Service Desk & Workflow W/ ServiceNow ITSM

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EXECUTIVE SUMMARY:

PROBLEM:	SOLUTION:	IMPACT:
Enterprise organizations usually lack a centralized IT hub that provides them with an all around support portal. This results in unorganized support requests, missed SLAs, manual ticket sorting, and poor visibility to incoming hardware or software issues.	**I architected and deployed an ITIL-aligned service desk in ServiceNow, implementing automated incident routing rules, customized catalog items schemas, tier-0 knowledge deflection, and end-to-end request fulfillment workflows.**	**Centralized IT service delivery, automated Tier 1 hardware ticket triage, streamlined employee hardware provisioning, and enabled ticket deflection to reduce overall helpdesk volume and MTTR.**

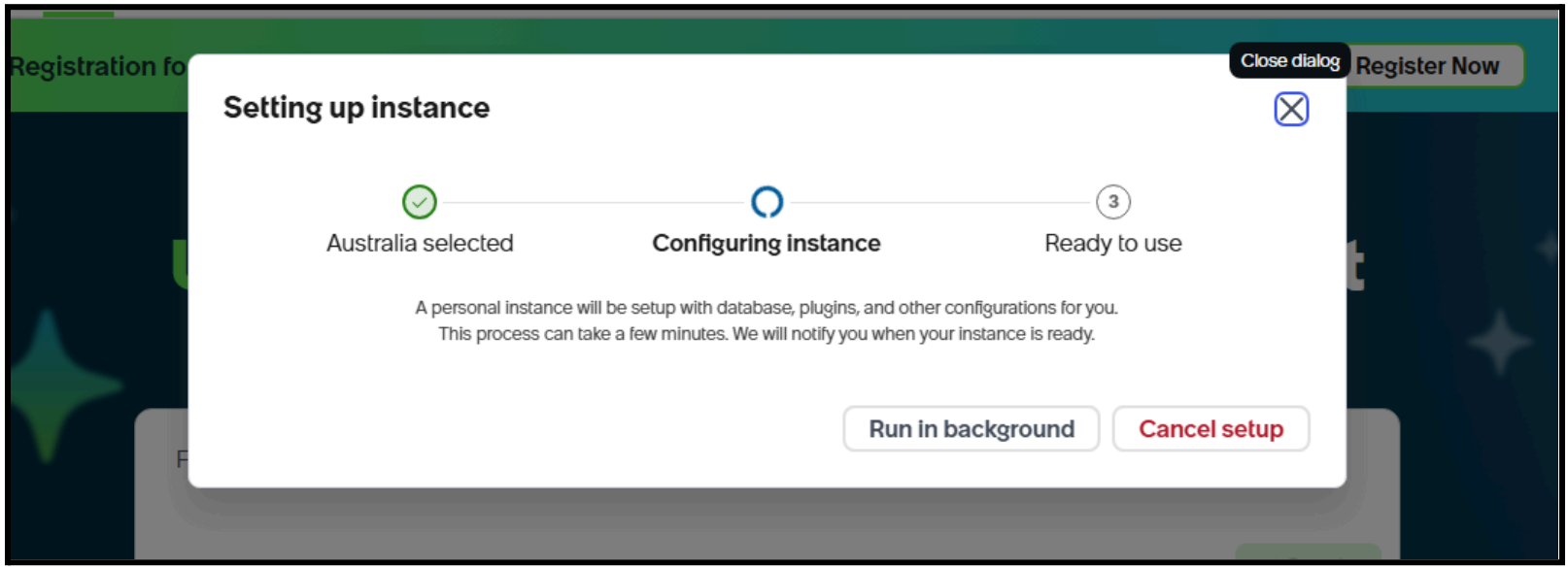
TECHNICAL TOPOLOGY/SPECIFICATIONS:

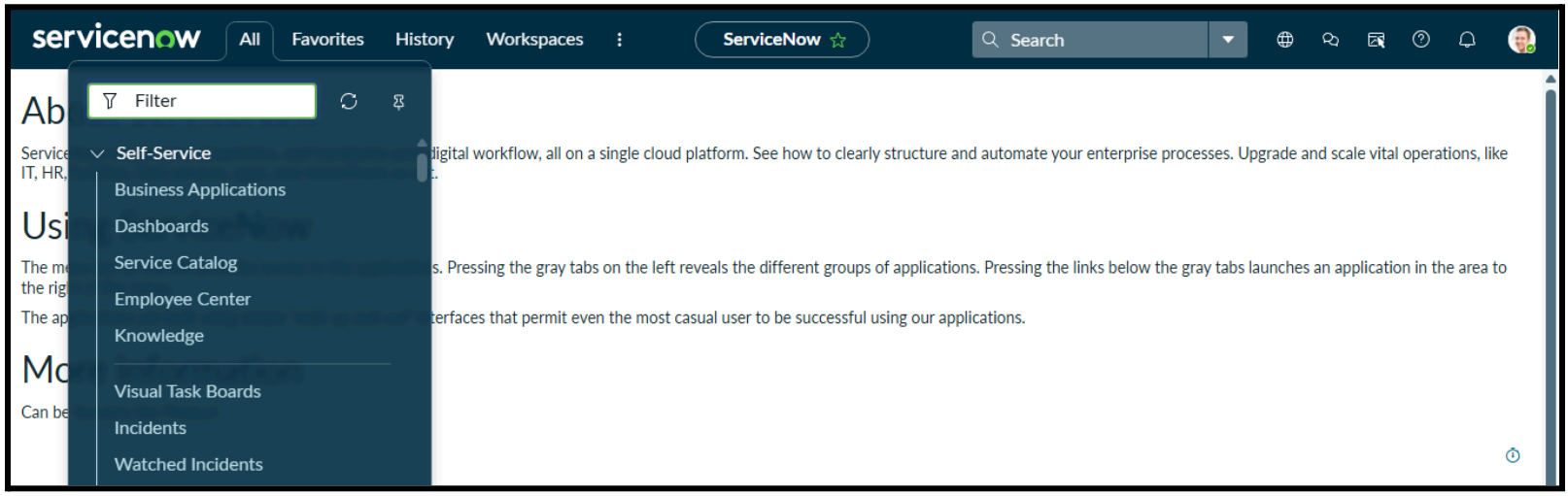
COMPONENT/ROLE	SYSTEM/SPACE NAME	SERVICES & ROLES
Service Desk Platform	**ServiceNow Next Experience / ITIL Engine**	**Incident Management, Service Catalog, Knowledge Base, System Policy Engine**
Automation & Routing Engine	**ServiceNow System Policy** (`sys_policy_assignment`)	**Automated Triage, Assignment Group Routing, SLA & Lifecycle Governance**

PHASE 1: INSTANCE PROVISIONING & INFRASTRUCTURE STANDARDIZATION

ACTION: Provisioned a ServiceNow Personal Developer Instance (PDI) on the Next Experience interface. Navigated system settings to standardize administrative views (Default View) and verified core platform connectivity.

WHY?: Establishing a clean administrative workspace and standardizing views ensures consistent navigation across system policy modules and prevents missing context from end-user restricted views (ESS).

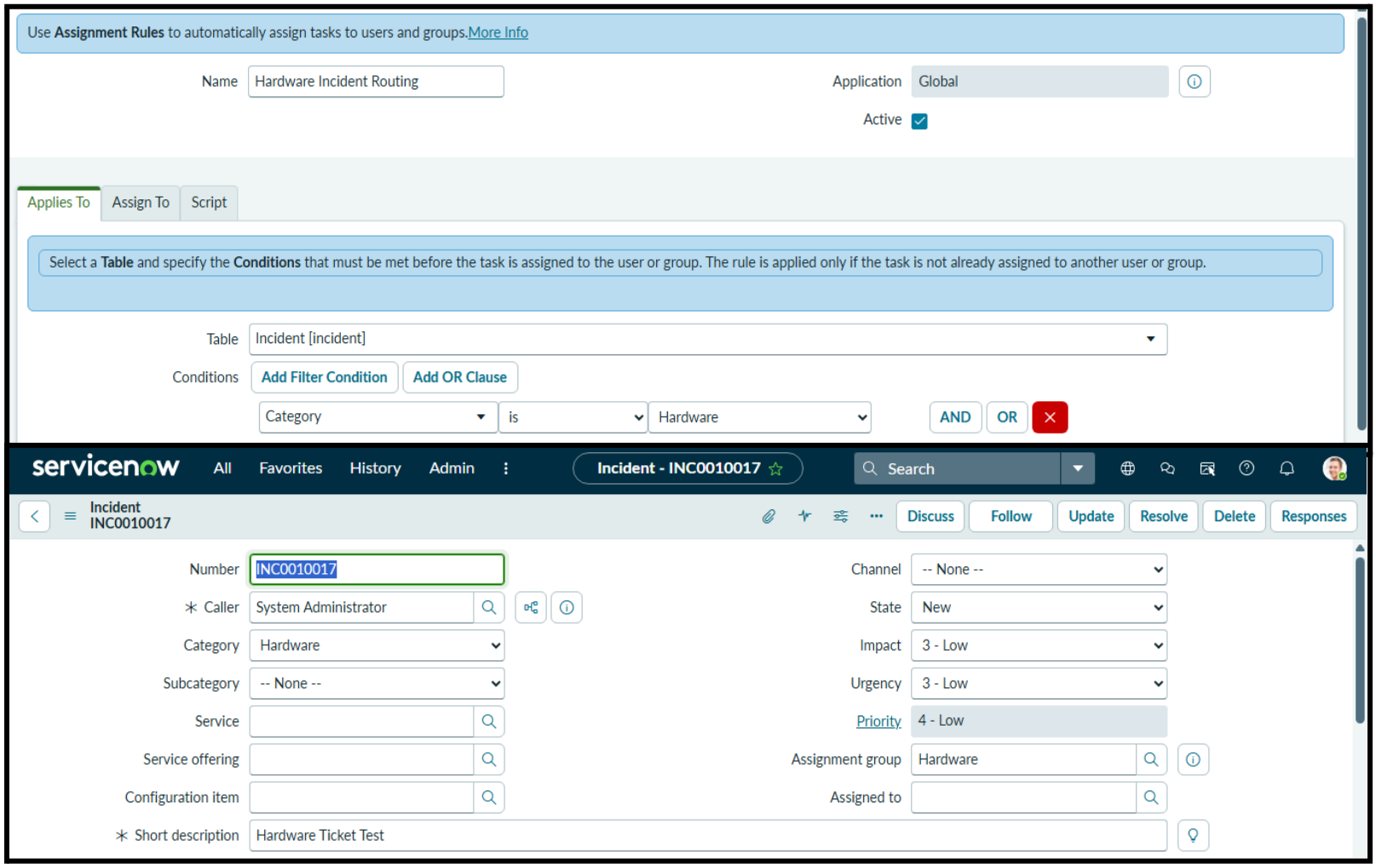




PHASE 2: INCIDENT MANAGEMENT & AUTOMATED ASSIGNMENT RULES

ACTION: Navigated to System Policy > Rules > Assignment and created an automated assignment rule (`Hardware Incident Routing`). Configured the rule condition to match `Category = Hardware` and targeted the `Hardware` support group. Executed test incidents in `Default View` to verify that selecting `Category = Hardware` automatically populated the `Hardware` Assignment Group.

WHY?: Unassigned or misrouted tickets cause SLA breaches and increase Mean Time to Resolution (MTTR). Automated assignment rules eliminate manual triage overhead, placing high-priority hardware faults directly into the appropriate technician queue instantly.



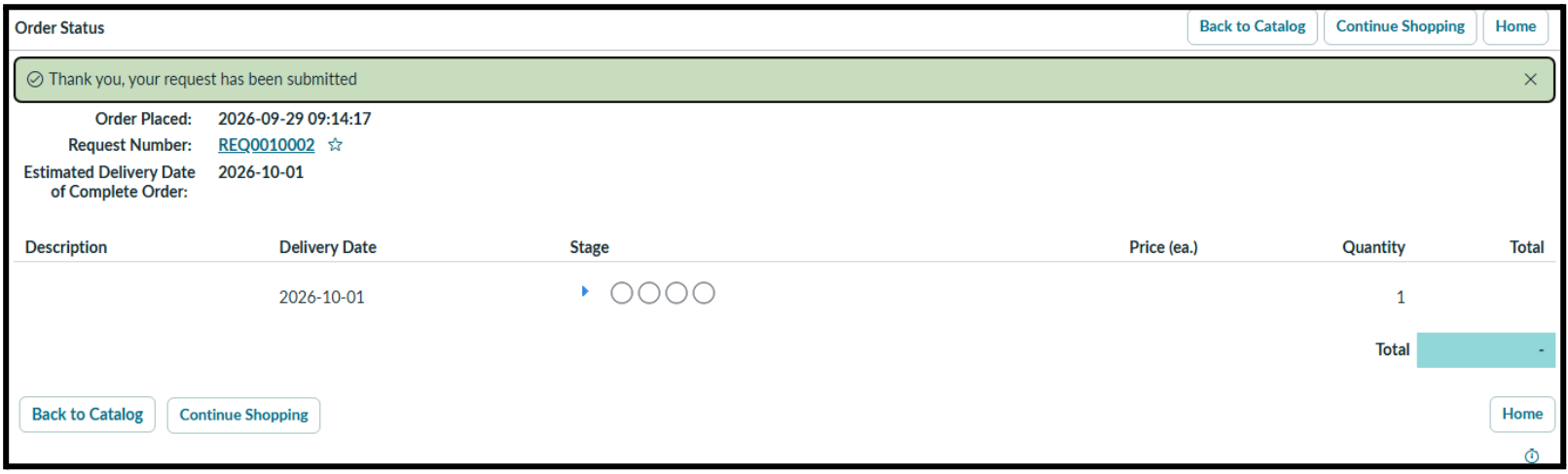
PHASE 3: SERVICE CATALOG & CUSTOM REQUEST SCHEMAS

ACTION: Navigated to Service Catalog > Catalog Definitions > Maintain Items and configured the `New Hire Laptop Request` catalog item under the `Hardware` category. Built mandatory input variable schemas:

- `Employee Name` **(Single Line Text)**
- `Department` **(Select Box: IT, Finance, HR)**
- `Requested Model` **(Select Box: Dell Latitude 5530, MacBook Pro)**

WHY?: Free-form incident tickets submitted for hardware provisioning create administrative delays. Standardized Service Catalog forms mandate required inputs upfront, automatically generating structured Request Items (RITMs) for seamless procurement and fulfillment.

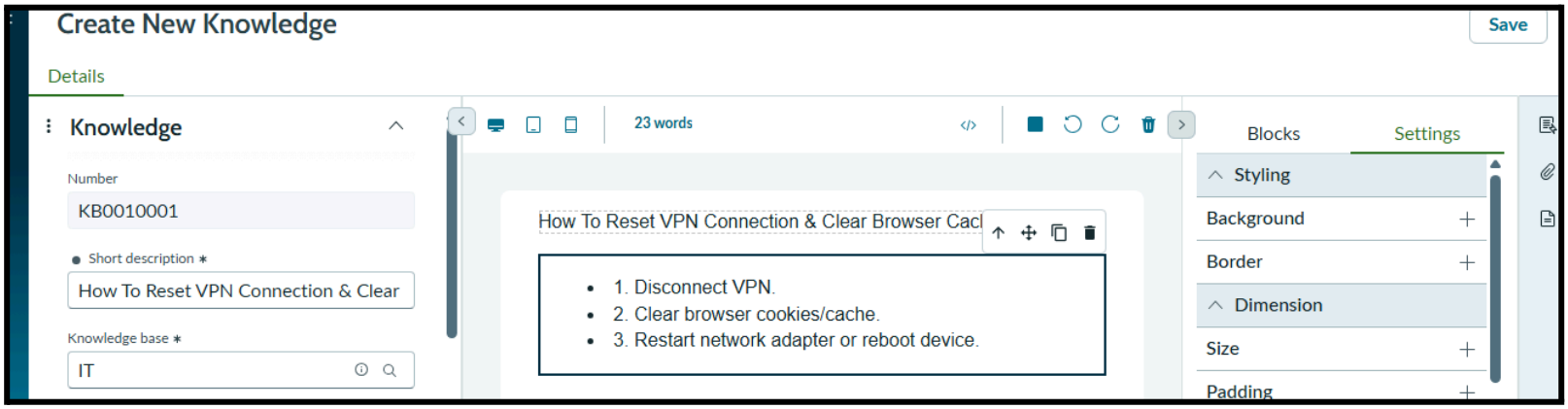


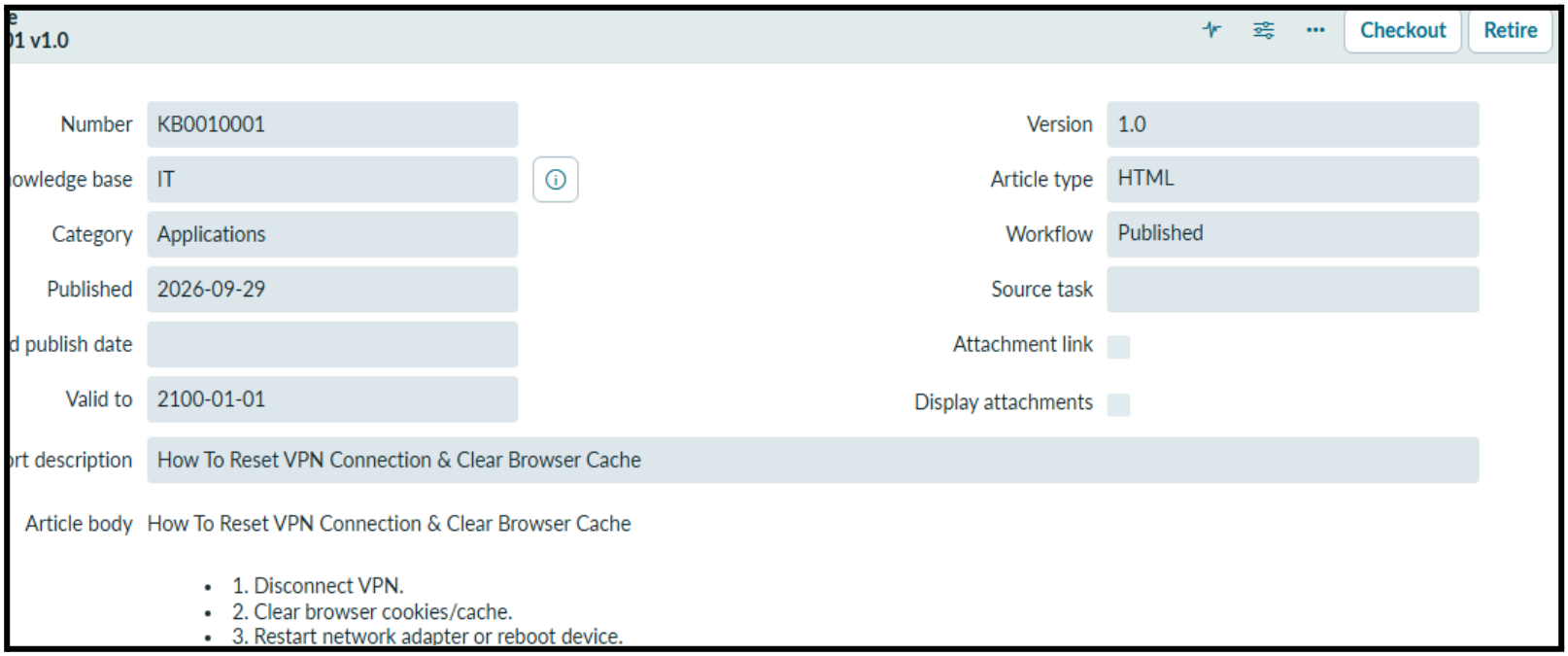


PHASE 4: KNOWLEDGE BASE & TICKET DEFLECTION

ACTION: Navigated to Knowledge > Articles > Create New and authored a Tier 0 support article in the `IT` Knowledge Base under `Network` (`How to Reset VPN Connection & Clear Browser Cache`). Published the article to the self-service portal.

WHY?: Repetitive, low-complexity issues strain helpdesk bandwidth. Publishing self-service Knowledge Base articles enables ticket deflection, allowing end users to resolve routine issues independently while improving First Contact Resolution (FCR) metrics.





TECHNICAL SUMMARY:

SECURITY & ITSM DOMAIN	TECH & CONTROLS CONFIGURED
SERVICE DESK INFRASTRUCTURE	**ServiceNow PDI Cloud Platform, Next Experience Interface, Centralized Portal Setup**
INTAKE & FIELD GOVERNANCE	**Service Catalog Forms (`Maintain Items`), Custom Variable Schemas, Mandatory Parameters**
INCIDENT & ESCALATION CONTROL	**System Policy Assignment Rules (`sys_policy_assignment`), Automated Group Triage**
SLA & OPERATIONAL BASELINE	**Automated Triage Baselines, Tier 0 Ticket Deflection, First Contact Resolution Metrics**
SYSTEM VALIDATION & AUTOMATION	**End-to-End Incident Routing Verification, Self-Service Form Testing**

RESULT & BUSINESS IMPACT:

- **CENTRALIZED IT SERVICE GOVERNANCE: Replaced informal request channels with a single, traceable ITSM environment built on ITIL best practices.**
- **REDUCED RESPONSE LATENCY: Accelerated hardware incident assignment to Tier 1 support queues through automated trigger rules.**
- **STANDARDIZED FULFILLMENT: Eliminated back-and-forth communication for asset requests by capturing critical employee parameters at intake.**
- **VERIFIED OPERATIONAL READINESS: Proven platform stability and automation logic through structured, end-to-end test scenarios.**

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