**ServiceNow Incidents – The Fields in the Incident Form**

In this guide, we’ll review the Incident form and describe how to complete the fields in the form. The top of the new incident form is displayed below.

- **Incident State**: The current status of the incident
- **Incident**: The unique incident number
- **Client**: The user experiencing the issue
- **Contact**: The name of the person we are to follow up with
- **Contact Type**: How the user contacted you
- **Location**: The location of the incident
- **IT Business Service**: The high-level business service affected by the incident (What the client identifies the issue as)
- **Incident Type**: What kind of incident the user is facing
- **Required fields are marked with a red bar**
- **IT Provider Service**: The high-level service IT provides that is affected (if applicable) (The actual technical IT service that is causing the Incident) Use the magnifying glass tool to lookup an entry
- **Categorization**: Yale currently utilizes a 3-tier categorization scheme. You can use IT Component Categories 1, 2, and 3 to provide more details about the Incident reported.
- **Affected Component**: The item which is affected, or malfunctioning
- **Short Description**: A short text field to describe the incident. The book icon will search the knowledge base using the contents of the short description. **ALWAYS SEARCH THE KNOWLEDGE BASE WHEN CREATING INCIDENTS.**
- **Opened**: A time stamp of when an incident is opened; cannot be changed
- **Opened by**: The user who opens the incident
- **Impact**: The effect an incident has on business. Can be measured by number of users affected or by the criticality of the business system in question.
- **Urgency**: The extent to which the incident’s resolution can bear delay.
- **Priority**: The value indicating relative importance in order to ensure the appropriate allocation of resources and to determine the timeframe within which action is required.
- **Assignment group**: The group that owns the incident, and is responsible for the work
- **Assigned to**: The individual person that owns the incident
- **Watch List**: Clicking the lock will open the field to allow users to add people to the watch list. Clicking the person will add them to the watch list.
- **Knowledge Candidate**: A checkbox that indicates that the incident should be reviewed to have a knowledge article created from it.
- **Time worked**: A running clock of how much time the incident has been worked

The bottom of the incident form is shown below.

The Notes section is visible, and as the name implies it is a place we can record details about the issue in question (Description), additional instructions or other information meant for the client (Additional Comments), and any work notes or steps we’ve taken to troubleshoot the issue.

**NOTE** – Any text entered in the Additional Comments field will be included in an automatic communication which is sent to the client when the ticket is saved.

It’s important to document the ticket clearly, accurately, and with transparency.
The Activity section is located below the Work notes. Every time someone adds documentation to the ticket and saves it, it is copied here.

In the Related Records area you can link the incident to a KB Article, Problem, Change, or Parent Incident.

The Resolve Information section provides detail about the resolution of the incident.

The Resolve code indicates why the ticket was closed. The Resolve Notes is for a description of what was done to resolve the ticket. The Resolve Information section only expands to include the Resolve code and Resolve Notes once the ticket’s state is changed to Resolved.

NOTE - whatever you put in the Resolve Notes fields will be included in the automatic communication which is sent to the client when the issue is closed.

The Save & Exit button will commit your changes and close the form. The Save & Stay button saves your changes, but leaves the form open on your screen, as seen below.

Notice the sections which appear at the bottom of the ticket once you’ve saved it. Use these sections to manage various aspects of the ticket. For instance, the Time Worked section is useful for each team to identify the amount of time worked on an issue, and the Metrics section is useful to view specific statistics about the ticket. Also note that any changes to the ticket’s fields are also listed in green to the right of the timestamp.