

Lab Summary

These case studies provide students with the opportunity to explore the ServiceNow instance.

Log in to your <<Name of Customer>> instance and in this two-part exercise:

- A. Create a New Incident
- B. Resolve the Incident (at first-line support level)
- C. Create a Second Incident
- D. Investigate the Incident
- E. Reassign the Incident (to non-first-line support)
- F. Pause the Incident Investigation
- G. Review and Resolve the Incident



SCENARIO:

Part 1: In this scenario a customer calls you to advise that they are locked out of an application. As a member of first-line support you are able to fix and resolve this issue.

Part 2: In this scenario a customer calls you to advise that they cannot connect to a web application using their current VPN connection. As a member of first-line support you are unable to resolve this issue. Instead, create and classify the new Incident and forward to a second-line support group to continue the investigation before resolving the issue.

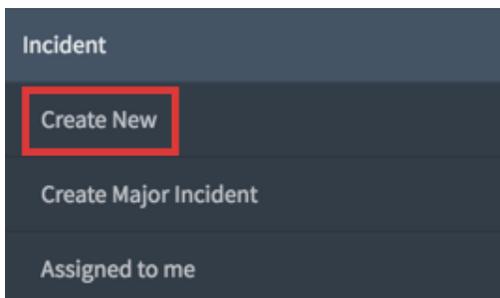
SAMPLE

GETTING STARTED:

Log in to your ServiceNow instance at <https://customer-instance-name-here.service-now.com>.

A. Create New Incident

1. Go to the application navigator, and then click **Incident > Create New**.



2. Complete the following fields on the Incident form:

- a. **Caller:** Edward End User.
- b. **Location:** Confirm that the **Location** field automatically populates based on the **Caller**. Leave this value as it is.

Note: If the **Location** field does not populate automatically, select any value from the look-up list by clicking the magnifying glass icon.
- c. **Category:** Database.
- d. **Subcategory:** DB2.
- e. **Business Service:** Client Services.
- f. **Configuration item:** DataEngine.
- g. **Short description:** Caller locked out of DataEngine database.
- h. **Impact:** 3 - Low.
- i. **Urgency:** 3 - Low.
- j. **Priority:** Confirm that this read-only field value defaults to **5 Planning**, based on the value in the Impact and Urgency fields.
- k. **Contact type:** Phone.
- l. **State:** Confirm that this field value defaults to **New**. Leave this value as it is.
- m. **Assignment group:** Enter any Assignment group of which you are a member.
- n. **Assigned to:** Enter your name.

3. Your Incident form (screen) should look similar to the image below:

Incident New record

Number: INC0010013

Caller: Edward End User

Location: 3 Whitehall Court, London

Category: Database

Subcategory: DB2

Business service: Client Services

Configuration item: DataEngine

Short description: Caller locked out of DataEngine database.

Description: Caller not able to access DataEngine on their PC. Locked out for over an hour.

Contact type: Phone

State: New

Impact: 3 - Low

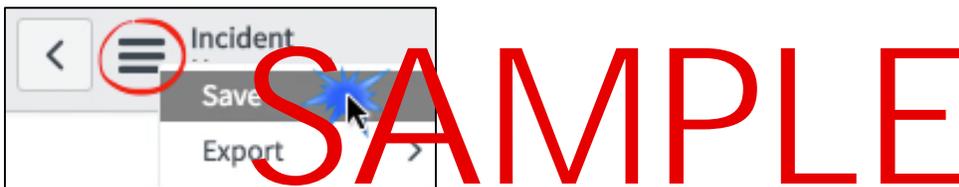
Urgency: 3 - Low

Priority: 5 - Planning

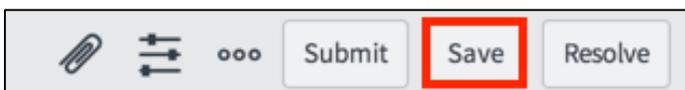
Assignment group: Service Desk

Assigned to: Fred Fulfiller

- In the Incident title bar, click the menu context icon and then **Save**. This saves your changes and continues showing the form.



- Alternative Step 4:** In the Incident title bar, click the **Save** button. This saves your changes and continues showing the form.



- Confirm that there are now additional action buttons in the title bar. For this part of the exercise you do not need to use these.
- Scroll down to the **Notes** tab. Complete the following field:
 - Work notes:** User is locked out of their DataEngine instance. I will unlock their account and get them to confirm they can access the database again.

8. Save your changes.

B. Resolve Incident at First Line Support Level

As a member of Service Desk first-line support, there are many issues that you can fix/resolve for the Caller on first contact. Assume that you were able to immediately resolve the issue.

1. In the Incident title bar click **Resolve**.
2. You are directed to the **Notes** tab, which becomes mandatory to complete when resolving an Incident. Enter appropriate additional comments.
3. Select the **Resolution Information** tab and complete the following, mandatory fields:
 - a. **Resolution code**: Solved Remotely (Permanently)
 - b. **Resolution notes**: Unlocked user's access issue. Caller confirmed that he is able to access the DataEngine database instance again.

4. Click **Update**.

5. Navigate to **Incident > Resolved**. Confirm that your Incident is listed here.