITS
Hardware ITS

1 to 2 of 2

- Software Support Team

servicenow All Favorites History Workspaces Admin Group - Software Support Team

Name: Software Support Team Group email: Manager: Description: Escalated resolver for software/app issues

Update Delete

Roles Group Members (2) Groups

User Search Actions on selected rows... New Edit...

Group = Software Support Team

User
Software ITS
Worker ITS

1 to 2 of 2

Simulation Flow

	Network Incident
	Software/Application Incident
	Hardware Incident

Phase 1: Customer Role

The simulation began with the *its_user* account acting as the end user. Through the Service Portal (/sp), fifteen new incidents were manually created based on the previously prepared dataset. Each incident contained a short description summarizing the main issue, a detailed description explaining the context, and a selected category Network, Hardware, or Software/Application. Once submitted, the incidents appeared in the *My Incidents* section with a state of *New*, successfully simulating the process of ticket creation from the customer side.

Number	Opened	Short description
INC0010015	2025-10-07 02:42:42	Cloud SaaS intermittent outage
INC0010014	2025-10-07 02:42:10	Major network disruption
INC0010013	2025-10-07 02:41:53	Business-wide service degradation
INC0010012	2025-10-07 02:40:58	Security configuration impact issue
INC0010011	2025-10-07 02:40:56	Server room overheating incident
INC0010010	2025-10-07 02:40:54	Critical SaaS connectivity outage
INC0010009	2025-10-07 02:39:44	Peripheral and app compatibility issue
INC0010008	2025-10-07 02:39:20	Cloud SaaS performance degradation
INC0010007	2025-10-07 02:39:19	Audio hardware detection failure
INC0010006	2025-10-07 02:38:35	Cloud SaaS service interruption
INC0010005	2025-10-07 02:36:53	Office-wide connectivity disruption
INC0010004	2025-10-07 02:36:29	Telehealth service outage
INC0010003	2025-10-07 02:30:47	CI/CD pipeline stability issue
INC0010002	2025-10-07 02:30:40	Printer driver compatibility issue
INC0010001	2025-10-07 02:29:33	Third-party hardware integration request

INC0010001

Incident INC0010001 View: Self Service

Number: INC0010001
 * Caller: User ITS
 Watch list: [Add] [Remove]

Opened: 2025-10-07 02:29:33
 Closed: []
 Urgency: 3 - Low
 State: New

* Short description: Third-party hardware integration request

Additional comments: [Text area] [Post]

Activities: 3

- User ITS: Dear Support Team, I trust this message reaches you well. I am reaching out to seek comprehensive details on integrating third-party hardware components, particularly Netgear routers and Razer keyboards, within an Agile cloud-based SaaS system. My objective is to guarantee peak performance, flawless compatibility, and a seamless user experience when utilizing these devices in our operational setup. Considering the diverse range of devices involved, it is essential for us to understand the recommended strategies and configuration guidelines for the platform. [Additional comments • 2025-10-07 02:31:35]
- User ITS: User requests detailed integration guidelines for third-party hardware (Netgear routers, Razer keyboard) within an Agile cloud-based SaaS system. [Additional comments • 2025-10-07 02:29:33]
- User ITS: [Field changes • 2025-10-07 02:29:33]

Impact: 3 - Low
 Incident state: New
 Opened by: User ITS
 Priority: 5 - Planning

[Update] [Resolve]

INC001002

servicenow All Favorites History Process Mining Workspace Incident - INC0010002

Incident INC0010002 View: Self Service

Number: INC0010002
 * Caller: User ITS
 Watch list: [Add] [Remove]

Opened: 2025-10-07 02:30:40
 Closed: []
 Urgency: 2 - Medium
 State: New

* Short description: Printer driver compatibility issue

Additional comments: [Text area] [Post]

Activities: 3

- User ITS: Dear Support Team, I am reporting a recurring issue with the Laser Printer when printing from MacBook Pros running macOS 15. Several team members have recently encountered this problem, which appears to be connected to the latest macOS 15 system updates. We believe the root cause might be a driver compatibility issue due to the updated operating systems or printer firmware. To troubleshoot, we have restarted the printers and MacBook devices, reinstalled the printer drivers, and verified configurations. [Additional comments • 2025-10-07 02:35:58]
- User ITS: User is experiencing recurring printing failures on macOS 15 devices, likely due to driver compatibility issues with recent system updates. [Additional comments • 2025-10-07 02:30:40]
- User ITS: [Field changes • 2025-10-07 02:30:40]

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

INC0010003

servicenow All Favorites History Process Mining Workspace Incident - INC0010003

Incident INC0010003 View: Self Service

Number: INC0010003
 * Caller: User ITS
 Watch list: [Add] [Remove]

Opened: 2025-10-07 02:30:47
 Closed: []
 Urgency: 1 - High
 State: New

* Short description: CI/CD pipeline stability issue

Related Search: [Search] Knowledge & Catalog (All)

Create Incident: Create an incident record to report and request assistance with an issue you are having [Order]

Additional comments: [Text area] [Post]

Activities: 3

- User ITS: Dear Customer Support Team, I am submitting a report concerning a service disruption affecting our cloud-native SaaS platform. We've noticed sporadic outages that hinder full utilization of the platform's capabilities. These interruptions are causing workflow delays and impacting overall efficiency. Could you please provide an update on the current status of the problem and an estimated timeframe for resolution? Additionally, any recommended measures to reduce the impact would be appreciated. Thank you for your prompt attention to this matter. I look forward to your response. [Additional comments • 2025-10-07 02:34:58]
- User ITS: CI/CD pipeline stability issue [Additional comments • 2025-10-07 02:30:47]
- User ITS: [Field changes • 2025-10-07 02:30:47]

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

INC0010004

servicenow All Favorites History Process Mining Workspace Incident - INC0010004

Incident INC0010004 View: Self Service

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

Number: INC0010004
* Caller: User ITS
Watch list:  

Opened: 2025-10-07 02:36:29
Closed:
Urgency: 1 - High
State: New

* Short description: Telehealth service outage

Related Search Results >

Additional comments:
Post

Activities: 3

- User ITS: Dear Customer Support, I am submitting a report regarding a major interruption currently impacting access to telehealth services. The disruption appears to originate from either a network malfunction or a possible cybersecurity event. I have already performed primary troubleshooting, such as confirming network connections and examining security logs, but access still remains blocked. This disruption is causing significant difficulties, hindering patients and healthcare professionals from using vital telemedicine solutions. Additional comments • 2025-10-07 02:36:59
- User ITS: Telehealth service outage. Additional comments • 2025-10-07 02:36:29
- User ITS: Impact: 3 - Low, Incident state: New, Opened by: User ITS, Priority: 3 - Moderate. Field changes • 2025-10-07 02:36:29

INC0010005

servicenow All Favorites History Process Mining Workspace Incident - INC0010005

Incident INC0010005 View: Self Service

Number: INC0010005
* Caller: User ITS
Watch list:  

Opened: 2025-10-07 02:36:53
Closed:
Urgency: 1 - High
State: New

* Short description: Office-wide connectivity disruption

Related Search Results >

Additional comments:
Post

Activities: 3

- User ITS: Dear Customer Support, We are experiencing extensive connectivity problems impacting numerous devices throughout the office. The issues have been observed with headsets, printers, and workstations all at once, significantly disrupting daily activities. Our initial investigation indicates that the cause may be a network outage or a misconfiguration within the system infrastructure. Our team has already tried several troubleshooting methods, including rebooting affected devices and swapping hardware components, but unfortunately, these efforts did not resolve the disruptions. Additional comments • 2025-10-07 02:37:28
- User ITS: Office-wide connectivity disruption. Additional comments • 2025-10-07 02:36:53
- User ITS: Impact: 3 - Low, Incident state: New, Opened by: User ITS, Priority: 3 - Moderate. Field changes • 2025-10-07 02:36:53

INC0010006

servicenow All Favorites History Process Mining Workspace Incident - INC0010006

Incident INC0010006 View: Self Service

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

Number: INC0010006
* Caller: User ITS
Watch list:  

Opened: 2025-10-07 02:38:35
Closed:
Urgency: 1 - High
State: New

* Short description: Cloud SaaS service interruption

Related Search Results >

Additional comments:
Post

Activities: 3

- User ITS: Dear Support Team, We are currently facing sporadic disruptions impacting multiple products, which we believe may be related to a recent CI/CD pipeline update. This update might be affecting the orchestration of microservices and resource distribution. We have already restarted the affected services and thoroughly examined the Kubernetes logs, but the issue continues. Could you please help us in diagnosing and resolving this problem as soon as possible? Your prompt support would be highly appreciated. Best regards, Your Name. Additional comments • 2025-10-07 02:38:55
- User ITS: Cloud SaaS service interruption. Additional comments • 2025-10-07 02:38:35
- User ITS: Impact: 3 - Low, Incident state: New, Opened by: User ITS, Priority: 3 - Moderate. Field changes • 2025-10-07 02:38:35

INC0010007

servicenow All Favorites History Process Mining Workspace Incident - INC0010007

< Incident INC0010007 View: Self Service*

Number INC0010007

* Caller User ITS

Watch list

* Short description Audio hardware detection failure

Related Search Results

Additional comments

Post

Activities: 3

UI User ITS Additional comments • 2025-10-07 02:39:43
Dear Customer Support Team! I am reaching out to request help with a problem I am facing on my PC. Recently, the audio hardware is no longer being recognized by the system. Despite several troubleshooting efforts, such as reconnecting the device, updating the drivers, and restarting the computer, the issue persists. This problem has made the audio output completely unusable, impacting my ability to listen to media and participate in video calls. I have checked the Device Manager, and the audio hardware appears in the list of devices, with the connections confirmed.

UI User ITS Additional comments • 2025-10-07 02:39:19
Audio hardware detection failure

UI User ITS Field changes • 2025-10-07 02:39:19
Impact 3 - Low
Incident state New
Opened by User ITS
Priority 4 - Low

INC0010008

servicenow All Favorites History Process Mining Workspace Incident - INC0010008

< Incident INC0010008 View: Self Service*

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

Number INC0010008

* Caller User ITS

Watch list

* Short description Cloud SaaS performance degradation

Related Search Results

Additional comments

Post

Activities: 3

UI User ITS Additional comments • 2025-10-07 02:39:32
Dear Customer Support Team! I hope this message finds you well. I am reaching out to highlight a performance problem currently affecting the Cloud SaaS platform. Over the past few days, I have observed a notable decline in responsiveness and overall speed, which is disrupting daily workflows. Specifically, tasks that normally complete within seconds are taking significantly longer, sometimes several minutes. This lag impacts individual user actions and automated processes that depend on prompt responses.

UI User ITS Additional comments • 2025-10-07 02:39:20
Cloud SaaS performance degradation

UI User ITS Field changes • 2025-10-07 02:39:20
Impact 3 - Low
Incident state New
Opened by User ITS
Priority 4 - Low

INC0010009

servicenow All Favorites History Process Mining Workspace Incident - INC0010009

< Incident INC0010009 View: Self Service*

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

Number INC0010009

* Caller User ITS

Watch list

* Short description Peripheral and app compatibility issue

Related Search Results

Additional comments

Post

Activities: 3

UI User ITS Additional comments • 2025-10-07 02:39:33
Dear Customer Support Team! I am submitting a report regarding a service disruption affecting our cloud-based SaaS platform. We've noticed sporadic interruptions that hinder our ability to fully access the platform's features. These disruptions are causing workflow delays and impacting overall efficiency. Could you please provide an update on the current status of this issue and an estimated timeframe for resolution? Additionally, any recommended measures to reduce the impact would be greatly appreciated. Thank you for your prompt attention to this matter. I look forward to your response.

UI User ITS Additional comments • 2025-10-07 02:39:44
Peripheral and app compatibility issue

UI User ITS Field changes • 2025-10-07 02:39:44
Impact 3 - Low
Incident state New
Opened by User ITS
Priority 4 - Low

INC0010010

servicenow All Favorites History Process Mining Workspace Incident - INC0010010

Incident INC0010010 View: Self Service*

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 [dashboard](#).

Number: INC0010010
* Caller: User ITS
Watch list: [Add] [Remove]

Opened: 2025-10-07 02:40:54
Closed: []
Urgency: 2 - Medium
State: New

* Short description: Critical SaaS connectivity outage

Related Search Results >

Additional comments: [Add comment] [Post]

Activities: 3

- User ITS: Dear Customer Support Team, I am encountering several problems with our general device and productivity applications following recent updates. The issues appear to be related to compatibility and network connectivity. Despite restarting the devices and thoroughly checking connections, the problems continue to occur on both gaming and office hardware setups. This is significantly disrupting my workflow and productivity. Could you please assist with diagnosing and resolving these issues? Any advice on compatibility updates or network configuration changes would be greatly appreciated. Thank you for your support and assistance.
- User ITS: Critical SaaS connectivity outage
- User ITS: Field changes

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

INC0010011

servicenow All Favorites History Process Mining Workspace Incident - INC0010011

Incident INC0010011 View: Self Service*

Number: INC0010011
* Caller: User ITS
Watch list: [Add] [Remove]

Opened: 2025-10-07 02:40:54
Closed: []
Urgency: 1 - High
State: New

* Short description: Server room overheating incident

Related Search Results >

Additional comments: [Add comment] [Post]

Activities: 3

- User ITS: Dear Customer Support Team, I am submitting a report about a critical issue in the server room that demands immediate action. There are severe overheating problems, seemingly caused by a malfunctioning PC fan (PC-Lifter). Despite attempts to control the situation, the issue persists, leading to increased temperatures that could potentially harm the hardware. To resolve this, I have already tried several restart cycles and performed basic cleaning to remove dust accumulation. However, the problem remains unresolved.
- User ITS: Server room overheating incident
- User ITS: Field changes

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

INC0010012

servicenow All Favorites History Process Mining Workspace Incident - INC0010012

Incident INC0010012 View: Self Service*

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 [dashboard](#).

Number: INC0010012
* Caller: User ITS
Watch list: [Add] [Remove]

Opened: 2025-10-07 02:40:58
Closed: []
Urgency: 2 - Medium
State: New

* Short description: Security configuration impact issue

Related Search Results >

Additional comments: [Add comment] [Post]

Activities: 3

- User ITS: Dear Customer Support Team, I am reaching out to report significant performance issues with our Cloud SaaS platform. Over the recent days, system response times have escalated markedly, disrupting daily activities and impairing user experience. The slowdown is causing delays in processing essential tasks, thereby affecting our business continuity. Please prioritize this matter and investigate promptly. We would appreciate an update on the root cause and an estimated timeline for resolution, as we depend heavily on the platform and require confirmation that the issue is being addressed.
- User ITS: Security configuration impact issue
- User ITS: Field changes

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

INC0010013

dev30907 service-now.com/now/nav/ui/classic/params/target/Incident.do?3f3yx_jdN3D0421C6bP93107210ad775defaba100w%26sysparm_view%3Dless

servicenow All Favorites History Process Mining Workspace Incident - INC0010013

Incident INC0010013 View: Self Service

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 INC0010013
* Caller User ITS
Watch list
* Short description Business-wide service degradation

Opened 2025-10-07 02:41:53
Closed
Urgency 1-High
State New

Related Search Results

Additional comments

Activities: 3

Use ITS
Additional comments • 2025-10-07 02:42:08
Dear Customer Support Team I am submitting a report concerning a critical outage in the platform services that is currently hindering device connectivity throughout operations. This issue has interrupted access to the SaaS platform, greatly affecting the functionality of barcode scanners, SaaS controllers, and other vital daily tools. Initial diagnostics suggest that the root cause may be linked to failures in Kubernetes orchestration. We have attempted to mitigate the problem by restarting pods and redeploying microservices, but unfortunately, these measures have not resolved the issue. The problem persists.

Use ITS
Additional comments • 2025-10-07 02:41:53
Business-wide service degradation

Use ITS
Field changes • 2025-10-07 02:41:53
Impact 3 - Low
Incident state New
Opened by User ITS
Priority 3 - Moderate

INC0010014

servicenow All Favorites History Process Mining Workspace Incident - INC0010014

Incident INC0010014 View: Self Service

Number INC0010014
* Caller User ITS
Watch list
* Short description Major network disruption

Opened 2025-10-07 02:42:10
Closed
Urgency 1-High
State New

Related Search Results

Additional comments

Activities: 3

Use ITS
Additional comments • 2025-10-07 02:42:16
Dear Customer Support Team I am submitting a report about a major network issue currently impacting several devices, including mesh Wi-Fi units, printers, and audio systems. I believe the cause may be linked to a failure in the network mode or a security misconfiguration. Our Security Operations Center (SOC) team has already restarted the affected devices and performed initial diagnostics. However, these actions did not resolve the problem, and the disruptions continue. This ongoing issue is affecting our business operations.

Use ITS
Additional comments • 2025-10-07 02:42:10
Major network disruption

Use ITS
Field changes • 2025-10-07 02:42:10
Impact 3 - Low
Incident state New
Opened by User ITS
Priority 3 - Moderate

INC0010015

servicenow All Favorites History Process Mining Workspace Incident - INC0010015

Incident INC0010015 View: Self Service

Number INC0010015
* Caller User ITS
Watch list
* Short description Cloud SaaS intermittent outage

Opened 2025-10-07 02:42:42
Closed
Urgency 1-High
State New

Related Search Results

Additional comments

Activities: 3

Use ITS
Additional comments • 2025-10-07 02:43:02
Dear Support Team I am submitting a report concerning a significant problem impacting several hardware and software units within our environment. Over the past few days, we have noticed ongoing performance issues related to access across multiple devices. These problems appear to coincide with recent security setting adjustments made as part of our routine update processes. Initially, I carried out basic troubleshooting procedures such as rebooting the affected units and checking network connections. Regrettably, these actions did not resolve the issues.

Use ITS
Additional comments • 2025-10-07 02:42:42
Cloud SaaS intermittent outage

Use ITS
Field changes • 2025-10-07 02:42:42
Impact 3 - Low
Incident state New
Opened by User ITS
Priority 3 - Moderate

Update Resolve

Phase 2: Service Desk Agent Role (Tier 1)

In the next phase, the *its_worker* account was used to perform the responsibilities of a Tier-1 Service Desk Agent. The agent reviewed all submitted incidents, verified their categories, and assigned each one to the appropriate assignment group. The incident state was then changed from *New* to *In Progress*, and a work note was added stating that the ticket had been triaged and assigned to a specialist. Finally, the tickets were reassigned to the corresponding specialist accounts (*its_net*, *its_hw*, or *its_sw*) based on their category.

INC0010001

INC0010002

INC0010003

The screenshot shows the ServiceNow interface for incident INC0010003. The incident is titled "CI/CD pipeline stability issue" and is currently in the "In Progress" state. The description states: "User reports service instability following a CI/CD pipeline update, affecting microservice orchestration and resource allocation in Kubernetes." The incident is assigned to the "Software Support Team" with a priority of "1 - Critical". The "Compose" section shows a message: "Ticket triaged, assigned to specialist." The "Record Information" section shows the caller as "User ITS" and the incident was opened on "2025-10-07 02:30:47".

INC0010004

The screenshot shows the ServiceNow interface for incident INC0010004. The incident is titled "Telehealth service outage" and is currently in the "In Progress" state. The description states: "User reports a major telehealth service outage likely related to network or cybersecurity issues, preventing patient and provider access." The incident is assigned to the "Network Support Team" with a priority of "1 - Critical". The "Compose" section shows a message: "Ticket triaged, assigned to specialist." The "Record Information" section shows the caller as "User ITS" and the incident was opened on "2025-10-07 02:36:29".

INC0010005

The screenshot shows the ServiceNow interface for incident INC0010005. The incident is titled "Office-wide connectivity disruption" and is currently in the "In Progress" state. The description states: "User reports widespread connectivity disruptions affecting multiple office devices, suspected to stem from a network outage or infrastructure misconfiguration." The incident is assigned to the "Hardware Support Team" with a priority of "1 - Critical". The "Compose" section shows a message: "Ticket triaged, assigned to specialist." The "Record Information" section shows the caller as "User ITS" and the incident was opened on "2025-10-07 02:36:53".

INC0010006

INC0010006
Cloud SaaS service interruption

Description: User reports sporadic service interruptions on the cloud-based SaaS platform, resulting in workflow delays and reduced productivity.

Number: INC0010006
State: In Progress
Caller: User ITS
Impact: 1 - High
Location:
Urgency: 1 - High
Channel: Self-service
Category: Software
Subcategory: None
Opened: 2025-10-07 02:38:35

Impact Assignment:
Assigned group: Software Support Team
Assigned to: Software ITS

Related Records:

Compose:
Ticket triaged, assigned to specialist.
Additional comments (Customer visible):
Enter your Additional comments (Customer visible) here

Record Information:
Last updated by User ITS
2025-10-07 02:38:35
SLAs and timings: Response SLA: No matching SLA, Resolution SLA: No matching SLA
Caller: User ITS (0310-45 America/Los Angeles)
Assigned to: This incident has not been assigned yet

Activity:
User ITS
Additional comments • 2025-10-07 02:38:35
Dear Support Team, We are currently facing sporadic disruptions impacting multiple products, which we believe may be related to a recent CI/CD pipeline update. This update might be affecting the orchestration of microservices and resource distribution. We have already restarted the affected services and thoroughly examined the Kubernetes logs, but the issue continues. Could you

INC0010007

INC0010007
Audio hardware detection failure

Description: User reports that the system fails to detect audio hardware, resulting in loss of sound output despite driver updates and troubleshooting.

Number: INC0010007
State: In Progress
Caller: User ITS
Impact: 3 - Low
Location:
Urgency: 2 - Medium
Channel: Self-service
Category: Hardware
Subcategory: None
Opened: 2025-10-07 02:39:19

Impact Assignment:
Assigned group: Hardware Support Team
Assigned to: Hardware ITS

Related Records:
Cause
Probable cause

Compose:
Ticket triaged, assigned to specialist.
Post Work notes

Activity:
User ITS
Additional comments • 2025-10-07 02:39:43
User Customer Support Team is reaching out to request help with a problem I am facing on my PC. Recently, the audio hardware is no longer being recognized by the system. Despite several troubleshooting efforts, such as reconnecting the device, updating the drivers, and restarting the computer, the issue persists. This problem has made the audio output completely unusable, impacting my ability to listen to media and participate in video calls. I have checked

Record Information:
Last updated by User ITS
2025-10-07 02:39:43
SLAs and timings: Response SLA: No matching SLA, Resolution SLA: No matching SLA
Caller: User ITS (0310-45 America/Los Angeles)
Assigned to: This incident has not been assigned yet

INC0010008

INC0010008
Cloud SaaS performance degradation

Description: User reports significant performance degradation on the Cloud SaaS platform, causing delayed operations and workflow interruptions.

Number: INC0010008
State: In Progress
Caller: User ITS
Impact: 1 - High
Location:
Urgency: 2 - Medium
Channel: Self-service
Category: Network
Subcategory: None
Opened: 2025-10-07 02:39:20

Impact Assignment:
Assigned group: Network Support Team
Assigned to: Net ITS

Compose:
Enter your Work notes here
Post Work notes

Activity:
Worker ITS
First change • 2025-10-07 02:39:50
Impact: 1 - High was 3 - Low
Priority: 2 - High was 4 - Low
Incident state: In Progress was New
Assigned to: Net ITS was Empty
Ticket triaged, assigned to specialist
User ITS
Additional comments • 2025-10-07 02:39:32
Dear Customer Support Team! I hope this message finds you well. I am reaching out to highlight a performance problem currently affecting the Cloud SaaS platform. Over the past few days, I have observed a notable decline in responsiveness and overall speed, which is disrupting daily workflows. Specifically, tasks that normally complete within seconds are

Record Information:
Last updated by Worker ITS
2025-10-07 02:39:50
SLAs and timings: Response SLA: No matching SLA, Resolution SLA: No matching SLA
Caller: User ITS (0310-45 America/Los Angeles)
Assigned to: Net ITS

INC0010009

INC0010009
Peripheral and app compatibility issue

Incident
Short description: Peripheral and app compatibility issue
Description: User reports persistent compatibility and connectivity issues with peripherals and productivity applications after recent updates.

Details
Number: INC0010009
State: In Progress
Caller: User ITS
Impact: 1 - High
Location: 2 - Medium
Urgency: 2 - Medium
Channel: Self-service
Category: Software
Subcategory: -- None --
Work notes list
Open: 2025-10-07 02:39:44

Impact Assignment
Assigned group: Software Support Team
Assigned to: Software ITS

Related Records

Compose
Ticket triaged, assigned to specialist.
Additional comments (Customer visible):
Enter your Additional comments (Customer visible) here

Record Information
Last updated by: User ITS
2025-10-07 02:39:53
SLAs and timings
Response SLA: No matching SLA
Resolution SLA: No matching SLA
View all SLAs
Caller: User ITS
Contact: --
Recent incidents: --
Recent interactions: --
Assigned assets: --
Assigned to: This incident has not been assigned yet
Assign to me
View additional collaborators

Activity
User ITS
Additional comments • 2025-10-07 02:39:53
Dear Customer Support Team I am submitting a report regarding a service disruption affecting our cloud-based SaaS platform. We've noticed sporadic interruptions that hinder our ability to fully access the platform's features. These disruptions are causing workflow delays and impacting overall efficiency. Could you please provide an update on the current status of this issue?
User ITS
Additional comments • 2025-10-07 02:39:44

INC0010010

INC0010010
Critical SaaS connectivity outage

Incident
Short description: Critical SaaS connectivity outage
Description: User reports a critical outage affecting SaaS platform connectivity and device operations due to suspected Kubernetes orchestration failures.

Details
Number: INC0010010
State: In Progress
Caller: User ITS
Impact: 2 - Medium
Location: 2 - Medium
Urgency: 2 - Medium
Channel: Self-service
Category: Software
Subcategory: -- None --
Work notes list
Open: 2025-10-07 02:40:54

Impact Assignment
Assigned group: Software Support Team
Assigned to: Software ITS

Related Records

Compose
Ticket triaged, assigned to specialist.
Additional comments (Customer visible):
Enter your Additional comments (Customer visible) here

Record Information
Last updated by: User ITS
2025-10-07 02:40:58
SLAs and timings
Response SLA: No matching SLA
Resolution SLA: No matching SLA
View all SLAs
Caller: User ITS
Contact: --
Recent incidents: --
Recent interactions: --
Assigned assets: --
Assigned to: This incident has not been assigned yet
Assign to me
View additional collaborators

Activity
User ITS
Additional comments • 2025-10-07 02:40:58
Dear Customer Support I am encountering several problems with peripheral devices and productivity applications following recent updates. The issues appear to be linked to compatibility and network connectivity. Despite restarting the devices and thoroughly checking connections, the problems continue to occur on both gaming and office hardware setups. This is
User ITS
Additional comments • 2025-10-07 02:40:54

INC0010011

INC0010011
Server room overheating incident

Incident
Short description: Server room overheating incident
Description: User reports severe server room overheating caused by a malfunctioning PC fan, posing potential risk to critical hardware components.

Details
Number: INC0010011
State: In Progress
Caller: User ITS
Impact: 1 - High
Location: 1 - High
Urgency: 1 - High
Channel: Self-service
Category: Hardware
Subcategory: -- None --
Work notes list
Open: 2025-10-07 02:40:56

Impact Assignment
Assigned group: Hardware Support Team
Assigned to: Hardware ITS

Related Records
Cause

Compose
Ticket triaged, assigned to specialist.
Additional comments (Customer visible):
Enter your Additional comments (Customer visible) here

Record Information
Last updated by: User ITS
2025-10-07 02:40:56
SLAs and timings
Response SLA: No matching SLA
Resolution SLA: No matching SLA
View all SLAs
Caller: User ITS
Contact: --
Recent incidents: --
Recent interactions: --
Assigned assets: --
Assigned to: This incident has not been assigned yet
Assign to me
View additional collaborators

Activity
User ITS
Additional comments • 2025-10-07 02:40:56
Dear Customer Support Team I am submitting a report about a critical issue in the server room that demands immediate action. There are severe overheating problems, seemingly caused by a malfunctioning PC fan (SPC-U1188). Despite attempts to control the situation, the issue persists, leading to increased temperatures that could potentially harm the hardware. To resolve this, I have already tried several restart cycles and performed basic
User ITS
Additional comments • 2025-10-07 02:40:56
Server room overheating incident
Opened by: User ITS

INC0010012

ServiceNow All Favorites History Workspaces Service Operations Workspace

INC0010001 x INC0010004 x INC0010008 x INC0010012 x INC0010015 x

Security configuration in telehealth service outage

Overview Details Related records

Incident

Short description # Security configuration impact issue

Description User reports ongoing performance and accessibility issues across hardware and software systems following recent security configuration updates.

Number INC0010012 State In Progress

Caller # User ITS Impact 1 - High

Location Urgency 2 - Medium

Channel Self-service Priority 2 - High

Category Network Watch list

Subcategory -- None -- Work notes list

Opened 2025-10-07 02:40:58

Impact Assignment

Assignment group Network Support Team Assigned to Net ITS

Compose

Work notes # Enter your Work notes here

Activity

Worker ITS
First change • 2025-10-07 03:06:54
Impact 1 - High was 3 - Low
Priority 2 - High was 4 - Low
Incident state In Progress was New
Assigned to Net ITS was Empty

Worker ITS
Work notes • 2025-10-07 03:06:54
Ticket triaged, assigned to specialist.

User ITS
Additional comments • 2025-10-07 02:41:57
Dear Customer Support Team, I am reaching out to report significant performance issues with our Cloud SaaS platform. Over the recent days, system response times have escalated markedly, disrupting daily activities and impacting user experience. The slowdown is causing delays in processing essential tasks, thereby affecting our business continuity. Please

User ITS
Additional comments • 2025-10-07 02:40:58
Security configuration impact issue

User ITS
First change • 2025-10-07 02:40:58

Record Information

Last updated by Worker ITS
2025-10-07 03:09:55

SLAs and timings
Response SLA No matching SLA
Resolution SLA 0 2:15:00
View all SLAs

Caller
User ITS
03:09:55 America/Los Angeles
Contact

Recent incidents >
Recent interactions >
Assigned assets >

Assigned to
Net ITS
Reassign

View additional collaborators

INC0010013

ServiceNow All Favorites History Workspaces Service Operations Workspace

INC0010003 x INC0010006 x INC0010009 x INC0010010 x INC0010013 x

Business-wide service degradation

Overview Details Related records

Incident

Short description # Business-wide service degradation

Description User reports widespread service degradation and connectivity failures affecting essential business operations.

Number INC0010013 State In Progress

Caller # User ITS Impact 1 - High

Location Urgency 1 - High

Channel Self-service Priority 3 - Moderate

Category Software Watch list

Subcategory -- None -- Work notes list

Opened 2025-10-07 02:41:53

Compose

Work notes # Ticket triaged, assigned to specialist.

Additional comments (Customer visible)
Enter your Additional comments (Customer visible) here

Everyone can see this comment

Email
To User ITS x
Subject INC0010013 - Business-wide service degradation

Compose your email here

Activity

Record Information

Last updated by User ITS
2025-10-07 02:42:58

SLAs and timings
Response SLA No matching SLA
Resolution SLA 0 2:15:00
View all SLAs

Caller
User ITS
03:10:31 America/Los Angeles
Contact

Recent incidents >
Recent interactions >
Assigned assets >

Assigned to
This Incident has not been assigned yet
Assign to me

View additional collaborators

INC0010014

ServiceNow All Favorites History Workspaces Service Operations Workspace

INC0010014 x

Major network disruption

Overview Details Related records

Incident

Short description # Major network disruption

Description User reports a major network disruption impacting multiple devices and suspects a network router failure or security misconfiguration as the cause.

Number INC0010014 State In Progress

Caller # User ITS Impact 1 - High

Location Urgency 1 - High

Channel Self-service Priority 3 - Moderate

Category Hardware Watch list

Subcategory -- None -- Work notes list

Opened 2025-10-07 02:42:10

Impact Assignment

Assignment group Hardware Support Team Assigned to Hardware ITS

Related Records Cause

Problem Cause

Compose

Work notes # Ticket triaged, assigned to specialist.

Additional comments (Customer visible)
Enter your Additional comments (Customer visible) here

Everyone can see this comment

Email
To User ITS x
Subject INC0010014 - Major network disruption

Compose your email here

Activity

User ITS
Additional comments • 2025-10-07 02:42:10
Dear Customer Support Team, I am submitting a report about a major network issue. Currently, multiple devices are experiencing connectivity problems, including Wi-Fi routers, printers, and audio systems. I believe the cause may be linked to a failure in the network router or a security misconfiguration. Our Security Operations Center (SOC) team has already restarted the affected devices and performed initial diagnostics. However, these actions did not resolve

User ITS
Additional comments • 2025-10-07 02:42:10
Major network disruption

User ITS
First change • 2025-10-07 02:42:10
Opened by User ITS

Record Information

Last updated by User ITS
2025-10-07 02:42:14

SLAs and timings
Response SLA No matching SLA
Resolution SLA 0 2:15:00
View all SLAs

Caller
User ITS
03:07:12 America/Los Angeles
Contact

Recent incidents >
Recent interactions >
Assigned assets >

Assigned to
This Incident has not been assigned yet
Assign to me

View additional collaborators

INC0010015

ServiceNow

All Favorites History Workspaces

Service Operations Workspace

Search

List

INC0010003 x INC0010006 x INC0010009 x INC0010010 x INC0010013 x

Business-wide service degradation

Save Create change request Assign to me Resolve

Overview Details Related records

Incident

Short description *
Business-wide service degradation

Description
User reports widespread service degradation and connectivity failures affecting essential business operations.

Number
INC0010013

State
In Progress

Caller *
User ITS

Impact
1 - High

Location

Urgency
1 - High

Channel
Self-service

Priority
1 - Critical

Category
Software

Subcategory
-- None --

Opened
2025-10-07 02:41:53

Compose

Work notes *

Ticket triaged, assigned to specialist.

Additional comments (Customer visible)
Enter your Additional comments (Customer visible) here

Everyone can see this comment

Email

To
User ITS x

Subject
INC0010013 - Business-wide service degradation

B I U ↶ ↷ ...

Compose your email here

Send email

Record Information

Last updated by User ITS
2025-10-07 02:42:08

SLAs and timings
Response SLA
No matching SLA
Resolution SLA
02:00:00
View all SLAs

Caller
User ITS
02:30:01 America/Los_Angeles
Contact

Recent Incidents >
Recent Interactions >
Assigned assets >

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

Activity

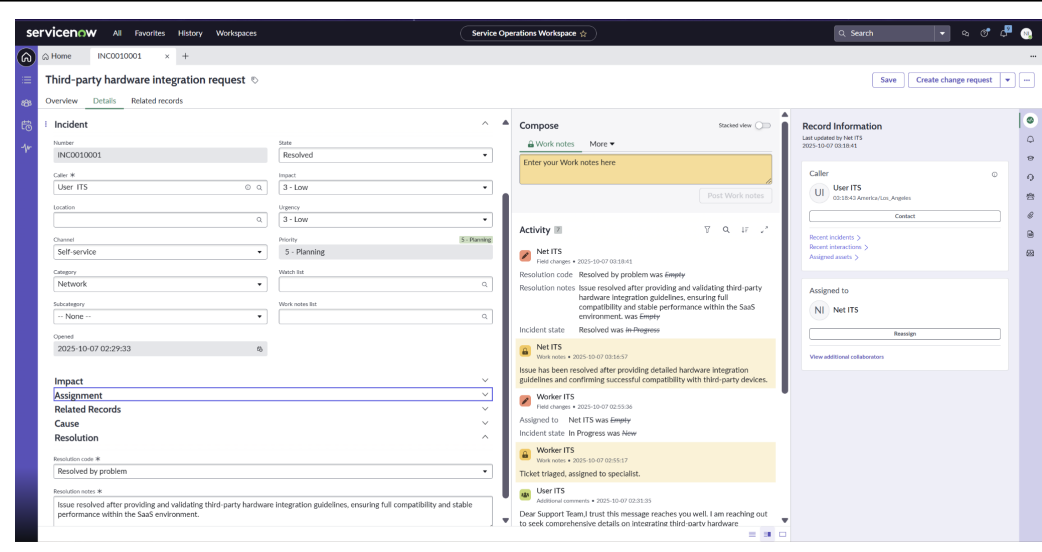
Activity

Phase 3: Specialist (Tier 2)

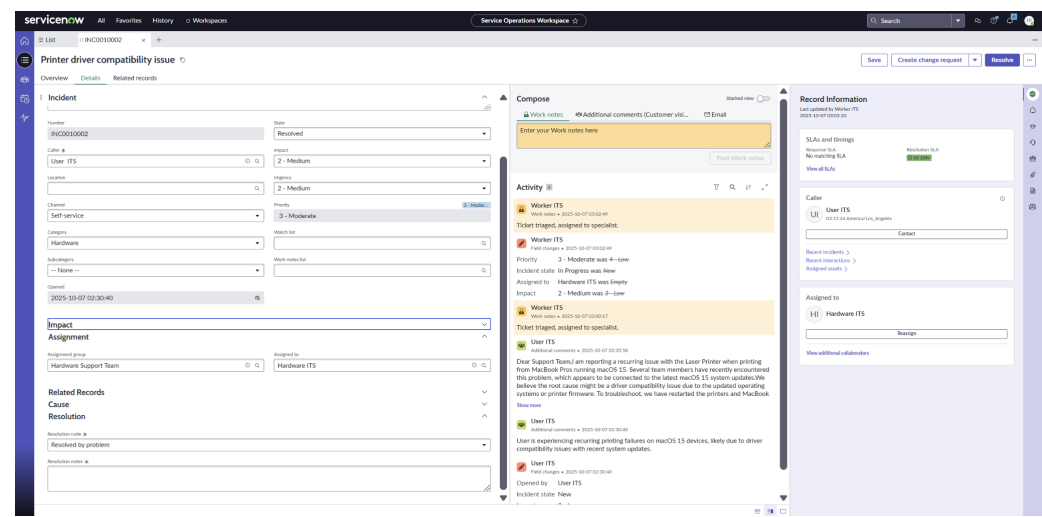
Each Tier-2 specialist logged into their own account to handle incidents related to their area of expertise. The **Network Specialist (its_net)** resolved several issues related to connectivity and network performance. The **Hardware Specialist (its_hw)** worked on incidents involving malfunctioning devices and hardware replacements. Meanwhile, the **Software/Application Specialist (its_sw)** handled application-related issues such as login errors or configuration problems.

Each specialist updated the work notes to explain the troubleshooting steps taken and changed the incident state to *Resolved* once the problem was fixed.

INC0010001



INC001002



INC0010003

The screenshot shows the ServiceNow interface for incident INC0010003, titled "CI/CD pipeline stability issue". The incident is in the "Resolved" state. The description states: "User reports service instability following a CI/CD pipeline update, affecting microservice orchestration and resource allocation in Kubernetes." The incident details include: Number INC0010003, State Resolved, Caller User ITS, Impact 1 - High, Urgency 1 - High, Priority 1 - Critical, Channel Self-service, Category Software, Subcategory -- None --, and Opened 2025-10-07 02:30:47. The "Compose" section shows work notes from Software ITS and Worker ITS. The "Record Information" section shows SLAs and timings, with a resolution SLA of 09:00:00. The "Caller" section shows User ITS (03:20:30 America/Los Angeles) and the "Assigned to" section shows Software ITS.

INC0010004

The screenshot shows the ServiceNow interface for incident INC0010004, titled "Telehealth service outage". The incident is in the "Resolved" state. The description states: "Issue resolved after restoring network connectivity and implementing cybersecurity patches, successfully reestablishing stable telehealth service access for all users." The incident details include: Number INC0010004, State Resolved, Caller User ITS, Impact 1 - High, Urgency 1 - High, Priority 1 - Critical, Channel Self-service, Category Network, Subcategory -- None --, and Opened 2025-10-07 02:36:29. The "Compose" section shows work notes from Net ITS and Worker ITS. The "Record Information" section shows SLAs and timings, with a resolution SLA of 09:00:00. The "Caller" section shows User ITS (03:21:57 America/Los Angeles) and the "Assigned to" section shows Net ITS.

INC0010005

The screenshot shows the ServiceNow interface for incident INC0010005, titled "Office-wide connectivity disruption". The incident is in the "Resolved" state. The description states: "User reports widespread connectivity disruptions affecting multiple office devices, suspected to stem from a network outage or infrastructure misconfiguration." The incident details include: Number INC0010005, State Resolved, Caller User ITS, Impact 1 - High, Urgency 1 - High, Priority 1 - Critical, Channel Self-service, Category Hardware, Subcategory -- None --, and Opened 2025-10-07 02:36:53. The "Compose" section shows work notes from Hardware ITS and Worker ITS. The "Record Information" section shows SLAs and timings, with a resolution SLA of 09:00:00. The "Caller" section shows User ITS (03:22:00 America/Los Angeles) and the "Assigned to" section shows Hardware ITS.

INC0010006

The screenshot shows the ServiceNow interface for incident INC0010006, titled "Cloud SaaS service interruption". The incident is in a "Resolved" state with an impact of "1 - High" and a priority of "1 - Critical". The description states: "User reports sporadic service interruptions on the cloud-based SaaS platform, resulting in workflow delays and reduced productivity." The incident was opened on 2025-10-07 02:38:35. The "Compose" panel shows work notes from Software ITS, Worker ITS, and another Worker ITS, detailing the resolution process involving a rollback and reconfiguration of orchestration parameters. The "Record Information" panel shows the caller as "User ITS" and the assigned team as "Software ITS".

INC0010007

The screenshot shows the ServiceNow interface for incident INC0010007, titled "Audio hardware detection failure". The incident is in a "Resolved" state with an impact of "3 - Low" and a priority of "2 - Medium". The description states: "User reports that the system fails to detect audio hardware, resulting in loss of sound output despite driver updates and troubleshooting." The incident was opened on 2025-10-07 02:39:19. The "Compose" panel shows work notes from Hardware ITS, Worker ITS, and User ITS, detailing the resolution process involving replacing the audio card and reconfiguring system settings. The "Record Information" panel shows the caller as "User ITS" and the assigned team as "Hardware ITS".

INC0010008

The screenshot shows the ServiceNow interface for incident INC0010008, titled "Cloud SaaS performance degradation". The incident is in a "Resolved" state with an impact of "2 - Medium" and a priority of "2 - High". The description states: "Performance degradation analyzed and traced to high server load; resource allocation adjusted and caching optimized, resulting in restored Cloud SaaS responsiveness and stable workflow performance." The incident was opened on 2025-10-07 02:39:20. The "Compose" panel shows work notes from Net ITS, Worker ITS, and another Worker ITS, detailing the resolution process involving performance tuning and resource allocation adjustments. The "Record Information" panel shows the caller as "User ITS" and the assigned team as "Net ITS".

INC0010009

servicenow

All Favorites History Workspaces

Service Operations Workspace

Search

INC0010003 INC0010006 INC0010009

Peripheral and app compatibility issue

Save Create change request

Overview Details Related records

Incident

Short description *
Peripheral and app compatibility issue

Description
User reports persistent compatibility and connectivity issues with peripherals and productivity applications after recent updates.

Number
INC0010009

State
Resolved

Caller *
User ITS

Impact
1 - High

Location

Urgency
2 - Medium

Channel
Self-service

Priority
2 - High

Category
Software

Subcategory
-- None --

Work notes list

Work notes list

Opened
2025-10-07 02:39:44

Compose

Work notes More

Enter your Work notes here

Post Work notes

Activity

Software ITS
Field changes • 2025-10-07 03:23:07
Resolution code Resolved by problem was Empty
Resolution notes Compatibility restored by reinstalling updated drivers and applying OS-level patch; was Empty
Incident state Resolved was In-Progress

Software ITS
Work notes • 2025-10-07 03:23:07
Update device drivers; apply post-update compatibility patch.

Worker ITS
Work notes • 2025-10-07 03:08:01
Ticket triaged, assigned to specialist.

Worker ITS
Field changes • 2025-10-07 03:08:01
Impact 1 - High was 3 - Low
Priority 2 - High was 4 - Low

Record Information

Last updated by Software ITS
2025-10-07 03:23:07

SLAs and timings
Response SLA No matching SLA
Resolution SLA 0 Days

View all SLAs

Caller
User ITS
03:23:07 America/Los_Angeles
Contact

Recent incidents
Recent interactions
Assigned assets

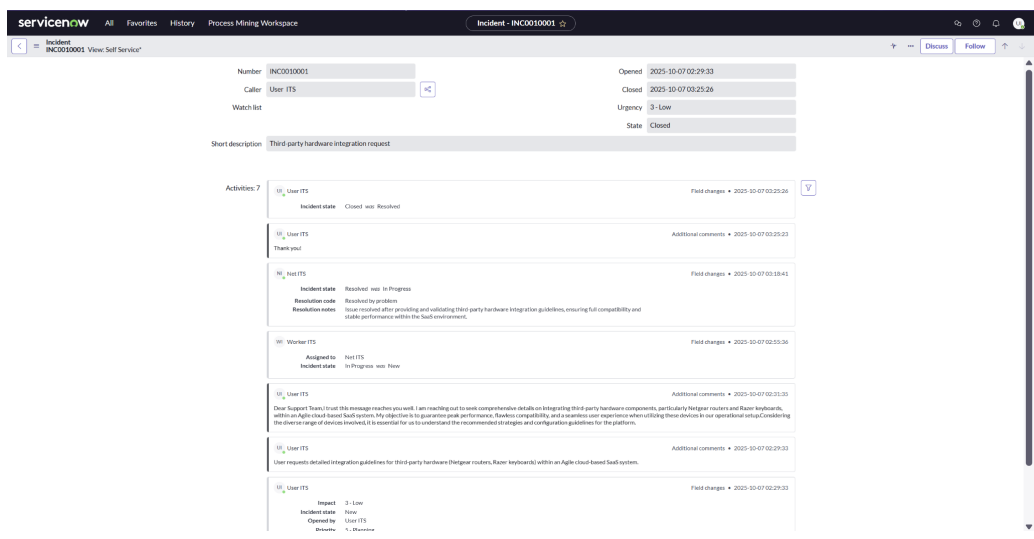
Assigned to
Software ITS
Reassign

View additional collaborators

Phase 4: Customer Confirmation

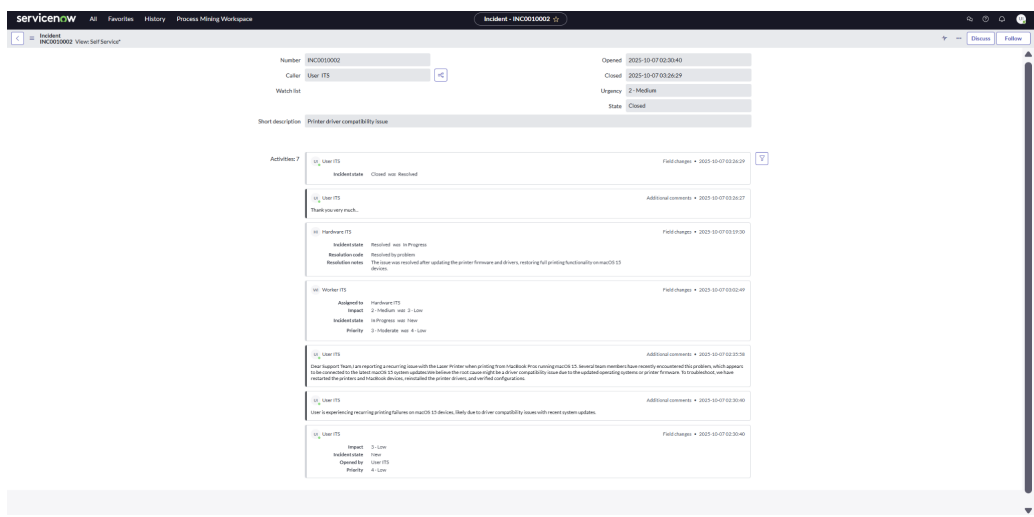
Finally, the *its_user* account logged back into the Service Portal to confirm the resolution of the incidents. The user accessed *My Incidents* and verified that each ticket's state had been updated to *Resolved*. To simulate customer feedback, short "Thank you" comments were added to several tickets. This final step demonstrated the completion of the ITIL incident lifecycle from creation, triage, escalation, resolution, to closure confirmation.

INC0010001



The screenshot shows the ServiceNow interface for Incident INC0010001. The incident is titled "Third party hardware integration request". The caller is "User ITS". The incident state is "Closed" with a resolution of "Resolved". The short description is "Third party hardware integration request". The activities section shows a timeline of events: User ITS created the incident, User ITS added a comment "Thank you", and the incident was resolved. The resolution code is "Resolved by problem". The resolution notes state: "Issue resolved after providing and validating third party hardware integration guidelines, ensuring full compatibility and stable performance within the SaaS environment." The incident was assigned to "User ITS" and the state was "Now". The incident was opened by "User ITS" and the priority was "Low".

INC0010002



The screenshot shows the ServiceNow interface for Incident INC0010002. The incident is titled "Printer driver compatibility issue". The caller is "User ITS". The incident state is "Closed" with a resolution of "Resolved". The short description is "Printer driver compatibility issue". The activities section shows a timeline of events: User ITS created the incident, User ITS added a comment "Thank you very much.", and the incident was resolved. The resolution code is "Resolved by problem". The resolution notes state: "The issue was resolved after updating the printer firmware and drivers, restoring full printing functionality across all 15 devices." The incident was assigned to "Hardware ITS" and the state was "Now". The incident was opened by "User ITS" and the priority was "Low".

INC0010003

servicenow All Favorites History Process Mining Workspace Incident - INC0010003

Incident INC0010003 View Self Service

Number INC0010003
Caller User ITS
Watch list
Short description CI/CD pipeline stability issue

Opened 2025-10-07 02:30:47
Closed 2025-10-07 03:27:44
Urgency 1 - High
State Closed

Activities 7

User ITS Incident state Closed was Resolved Field changes • 2025-10-07 03:27:44
User ITS Thank you Additional comments • 2025-10-07 03:27:36
Software ITS Incident state Resolved was In Progress
Resolution code Resolved by problem
Resolution notes Pipeline stabilized after resource tuning and redeployment of affected services. Field changes • 2025-10-07 03:20:20
Worker ITS Assigned to Software ITS
Impact 1 - High was 3 - Low
Incident state In Progress was New
Priority 1 - Critical was 3 - Moderate Field changes • 2025-10-07 02:59:42
User ITS Additional comments • 2025-10-07 02:34:58
Dear Customer Support Team I am submitting a report concerning a service disruption affecting our cloud-native SaaS platform. We've noticed sporadic outages that hinder full utilization of the platform's capabilities. These interruptions are causing workflow delays and impacting overall efficiency. Could you please provide an update on the current status of the problem and an estimated timeframe for resolution? Additionally, any recommended measures to reduce the impact would be appreciated. Thank you for your prompt attention to this matter. I look forward to your response.

INC0010004

servicenow All Favorites History Process Mining Workspace Incident - INC0010004

Incident INC0010004 View Self Service

Number INC0010004
Caller User ITS
Watch list
Short description Telehealth service outage

Opened 2025-10-07 02:36:29
Closed 2025-10-07 03:25:49
Urgency 1 - High
State Closed

Activities 8

User ITS Incident state Closed was Resolved Field changes • 2025-10-07 03:25:49
User ITS Thank You! Additional comments • 2025-10-07 03:25:46
User ITS Incident state Resolved was In Progress
Resolution code Resolved by problem
Resolution notes Issue resolved after restoring network connectivity and implementing cybersecurity patches, successfully reestablishing stable telehealth service access for all users. Field changes • 2025-10-07 03:25:55
Worker ITS Assigned to User ITS
Incident state In Progress was New Field changes • 2025-10-07 03:03:50
Worker ITS Impact 1 - High was 3 - Low
Priority 1 - Critical was 3 - Moderate Field changes • 2025-10-07 03:00:48
User ITS Additional comments • 2025-10-07 02:38:09
Dear Customer Support I am submitting a report regarding a major interruption currently impacting access to telehealth services. The disruption appears to originate from either a network malfunction or a possible cybersecurity event. I have already performed preliminary troubleshooting, such as confirming network connections and monitoring security logs, but access still remains blocked. This disruption is causing significant difficulties, hindering patients and healthcare professionals from using vital telemedicine solutions.
User ITS Telehealth service outage Additional comments • 2025-10-07 02:36:29

INC0010005

servicenow All Favorites History Process Mining Workspace Incident - INC0010005

Incident INC0010005 View Self Service

Number INC0010005
Caller User ITS
Watch list
Short description Office-wide connectivity disruption

Opened 2025-10-07 02:36:53
Closed 2025-10-07 03:27:09
Urgency 1 - High
State Closed

Activities 7

User ITS Incident state Closed was Resolved Field changes • 2025-10-07 03:27:09
User ITS Thank you. Additional comments • 2025-10-07 03:27:07
Hardware ITS Incident state Resolved was In Progress
Resolution code Resolved by problem
Resolution notes Network stability was fully restored after replacing faulty hardware and updating the router firmware. Field changes • 2025-10-07 03:25:20
Worker ITS Assigned to Hardware ITS
Impact 1 - High was 3 - Low
Incident state In Progress was New
Priority 1 - Critical was 3 - Moderate Field changes • 2025-10-07 03:04:53
User ITS Additional comments • 2025-10-07 02:37:08
Dear Customer Support I am reporting a severe connectivity problem impacting network device for multiple offices. The issue has been observed all business hours and is critical as it affects all employees' ability to perform their daily activities. Our initial investigation indicates that the issue may be related to a router or a network switch within the system of affected offices. Our team has already tried several troubleshooting methods, including checking affected device and replacing hardware components, but unfortunately, these efforts did not resolve the disruption.
User ITS Office-wide connectivity disruption Additional comments • 2025-10-07 02:36:53
User ITS Impact 3 - Low
Incident state New
Urgency 3 - Low
Priority 3 - Moderate Field changes • 2025-10-07 02:36:53

INC0010006

servicenow All Favorites History Process Mining Workspace Incident - INC0010006

Incident INC0010006 View Self Service

Number INC0010006
Caller User ITS
Watch list

Opened 2025-10-07 02:36:35
Closed 2025-10-07 03:26:44
Urgency 1-High
State Closed

Short description Cloud SaaS service interruption

Activities 7

User ITS
Incident state Closed was Resolved
Field changes • 2025-10-07 03:26:44

User ITS
Additional comments • 2025-10-07 03:26:41
Thank you

Software ITS
Incident state Resolved was In Progress
Resolution code Resolved by problem
Resolution notes Service restored after rollback and reconfiguration of orchestration parameters.
Field changes • 2025-10-07 03:22:05

Worker ITS
Assigned to Software ITS
Impact 1-High was 3-Low
Incident state In Progress was New
Priority 1-Critical was 3-Moderate
Field changes • 2025-10-07 03:06:02

User ITS
Additional comments • 2025-10-07 02:38:55
Dear Support Team, We are currently facing sporadic disruptions impacting multiple products, which we believe may be related to a recent CI/CD pipeline update. This update might be affecting the orchestration of microservices and resource distribution. We have already restarted the affected services and thoroughly examined the Kubernetes logs, but the issue continues. Could you please help us in diagnosing and resolving this problem as soon as possible? Your prompt support would be highly appreciated. Best regards, [Your Name]

INC0010007

servicenow All Favorites History Process Mining Workspace Incident - INC0010007

Incident INC0010007 View Self Service

Number INC0010007
Caller User ITS
Watch list

Opened 2025-10-07 03:29:19
Closed 2025-10-07 03:27:47
Urgency 2-Medium
State Closed

Short description Audio hardware detection failure

Activities 7

User ITS
Incident state Closed was Resolved
Field changes • 2025-10-07 03:27:47

User ITS
Additional comments • 2025-10-07 03:27:44
Thank you

Hardware ITS
Incident state Resolved was In Progress
Resolution code Resolved by problem
Resolution notes Audio hardware was restored after replacing the faulty sound card and reinstalling the updated drivers.
Field changes • 2025-10-07 03:22:51

Worker ITS
Assigned to Hardware ITS
Incident state In Progress was New
Field changes • 2025-10-07 03:06:09

User ITS
Additional comments • 2025-10-07 03:29:40
Dear Customer Support Team, I am reaching out to report a problem I am facing on my PC. Recently, the audio hardware is no longer being recognized by the system. Despite several troubleshooting efforts, such as reconnecting the device, updating the drivers, and ensuring the computer is plugged into a power source, the issue persists. The problem has made the audio-related components unusable, impacting my ability to listen to music and participate in video calls. I have checked the Device Manager and the audio hardware appears in the list of devices, with the connections confirmed.

User ITS
Additional comments • 2025-10-07 03:29:39
Audio hardware detection failure

User ITS
Field changes • 2025-10-07 03:29:39
Impact 3-Low
Incident state New
Opened by User ITS
Priority 4-Low

INC0010008

servicenow All Favorites History Process Mining Workspace Incident - INC0010008

Incident INC0010008 View Self Service

Number INC0010008
Caller User ITS
Watch list

Opened 2025-10-07 02:39:20
Closed 2025-10-07 03:26:16
Urgency 2-Medium
State Closed

Short description Cloud SaaS performance degradation

Activities 7

User ITS
Incident state Closed was Resolved
Field changes • 2025-10-07 03:26:16

User ITS
Additional comments • 2025-10-07 03:26:13
Thank You!

Test ITS
Incident state Resolved was In Progress
Resolution code Resolved by problem
Resolution notes Issue resolved after optimizing backend server resources and implementing performance tuning measures to restore normal Cloud SaaS operations.
Field changes • 2025-10-07 03:22:18

Worker ITS
Assigned to Test ITS
Impact 1-High was 3-Low
Incident state In Progress was New
Priority 2-High was 4-Low
Field changes • 2025-10-07 03:05:10

User ITS
Additional comments • 2025-10-07 02:39:32
Dear Customer Support Team, I hope this message finds you well. I am reaching out to highlight a performance problem currently affecting the Cloud SaaS platform. Over the past few days, I have observed a notable decline in responsiveness and overall speed, which is disrupting my workflow. Specifically, tasks that normally complete within seconds are taking significantly longer, sometimes several minutes. This lag impacts individual user actions and automated processes that depend on prompt responses.

User ITS
Additional comments • 2025-10-07 02:39:20
Cloud SaaS performance degradation

User ITS
Field changes • 2025-10-07 02:39:20
Impact 3-Low

INC0010009

servicenow All Favorites History Process Mining Workspace Incident - INC0010009

Incident - INC0010009 View: Self Service

Discuss Follow

Number INC0010009

Caller User ITS

Watch list

Short description Peripheral and app compatibility issue

Opened 2025-10-07 02:39:44

Closed 2025-10-07 03:29:37

Urgency 2 - Medium

State Closed

Activities 7

User ITS

Incident state Closed was Resolved

Field changes • 2025-10-07 03:29:37

User ITS

Thank you

Additional comments • 2025-10-07 03:29:35

Software ITS

Incident state Resolved was In Progress

Resolution code Resolved by problem

Resolution notes Compatibility restored by reinstalling updated drivers and applying OS-level patch.

Field changes • 2025-10-07 03:23:07

Worker ITS

Assigned to Software ITS

Impact 1 - High was 3 - Low

Incident state In Progress was New

Priority 2 - High was 4 - Low

Field changes • 2025-10-07 03:08:01

User ITS

Dear Customer Support Team I am submitting a report regarding a service disruption affecting our cloud-based food platform. We've noticed sporadic interruptions that hinder our ability to fully access the platform's features. These disruptions are causing workflow delays and impacting overall efficiency. Could you please provide an update on the current status of this issue and an estimated timeframe for resolution? Additionally, any recommended measures to reduce the impact would be greatly appreciated. Thank you for your prompt attention to this matter. I look forward to your response.

Additional comments • 2025-10-07 02:39:33

Deliverables

1. Your PDI link.

Link : <https://dev308907.service-now.com>

Pass : Yeswecan!7

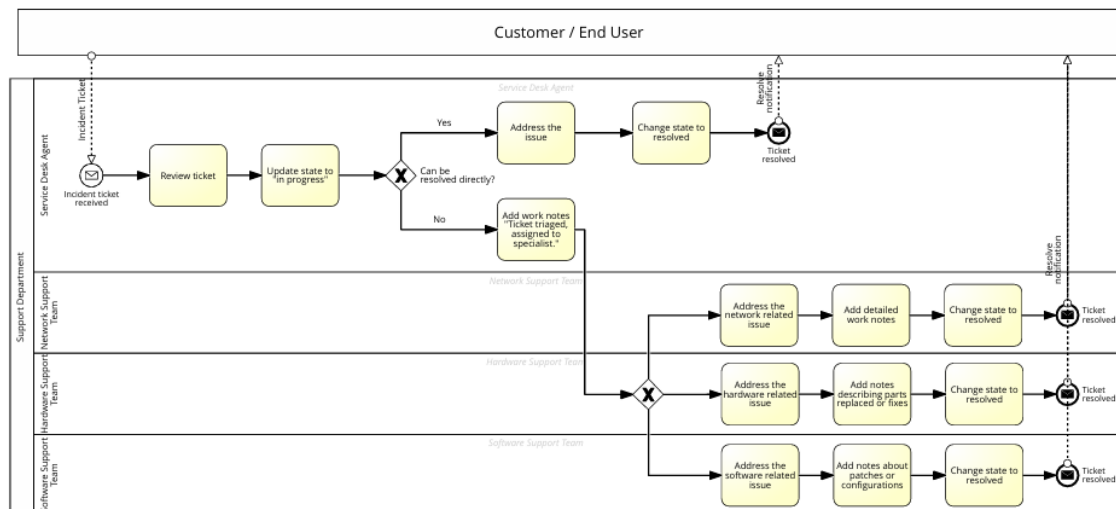
2. Roles & Responsibilities

Name	NRP	Roles	Responsibilities
Gusti Gratia Delpiera	5026231097	Group Leader and Hardware Specialist	- Provides the shared PDI and creates the user accounts. - Find 5 related to Hardware issues/categories - Create BPMN
William Bryan Pangestu	5026231011	Team Member and Software/Application Specialist	- Find 5 related to Software/Application issues/categories - Create BPMN
Kayla Putri Maharani	5026231158	Team Member and Network Specialist	- Find 5 related to Network issues/categories - Create BPMN

3. Workflow

- Draw a BPMN or activity diagram to describe the activities performed by each user. You are okay to use any tool as long as the flow of activities performed by each user is clearly outlined. Example of BPMN:
<https://cbtw.tech/insights/bpmn-vs-uml-what-are-the-differences>
- Provide explanation

ServiceDesk



The BPMN diagram above illustrates the **incident management workflow** implemented in the ServiceNow simulation, following the ITIL framework. The process begins when the **Customer or End User** submits an incident ticket through the Service Portal. Once the ticket is received, the **Service Desk Agent** reviews the incident details and updates the ticket status to *In Progress* to initiate the handling process.

At this stage, the agent assesses whether the issue can be resolved directly. If the incident is deemed resolvable at the Tier-1 level, the agent proceeds to address the issue and updates the ticket state to *Resolved*, signaling completion to the end user. However, if the issue requires further technical expertise, the agent records a work note stating "Ticket triaged, assigned to specialist," and escalates the ticket to the appropriate **Support Team** according to the category of the problem **Network, Hardware, or Software/Application**.

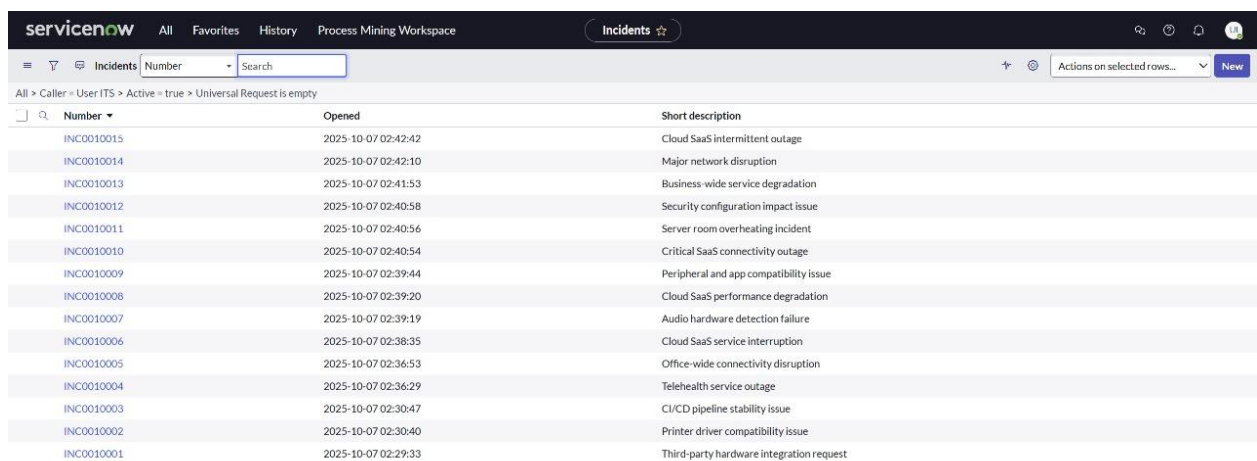
Each Tier-2 specialist team is responsible for resolving incidents within its domain of expertise. The **Network Support Team** handles network-related issues such as connectivity and performance errors, the **Hardware Support Team** addresses equipment malfunctions and replacement needs, and the **Software/Application Support Team** manages application errors and configuration problems. Once the respective specialists complete their troubleshooting activities, they

provide detailed work notes describing the corrective actions taken and update the ticket state to *Resolved*.

Finally, the **Customer or End User** verifies the resolution status through the Service Portal and confirms closure of the ticket. This workflow effectively represents the **end-to-end lifecycle of incident management** encompassing ticket creation, categorization, triage, escalation, resolution, and closure and demonstrates alignment with ITIL best practices to ensure efficient and traceable service delivery within the organization.

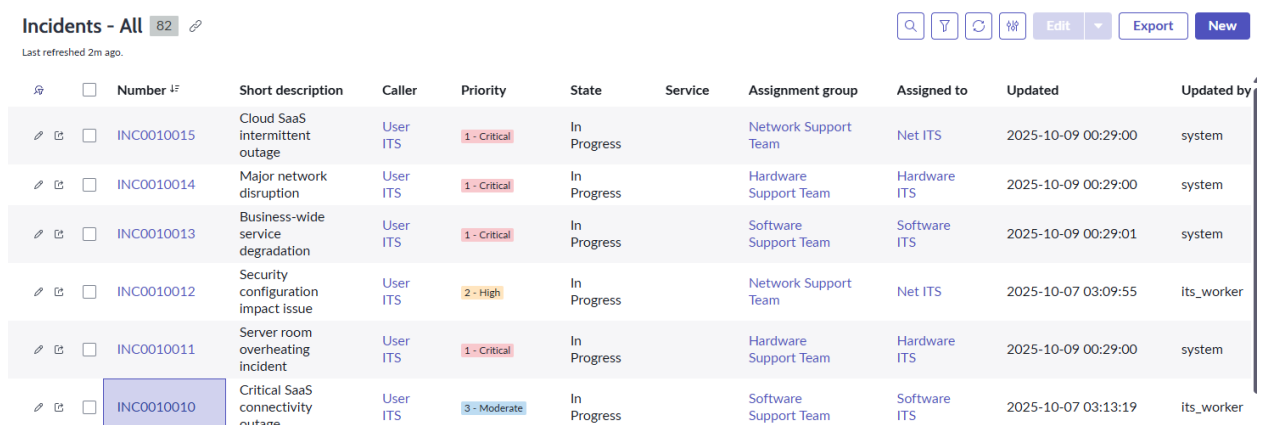
4. Screenshots:

- Customer's Service Portal showing submitted incidents.



Number	Opened	Short description
INC0010015	2025-10-07 02:42:42	Cloud SaaS intermittent outage
INC0010014	2025-10-07 02:42:10	Major network disruption
INC0010013	2025-10-07 02:41:53	Business-wide service degradation
INC0010012	2025-10-07 02:40:58	Security configuration impact issue
INC0010011	2025-10-07 02:40:56	Server room overheating incident
INC0010010	2025-10-07 02:40:54	Critical SaaS connectivity outage
INC0010009	2025-10-07 02:39:44	Peripheral and app compatibility issue
INC0010008	2025-10-07 02:39:20	Cloud SaaS performance degradation
INC0010007	2025-10-07 02:39:19	Audio hardware detection failure
INC0010006	2025-10-07 02:38:35	Cloud SaaS service interruption
INC0010005	2025-10-07 02:36:53	Office-wide connectivity disruption
INC0010004	2025-10-07 02:36:29	Telehealth service outage
INC0010003	2025-10-07 02:30:47	CI/CD pipeline stability issue
INC0010002	2025-10-07 02:30:40	Printer driver compatibility issue
INC0010001	2025-10-07 02:29:33	Third-party hardware integration request

- Agent's list showing assigned tickets and work notes.



Number	Short description	Caller	Priority	State	Service	Assignment group	Assigned to	Updated	Updated by
INC0010015	Cloud SaaS intermittent outage	User ITS	1 - Critical	In Progress		Network Support Team	Net ITS	2025-10-09 00:29:00	system
INC0010014	Major network disruption	User ITS	1 - Critical	In Progress		Hardware Support Team	Hardware ITS	2025-10-09 00:29:00	system
INC0010013	Business-wide service degradation	User ITS	1 - Critical	In Progress		Software Support Team	Software ITS	2025-10-09 00:29:01	system
INC0010012	Security configuration impact issue	User ITS	2 - High	In Progress		Network Support Team	Net ITS	2025-10-07 03:09:55	its_worker
INC0010011	Server room overheating incident	User ITS	1 - Critical	In Progress		Hardware Support Team	Hardware ITS	2025-10-09 00:29:00	system
INC0010010	Critical SaaS connectivity outage	User ITS	3 - Moderate	In Progress		Software Support Team	Software ITS	2025-10-07 03:13:19	its_worker

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

			INC0010009	Peripheral and app compatibility issue	User ITS	2 - High	Closed	Software Support Team	Software ITS	2025-10-07 03:29:37	its_user
			INC0010008	Cloud SaaS performance degradation	User ITS	2 - High	Closed	Network Support Team	Net ITS	2025-10-07 03:26:16	its_user
			INC0010007	Audio hardware detection failure	User ITS	4 - Low	Closed	Hardware Support Team	Hardware ITS	2025-10-07 03:27:47	its_user
			INC0010006	Cloud SaaS service interruption	User ITS	1 - Critical	Closed	Software Support Team	Software ITS	2025-10-07 03:28:44	its_user
			INC0010005	Office-wide connectivity disruption	User ITS	1 - Critical	Closed	Hardware Support Team	Hardware ITS	2025-10-07 03:27:09	its_user
			INC0010004	Telehealth service outage	User ITS	1 - Critical	Closed	Network Support Team	Net ITS	2025-10-07 03:25:49	its_user
			INC0010003	CI/CD pipeline stability issue	User ITS	1 - Critical	Closed	Software Support Team	Software ITS	2025-10-07 03:27:44	its_user
			INC0010002	Printer driver compatibility issue	User ITS	3 - Moderate	Closed	Hardware Support Team	Hardware ITS	2025-10-07 03:26:29	its_user
			INC0010001	Third-party hardware integration request	User ITS	5 - Planning	Closed	Network Support Team	Net ITS	2025-10-07 03:25:26	its_user

Reflection

Through this lab, we gained a deeper understanding of how ITIL concepts are applied in real-world service management systems. By simulating the end-to-end incident management process in ServiceNow, we learned how roles, workflows, and categorization interact to ensure efficient ticket handling and resolution. This experience also improved our ability to analyze data, assign responsibilities, and collaborate across different support tiers, reflecting the importance of structured IT service management in maintaining service quality and user satisfaction.