

Project Report on
Service Now
For
PTC Software India



For



**MES's Institute of Management & Career
Courses (IMCC), Pune**

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Chapter 1:

Introduction

1.1 Company Profile



Company profile

PTC Inc. is a computer software and services company founded in 1985 and headquartered in Boston, Massachusetts. The global technology company has over 6,000 employees in 30 countries, 1,150 technology partners and over \$1bn in revenue. The company began initially developing parametric, associative feature-based, solid computer-aided design (CAD) modelling software in 1988, including an Internet-based product for product lifecycle management (PLM) in 1998. PTC products and services now include product lifecycle management (PLM), Internet of things (IoT) and augmented reality (AR) among others.

Products and Services:

- **Internet of Things**

- **Augmented Reality**
- **CAD**
- **PTC Creo**
- **PLM (Product Lifecycle Management)**
- **SLM (Service level Management)**
- **PTC Mathcad**
- **PTC Windchill**
- **PTC Integrity**
- **PTC Servigistics**
- **Thing Worx**
- **Axeda**
- **Vuforia**
- **Kepware**

Awards and accolades

PTC have been recognized as a market leader in the Internet of Things by several industry analysts including recently Berg Insight, IoT ONE and Quadrant Knowledge Solutions. The company was listed as a Visionary in Gartner's Magic Quadrant for Industrial IoT platforms, a leader in Forrester's Industrial IoT Platform Wave, the top platform in ABI Research's Smart Manufacturing Platform Competitive Assessment, leader in IoT Platforms and Industrial Big Data Analysis in the Expert on Group's Industry 4.0/Internet of Things Vendor Benchmark 2017 report, a leader in IDC Marketscape: Worldwide IoT Platforms (Software Vendors) 2017 Vendor Assessment and the Industrial Internet of Things Company of the Year by IoT Breakthrough. PTC has also won several awards for PLM; it was named a Leader in The Forrester Wave: Product Lifecycle Manager for Discrete Manufacturers report, a leader in the Global IOT PLM Market by Frost and Sullivan, a leader in PLM collaboration software for aerospace and defense manufactures by CIM Data and a leader in Retail PLM Industry by IDC MarketSpace. The

company won an award from Compass Intelligence for top B2B Application: Augmented Reality in 2017.

PTC has been recognized as a market leader in the by several industry analysts and publications. Recent awards and accolades include:

- PTC named a leader in Industrial IoT Software Platforms by Forrester Research (August 2018)
- PTC ranked by ABI Research as the top smart manufacturing platform and received top scores in AR and overall innovation (July 2018)
- PTC Thing Worx named the best Industrial IoT Platform of 2018 by Berg Insight (July 2018)
- PTC ranked by IoT ONE as the unequivocal leader in its professional assessment (July 2018)
- PTC Thing Worx is named as 2018 Technology Leader in the Global IoT Platform Market by Quadrant Knowledge Solutions (July 2018)
- PTC named by IoT Analytics as leading IoT Platform vendors (June 2018)

- PTC Named a Visionary in Gartner Magic Quadrant for Industrial IoT Platforms (May 2018)
- PTC named leading IoT platform provider by Navigant Research (Dec 2017)
- PTC Named a Leader in Product Lifecycle Management for Manufacturers by Forrester (November 2017)
- PTC named Top Place to Work by Boston Globe (November 2017)
- PTC Thing Worx recognized as the 2017 technology leader in the global IoT platform market by Quadrant Knowledge Solutions (August 2017)
- PTC named a global leader in IoT Platforms by IDC Markets cape (July 2017)
- PTC named the 2017 Compass Intelligence Awards for Industrial Internet of Things Company of the Year AND IoT Innovative Product of the Year Vendor for the Consumer Market for Vuforia Studio AR Solution (June 2017)
- PTC Named IoT Leader by Expert on Group (January 2017)

- PTC Selected as Industrial Internet of Things Company of the Year by IoT Breakthrough (January 2017 & August 2016)
- PTC Named a Leader in IoT Software Platforms by Forrester (November 2016)
- PTC Named Internet of Things Enablement Company of the Year AND Leading Augmented Reality Vendor by Compass Intelligence Award (Sept 2016)
- PTC identified as the Leading Provider of PLM in Aerospace and Défense by CIM data (July 2016)
- PTC Vuforia Named ‘Best Tool’ at 2016 Augmented World Expo Auggie Awards for Fourth Consecutive Year (July 2016)
- PTC Named a Leader in Retail PLM Industry by IDC Markets cape (January 2016)
- PTC Named IoT Innovation Vendor of the Year (2016) by Compass Intelligence (January 2016)

PTC's CEO, James Heppelmann, has received several awards including:

- Jim Heppelmann named as one of ten CEOs who are transforming business through technology by CEO Forum
- Jim Heppelmann named as 100 CEO Leaders in STEM 2016 by STEM connector (2016)
- PTC CEO Jim Heppelmann Named CEO of the Year y Mass TLC
- Jim Heppelmann named CEO of the Year by Posts capes IoT Awards

1.2 Existing System & Need of System

Today, organizations face continuous challenges when it comes to meeting the growing needs of business and IT requirements. Organizations, nowadays, are struggling with outdated IT Service Management (ITSM) suites. These legacy systems are difficult to update and even fail to deliver expected outcomes.

In fact, many companies are struggling to make the right choice between holding on to a legacy system and installing a next-generation ITSM tool such as Service-Now that will enable them to move forward effectively. The costs involved, fear of downtime and employee buy-in are some of the factors that make companies weary of switching to a new system.

This blog post will examine ServiceNow as the next-generation ITSM tool and its contributions towards optimizing IT and business requirements and in contrast, the risks of staying with legacy ITSM models

What is a legacy ITSM?

Legacy ITSM refers to those systems that fail an organization because of their inability to keep up with the changing business and technology needs. So, how do you know if your system needs modernization? Here is a short checklist that can help you identify a legacy ITSM:

1. System lacks speed and fails to perform as expected
2. The system is no longer supported by the vendor
3. The system is device-dependent and stands in the need of extended mobile capabilities
4. Your system is incompatible with other modern software systems
5. It is difficult or impossible to add new functions to your system
6. Your system is facing security threats
7. Your operation, supporting and maintenance costs are getting higher

If your ITSM suite indicates these signs, you are probably using a legacy system that will fail you in the long run because of its

incapability to liaise with demanding needs of businesses and IT environments. This gives you a strong reason to migrate from an older ITSM system to a next-generation ITSM that carries out most of your operations more effectively.

The risk of staying with legacy ITSM

IT departments that stay with a legacy ITSM tool face the following threats:

- Losing credibility with lines of business (LOBs) by failing to support the overall business objectives
- Lack of business processes and governance responsibilities towards business operations
- Less likely to adopt cloud as a resource for expanding ITSM and appearing as ineffective when it comes to managing ITSM for cloud as an environment
- Less likely to invest in strategic ITSM requirements such as integrated operations, shared analytics, advanced automation, configuration management databases (CMDBs), application

discovery and dependency mapping (ADDM), service catalogues, and IT Infrastructure Library (ITIL).

Need of System

Benefits of migrating to a next-generation ITSM

When you migrate legacy ITSM system to ServiceNow, you can engage more effectively with your end users, automate business processes in a timely manner, and dramatically reduce costs of operations. Moreover, you will be able to tackle new challenges and deliver increased business value, as well as secure your business knowledge and use it for innovation.

Next-generation ITSM systems have built-in IT Infrastructure Library (ITIL) processes that help in optimizing your existing workflows. Adopting a new ITSM platform is not difficult, as they are designed with easy implementation settings, and have extended flexibility that seamlessly adapt to your specific business needs.

ServiceNow as a next-generation ITSM system

Today's enterprises need a robust ITSM system to support various business processes and ServiceNow is one of the leading platforms that is becoming popular as a next-generation ITSM suite. ServiceNow keeps operations simple, consistent, and repeatable since the platform is used for configuration rather than for customization and coding. It provides clear visibility when it comes to complex business systems spread over multiple locations.

Here are some of the attributes that make ServiceNow a next-generation ITSM suite:

- ServiceNow has built-in ITIL standards so there is no need to recreate it, and thus, helps companies to accelerate best services with less monitoring of operations.
- ServiceNow's software-as-a-service (SaaS) solution model enables companies to reduce operational costs significantly.

- Performance tracking – your IT teams can evaluate the improvement areas and streamline various processes.
- Automate and support several processes in incident management, change management, enterprise services, and other areas.
- Gain improved visibility into services' performance and availability, making it easy to identify the root cause of issues and automating the fixes more consistently.
- ServiceNow ITSM can provide clear visibility of your business processes and IT environment using a single system.
- It consolidates the necessary tools and systems, while machine learning automates processes on the powerful Now Platform.
- ServiceNow ITSM defines the structure and automates the workflow, by combining the processes of every department in the enterprise such as IT, human resources, field service and more.

1.3 Scope of Work

ServiceNow has been designed to automate the process of Ticket generating like requesting items, creating incidents and providing the fast response to store and retrieve information.

A total manual system, which is running without any participation of a computer-definitely have its own disadvantages. We know that the in largescale organisations it's important to keep systems running. Hence the need of ServiceNow is very important now days.

This project is prepared for PTC to maintain all the records like Catalogue ITEM, Incident information etc. Once all these get computerized to work efficiency of the employee will get increases.

ServiceNow allows the user to manage details of all service-related data through the centralized. Also, the goal of developing application is to reduce manual work.

There is need of storage of data duplication free and retrieval efficiently. This system provides better interaction for all who take part in system.

Proposed system is an online system so any persons can browse the site and access it. Less time consuming. Highly secure in data storing. It is more users friendly the sections such as Request ITEM, Incidents etc. In the online system the repetition of work & duplication of data can be avoided.

1.4 Operating Environment – Hardware and Software

Client side:

- Processor: 1.5 gigahertz (GHz) or faster
- RAM: up to 8 GB
- Hard disk: 100 GB or higher
- Internet: Speed of 500 Kbps per second or higher.
- Web browser such as Internet Explorer, Chrome or Firefox.

Server side:

- Operating System: Red Hat Enterprise Linux 6/Windows Systems
- Processor: AMD Opteron 6378 2.4 Hz 16 core

- RAM: 64 GB
- Hard disk: 5 TB
- Application Server: JBOSS Enterprise Application Platform (EAP) 6.4

1.5 Technology Used

Angular JS

Angular JS is a JavaScript-based open-source front-end web framework mainly maintained by Google and by a community of individuals and corporations to address many of the challenges encountered in developing single-page applications.

Java Script

JavaScript is a cross-platform, object-oriented scripting language used to make webpages interactive. There are also more advanced server-side versions of JavaScript such as Node Js which allow you to add more functionality to a website than simply downloading. Inside a host environment (for example, a web browser), JavaScript can be connected to the objects of its environment to provide programmatic control over them.

Glide Ajax

Glide Ajax is basically use for calling the script include from the client script. Script include is a function which can develop in the

service now once and it can call multiple times from the client script

HTML & CSS

HTML & CSS is used for the portal. Means the user interface from which user normally used to communicate with the system.

Chapter 2:

Proposed System

2.1 Proposed System

System Introduction:

The proposed system is aimed to automate the major processes in the day to day activity in organisation.

ServiceNow has been designed to automate the process of Ticket Generating, Adding New Catalogue Items. System can make the daily activities efficient and providing the fast response to store and retrieve information. A total manual system, which is running without any participation of a computer-definitely have its own disadvantages. As we know that the large no of employees are to handle on daily bases. Hence the need of automated system is very important now days.

Administrator is power user. He has the power to verify the data entered by the user, processing of data and provide appropriate solutions. Any person who have been authorized by the administrator. An authorized user should have a user name and password to access detailed information from the site excluding for accessing general information in shared, public

pages. User (ITIL, Non-ITIL) is the person who gets the full benefits of this application.

By introducing the new system, we have been organized some striking felicities. Requesting new items, managing them online. Selecting quantity through online. Provide mail alerts for users about RITM.

Proposed system is entirely computer based one. In this all data is entered into computer and stored it allows to store large amount of data. Since the system is developed to provide visual environment, it is very easy for the evaluator to get understand and work on it. In this evaluator need not bother about the common data entry mistakes as well as the common data fields validated against pre-specified rules and regulations.

We can get any information about the process at online Because of software capabilities reports can be generated speedily and in attractive and desired manner. The data security checks are made to prevent unauthorized access by other users. The system is users friendly by providing tree view controls, customized text boxes, combo boxes and other options. Since

database is fully normalized, memory usage is very less compared to existing manual system

- The proposed changes feature allows you to pre-configure changes to configuration items and their associated relationships. These pre-configured changes are prepared to be implemented, but do not actually happen until they are applied later.
- When you view a CI, the proposed changes can be displayed so that you can see what is planned.
- This feature is useful when you want to make modifications while a change process is in the approval stage, and only implement the changes after the approvals are complete. If the change is never approved, no changes to records must be reversed. If the change is approved, a quick command applies all the proposed changes.

2.2 Objectives of the System

1. Obtain and log into a Personal Instance
2. Identify the components of the ServiceNow user interface
3. Open modules using the Application Navigator
4. Use lists to open records
5. Use lists to display a subset of a table's records
6. Open and use forms to create record

2.3 User Requirements

The user requirement(s) document (URD) or user requirement(s) specification (URS) is a document usually used in software engineering that specifies what the user expects the software to be able to do.

- The system will be effectively handling operational errors.
- The system providing simple yet consistent user interface.
- The System will be user centric approach.
- Responsive and user-friendly design

- Application must generate reports according to requirement

- Change management should be handled by the application

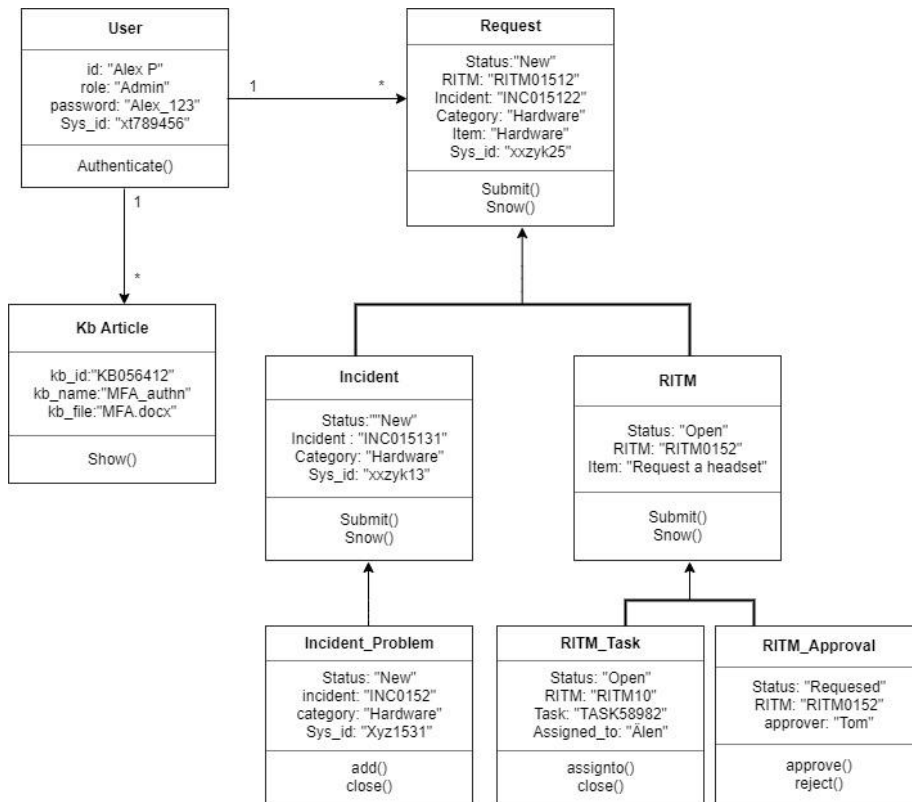
- Requested Item management also handled by the application

- Incident management should be handled by the application

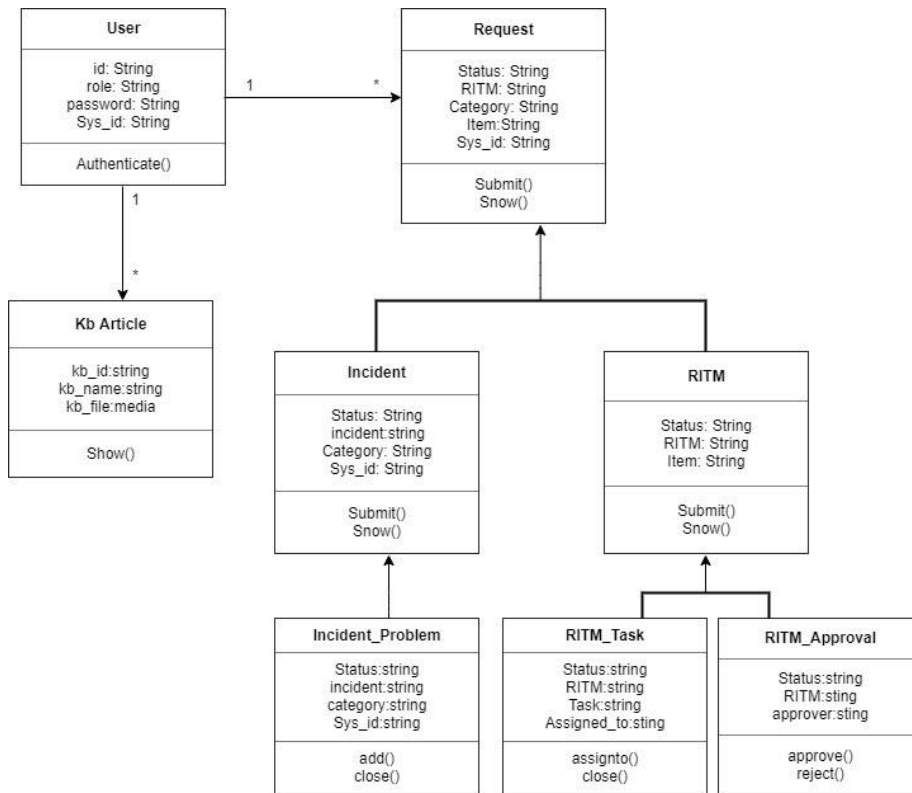
Chapter 3:

Analysis and Design

3.1 Object Diagram

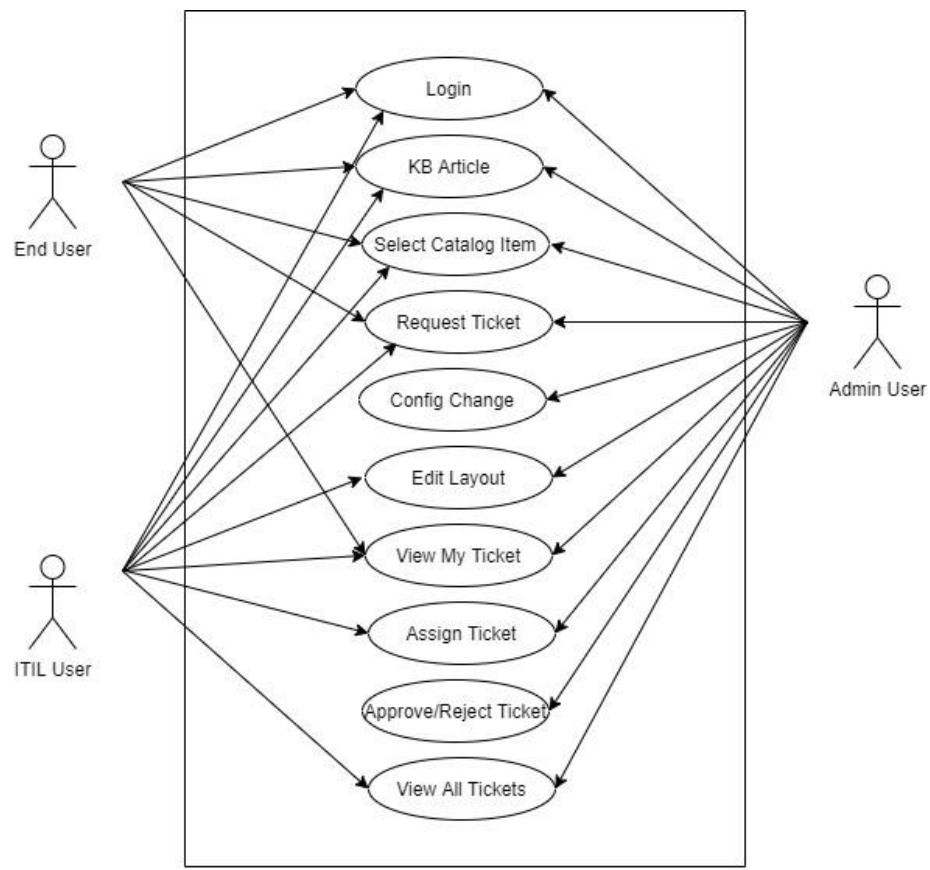


3.2 Class Diagram

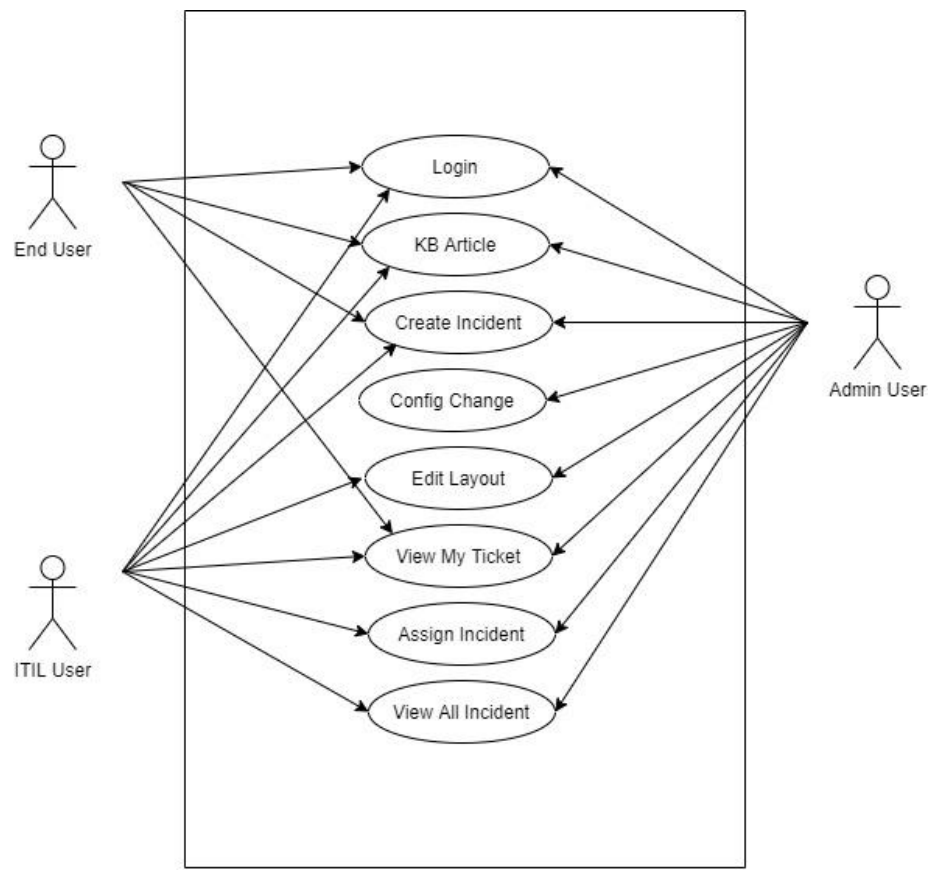


3.3 Use Case Diagram

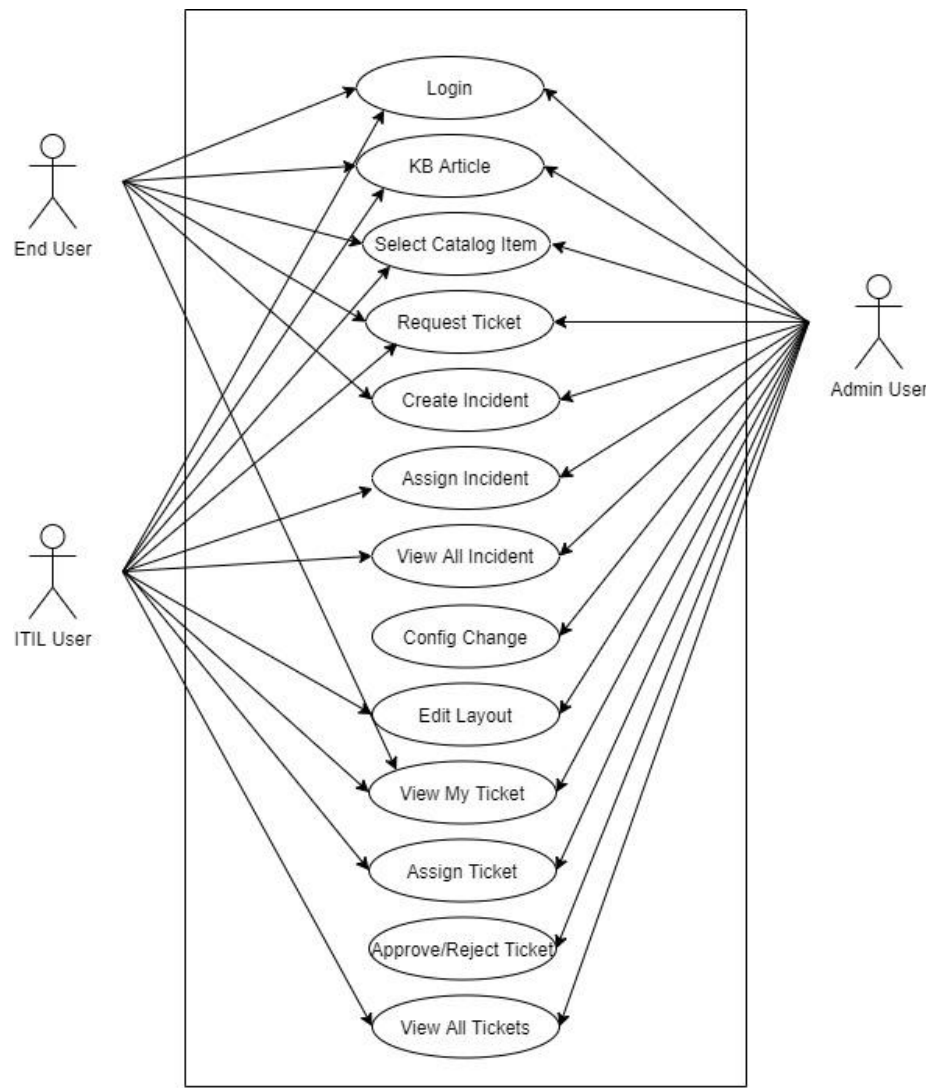
RITM Use case



Incident Use case

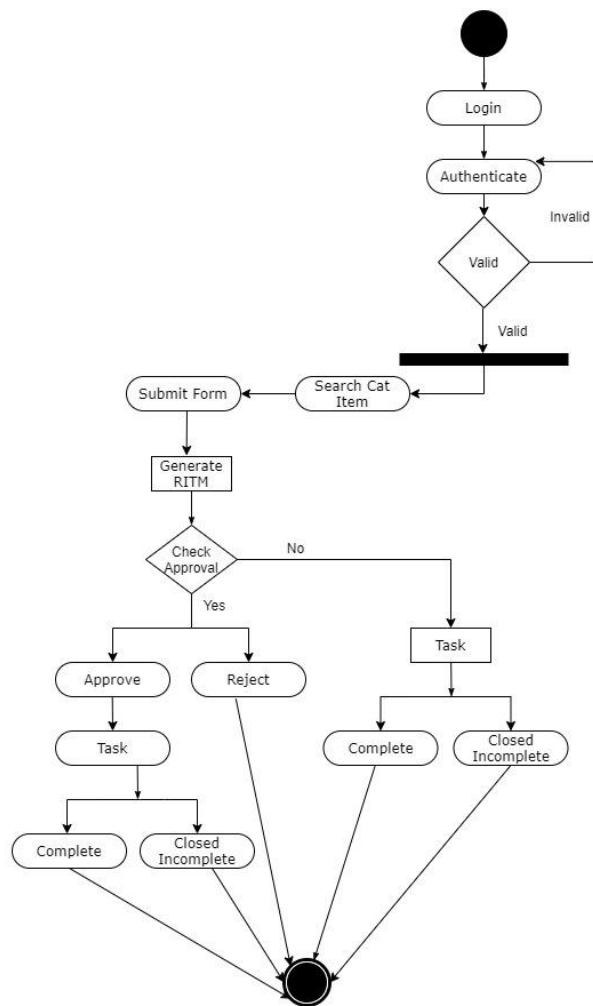


System Use case

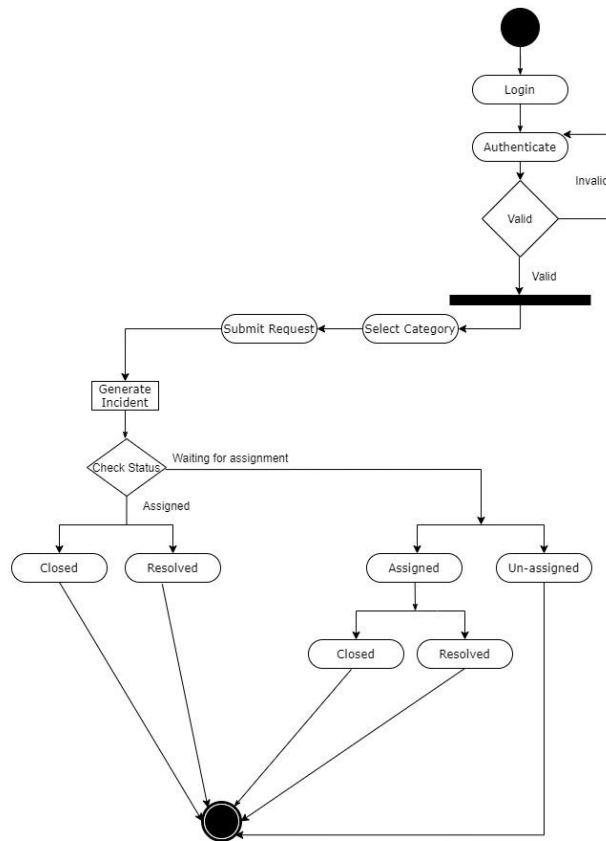


3.4 Activity Diagram

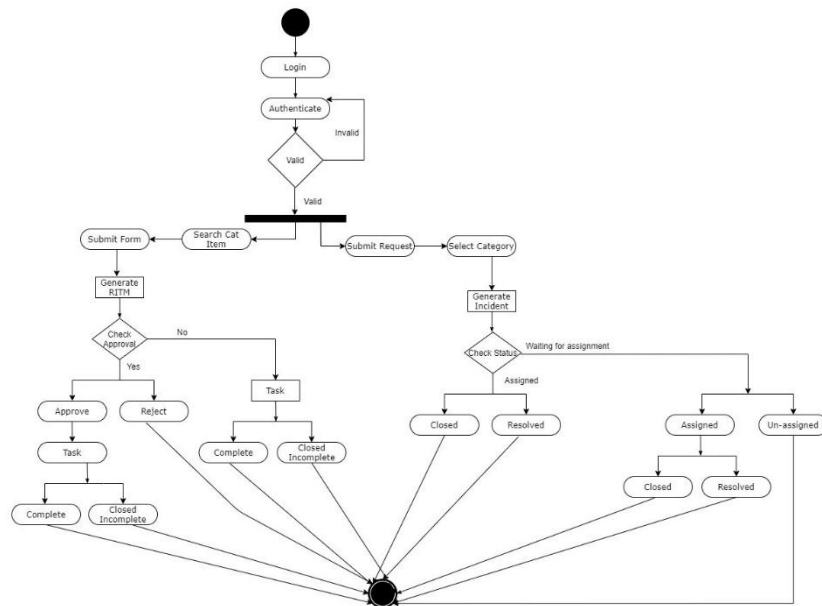
RITM



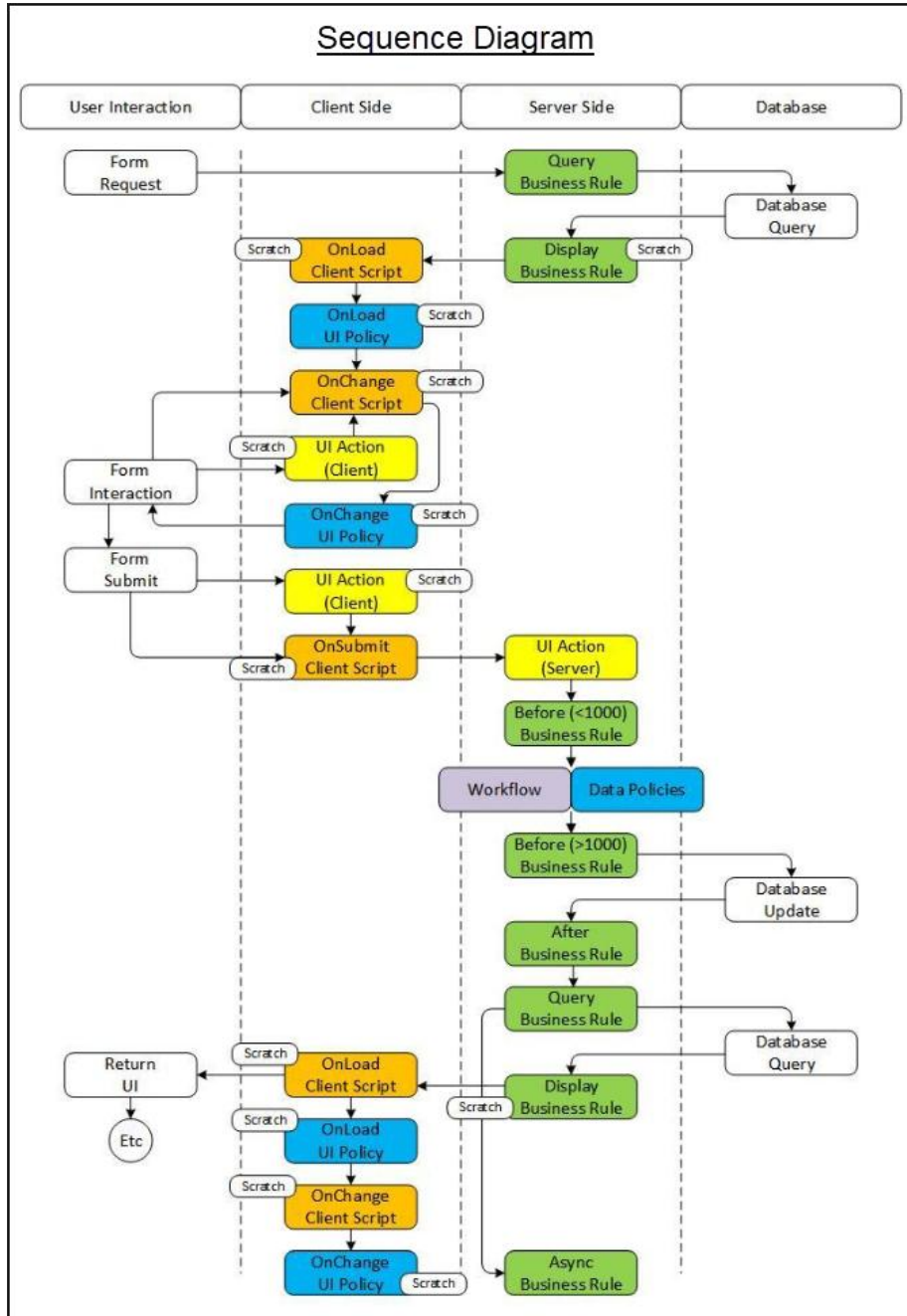
Incident



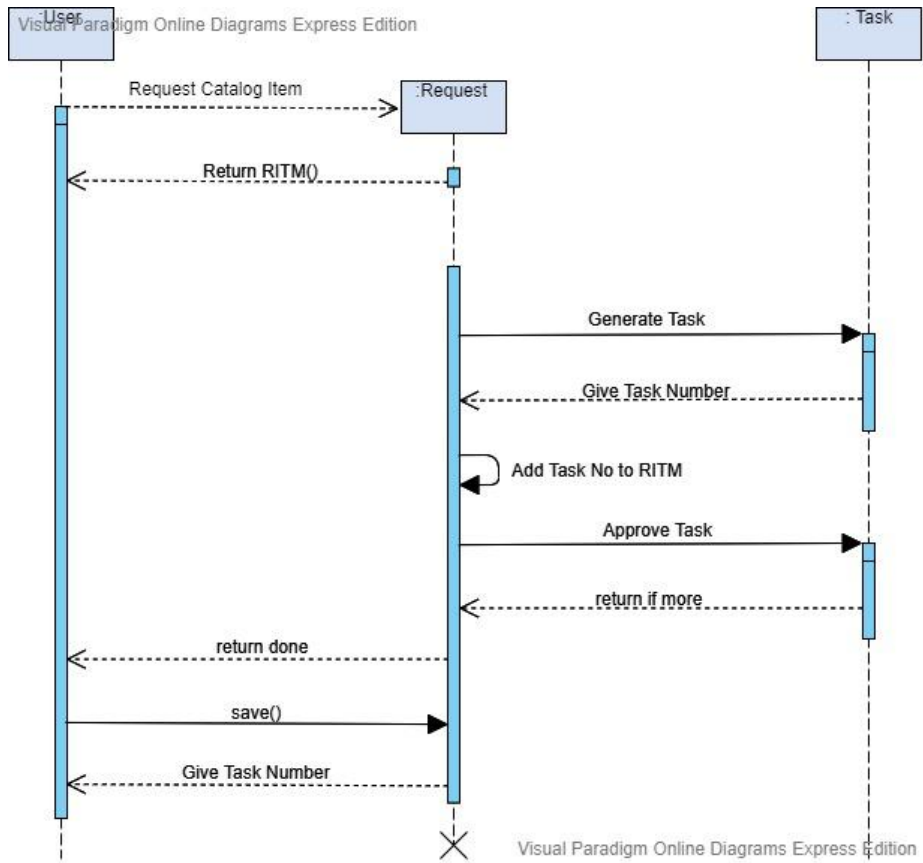
System



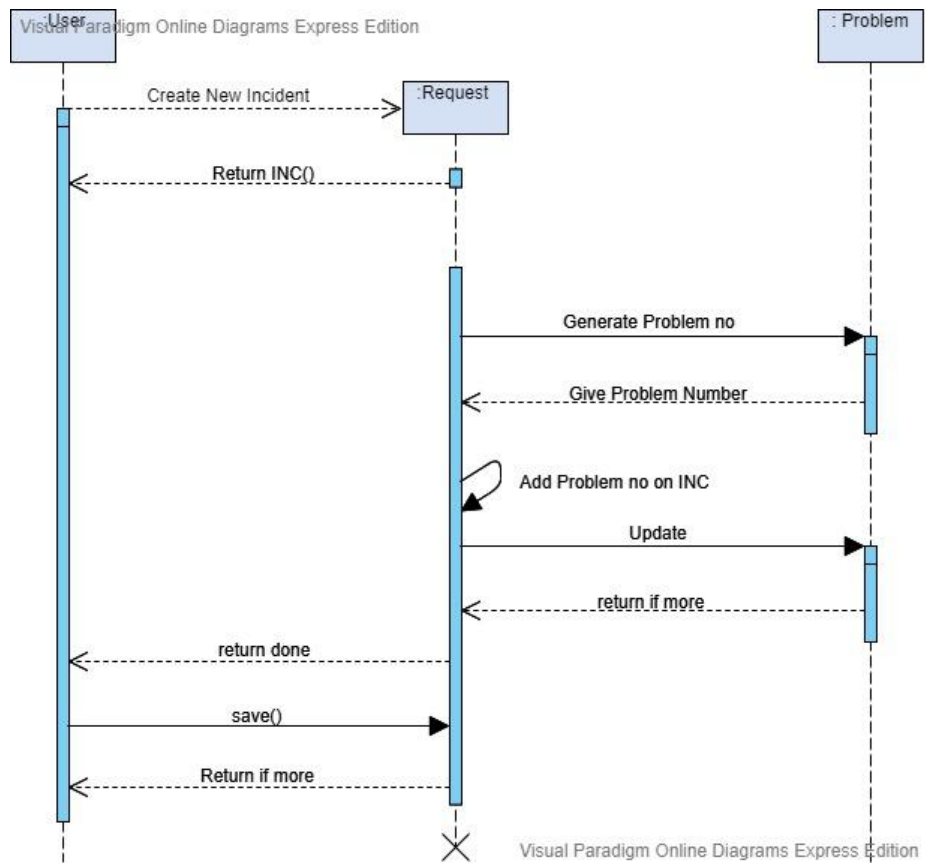
3.5 Sequence Diagram



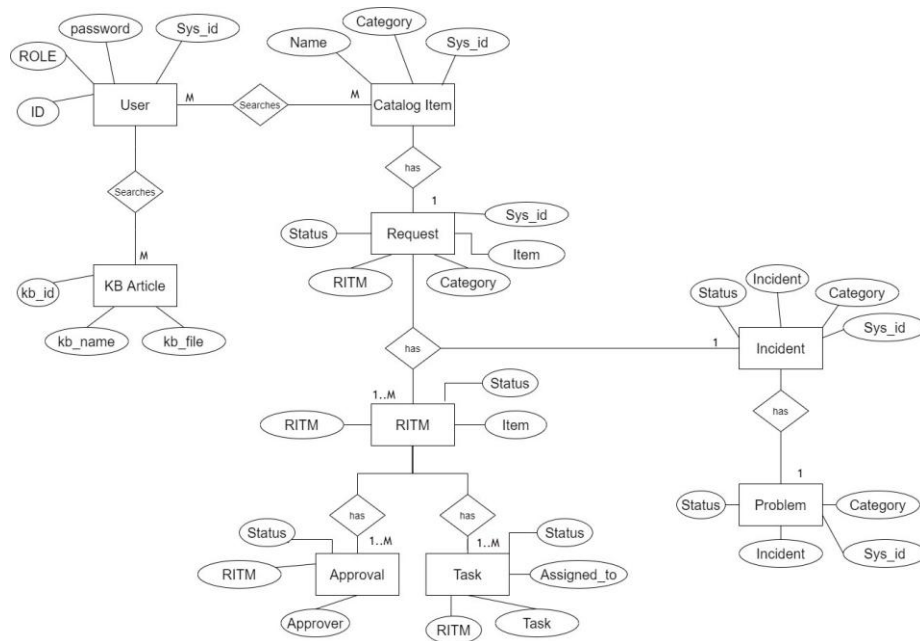
RITM Sequence



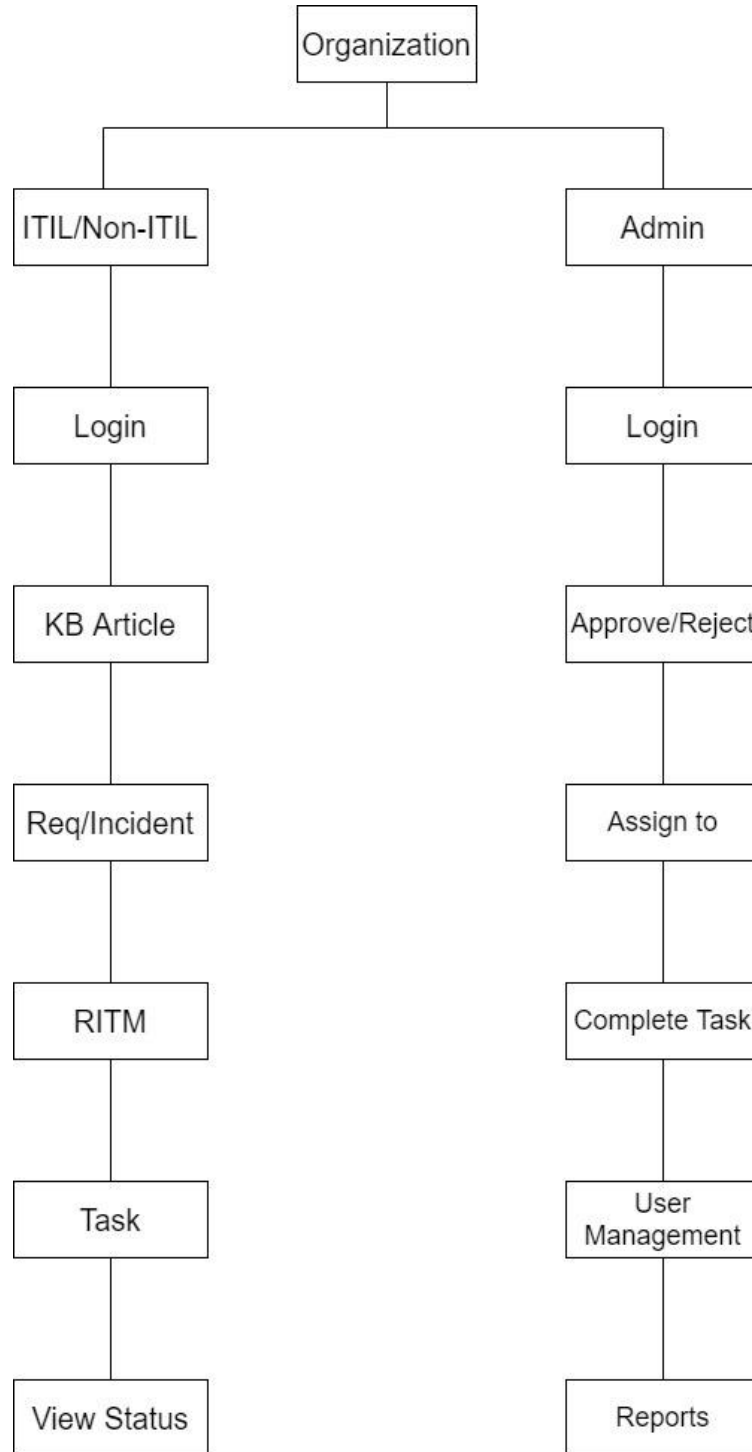
Incident Sequence



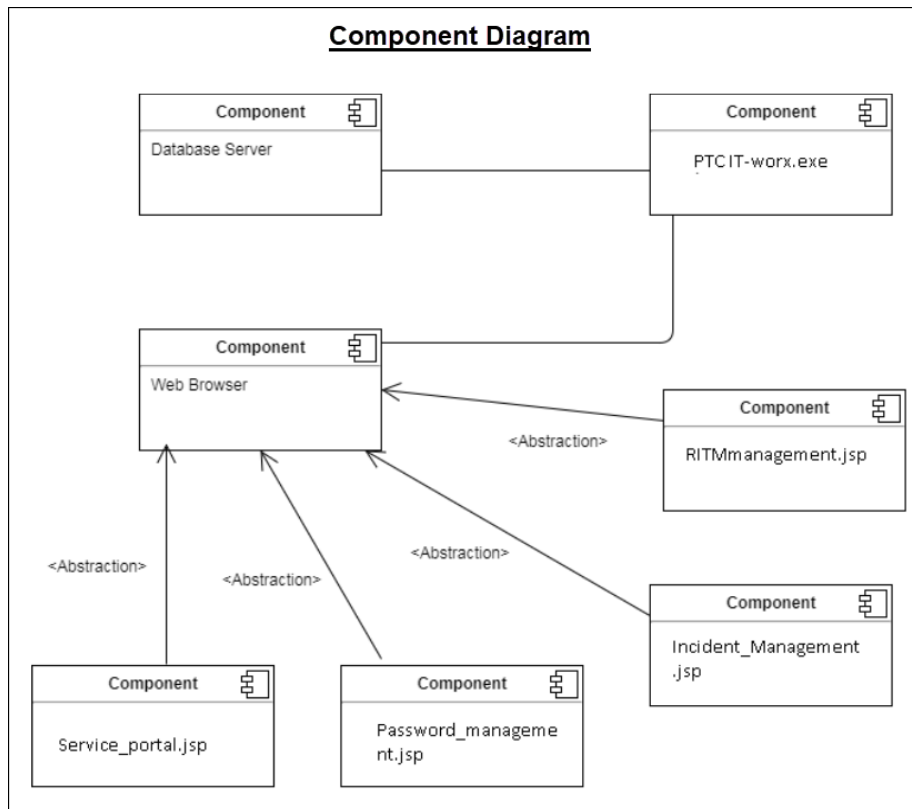
3.6 E-R Diagram



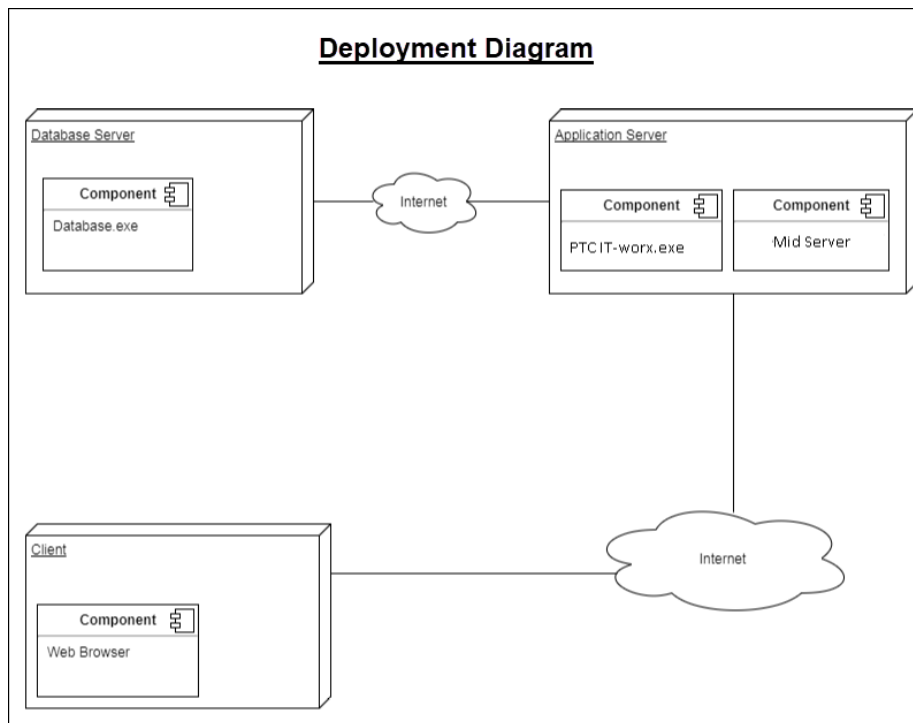
3.7 Module Hierarchy



3.8 Component Diagram



3.9 Deployment Diagram



3.10 Module Specification

Users

1) Admin:

- Has complete access to system, can modify, change, delete users.
- Admin can assign Tasks and Incidents when generated.
- Has role to resolve or complete any Request or Incident raised.

2) ITIL:

- Has access to generate new requests/Incident
- View all assigned tickets
- Edit layouts
- Has access to KB section

3) NON-ITIL:

- Has access to generate new requests/Incident
- View assigned tickets

- Has access to KB section

4) RITM:

- All users can search Catalogue items and submit desired request
- Which generated a unique RITM number for that Request

5) Request:

- Request is created after RITM gets generated
- Request helps user track status for that item requested

6) Approval:

- Approvals are generated for specific catalogue items only
- Approval can be either approved or rejected
- Approval can be approved by superior manager to that requestor
- If in case manager requests for that catalogue item, it doesn't generate any approvals

7) Task:

- Task are generated after RITM gets generated
- There is one condition prior to task generation
- If there are any approvals on RITM no task would be generated
- If approval gets approved, then only further tasks gets generated
- If approval gets rejected no task would be generated and RITM is set to closed Incomplete

8) Incident

- Incidents are created to raise any escalation
- Incident has its own Category and sub-category
- Incident can be created with 4 levels of Severity

9) Problem

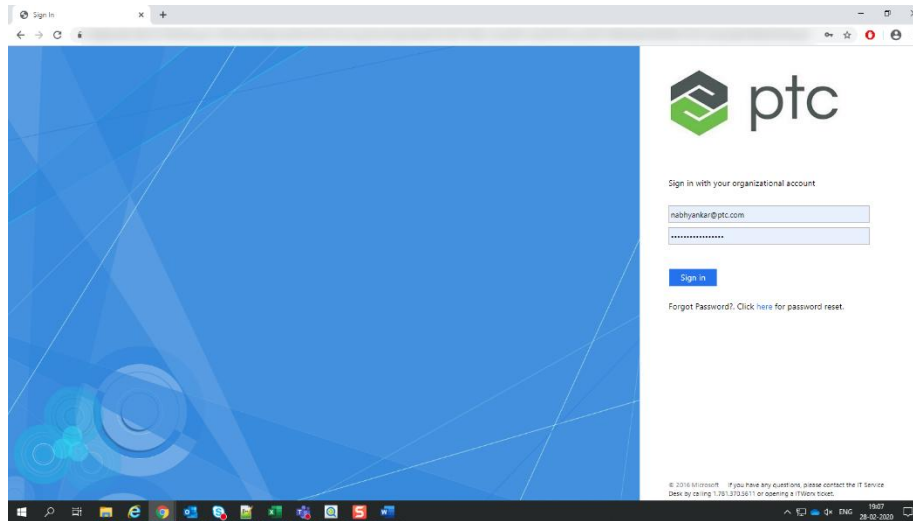
- Problem are created with Incident with Severity 1 or Severity 2

10) KB article

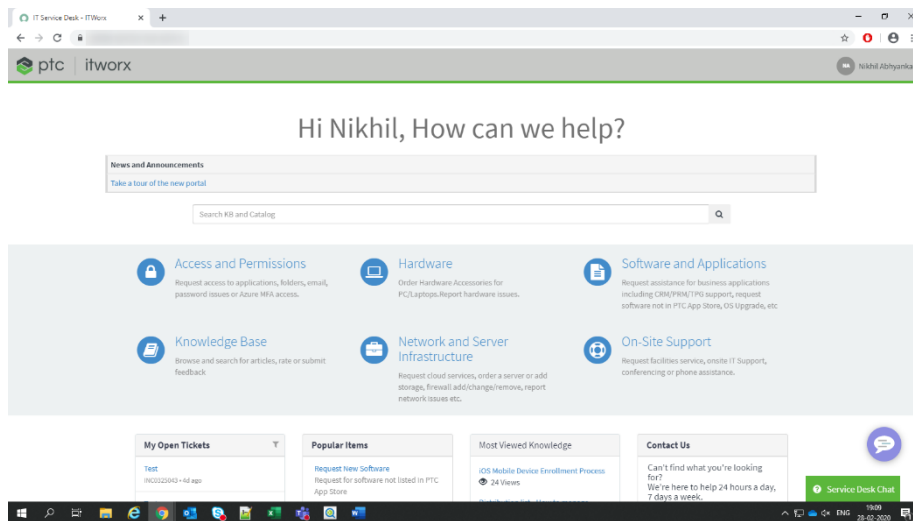
- Knowledge section provides additional information to users regarding organisation workings.

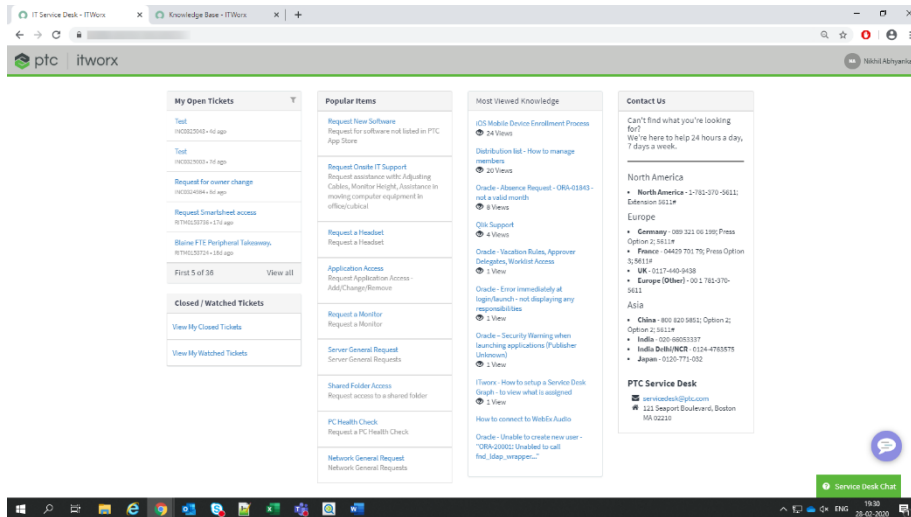
3.11UI Screen

Login



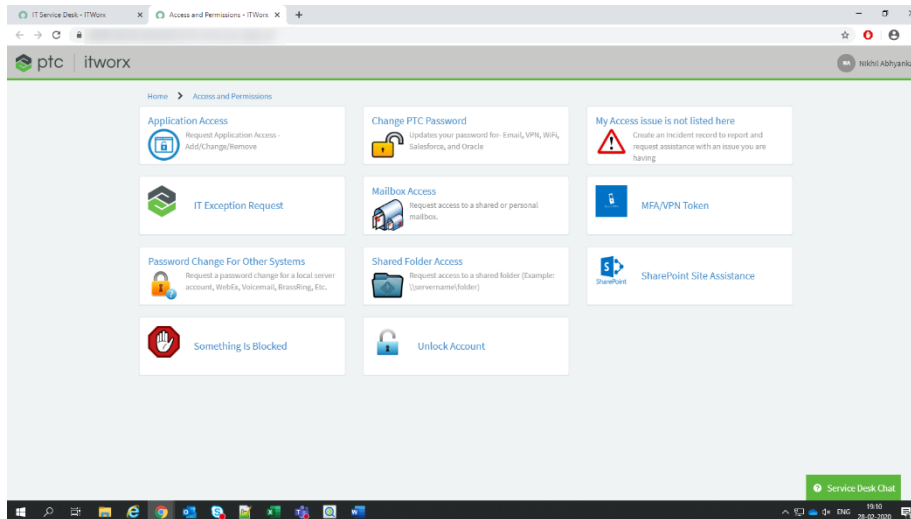
Service Portal View



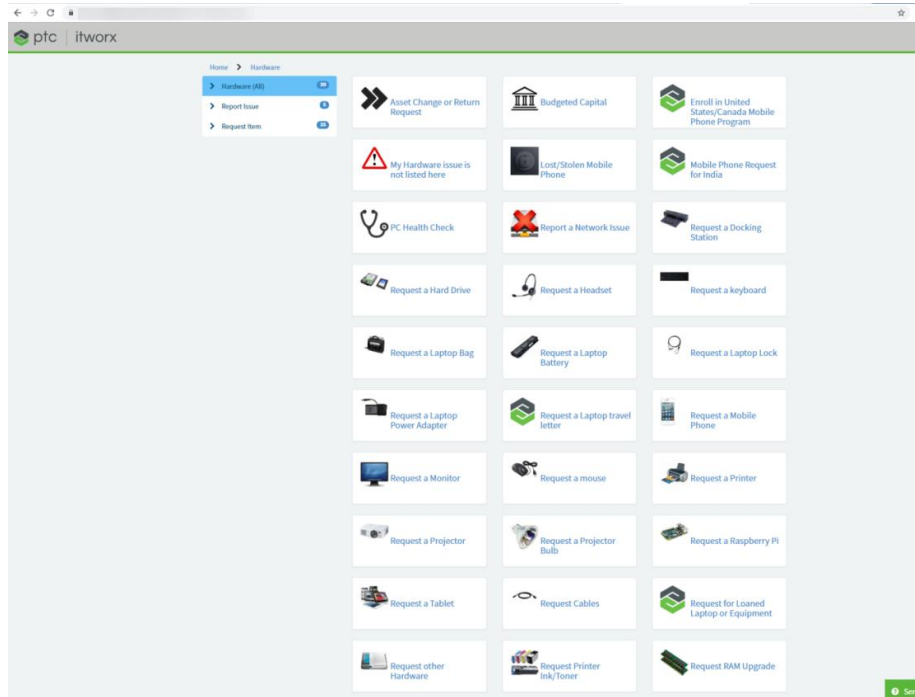


Catalogue Items

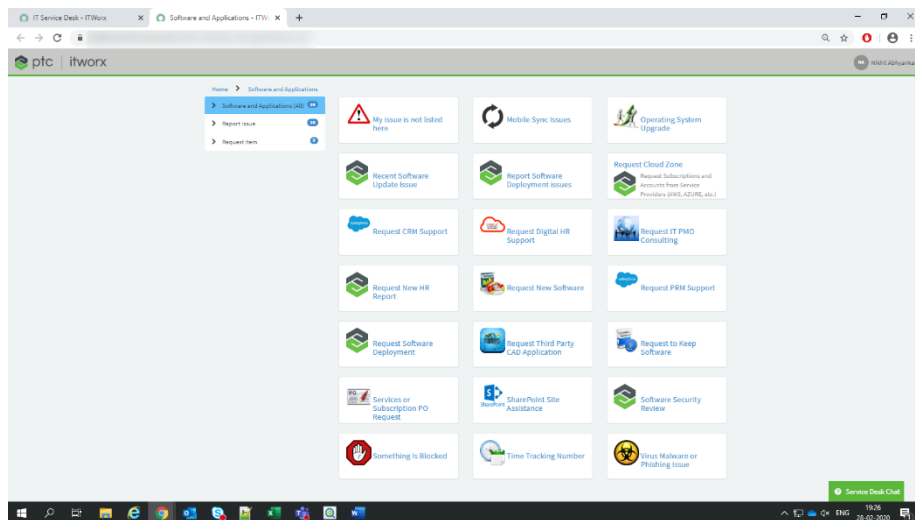
Access and Permission



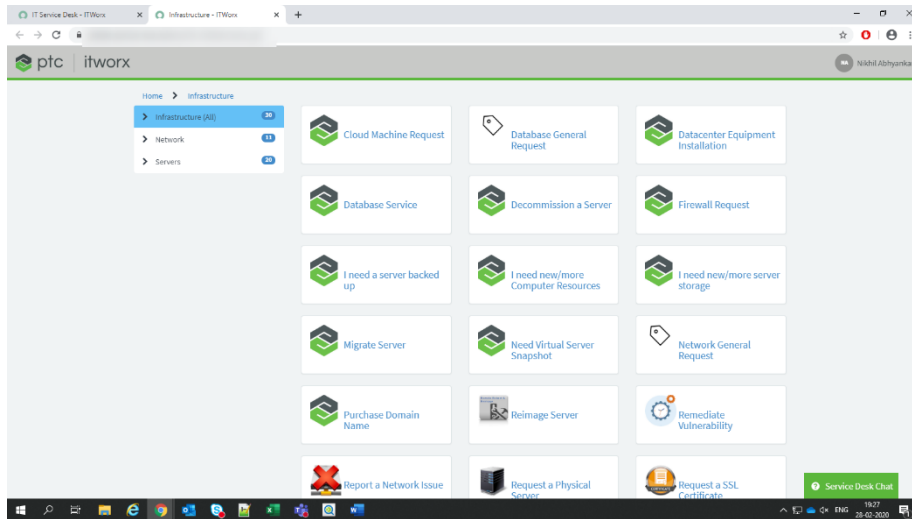
Hardware



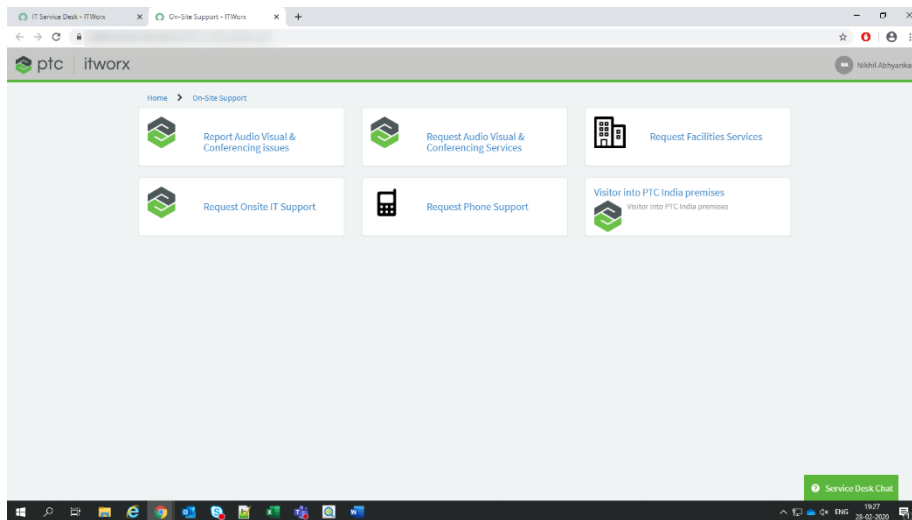
Software and Applications



Infrastructure



Onsite Support



Knowledge base

The screenshot shows the ITWORX Knowledge Base interface. At the top, there's a green banner with the text "Welcome to Knowledge" and a search bar. Below this, the page is organized into several sections:

- Knowledge Base:** A sidebar menu with options like "Knowledge Base", "IT Knowledge Base", and "Knowledge Base For Security".
- Knowledge Categories:** A sidebar menu listing categories such as "Networks & WiFi", "Business Applications", "Collaboration Tools & Web Applications", "Access, Accounts, and Security", "Mobility and Telecom Services", and "Hardware & Software Services".
- Top Rated Knowledge:** A list of articles with star ratings and titles, including "Setting up Fingerprint unlock on Samsung Phones with Mobile Iron", "Microsoft Teams - Invite Guests or External Users", "ITWORX - How to setup a Service Desk Graph - to view what is assigned", "PTC Velocity SAVO - Requesting Additional Access and URL", and "How to Clean Windows Logon Script in AD".
- Most Viewed Knowledge:** A list of articles, including "iOS Mobile Device Enrollment Process".

At the bottom right, there is a "Service Desk Chat" button. The Windows taskbar is visible at the very bottom of the screenshot.

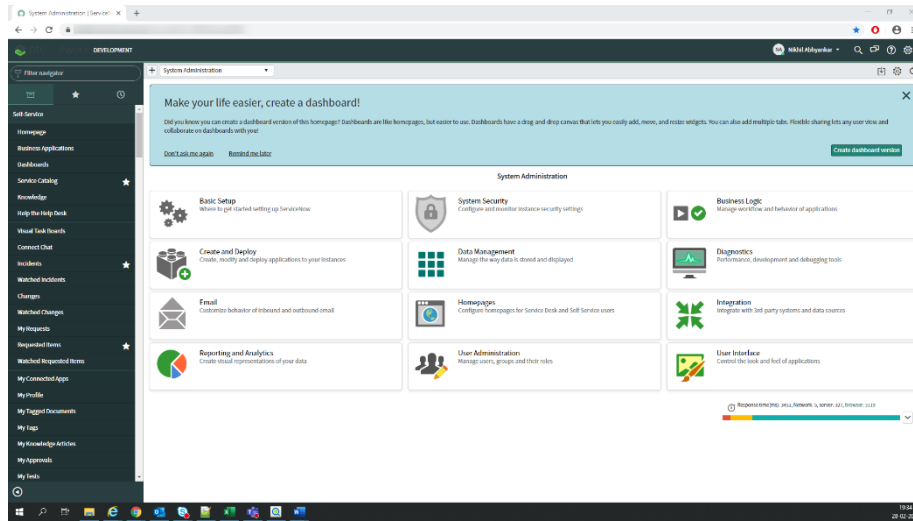
Open/Closed Tickets

The screenshot shows the ITWORX Tasks interface. It features a table with the following columns: Number, Task type, Status, Created, and Short description. The table contains 20 rows of data, including incident reports and requested items. At the bottom of the table, there is a pagination control showing "Rows 1 - 20 of 36".

Number	Task type	Status	Created	Short description
HC0320543	Incident	Active	Feb-25-2020 05:38:21	Test
HC0320593	Incident	Active	Feb-21-2020 18:07:40	Test
HC0320594	Incident	Active	Feb-21-2020 09:04:20	Request for owner change
RT140153750	Requested Item	Open	Feb-13-2020 08:54:07	Request for headset access
RT140153724	Requested Item	Open	Feb-11-2020 08:38:20	Blaine PTL Peripheral Takeaway
RT140153598	Requested Item	Open	Feb-04-2020 01:08:33	Request Application Access - Add/Change/Remove
RT140153585	Requested Item	Open	Feb-03-2020 09:05:47	Request Application Access - Add/Change/Remove
RT140153284	Requested Item	Open	Feb-02-2020 18:32:24	Request Application Access - Add/Change/Remove
RT140153382	Requested Item	Open	Feb-03-2020 08:07:06	Request Application Access - Add/Change/Remove
RT140153356	Requested Item	Open	Jan-31-2020 04:39:37	Request Application Access - Add/Change/Remove
RT140153425	Requested Item	Open	Jan-28-2020 03:35:40	DL Automation - Request to Delete DL - Test ITSM
RT140153353	Requested Item	Open	Jan-27-2020 03:03:04	DL Owner Update - no current active owner listed
HC0320418	Incident	New	Jan-13-2020 05:15:07	
HC0320294	Incident	New	Jan-10-2020 05:44:58	test
RT140153371	Requested Item	Open	Jan-10-2020 01:06:55	Request a Headset
RT140153270	Requested Item	Open	Jan-10-2020 04:06:10	Request a Headset
RT140153267	Requested Item	Open	Jan-10-2020 02:08:31	Request Application Access - Add/Change/Remove
HC0320370	Incident	Active	Jan-07-2020 01:14:49	Test
RT140153278	Requested Item	Open	Dec-10-2019 02:33:03	Request a Headset
RT140153279	Requested Item	Open	Dec-10-2019 02:35:34	Request a Headset

At the bottom right, there is a "Service Desk Chat" button. The Windows taskbar is visible at the very bottom of the screenshot.

Default View



catalogue Items in System

The screenshot shows the 'Catalog Items' list in ServiceNow. The table contains the following data:

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Basic Standard Change Request		True		Service Catalog	Specialist Management	\$0.00	Item	Nov 19 2019 09:22:01
Grant self-administration roles within a scope		False	admin	Service Catalog	Self-Administration	\$6.00	Item	Nov 19 2019 09:31:52
Microsoft Intune	Request MFA/MIM Intune	False		Service Catalog	Access & Administration	\$6.00	Item	Feb 10 2019 18:05:15
Access	Microsoft Access	False		Service Catalog	Software	\$120.00	Item	Aug 26 2019 08:18:53
ServiceNow Secure Coding guide for HTML	Overview of application security related...	True		Knowledge	Best Practices	\$6.00	Item	Aug 26 2019 17:50:37
ITWAVE	Request Application Access - ADD/CHANGE/...	True		Service Catalog	Access & Administration	\$6.00	Item	Jan 30 2020 09:42:43
Apple iPad 2	Apple iPad 2	False		Service Catalog	Tablets	\$500.00	Item	Aug 26 2019 09:19:53
Mobile Device Support	Mobile Device Support	True		Service Catalog	Helpful	\$6.00	Item	Dec 17 2019 02:30:35
Walk-in into PFC India centers	Walk-in into PFC India premises	True		Service Catalog	Facilities	\$6.00	Item	Aug 26 2019 08:18:56
Time Tracking Number	Request a Time Tracking Number	True		Service Catalog	PMO	\$6.00	Item	Nov 20 2019 09:08:29
Copy of Request a Security Architecture Review	Request a Security Architecture Review	False		Service Catalog	Network	\$6.00	Item	Aug 26 2019 08:18:54
Visit Malware or Phishing Issue	Report an IT Security Issue for viruses...	True		Service Catalog	Information Security	\$6.00	Item	Nov 20 2019 02:14:23
Request a Mobile Phone	Request a Mobile Phone	False		Service Catalog	Additional Services	\$6.00	Item	Apr 04 2019 09:48:08
Google Nexus 7	Google Nexus 7	False		Service Catalog	Tablets	\$199.99	Item	Aug 26 2019 09:22:40
Apple iPhone 5	Apple iPhone 5	False		Service Catalog	Tablets	\$799.99	Item	Aug 26 2019 08:19:51
Printing Services	Professional binding and finishing for d...	False		Service Catalog	Service and Support	\$6.00	Item	Aug 26 2019 08:18:54
Document Creation	Document creation and design services	False		Service Catalog	Service and Support	\$6.00	Item	Aug 26 2019 08:18:54
Printer and Supplies	Order office supplies such as paper, etc...	False		Service Catalog	Office	\$6.00	Item	Aug 26 2019 08:18:56
Business Cards and Stationery (B2B)	Order your personalized business cards a...	False		Service Catalog	Helpful	\$6.00	Item	Aug 26 2019 08:18:54
Video Conferencing	Setup inter-office or external teleconfer...	False		Service Catalog	Office	\$6.00	Item	Aug 26 2019 08:18:54

System Catalogue Item Record

Catalogue items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies. Enter a Name and Short description to display for the item. Enter a Price, approval, variables, and other information as needed.

Name:

Active:

Availability:

Catalog:

Category:

Workflow:

Icon:

Minimum amount attachment:

Short description:

SP Portal Description:

Description:

FTC takes the privacy of its employees very seriously and will not share personal information unless it is strictly necessary and that there is a legitimate business need, therefore it is very important that you are clear as to the objective that you want to achieve with this request and why. The information that you have requested is necessary to achieve that objective. HR may request further information in order to verify that the information requested is necessary to achieve the objective. Wherever possible, the information provided will be anonymized, in order to preserve the privacy of the individuals concerned. The report will be provided in an encrypted, password protected .xlsx file through a OneDrive link. The file must only be stored on a FTC OneDrive, and may only be shared with those individuals identified in your request.

Application:

Price: \$

Recurring price: \$

Recurring price frequency:

Order:

Picture:

Available for user:

Dependent item:

Mobile:

Update Copy Try It Delete

Related Links

From: Update Set Item Metadata

Variables (7) Variable Sets Approved By Group Approved By Categories (2) Catalogs (1) Available For Not Available For Catalog Client Scripts (2) Catalog UI Policies Workflow Routers (1)

Order	Type	Question	Visible	Name	Display Name	Visibility
0	text	Requester Name	0	requester_name	Requester Name	Always
2	text	What is the report purpose? (Please prov...	2	report_purpose	What is the report purpose? (Please prov...	Always
3	text	How will the data be used?	3	data	How will the data be used?	Always
4	text	Please identify who the report will be s...	4	shared_user	Please identify who the report will be s...	Always
7	text	Is this a one-time report or recurring?	7	oneTime_recurring	Is this a one-time report or recurring?	Always
8	text	What is the recurrence (weekly, monthly,...	8	recurrence_type	What is the recurrence (weekly, monthly,...	Always
200	false	By submitting this request you confirm, ...	200	by	By submitting this request you confirm, ...	Always

Actions on selected rows:

Requested Item Record

Item	Stage	Request	Requested for	Requested by	Due date	Quantity	Additional comments
RITM0153736	Smartboard	RITM0154260			Feb-23-2020 09:34:07 3 days	1	
RITM0153724	Mainframe Peripheral	RITM0154251			Feb-11-2020 08:38:35 3 days	1	
RITM0153726	Document	RITM0154166			Feb-04-2020 04:08:34 3 days	1	
RITM0153749	Document	RITM0154171			Feb-03-2020 09:05:47 3 days	1	
RITM0153748	Document	RITM0154166			Feb-03-2020 09:21:24 3 days	1	
RITM0153740	Document	RITM0154166			Feb-03-2020 08:07:06 3 days	1	
RITM0153756	High Radius	RITM0154133			Jan-31-2020 04:26:17 3 days	1	
RITM0154415	Distribution List	RITM0154068			Jan-29-2020 05:50:40 3 days (over budget)	1	
RITM0153743	Distribution List	RITM0147281			Jan-27-2020 02:55:04 3 days	1	
RITM0153741	Hardware & Peripherals	RITM0147285			Jan-23-2020 04:06:56 3 days	1	
RITM0153742	Hardware & Peripherals	RITM0147283			Jan-23-2020 04:06:30 3 days	1	
RITM0153747	Application Areas	RITM0137266			Jan-23-2020 01:09:32 3 days	1	
RITM0152771	Contractor Submittal	RITM0137579			Dec-15-2019 01:06:06 3 days	1	
RITM0152747	Printing	RITM0132005			Dec-18-2019 05:43:52 3 days	1	
RITM0152746	Hardware & Peripherals	RITM0147283			Dec-18-2019 04:27:18 3 days	1	
RITM0152748	Hardware & Peripherals	RITM0147283			Dec-18-2019 04:27:17 3 days	1	
RITM0152744	Hardware & Peripherals	RITM0147283			Dec-28-2019 04:27:17 3 days	1	

RITM VIEW

Requester: RITM0153714

Item: Request a Laptop Battery

Request: RIT013885

Requested by: NMAH Ashparker

Requested for: NMAH Ashparker

Current for whom: [Redacted]

Due date: Feb-20-2020 09:23:02

Configuration item: [Redacted]

Work item: [Redacted]

Opened: Feb-20-2020 09:23:02

Requested by: NMAH Ashparker

Stage: Completed

Approval: Approved

Status: Closed Complete

Contact type: Phone

Estimated delivery: [Redacted]

Subscribed:

Variables

Who is this for?
NMAH Ashparker

Issue ID: [Redacted]

Full Name
NMAH Ashparker

Department
[Redacted]

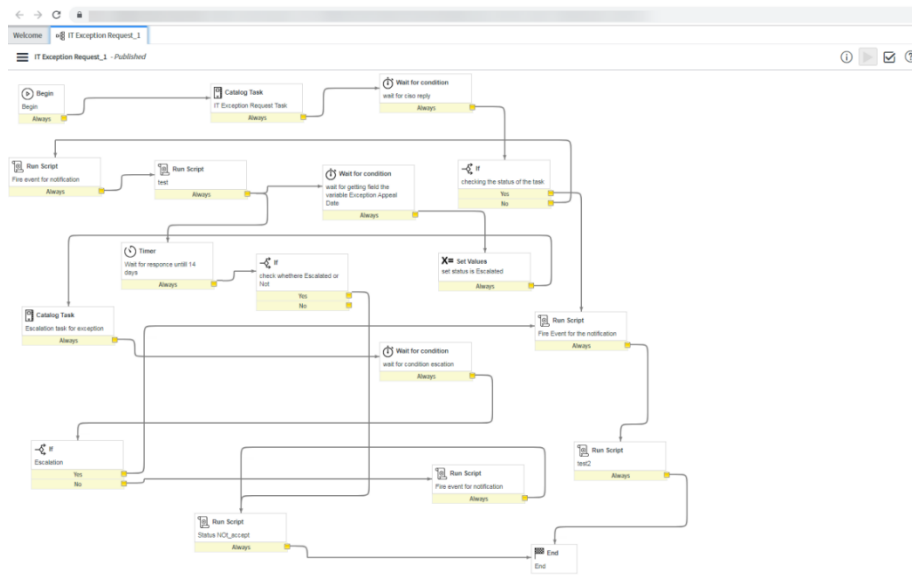
Country
[Redacted]

Select laptop that is requesting the battery
[Redacted]

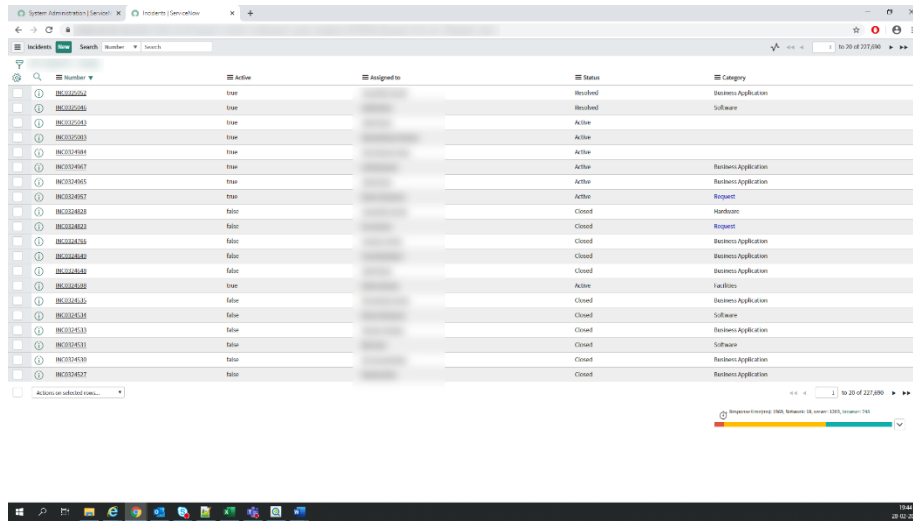
If laptop not displayed, provide make and model.
[Redacted]

Shipping address
[Redacted]

Workflow design



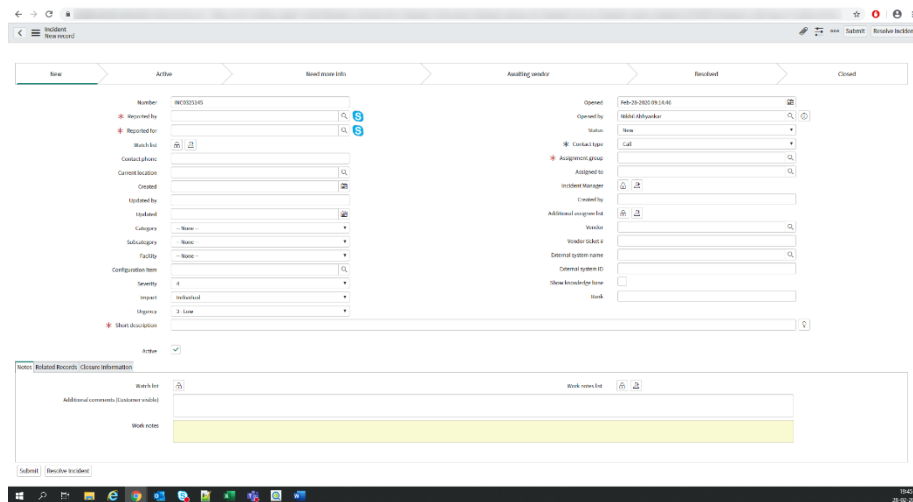
Incident Records



The screenshot displays a web application interface for incident management. At the top, there is a search bar and a filter menu. Below this is a table with columns for 'Number', 'Active', 'Assigned to', 'Status', and 'Category'. The table contains 20 rows of incident records. The 'Active' column has a dropdown menu set to 'Active on selected rows...'. At the bottom right, there is a pagination control showing '1 to 20 of 227,000' and a color-coded progress bar.

Number	Active	Assigned to	Status	Category
INC002094	True		Resolved	Business Application
INC002095	True		Resolved	Software
INC002093	True		Active	
INC002092	True		Active	
INC001898	True		Active	
INC001897	True		Active	Business Application
INC001895	True		Active	Business Application
INC001897	True		Active	Request
INC001828	False		Closed	Hardware
INC001823	False		Closed	Request
INC001819	False		Closed	Business Application
INC001849	False		Closed	Business Application
INC001848	False		Closed	Business Application
INC001839	True		Active	Facilities
INC001835	False		Closed	Business Application
INC001838	False		Closed	Software
INC001833	False		Closed	Business Application
INC001831	False		Closed	Software
INC001830	False		Closed	Business Application
INC001827	False		Closed	Business Application

New Incident Record



The screenshot shows a 'New Incident Record' form. The form is divided into several sections: 'New', 'Active', 'Resolved info', 'Awaiting vendor', 'Resolved', and 'Closed'. The 'New' section contains fields for 'Number' (INC002010), 'Reported for', 'Work item', 'Current location', 'Created', 'Updated by', 'Category', 'Subcategory', 'Priority', 'Configuration item', 'Severity' (4), 'Impact' (Severely), and 'Urgency' (Low). The 'Resolved info' section includes 'Opened' (Feb-20-2020 09:14:40), 'Opened by' (Mikael Allqvist), 'Status' (New), 'Contact type' (Call), 'Assignment group', 'Assigned to', 'Incident Manager', 'Created by', 'Additional assignment list', 'Work item', 'Problem category', 'External system name', 'External system ID', and 'Other knowledge base' (Work). The 'Work notes' section has a search bar and a text area for notes. At the bottom, there are 'Submit' and 'Resolve Incident' buttons.

Problem Records

Number	Short description	Status	Assignment group	Assigned to	Configuration item	Related incidents
PR00041122	Description of outage including major App(s),Location(s) -> -Estimated Impact:All Users/Internal/External/Etc->	Ready for Review			empty()	3
PR00041121	Test	Ready for Review			Asset Library	0
PR00041120	Test	Ready for Review			empty()	1
PR00041119	Test	Ready for Review			empty()	1
PR00041118	Test	Ready for Review			empty()	1
PR00041117	Test	Ready for Review			empty()	1
PR00041116	Description of outage including major App(s),Location(s) -> -Estimated Impact:All Users/Internal/External/Etc->	Ready for Review			empty()	1
PR00041115	Description of outage including major App(s),Location(s) -> -Estimated Impact:All Users/Internal/External/Etc->	Ready for Review			empty()	1
PR00041114	Description of outage including major App(s),Location(s) -> -Estimated Impact:All Users/Internal/External/Etc->	Ready for Review			empty()	1
PR00041113	Description of outage including major App(s),Location(s) -> -Estimated Impact:All Users/Internal/External/Etc->	Ready for Review			empty()	1
PR00041112	Test	Ready for Review			empty()	1
PR00041111	Test	Ready for Review			empty()	1
PR00041110	Description of outage including major App(s),Location(s) -> -Estimated Impact:All Users/Internal/External/Etc->	Ready for Review			empty()	1
PR00041109	Description of outage including major App(s),Location(s) -> -Estimated Impact:All Users/Internal/External/Etc->	Ready for Review			empty()	1
PR00041108	Description of outage including major App(s),Location(s) -> -Estimated Impact:All Users/Internal/External/Etc->	Ready for Review			empty()	1
PR00041107	Description of outage including major App(s),Location(s) -> -Estimated Impact:All Users/Internal/External/Etc->	Ready for Review			empty()	1
PR00041106	Description of outage including major App(s),Location(s) -> -Estimated Impact:All Users/Internal/External/Etc->	Ready for Review			empty()	1
PR00041105	Description of outage including major App(s),Location(s) -> -Estimated Impact:All Users/Internal/External/Etc->	Ready for Review			empty()	1
PR00041104	Description of outage including major App(s),Location(s) -> -Estimated Impact:All Users/Internal/External/Etc->	Ready for Review			empty()	1
PR00041103	Description of outage including major App(s),Location(s) -> -Estimated Impact:All Users/Internal/External/Etc->	Ready for Review			empty()	1

New Problem Record

Problem 789000414

Number: PR00040574

Configuration item: Network

Severity: 2

Change request: [empty]

Caused by change: [empty]

Duration: 8 Days 17 Hours 48 Minutes

Work list: [empty]

Opened: Jun 18 2018 11:02:45

Status: Closed

Vendor: [empty]

Vendor ticket #: [empty]

Assignment group: IT-SM-BA-ISE-COMMUNICATION

Assigned to: Chiranjay Kulkarni

Additional assignee list: [empty]

Work notes list: [empty]

Short description: Sev 2 - Sindelfingen, Germany - network and phones currently unavailable

Description: [empty]

Primary root cause: Infrastructure

Secondary root cause: Facilities

Initial Analysis: The unplanned power outage near the network and telecom outage at Sindelfingen site, we have checked for remote access and also opened a proactive case with Verizon.

Root Cause Analysis: Unplanned power outage

Remediation: Carsten Becker helped to get power back on site with the help of local guys.

Short term Corrective Action Plan: Carsten Becker helped to get the power back on site, office admin should be allow to access server rooms in such scenarios

Long term Corrective Action Plan: Mark Prossman is about to setup a meet with office manager and Robert Dittold to discuss on back up plan to overcome such issues in future

3.12 Data dictionary

Srno	Column name	Data type	Size	Constraint
1	ID	Integer	10	Primary key
2	Email	Varchar	20	Not null
3	Notification	Integer	1	Not null
4	Active	Integer	1	Not null
5	Name	Varchar	15	Not null
6	Sys_ID	Integer	10	Primary key
7	Active	Integer	1	Not null
8	Name	Varchar	20	Not Null
9	Category	Varchar	10	Not Null
10	SD	Varchar	20	Not null
11	Work_ID	Integer	5	Not Null
12	RITM_Number	Integer	5	Primary key
13	Status	Varchar	10	Not null
14	Stage	Varchar	10	Not Null
15	Req_no	Integer	5	Not Null
16	RITM_Number	Integer	10	Primary key
17	Requeste_By	Varchar	20	Not null
18	Sts	Varchar	10	Not null

19	Requested_For	Varchar	10	Not null
20	Short_Des	Varchar	20	Not null
21	Item	Varchar	10	Not null
22	Approver	Varchar	10	Not null
23	State	Varchar	10	Not null
24	Approval_Source	Varchar	20	Not null
25	Approval_F	Varchar	20	Not null
26	Approval_S	Varchar	10	Not null
27	Group	Varchar	10	Not null
28	Task_Nu	Integer	10	Primary key
29	Item	Integer	10	Not null
30	Req_item	Varchar	10	Not null
31	Req_for	Varchar	20	Not null
32	As_grp	Varchar	10	Not null
33	As_to	Varchar	20	Not null
34	Sts	Varchar	20	Not Null
35	Problem_number	Integer	10	Primary key
36	Short_Des	Varchar	20	Not null
37	Status	Varchar	10	Not null
38	Assigned_group	Varchar	10	Not null
39	Stage	Varchar	10	Not null
40	Configuration_item	Varchar	10	Not null
41	Related_Incident	Varchar	20	Not null
42	Incident_number	Integer	10	Primary key

43	Assigned_to	Varchar	10	Not Null
44	Status	Varchar	10	Not Null
45	Reported_for	Varchar	10	Not null
46	Priority	Varchar	5	Not null
47	S_description	Varchar	20	Not null
48	Config_item	Varchar	10	Not null

3.13 Table Specification

1) User

Column Name	Datatype	Size	Constraint
ID	Integer	10	Primary key
Role	Varchar	20	Not Null
Password	Varchar	20	Not Null
Sys_id	Integer	10	Not Null
Name	Varchar	15	Not Null

2) catalogue Item

Column Name	Datatype	Size	Constraint
Sys_ID	Integer	10	Primary key
Category	Varchar	10	Not null
Name	Varchar	15	Not null

3)Request

Column Name	Datatype	Size	Constraint
--------------------	-----------------	-------------	-------------------

RITM_Number	Integer	5	Primary key
Status	Varchar	10	Not Null
Category	Varchar	10	Not null
Item	Varchar	10	Not null
Sys_id	Integer	10	Not null

4) Requested Item (RITM)

Column Name	Datatype	Size	Constraint
RITM_Number	Integer	5	Primary Key
Item	Varchar	20	Not null
Status	Varchar	10	Not null

5)Approval

Column Name	Datatype	Size	Constraint
RITM	Integer	10	Primary Key
Approver	Varchar	10	Not null
Status	Varchar	10	Not null

6) Task

Column Name	Datatype	Size	Constraint
Task_number	Integer	10	Primary key
RITM	Integer	10	Not null
Assigned_to	Varchar	10	Not null
Status	Varchar	10	Not null

7) Problem

Column Name	Datatype	Size	Constraint
Problem_number	Integer	10	Primary key
Status	Varchar	10	Not null
Sys_ID	Integer	10	Not null
Category	Varchar	20	Not null

8) Incident

Column Name	Datatype	Size	Constraint
Incident_number	Integer	10	Primary key

Category	Varchar	10	Not Null
Status	Varchar	10	Not Null
Sys_id	Integer	20	Not null

8)Kb_article

Column Name	Datatype	Size	Constraint
KB_id	Integer	10	Primary key
Kb_name	Varchar	10	Not Null
Kb_file	Media	-	Not Null

3.14 Test Procedures and Implementation

1. Unit Testing

Unit testing concentrates verification on the smallest element of the program – the module. Using the detailed design description

important control paths are tested to establish errors within the bounds of the module.

In this system each sub module is tested individually as per the unit testing such as campaign, lead, contact etc. are tested individually. Their input field validations are tested.

2. Integration testing

Once all the individual units have been tested there is a need to test

how they were put together to ensure no data is lost across interface, one module does not have an adverse impact on another and a function is not performed correctly.

After unit testing each and every sub module is tested with integrating each other.

System testing for the current system:

In this level of testing we are testing the system as a whole after integrating all the main modules of the project.

We are testing whether system is giving correct output or not. All the modules were integrated and the flow of information among different modules were checked. It was also checked that whether the flow of data is as per the requirements or not. It was also checked that whether any particular module is non-functioning or not i.e. once the integration is over each and every module is functioning in its entirety or not.

In this level of testing we tested the following: -

- Whether all the forms are properly working or not.
- Whether all the forms are properly linked or not.
- Whether all the images are properly displayed or not.
- Whether data retrieval is proper or not.

Specific knowledge of the application's code/internal structure and programming knowledge in general is not required. The tester is aware of what the software is supposed to do but is not aware of how it does it. For instance, the tester is aware that a particular input returns a certain, invariable output but is not aware of how the software produces the output in the first place.

TestCases

Test cases are built around specifications and requirements, i.e., what the application is supposed to do. Test cases are generally derived from external descriptions of the software, including specifications, requirements and design parameters. Although the tests used are primarily functional in nature, *non-functional* tests may also be used. The test designer selects both valid and invalid inputs and determines the correct output without any knowledge of the test object's internal structure.

Test Design Techniques

Typical black-box test design techniques include:

- Decision table testing
- All-pairs testing
- State transition Analysis
- Equivalence partitioning
- Boundary value analysis
- Cause–effect graph
- Error guessing

Advantages

- Efficient when used on large systems.
- Since the tester and developer are independent of each other, testing is balanced and unprejudiced.
- Tester can be non-technical.
- There is no need for the tester to have detailed functional knowledge of system.
- Tests will be done from an end user's point of view, because the end user should accept the system. (This testing technique is sometimes also called Acceptance testing.)
- Testing helps to identify vagueness and contradictions in functional specifications.
- Test cases can be designed as soon as the functional specifications are complete.

Disadvantages

- Test cases are challenging to design without having clear functional specifications.
- It is difficult to identify tricky inputs if the test cases are not developed based on specifications.
- It is difficult to identify all possible inputs in limited testing time. As a result, writing test cases may be slow and difficult.
- There are chances of having unidentified paths during the testing process.

Test Case:

Test case Id	Description	Test Steps	Expected Result	Pass/Fail
1.	To test blank username and password	Username="", Password="" Click on login	Display error message to enter username and password	Pass
2	To test incorrect username and password	Username="vvohra" password="123"	Display error message for wrong password	Pass
3	To test correct username and password	Enter valid data	Login successful and navigate to home page	Pass
4.	To test Incorrect Catalogue	Keep text box blank	Should display message	Pass

	item			
5.	To test change of catalogue pages as navigated	Change page	Should display proper page as selected	Pass
6.	To test catalogue item request	Select any catalogue item present	Should display proper catalogue item on selection and process request	Pass
7.	To test approval generation	Verify approval is generated for right person or not	Should display name of Approver	Pass

8.	To test Task generated on RITM	TASK number should be unique and associated according to workflow design	Should generate proper task in order	Pass
9.	To test Incident creation	Navigate to Incident and submit a new request	Incident request should be generated on submission	Pass
10.	To test Problem Creation	Navigate to Problem and submit a new Request	Should ask for INC no while creation and display proper record	Pass

Chapter 4:

User Manual

4.1 User Manual

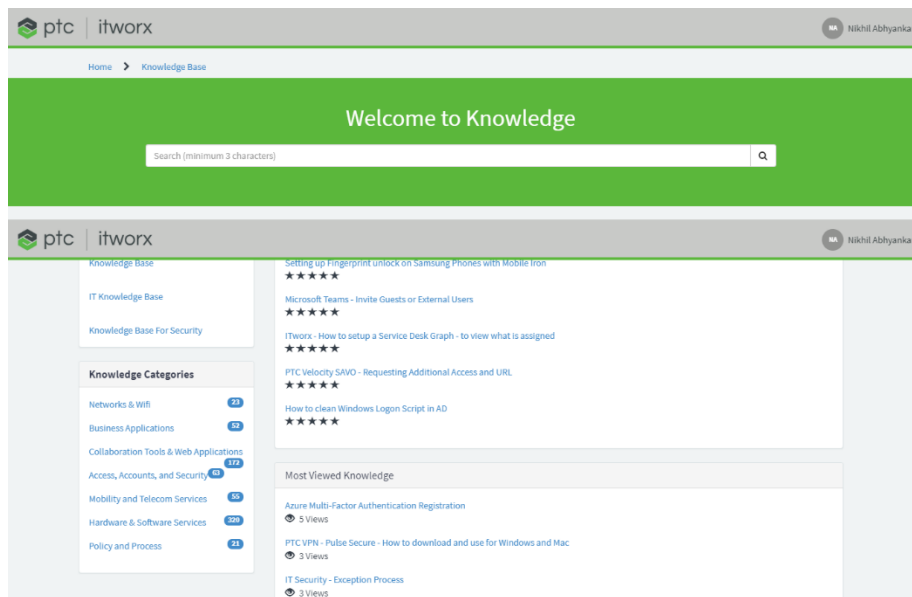
- The system user guide enables you to create end user help documentation that is specific to the policies and procedures of your organization. A default help page is provided in the base system that displays UI16 help documents for system navigation and other basic operations.
- The user guide provides the tools for designing help portal pages containing feature-specific help documents. You can create custom help pages and deploy them in various ways using controls in the system. User guide documents are grouped in relevant sections on a help page, using a two-column format. Configuration allows you to display the sections and the documents within them in any order. You can display a section on more than one help page. The user guide is supported in UI16, UI15, and UI11.
- A default help page is provided in the base system that displays help documents for system navigation and other basic operations. This page is accessible from the help icon

in the header bar for UI16 users. To make this page available to users of other supported UI versions, you must create a programmatic entry point.

- For the Extra help application itself provides the knowledge-base so all the help related to the application that are inside the kb article.

4.2 Operations Manual / Menu Explanation

- In the service-now all the information related to the operational manual that also given into the service-now Knowledgebase article



4.3 Program Specifications

RITM Module

Module Name	RITM Module
Program Name	Req_Item
Purpose	Generate unique Request for Catalogue item
Output	This will generate a new request with unique value and only that person who has requested will be able to view progress for it.

Task Module

Module Name	Task Module
Program Name	Tsk_no
Purpose	Generate unique task no to fulfil users request
Output	Task gives flow to request raised and

	makes work easy as it gets divided into different groups
--	--

Approval Module

Module Name	Approval Module
Program Name	Approve_Req
Purpose	To approve/reject requests on RITM
Output	After approval gets approved task gets generated if rejected RITM gets closed automatically.

Incident Module

Module Name	Incident Module
Program Name	Inc_no
Purpose	TO generate unique Incident request

Output	Incident can be created as an escalation to any particular category(hardware/software/application) in an organisation or for any third part contractor
---------------	--

Drawbacks and limitation

- Licensing model for Fulfillers in order to share pool licenses.
- Report capabilities to obtain certain kind of metrics without performance Analytics
- Graphical representation of the Configuration Management Database (CMDB) configuration items (CIs) and their relationships.
- Sometimes it's difficult to management the ad integration which is related to API from the third party.

Proposed Enhancement

- Self-Service Procurement now needs to apply for the Service-now Service catalogue item.
- Service-now its total configurable platform so developer can able to add new feature into the Service-now
- System should provide analytical reports for the assessment of candidates.
- Adding Virtual Agent to system

Conclusion

- Creating easily brand able experiences
- Enhancing widget configuration with SP instance extension
- Creating announcement targeted to specific portals
- Leveraging page route maps to reuse existing pages/widgets/menu items.
- Decoupling widgets from specific data sources by using instance option

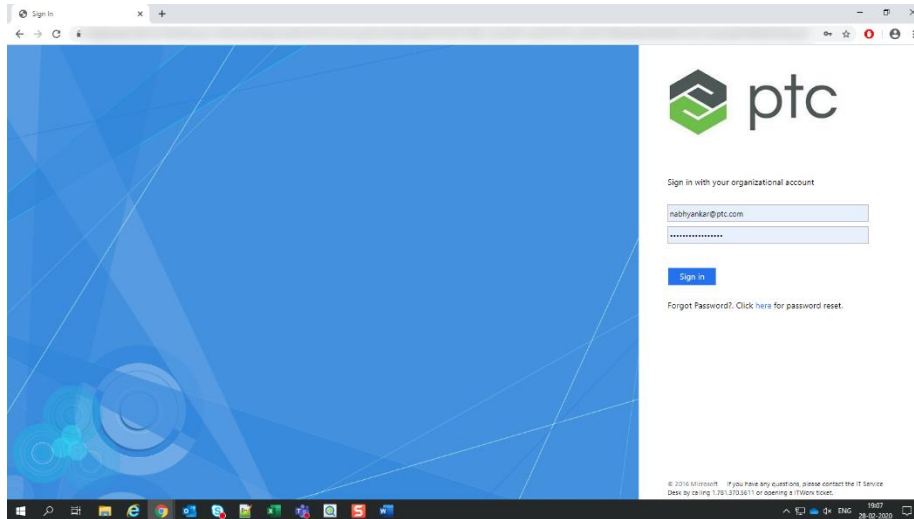
Bibliography

Service-now:

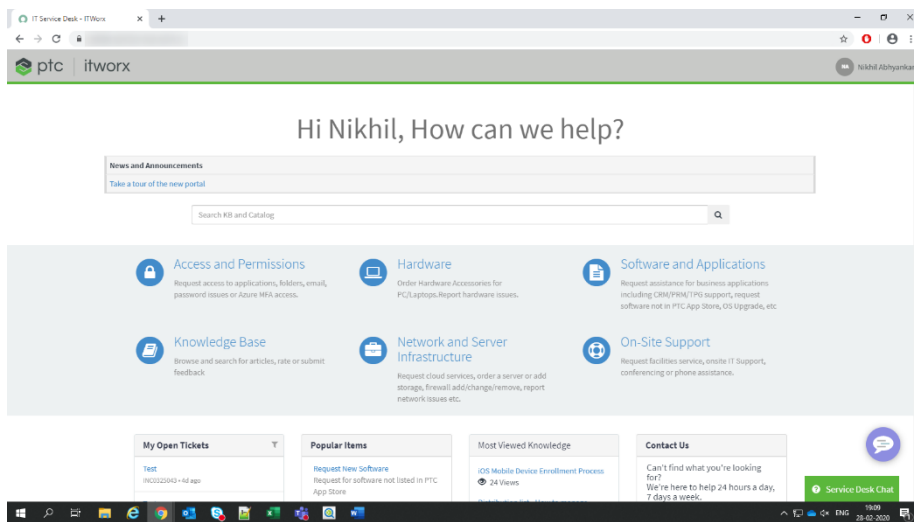
- https://docs.servicenow.com/bundle/newyork-platform-user-interface/page/administer/navigation-and-ui/concept/c_NavigationAndTheUserInterface.html
- www.Youtube.com/3hjgdjbsdj
- https://servicenow.community.com/administer/navigation-and-ui/concept/c_SystemUserGuide.html

Annexure 1: Input Screens

Login




Service Portal View



Request Catalogue Item

ptc | itworx

Home > Display Catalog Item > Hardware > Request a Headset



Request a Headset

Request a Headset

Standard Headset with microphone

Who is this for?

x v

*What type of headset do you need?

v

If phone headset is required, please provide model of phone.

Shipping address

Requestors RITM view

Estimated completion Mar-30-2020

Number : RITM0154116 **Status** : Open

Watch list : **Stage** : Fulfillment

Options

Who is this for? : Nikhil Abhyankar

User ID :

Full Name : Nikhil Abhyankar

Department :

Location :

What type of headset do you need? : Computer (USB)

Catalog Tasks

Delivery Plan Status for: Request a Headset

Task Number	Short Description	Assignment Group	Assigned To	Status	Opened	Closed
TASK0219300	Logistics Acquire undefined	<input type="text"/>		Open	Mar-30-2020 12:29:26	

Admin RITM View

The screenshot shows the Admin RITM View for request RITM0154116. The interface is divided into two main sections: request details on the left and fulfillment details on the right.

Request Details (Left):

- Number: RITM0154116
- Item: Request a Headset
- Request: REQ0138510
- Requested for: Nikhil Abhyankar
- Current location: [Redacted]
- Active:
- Due date: Mar-30-2020 12:29:24
- Configuration item: [Redacted]
- Watch list: [Redacted]

Fulfillment Details (Right):

- Opened: Mar-30-2020 12:29:24
- Requested by: Nikhil Abhyankar
- Stage: Fulfillment
- Approval: Approved
- Status: Open
- Contact type: Phone
- Estimated Delivery: [Redacted]
- Backordered:

Admin Task Completion

The screenshot shows the Admin Task Completion table. The table has the following columns: Number, Assignment group, Assigned to, Short description, Actual start, Actual end, Status, and Order.

Number	Assignment group	Assigned to	Short description	Actual start	Actual end	Status	Order
TASK0219300	[Redacted]	[Redacted]	Logistics Acquire undefined	Mar-31-2020 01:31:22	just now	Closed Complete	

User RITM View

The screenshot shows the User RITM View for request RITM0154116. The interface displays the request status and details.

Estimated completion: Mar-30-2020

Number: RITM0154116

Watch list: [Redacted]

Options:

- Who is this for?: Nikhil Abhyankar
- User ID: [Redacted]
- Full Name: Nikhil Abhyankar
- Department: [Redacted]
- Location: [Redacted]
- What type of headset do you need?: Computer (USB)
- EUS DeliverYorN: no

Status: Closed Complete

Stage: Completed

Annexure 2:

Output reports with data

User Generated Requests and Incidents

The screenshot shows a web application interface with a table of tasks. The table has columns for Number, Task type, Status, Created, and Short description. The data is as follows:

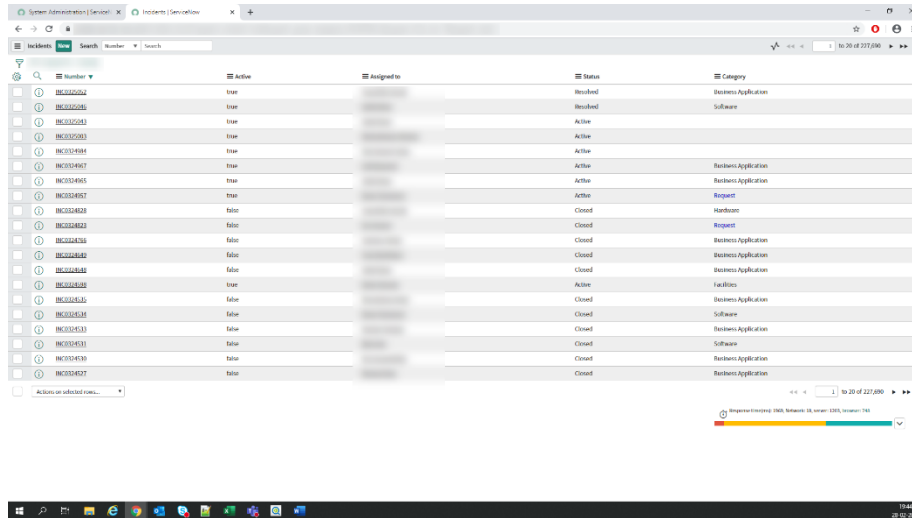
Number	Task type	Status	Created	Short description
INC030543	Incident	Active	Feb-25-2020 09:38:21	Test
INC032009	Incident	Active	Feb-21-2020 09:07:45	Test
INC032494	Incident	Active	Feb-21-2020 09:04:30	Request for course change
RTM032374	Requested Item	Open	Feb-12-2020 08:54:07	Request Smartboard access
RTM032224	Requested Item	Open	Feb-11-2020 08:28:59	Request PTA Peripheral Labaway
RTM032366	Requested Item	Open	Feb-08-2020 01:08:33	Request Application Access - Add/Change/Remove
RTM032385	Requested Item	Open	Feb-03-2020 09:05:47	Request Application Access - Add/Change/Remove
RTM032284	Requested Item	Open	Feb-02-2020 08:21:24	Request Application Access - Add/Change/Remove
RTM032392	Requested Item	Open	Feb-03-2020 08:07:06	Request Application Access - Add/Change/Remove
RTM032356	Requested Item	Open	Jan-31-2020 04:29:37	Request Application Access - Add/Change/Remove
RTM032442	Requested Item	Open	Jan-28-2020 09:39:40	DL Automation - Request to Delete DL - Test IPDM
RTM032383	Requested Item	Open	Jan-27-2020 02:03:04	DL Owner Update - no current active owner listed -
INC032408	Incident	New	Jan-13-2020 05:12:07	
INC032394	Incident	New	Jan-10-2020 09:44:58	test
RTM032371	Requested Item	Open	Jan-10-2020 04:06:55	Request a headset
RTM032370	Requested Item	Open	Jan-10-2020 04:06:10	Request a headset
RTM032387	Requested Item	Open	Jan-09-2020 03:18:13	Request Application Access - Add/Change/Remove
INC032373	Incident	Active	Jan-07-2020 03:14:49	Test
RTM032278	Requested Item	Open	Dec-20-2019 02:23:03	Request a headset
RTM032797	Requested Item	Open	Dec-09-2019 02:52:04	Request a headset

User RITM Status report

The screenshot shows a detailed report of requested items. The table includes columns for Number, Item, Stage, Request, Requested for, Requested by, Due date, Quantity, and Additional comments. The data is as follows:

Number	Item	Stage	Request	Requested for	Requested by	Due date	Quantity	Additional comments
RTM032736	Smartboard	Request	REQ032426			Feb-11-2020 08:34:37 2 days ago	1	
RTM032724	Maine Peripheral Labaway	Request	REQ032424			Feb-11-2020 08:38:36 2 days ago	1	
RTM032695	Direction	Request	REQ032416			Feb-04-2020 04:58:34 2 days ago	1	
RTM032646	Direction	Request	REQ032414			Feb-03-2020 09:05:47 2 days ago	1	
RTM032624	Direction	Request	REQ032416			Feb-03-2020 08:21:24 2 days ago	1	
RTM032622	Direction	Request	REQ032416			Feb-03-2020 08:07:06 2 days ago	1	
RTM032556	High Radius	Request	REQ032413			Jan-31-2020 04:29:37 2 days ago	1	
RTM032443	DL Automation List	Request	REQ032408			Jan-28-2020 09:39:40 4 days ago	1	
RTM032403	DL Automation List	Request	REQ032404			Jan-27-2020 02:03:04 4 days ago	1	
RTM032411	Request a Headset	Request	REQ032371			Jan-13-2020 05:12:07 2 days ago	1	
RTM032379	Request a Headset	Request	REQ032370			Jan-10-2020 04:06:55 2 days ago	1	
RTM032367	Application Access	Request	REQ032387			Jan-09-2020 03:18:13 2 days ago	1	
RTM032771	Contractor Desktop	Request	REQ032776			Dec-28-2019 03:56:26 2 days ago	1	
RTM032742	Basic Ring	Request	REQ032755			Dec-18-2019 04:43:52 2 days ago	1	
RTM032746	Request a mouse	Request	REQ032753			Dec-18-2019 04:37:58 2 days ago	1	
RTM032743	Request a Keyboard	Request	REQ032752			Dec-18-2019 04:27:17 2 days ago	1	
RTM032741	Request a Headset	Request	REQ032751			Dec-28-2019 04:21:17 2 days ago	1	

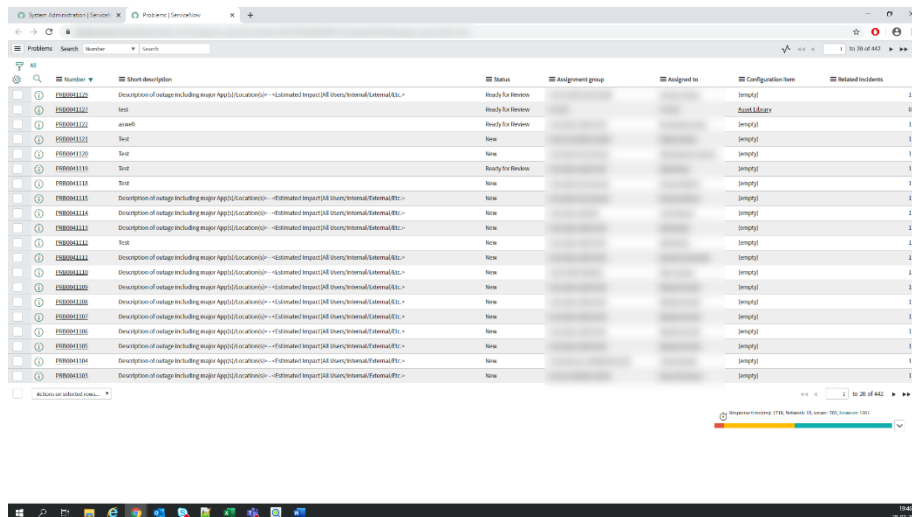
Incident Report



The screenshot shows the ServiceNow Incidents list view. The table contains the following columns: Number, Active, Assigned to, Status, and Category. The data rows are as follows:

Number	Active	Assigned to	Status	Category
IR0010292	true		Resolved	Business Application
IR0010295	true		Resolved	Software
IR0010293	true		Active	
IR0010293	true		Active	
IR0010494	true		Active	
IR0010497	true		Active	Business Application
IR0010495	true		Active	Business Application
IR0010497	true		Active	Request
IR0010429	false		Closed	Hardware
IR0010429	false		Closed	Request
IR0010429	false		Closed	Business Application
IR0010448	false		Closed	Business Application
IR0010448	false		Closed	Business Application
IR0010428	true		Active	Facilities
IR0010432	false		Closed	Business Application
IR0010434	false		Closed	Software
IR0010433	false		Closed	Business Application
IR0010433	false		Closed	Software
IR0010430	false		Closed	Business Application
IR0010427	false		Closed	Business Application

Problem Report



The screenshot shows the ServiceNow Problems list view. The table contains the following columns: Number, Short description, Status, Assignment group, Assigned to, Configuration item, and Related incidents. The data rows are as follows:

Number	Short description	Status	Assignment group	Assigned to	Configuration item	Related incidents
PR0001122	Description of outage including major Appl(s),Location(s) - <Estimated Impact>[All Users/Internal/External/Ext.]	Ready for Review	Imppt[2]			3
PR0001122	test	Ready for Review			ApptLibrtry	0
PR0001122	test	Ready for Review				3
PR0001123	test	Now				3
PR0001129	test	Now				3
PR0001119	test	Ready for Review	Imppt[2]			3
PR0001118	test	Now				3
PR0001115	Description of outage including major Appl(s),Location(s) - <Estimated Impact>[All Users/Internal/External/Ext.]	Now	Imppt[2]			3
PR0001114	Description of outage including major Appl(s),Location(s) - <Estimated Impact>[All Users/Internal/External/Ext.]	Now	Imppt[2]			3
PR0001113	Description of outage including major Appl(s),Location(s) - <Estimated Impact>[All Users/Internal/External/Ext.]	Now	Imppt[2]			3
PR0001111	Description of outage including major Appl(s),Location(s) - <Estimated Impact>[All Users/Internal/External/Ext.]	Now	Imppt[2]			3
PR0001111	test	Now	Imppt[2]			3
PR0001111	Description of outage including major Appl(s),Location(s) - <Estimated Impact>[All Users/Internal/External/Ext.]	Now	Imppt[2]			3
PR0001110	Description of outage including major Appl(s),Location(s) - <Estimated Impact>[All Users/Internal/External/Ext.]	Now	Imppt[2]			3
PR0001109	Description of outage including major Appl(s),Location(s) - <Estimated Impact>[All Users/Internal/External/Ext.]	Now	Imppt[2]			3
PR0001108	Description of outage including major Appl(s),Location(s) - <Estimated Impact>[All Users/Internal/External/Ext.]	Now	Imppt[2]			3
PR0001105	Description of outage including major Appl(s),Location(s) - <Estimated Impact>[All Users/Internal/External/Ext.]	Now	Imppt[2]			3
PR0001105	Description of outage including major Appl(s),Location(s) - <Estimated Impact>[All Users/Internal/External/Ext.]	Now	Imppt[2]			3
PR0001104	Description of outage including major Appl(s),Location(s) - <Estimated Impact>[All Users/Internal/External/Ext.]	Now	Imppt[2]			3
PR0001103	Description of outage including major Appl(s),Location(s) - <Estimated Impact>[All Users/Internal/External/Ext.]	Now	Imppt[2]			3