

# Manuale Incident

# ServiceNow – Create Incident

The screenshot displays the ServiceNow FiberMate portal interface. At the top, a browser address bar shows the URL <https://fibercopprod.service-now.com/esc>, which is highlighted with a green box and labeled "Access Portal". Below the browser, a dark blue header bar contains the text "Benvenuto in FiberMate, il tuo portale di assistenza per i servizi informatici!". The main navigation bar includes the "FiberCop" logo, "FiberMate" text, and links for "My Requests", "My Favorites", a notification bell, a user profile icon labeled "LV", and "Tours". A secondary navigation bar shows "Employee Center - Home Page" and "Get support". The main content area features a large banner with the text "How can we help?" and a search bar labeled "Ask Now Assist for help or search". Below the banner, there are two main sections: "Quick links" and "My active items". The "Quick links" section contains three cards: "Digital Workplace" (with a briefcase icon), "IT Applications" (with a code editor icon), and "CyberSecurity" (with a padlock icon). The "My active items" section lists four items: "GRC tasks", "My GRC Assessments", "Policy Acknowledgements", and "Requests", each with a count of 0 and a right arrow. At the bottom left, there is a "Recommended for you" section. The bottom right corner features a blue circular button with a white star icon.

# ServiceNow – Create Incident

← → ↺ <https://fibercopprod.service-now.com/esc> 🔍 ☆ 📄 🗑️ 👤 ⋮

🏠 Benvenuto in FiberMate, il tuo portale di assistenza per i servizi informatici!

FiberCop FiberMate

My Tasks My Requests My Favorites 🔔 LV Tours

Employee Center - Home Page

How can we help?

🌟 Ask Now Assist for help or search

Under «Quick links», click on «IT Applications»

Quick links

- Digital Workplace
- IT Applications
- CyberSecurity

My active items

- GRC tasks 0 >
- My GRC Assessments 0 >
- Policy Acknowledgements 0 >
- Requests 0 >

Recommended for you

📊 ⌚

🌟

# ServiceNow – Create Incident

Benvenuto in FiberMate, il tuo portale di assistenza per i servizi informatici!

FiberCop FiberMate

Ask Now Assist for help or search

My Tasks My Requests My Favorites

Service Catalog Get support

Home > Service Catalog > IT Applications

## IT Applications

Malfunctioning Services

### Support resources

Filter by: All

Sort by: Popular

Search resources

Digital Workplace

Request Manage user per migrated application

Request Create Incident

Click on «Create Incident» to create a new Incident

# ServiceNow – Create Incident

Inquiry / Help

\*Priority  
-- None --

\*Ticket Type  
Application

\*Application

\*Typology

\*Opening Class

\*Subclass

\*Standard Phrase

Competence applicative group

Business Criticality  
Low

\*Short Description

Description

Add attachments

Choose a file or drag it here.  
Copy and paste clipboard files here.

Save as Draft

Submit

Required information

Priority Application Typology

Opening Class Subclass

Standard Phrase

Short Description

Fill the fields

«\*» indicates that the field is mandatory to submit the request

# ServiceNow – Create Incident –

Category  
Inquiry / Help

\*Priority  
P3 Medium

\*Ticket Type  
Application

\*Application  
AZR\_NAIS

\*Typology  
ALTRO

\*Opening Class  
ANOMALIA

\*Subclass  
GENERALE

\*Standard Phrase  
ALTRO

Competence applicative group  
AZR\_NAIS GA

Business Criticality  
Medium

\*Short Description  
Incident Example

Description  
Incident with "Ticket Type" = Application

Add attachments

Choose a file or drag it here.  
Copy and paste clipboard files here.

Save as Draft  
Submit

Selecting  
Ticket Type=«Application» , and  
filling the fields, the Incident will be  
assigned automatically the  
competence applicative group  
shown in the form.

# ServiceNow – Create Incident –

Category  
Inquiry / Help

\*Priority  
P3 Medium

\*Ticket Type  
Application

\*Application  
AZR\_NAIS

\*Typology  
ALTRO

\*Opening Class  
ANOMALIA

\*Subclass  
GENERALE

\*Standard Phrase  
ALTRO

Competence applicative group  
AZR\_NAIS GA

Business Criticality  
Medium

\*Short Description  
Incident Example

Description  
Incident with "Ticket Type" = Application

Add attachments

Choose a file or drag it here.  
Copy and paste clipboard files here.

Save as Draft

Submit

Submit the incident

# ServiceNow – Create Incident – Application Type

Home > My Request - INC0010127

Number  
INC0010127

Created  
just now

Updated  
just now

State  
New

Non è possibile utilizzare il servizio

Actions ▾

Caller  
Abel Tuter

Urgency  
1 - High

Activity Attachments

Type your message here...

Post

Abel Tuter  
INC0010127 Created  
just now

Start

Incident is created  
Additional messages can be added as well as Attachment