

INCIDENT IN SERVICENOW

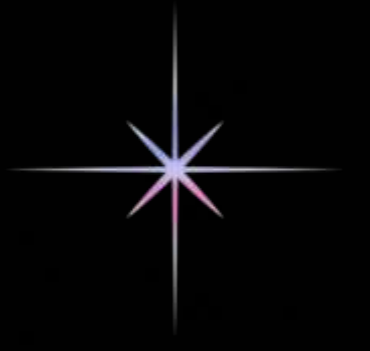
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What is Incident Management?

Incident Management restores normal service operation while minimizing impact to business operations and maintaining quality.

GOAL :-

Minimize impact on business operations , ensuring the best possible levels of service quality and availability.



WHY IS IMPORTANT INCIDENT MANAGEMENT



1. Quick Resolution of Issues

- ServiceNow automates the process of assigning and resolving incidents.
- IT teams can respond faster, leading to reduced downtime.

2. Improves Business Continuity

- Helps avoid disruptions to core business processes.
- Ensures employees can work without interruptions.

3. Streamlined Workflow

- Uses defined incident states and SLA tracking.
- Each step (New → In Progress → Resolved → Closed) is monitored and tracked.

4. Better Communication

- Sends automatic updates to users about ticket progress.
- Keeps both users and technicians informed.



Incident Management Lifecycle



1. Identification
2. Logging
3. Categorization
4. Prioritization
5. Assignment
6. Investigation & Diagnosis
7. Resolution & Recovery
8. Closure



Incident form in serviceNow



Key fields in the Incident Form:-

- Number (auto-generated)
- Caller
- Short Description
- Description
- Category / Subcategory
- Priority
- Assignment Group
- State (New, In Progress, Resolved, Closed)



Incident States

- New : Just created
- In Progress: Being worked on
- On Hold: Waiting for user or 3rd party
- Resolved: Issue fixed, waiting for confirmation
- Closed: Fully resolved and completed



Benefits of ServiceNow Incident Management

- Faster resolution
- Transparency in ticket tracking
- Automation of workflows
- Real-time reports & dashboards



THANK YOU!

