ITSM Class: B

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

Team 11

Name: Ananda Donelly
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Information Systems Department

Institut Teknologi Sepuluh Nopember

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Table of Contents

PDI Link

Roles & Responsibilities

Nama	Role	Deskripsi	Tanggung Jawab
All	Customer (its_user)	Log in to the portal /sp, create 15 incident tickets based on the dataset, 5 network (Donelly), 5 hardware (Astrid), and 5 software (Razan). Fill in the short description and details, monitor status in My Incidents, and provide confirmation after issues are resolved.	Log in to the portal /sp, create 15 incident tickets based on the dataset, 5 network (Donelly), 5 hardware (Astrid), and 5 software (Razan). Fill in the short description and details, monitor status in My Incidents, and provide confirmation after issues are resolved.
All	Service Desk Agent (its_worker)	Tier 1 agent responsible for initial triage and forwarding tickets to the appropriate specialist teams.	Review every new ticket, ensure proper categorization, assign to the correct group (Network Support → Donelly, Hardware Support → Astrid, Software Support → Razan), add work notes "Ticket triaged and assigned to specialist," and change status to In Progress.
Ananda Donelly	Network Specialist (its_net)	Tier 2 specialist responsible for handling network-related incidents.	Troubleshoot VPN, router, or connectivity issues; provide handling notes and solutions; and change ticket status to Resolved. Creating BPMN and explanation.
Astrid Meilendra	Hardware Specialist (its_hw)	Tier 2 specialist for hardware incidents.	Diagnose problems in printers, servers, and other hardware; record replaced or repaired components; and mark tickets as

			Resolved. Creating BPMN and explanation.
Muhammad Razan Parisya Putra	Hardware Specialist (its_sw)	Tier 2 specialist for software and application-related incidents.	Resolve application crashes, bugs, or SaaS issues; add notes regarding applied patches or configurations; and close the ticket with Resolved status. Creating BPMN and explanation.

Workflow
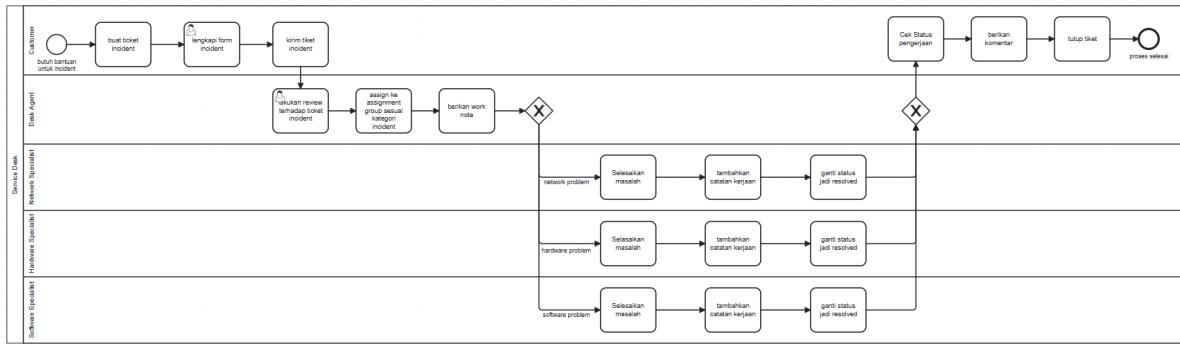
The simulation workflow follows the Incident Management process based on the ITIL 4 framework, consisting of the following stages:

Logging → Categorization → Assignment → Investigation → Resolution → Closure.

1. Customer (its_user) creates a new incident report via the Service Portal.
   Initial status: New.
2. Service Desk Agent (its_worker) reviews incoming tickets, validates categorization, assigns them to the appropriate support group (Network / Hardware / Software), adds a work note, and updates the status to In Progress.
3. Specialists (its_net / its_hw / its_sw) receive assigned tickets, perform technical troubleshooting according to their expertise, and update the status to Resolved once resolved.
4. Customer (its_user) logs back into the portal to verify the resolution and provide feedback or appreciation for the service.

Screenshots

a. Customer's Service Portal showing submitted incidents.

	Number ▼	Opened	Short description
	INC0010021	2025-10-06 21:27:23	Cloud SaaS malfunction
	INC0010020	2025-10-06 21:27:15	Office network outage
	INC0010019	2025-10-06 21:26:42	Infrastructure hardware outage
	INC0010018	2025-10-06 21:26:23	Application crash issue
	INC0010017	2025-10-06 21:25:35	Office app access failure
	INC0010016	2025-10-06 21:25:32	SaaS network disruption
	INC0010015	2025-10-06 21:25:23	Hardware failure in analytics systems
	INC0010014	2025-10-06 21:23:40	Server fan failure causing overheating
	INC0010013	2025-10-06 21:23:33	Software-device incompatibility
	INC0010012	2025-10-06 21:20:21	Unstable Wi-Fi connectivity
	INC0010011	2025-10-06 21:20:03	Audio hardware not detected
	INC0010010	2025-10-06 21:19:12	Audio hardware not recognized by the system. User attempted reconnecting, updati
	INC0010009	2025-10-06 21:15:51	Office-wide connectivity disruption
	INC0010008	2025-10-06 20:54:38	Printer driver compatibility issue
	INC0010007	2025-10-06 20:52:40	SaaS environment outage
	INC0010006	2025-10-06 20:50:09	VPN-router connection failure

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

Incidents - All 84
Last refreshed 2m ago.

			Number	Short description	Caller	Priority	State	Assignment group		Updated	Updated by
🖉	☑	☐	INC0010010	Audio hardware not recognized by the system. User attempted reconnecting, updati	ITS User	5 - Planning	New			2025-10-06 21:19:12	its_user
🖉	☑	☐	INC0010011	Audio hardware not detected	ITS User	5 - Planning	Resolved	Hardware Support Team	ITS HW	2025-10-07 03:27:07	its_hw
🖉	☑	☐	INC0010012	Unstable Wi-Fi connectivity	ITS User	3 - Moderate	In Progress	Network Support Team	ITS Net	2025-10-07 02:59:17	its_worker
🖉	☑	☐	INC0010013	Software-device incompatibility	ITS User	3 - Moderate	Resolved	Software Support Team	ITS SW	2025-10-07 03:28:59	its_sw
🖉	☑	☐	INC0010008	Printer driver compatibility issue	ITS User	3 - Moderate	Resolved	Hardware Support Team	ITS HW	2025-10-07 03:25:16	its_hw
🖉	☑	☐	INC0010007	SaaS environment outage	ITS User	3 - Moderate	In Progress	Software Support Team	ITS SW	2025-10-07 03:04:41	its_worker
🖉	☑	☐	INC0010009	Office-wide connectivity disruption	ITS User	3 - Moderate	In Progress	Network Support Team	ITS Net	2025-10-07 02:50:47	its_worker

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

			Number	Short description	Caller	Priority	State	Assignment group		Updated	Updated by
🖉	☑	☐	INC0010021	Cloud SaaS malfunction	ITS User	2 - High	Closed	Software Support Team	ITS SW	2025-10-07 03:39:12	its_user
🖉	☑	☐	INC0010016	SaaS network disruption	ITS User	2 - High	Closed	Network Support Team	ITS Net	2025-10-07 03:33:14	its_user
🖉	☑	☐	INC0010018	Application crash issue	ITS User	2 - High	Closed	Software Support Team	ITS SW	2025-10-07 03:38:54	its_user
🖉	☑	☐	INC0010006	VPN-router connection failure	ITS User	2 - High	Closed	Network Support Team	ITS Net	2025-10-07 03:28:50	its_user
🖉	☑	☐	INC0010015	Hardware failure in analytics systems	ITS User	1 - Critical	Closed	Hardware Support Team	ITS HW	2025-10-07 03:38:15	its_user
🖉	☑	☐	INC0010017	Office app access failure	ITS User	1 - Critical	Closed	Software Support Team	ITS SW	2025-10-07 03:36:28	its_user
🖉	☑	☐	INC0010020	Office network outage	ITS User	1 - Critical	Closed	Network Support Team	ITS Net	2025-10-07 03:32:32	its_user
🖉	☑	☐	INC0010019	Infrastructure hardware outage	ITS User	1 - Critical	Closed	Hardware Support Team	ITS HW	2025-10-07 03:44:53	its_user
🖉	☑	☐	INC0010014	Server fan failure causing overheating	ITS User	1 - Critical	Closed	Hardware Support Team	ITS HW	2025-10-07 03:35:32	its_user

User Accounts and Roles

its_user

its_worker	

its_net

User
ITS Net

Update   Set Password   Delete

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

Update   Set Password   Delete

Related Links
View linked accounts
View Subscriptions
Reset a password

Entitled Custom Tables | Roles (43) | Groups | Delegates | Subscriptions | User Client Certificates

Role   Search

User = ITS Net

Role	State	Inherited	Inheritance Count
sn_sow.sow_user	Active	true	11
sn_cmdb_user	Active	true	2
sn_request_read	Active	true	1
sn_request_write	Active	true	1
interaction_agent	Active	true	6
sn_nlb_action.next_best_action_user	Active	true	5

🏠 Home   +

IN   Hello ITS!

Overview ▾

Your work   Your team's work

Incidents assigned to y... ⋮	Incident SLAs ⋮	Unassigned incidents ⋮	Catalog tasks assigned... ⋮
No data available.	No data available.	No data available.	No data available.
There is no data available for the selected criteria.	There is no data available for the selected criteria.	There is no data available for the selected criteria.	There is no data available for the selected criteria.

Click on a widget to view the record below.

Close ✕

Upcoming

Today   Tomorrow

Nothing coming up
This is where you will find your activities that are due or overdue today.

Quick links   +

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its_hw

User
ITS HW

Update   Set Password   Delete

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

Update   Set Password   Delete

Related Links
View linked accounts
View Subscriptions
Reset a password

Entitled Custom Tables | Roles (43) | Groups | Delegates | Subscriptions | User Client Certificates

Role   Search

User = ITS HW

Role	State	Inherited	Inheritance Count
template_read_global	Active	true	12
sn_incident_read	Active	true	1
view_changer	Active	true	5
sn_cmdb_editor	Active	true	1
sn_sow.sow_home	Active	true	5
survey_reader	Active	true	2

its_sw	

System Setup
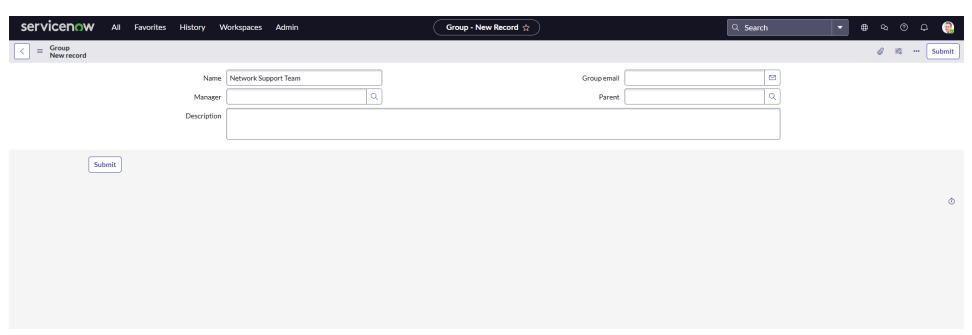
Network Support Team	
Hardware Support Team	
Software Support System	
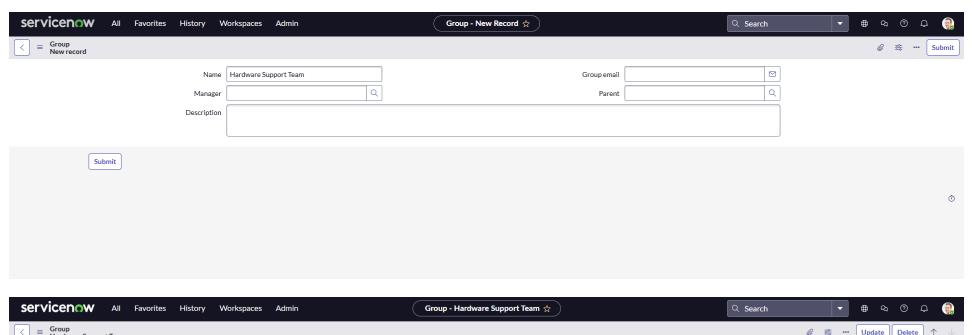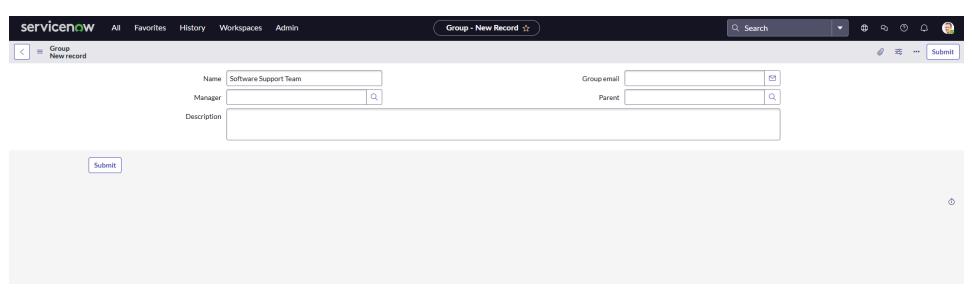
Phase 1

The user its_user created 15 incident tickets based on the dataset. There are 5 incidents in the Network category (VPN-router connection failure, unstable Wi-Fi, offi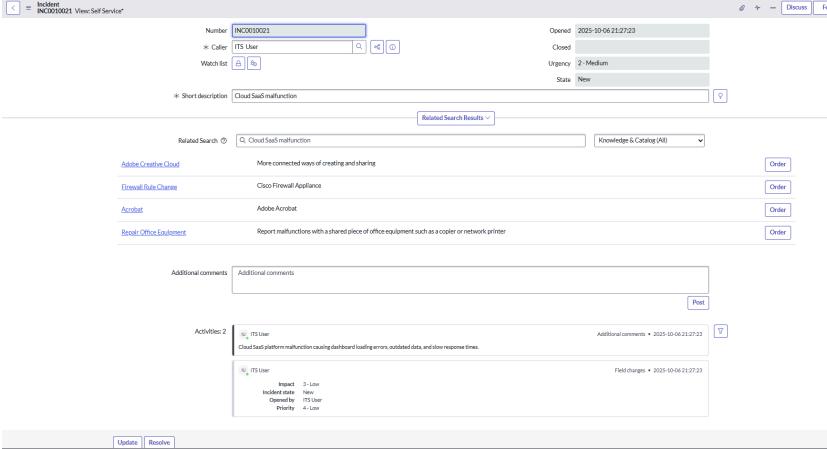ce-wide outage), 5 in the Hardware category (printer driver issue, server fan overheating), and 5 in the Software category (SaaS malfunction, application crash). All incidents were submitted through the Service Portal and appear in the My Incidents menu with the status New.

Network Incident #1	VPN-router connection failure	
Network Incident #2	Office-wide connectivity disruption	

Network Incident #3	Unstable Wi-Fi connectivity	
Network Incident #4	SaaS network disruption	
Network Incident #5	Office network outage	

Hardware Incident #1	Printer driver compatibility issue	
Hardware Incident #2	Audio hardware not detected	
Hardware Incident #3	Server fan failure causing overheating	

Hardware Incident #4	Hardware failure in analytics systems	
Hardware Incident #5	Infrastructure hardware outage	
Software Incident #1	Cloud SaaS malfunction	

Hardware Incident #4 screenshot (INC0010015):

servicenow — All — Favorites — History — Incident - INC0010015

Incident INC0010015 View: Self Service*

Number: INC0010015
Caller: ITS User
Watch list:
Short description: Hardware failure in analytics systems
Opened: 2025-10-06 21:25:23
Closed:
Urgency: 1 - High
State: New

Related Search Results

Additional comments

Activities: 2
ITS User — Additional comments • 2025-10-06 21:25:23
Multiple hardware failures disrupting analytics rebalancing processes. Devices remain unresponsive even after reboot.

ITS User — Field changes • 2025-10-06 21:25:23
Impact: 3 - Low
Incident state: New
Opened by: ITS User
Priority: 3 - Moderate

Hardware Incident #5 screenshot (INC0010019):

servicenow — All — Favorites — History — Incident - INC0010019

Incident INC0010019 View: Self Service*

Number: INC0010019
Caller: ITS User
Watch list:
Short description: Infrastructure hardware outage
Opened: 2025-10-06 21:26:42
Closed:
Urgency: 1 - High
State: New

Related Search Results

Additional comments

Activities: 2
ITS User — Additional comments • 2025-10-06 21:26:42
Severe outages impacting switches, laptops, and cloud apps due to suspected infrastructure failure. Initial hardware resets unsuccessful.

ITS User — Field changes • 2025-10-06 21:26:42
Impact: 3 - Low
Incident state: New
Opened by: ITS User
Priority: 3 - Moderate

Software Incident #1 screenshot (INC0010021):

Incident INC0010021 View: Self Service*

Number: INC0010021
Caller: ITS User
Watch list:
Short description: Cloud SaaS malfunction
Opened: 2025-10-06 21:27:23
Closed:
Urgency: 2 - Medium
State: New

Related Search Results

Related Search: Cloud SaaS malfunction — Knowledge & Catalog (All)

Adobe Creative Cloud — More connected ways of creating and sharing — Order
Firewall Rule Change — Cisco Firewall Appliance — Order
Acrobat — Adobe Acrobat — Order
Repair Office Equipment — Report malfunctions with a shared piece of office equipment such as a copier or network printer — Order

Additional comments

Activities: 2
ITS User — Additional comments • 2025-10-06 21:27:23
Cloud SaaS platform malfunction causing dashboard loading errors, outdated data, and slow response times.

ITS User — Field changes • 2025-10-06 21:27:23
Impact: 3 - Low
Incident state: New
Opened by: ITS User
Priority: 4 - Low

Update — Resolve
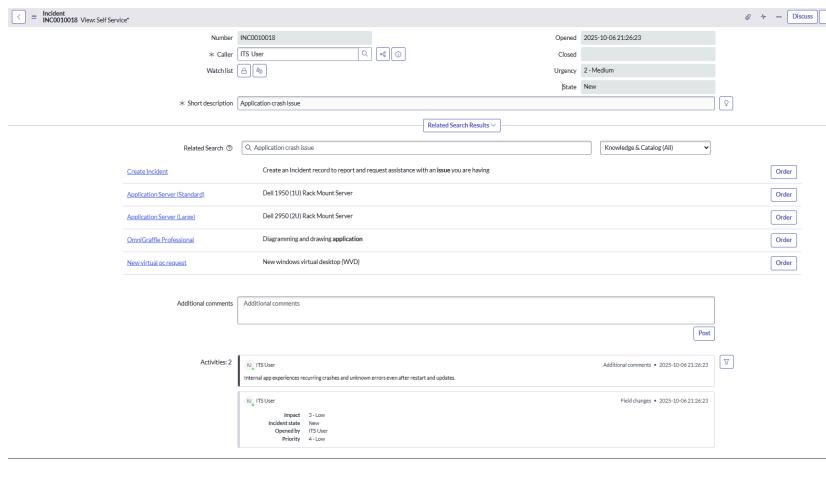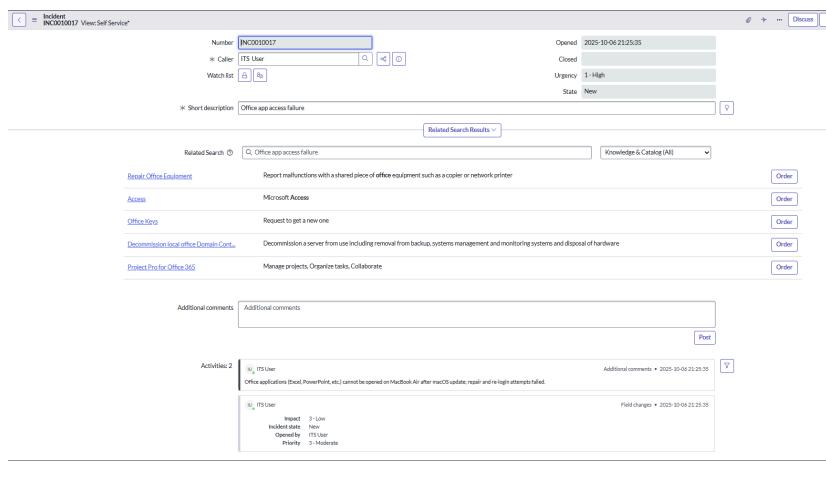
Software Incident #2	Application crash issue	
Software Incident #3	Office app access failure	
Software Incident #4	Software-device incompatibility	
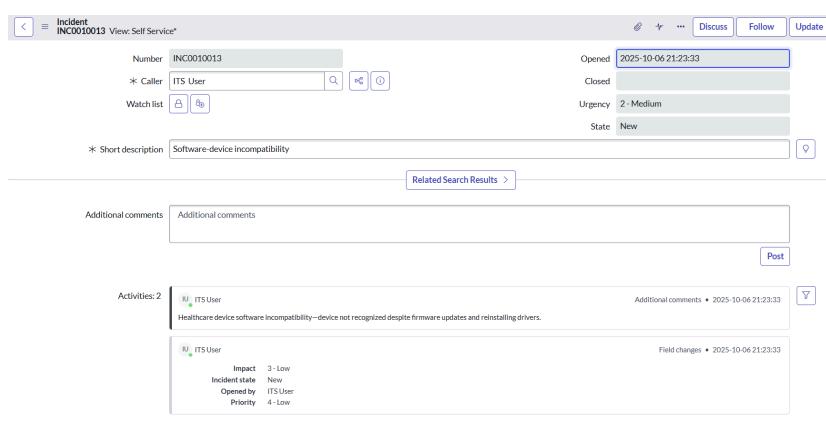
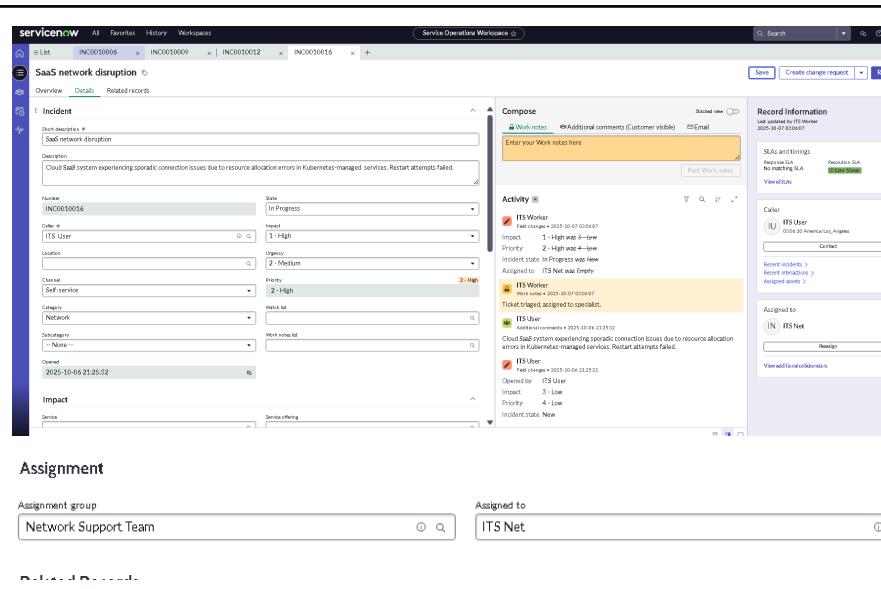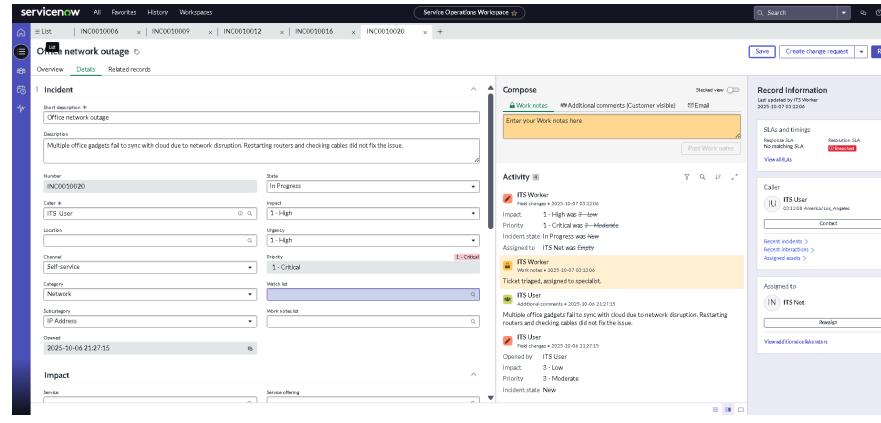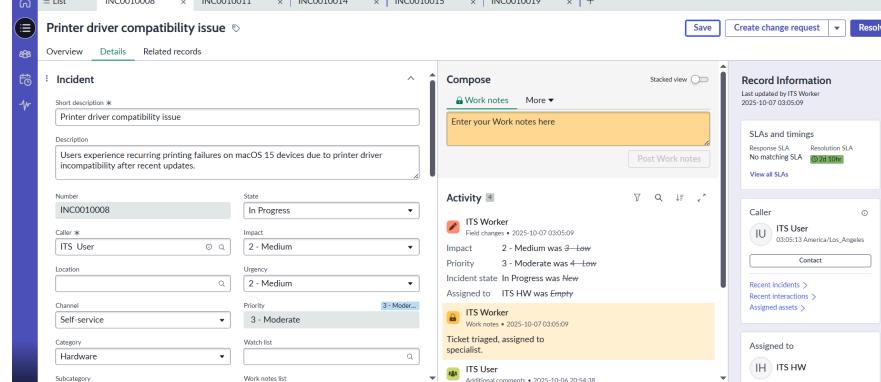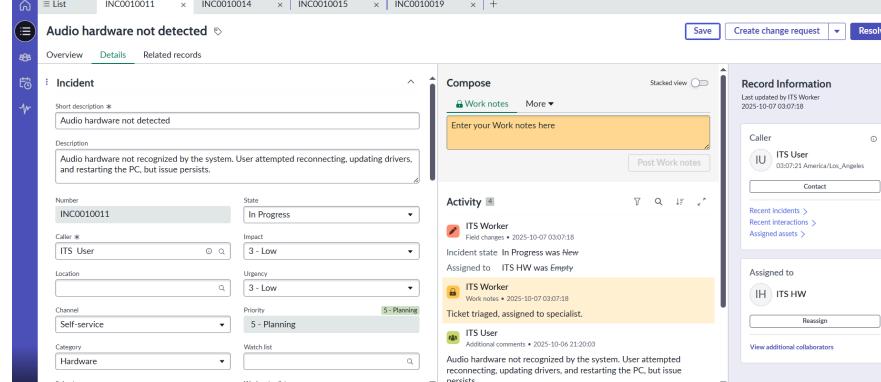| Software Incident #5	SaaS environment outage	

Phase 2

its_worker accessed the platform through the ServiceNow interface. They reviewed each new ticket, performed triage, and ensured that the category was correct. They then assigned the appropriate Assignment Group based on the category:

- Network → Network Support Team
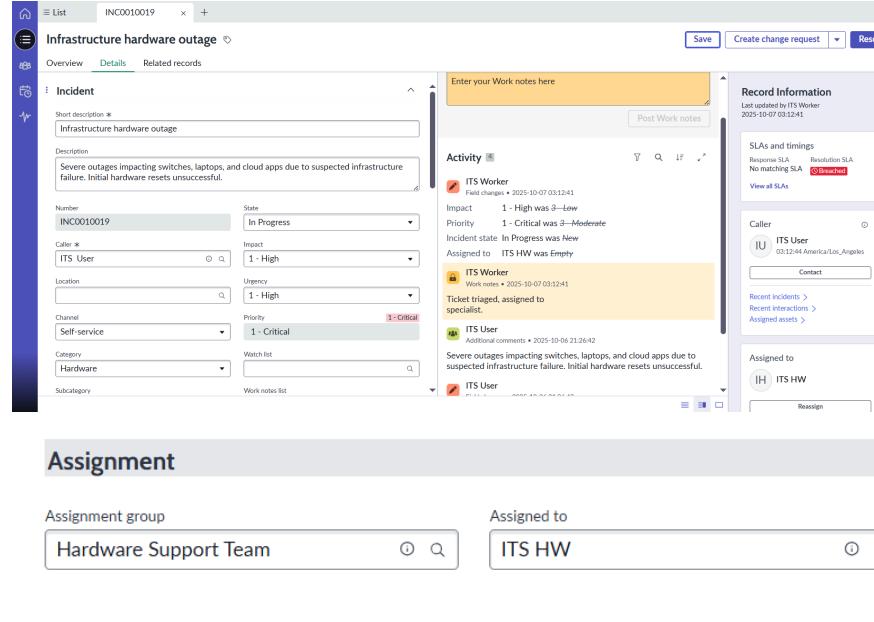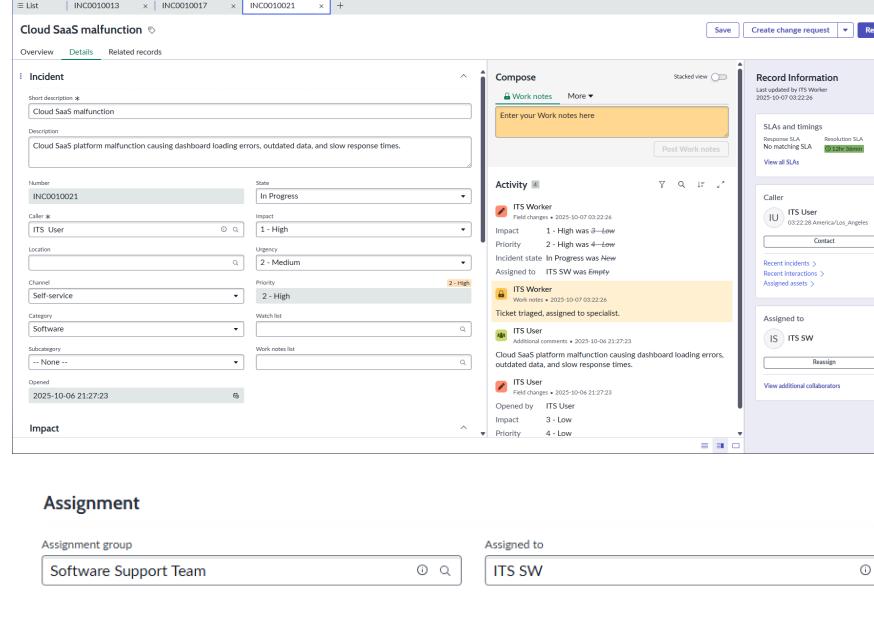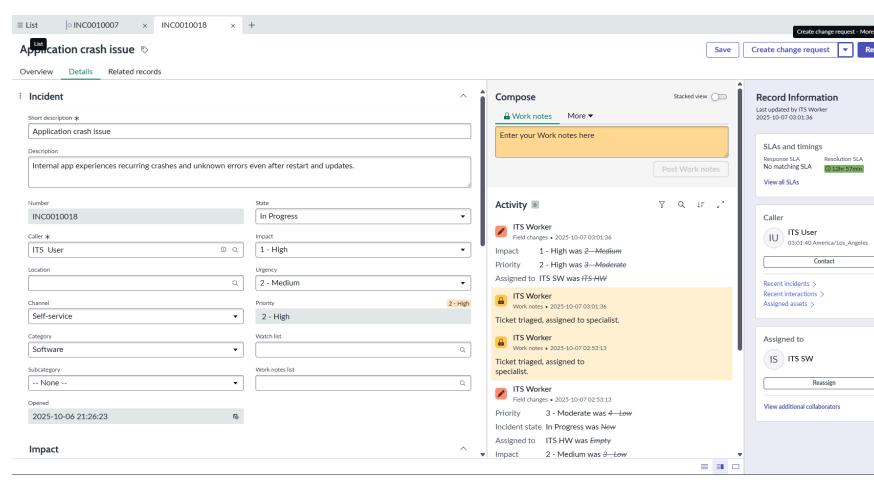- Hardware → Hardware Support Team
- Software → Software Support Team

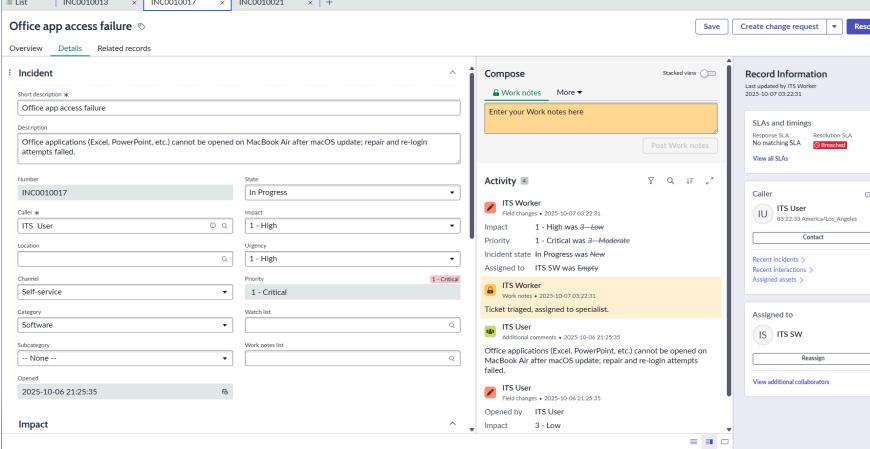A work note was added: "Ticket triaged and assigned to specialist".

Network Incident #1	VPN-router connection failure	

Network Incident #2	Office-wide connect-ivity disruption	
Network Incident #3	Unstable Wi-Fi connectivity	
Network Incident #4	SaaS network disruption	

Network Incident #5	Office network outage	
Hardware Incident #1	Printer driver compatibility issue	
Hardware Incident #2	Audio hardware not detected	

Assignment

Assignment group
Hardware Support Team

Assigned to
ITS HW

Hardware Incident #3	Server fan failure causing overheating	

Assignment

Assignment group
Hardware Support Team

Assigned to
ITS HW

Hardware Incident #4	Hardware failure in analytics systems	

Assignment

Assignment group
Hardware Support Team

Assigned to
ITS HW

Hardware Incident #5	Infrastructure hardware outage	
Software Incident #1	Cloud SaaS malfunction	
Software Incident #2	Application crash issue	

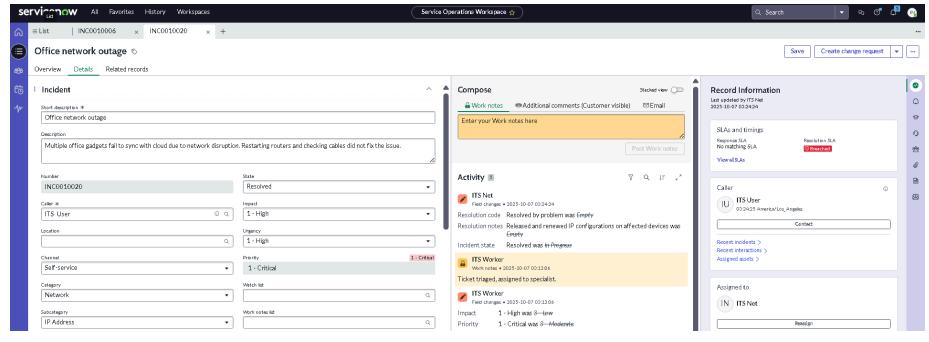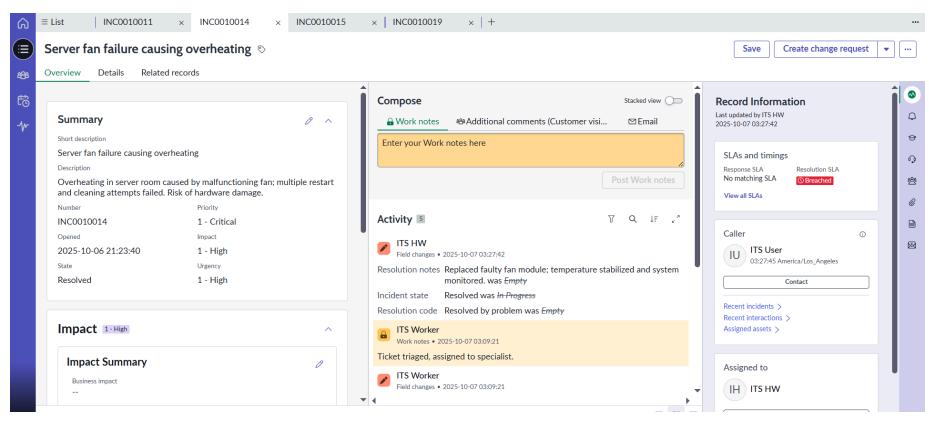|		
		Assignment Assignment group: Software Support Team Assigned to: ITS SW
Software Incident #3	Office app access failure	 **Assignment** Assignment group: Software Support Team Assigned to: ITS SW
Software Incident #4	Software-device incompatibility	 **Assignment** Assignment group: Software Support Team Assigned to: ITS SW
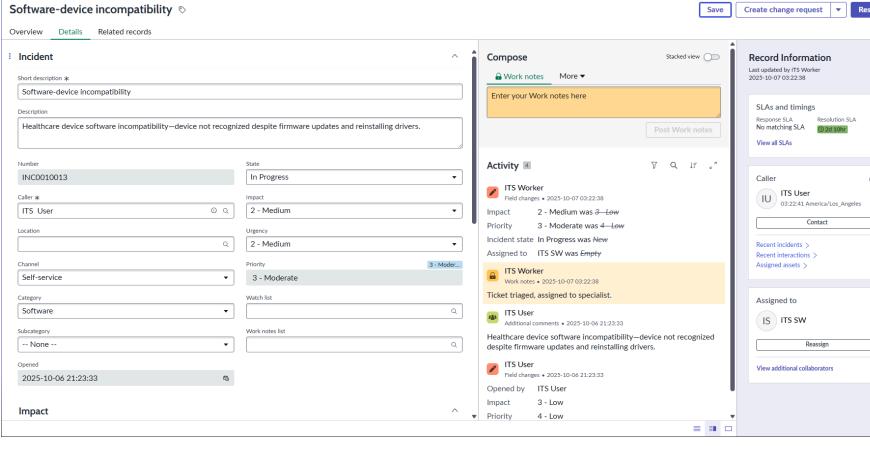
Software Incident #5	SaaS environment outage	

Phase 3

Each specialist is assigned 2–3 incidents relevant to their expertise. Upon completion, technical notes are added and the status is updated to Resolved.

Network Incident #1	VPN-router connection failure	
Network Incident #4	SaaS network disruption	
Network	Office networ	

Incident #5	k outage	
Hardware Incident #3	Server fan failure causing overheating	
Hardware Incident #4	Hardware failure in analytics systems	
Hardware Incident #5	Infrastructure hardware outage	
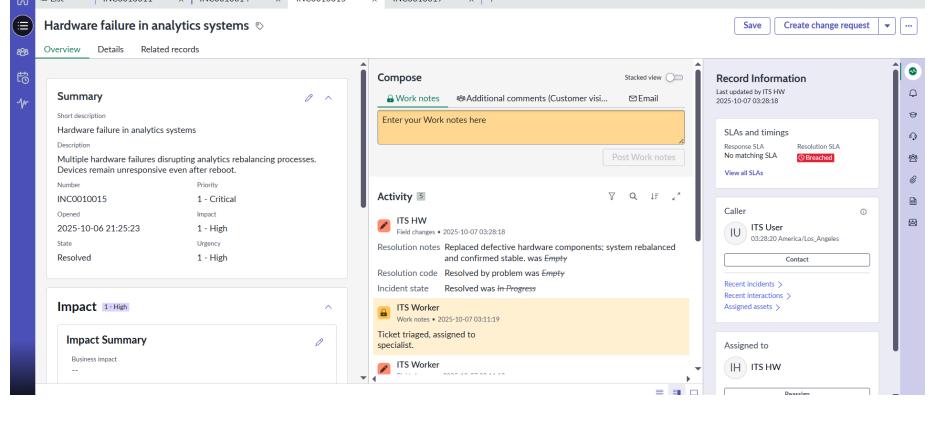
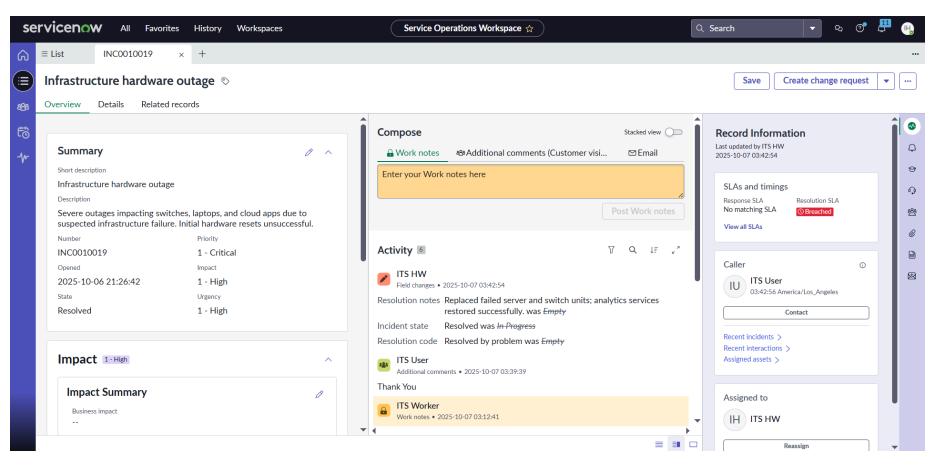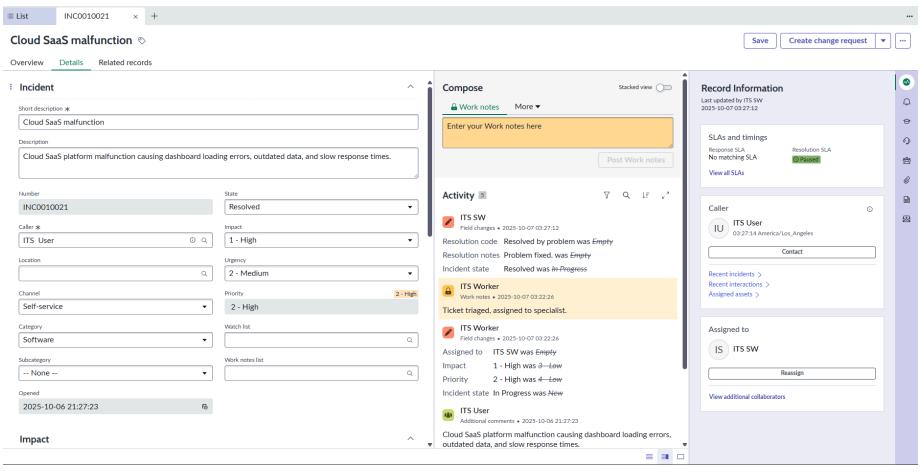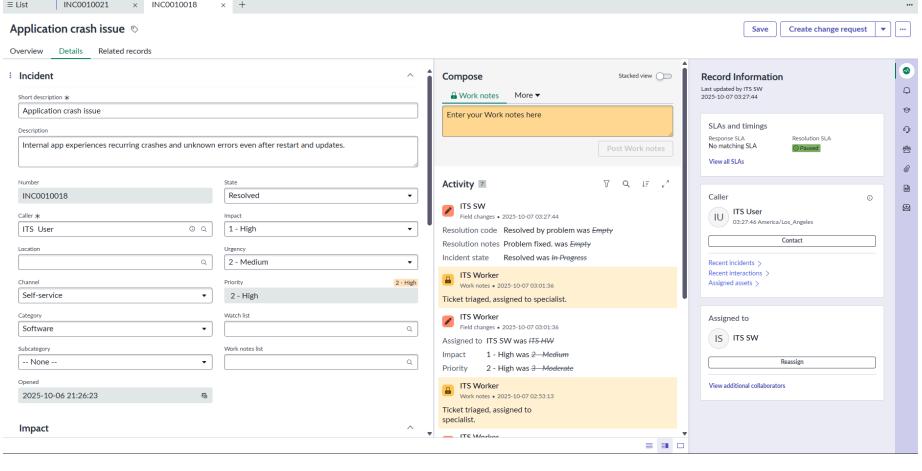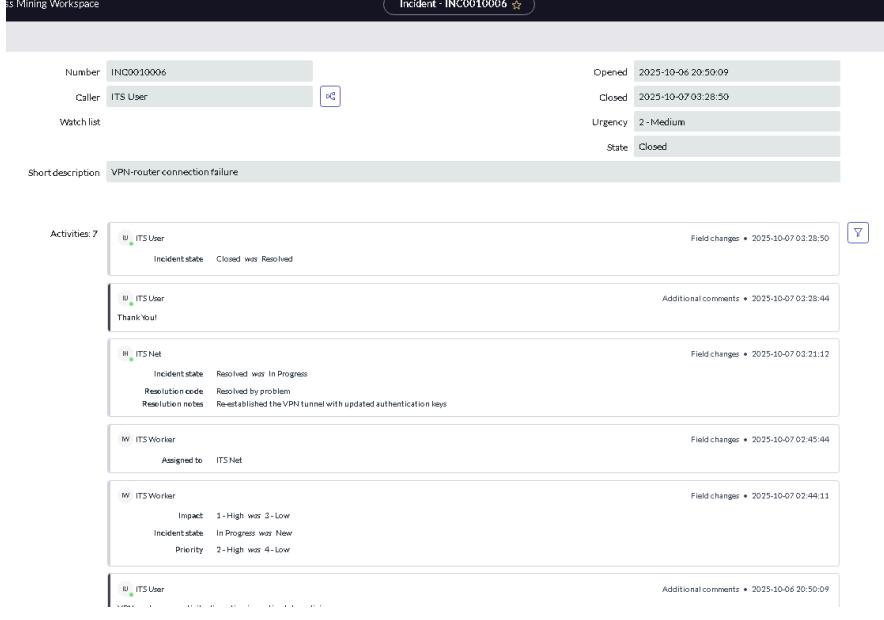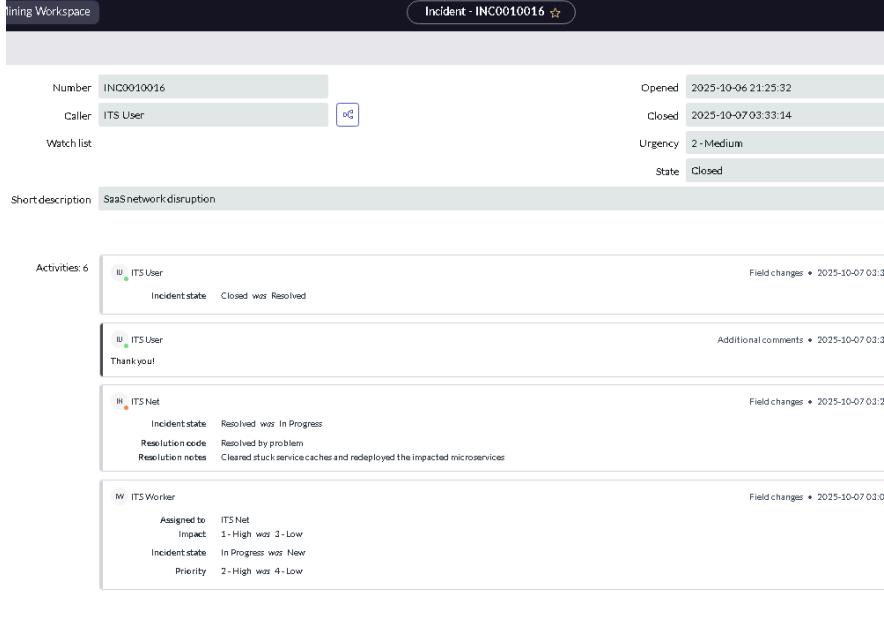|		
Software Incident #1	Cloud SaaS malfunction	
Software Incident #2	Application crash issue	
Software Incident #3	Office app access failure	

Phase 4

The user its_user returned to the portal and verified that all tickets had been Resolved. They added comments or words of appreciation to several tickets and then closed the

cases.

Network Incident #1	VPN-router connection failure	
Network Incident #4	SaaS network disruption	
Network Incident #5	Office network outage	

		Number INC0010020 **Opened** 2025-10-06 21:27:15
		Caller ITS User **Closed** 2025-10-07 03:32:32
		Watch list **Urgency** 1 - High
		    State Closed
		Short description Office network outage
		
		Activities: 6
		IU ITS User Field changes • 2025-10-07 03:32:32
		  Incident state Closed *was* Resolved
		
		IU ITS User Additional comments • 2025-10-07 03:32:24
		Thank you!
		
		IN ITS Net Field changes • 2025-10-07 03:24:24
		  Incident state Resolved *was* In Progress
		  Resolution code Resolved by problem
		  Resolution notes Released and renewed IP configurations on affected devices
		
		IW ITS Worker Field changes • 2025-10-07 02:12:06
		  Assigned to ITS Net
		  Impact 1 - High *was* 3 - Low
		  Incident state In Progress *was* New

Hardware Incident #3	Server fan failure causing overheating	Incident INC0010014 View: Self Service* Discuss Follow
		Number INC0010014 **Opened** 2025-10-06 21:23:40
		Caller ITS User **Closed** 2025-10-07 03:35:32
		Watch list **Urgency** 1 - High
		    State Closed
		Short description Server fan failure causing overheating
		
		Activities: 6
		IU ITS User Field changes • 2025-10-07 03:35:32
		  Incident state Closed *was* Resolved
		
		IU ITS User Additional comments • 2025-10-07 03:35:13
		Thankyou
		
		IH ITS HW Field changes • 2025-10-07 03:27:42
		  Incident state Resolved *was* In Progress
		  Resolution code Resolved by problem
		  Resolution notes Replaced faulty fan module; temperature stabilized and system monitored.
		
		IW ITS Worker Field changes • 2025-10-07 03:09:21
		  Assigned to ITS HW
		  Impact 1 - High *was* 3 - Low
		  Incident state In Progress *was* New
		No templates are available

Hardware Incident #4	Hardware failure in analytics systems	Incident INC0010015 View: Self Service* Discuss Follow
		Number INC0010015 **Opened** 2025-10-06 21:25:23
		Caller ITS User **Closed** 2025-10-07 03:38:15
		Watch list **Urgency** 1 - High
		    State Closed
		Short description Hardware failure in analytics systems
		
		Activities: 6
		IU ITS User Field changes • 2025-10-07 03:38:15
		  Incident state Closed *was* Resolved
		
		IU ITS User Additional comments • 2025-10-07 03:38:12
		Thank you
		
		IH ITS HW Field changes • 2025-10-07 03:28:18
		  Incident state Resolved *was* In Progress
		  Resolution code Resolved by problem
		  Resolution notes Replaced defective hardware components; system rebalanced and confirmed stable.
		
		IW ITS Worker Field changes • 2025-10-07 03:11:19
		  Assigned to ITS HW
		  Impact 1 - High *was* 3 - Low
		  Incident state In Progress *was* New
		No templates are available

Hardware Incident #5	Infrastructure hardware outage	
Software Incident #1	Cloud SaaS malfunction	
Software Incident #2	Application crash issue	

Software Incident #3	Office app access failure	

Reflection

Through this simulation, we gained a deeper understanding of how the Incident Management process is carried out in the ServiceNow platform in accordance with the principles and framework of ITIL 4. We realized that each stage, from incident reporting by the user, triage by the Service Desk Agent, to resolution by the specialist team, plays a vital role in creating user-oriented service value. Moreover, this simulation fostered awareness of the importance of transparent communication and accurate documentation in ensuring effective incident handling. It also helped us understand how ITIL 4 promotes collaboration, visibility, and continuous improvement.