



PRAGATI ENGINEERING COLLEGE
(AUTONOMOUS)
DEPARTMENT OF CSE (DATA SCIENCE)

Date: 23-07-2026

A Report on Offline Guest Lecture on IT Service Management with ServiceNow

Title: An Interactive Session on IT Service Management with ServiceNow

Speaker: Ms. Yeleti Indu Seethala

Organized by: Department of CSE (Data Science) Under the Society for Data Science Student Chapter

Designation: ServiceNow Technical Engineer, ServiceNow Hyderabad.

Date: 22-07-2026

No. of Participants: 178 (CSE(DS): 162, CSE(AI): 10, CSE: 6)

The Department of Computer Science & Engineering (Data Science), Under the Society for Data Science Student Chapter, successfully organized an interactive offline session "**IT Service Management with ServiceNow**" on **22nd July 2026**. The guest lecture was delivered by, Ms. Yeleti Indu Seethala as ServiceNow Technical Engineer, ServiceNow Hyderabad.

The event witnessed unenthusiastic participation of **178 students and faculty members** from the department. The session commenced with a warm welcome to **Ms. Yeleti Indu Seethala** by the followed by a brief introduction to her vast academic and research contributions in the Technical Engineer.

Key Highlights of the Session:

- **Introduction to IT Service Management (ITSM):** The speaker explained the basics of IT Service Management and the ITIL framework.
- **Core ITSM Processes:** Covered Incident, Problem, Change, Knowledge, and Service Catalog Management.
- **ServiceNow Demonstration:** Showed how ServiceNow automates IT service workflows and ticket management.
- **CMDB Overview:** Introduced Configuration Management Database (CMDB) and its role in impact analysis.
- **Career Guidance:** Highlighted career opportunities, ITIL certification, and ServiceNow learning resources

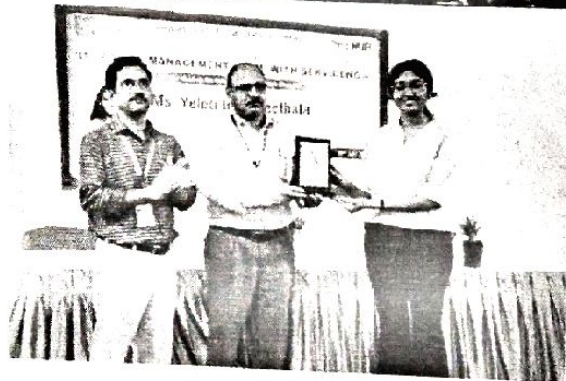
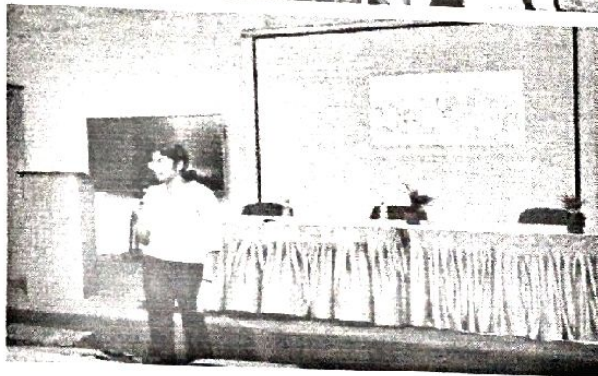
The event was highly informative and beneficial to students, as they gained a deeper understanding of ITSM. The Department of CSE (Data Science) extended its heartfelt gratitude to Ms. Yeleti Indu Seethala for sharing her expertise and inspiring students towards research and innovation in data science.

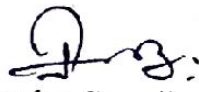


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The session concluded with a vote of thanks by the organizing committee, appreciating the efforts of the faculty, student coordinators, and participants who contributed to the success of the event.

Photo Graphs of Guest Lecture:




Faculty Coordinator

Enclosure: Student attendance:


HoD-CSE (Data Science)





PRAGATI ENGINEERING COLLEGE

(AUTONOMOUS)

DEPARTMENT OF CSE (DATA SCIENCE)

Society for Data Science Student Chapter Activity

Name of the Event: Guest Lecture offline

Title of the Event (Topic): IT Service Management- (ITSM) with service Now

Speaker (Resource Person) of the event: Ms. Veleti Indu seethala

Date of the Event: 22-07-2026 Time of the Event: 10:00 to 12:00 Venue of the Event: SH-4

List of Students Attended: 30

S.No	Roll Number	Name	Branch	Year	Signature of the student
1	24A31A44G9	B. Vinod	CSE(DS)-C	3rd	B. Vinod
2	24A31A4452	P. Raja Sainam	CSE(DS)	3rd	P. Sainam
3	24A31A4449	M. Haru Sainadh	DS	3rd	M. Haru Sainadh
4	24A31A44J4	Y. V. Manohar	DS-C	3rd	Y. V. Manohar
5	24A31A44H9	K. N. S. S. Karthik	DS-C	3rd	K. N. S. S. Karthik
6	24A31A44I0	K. Syam Maridhar	DS-C	3rd	K. Syam
7	25A31A44I8	Mo Veera Babu	DS-C	2nd	Mo Veera Babu
8	25A31A44J2	V. Jayanth Sai Raghavulu	DS-C	2nd	V. Jayanth Sai Raghavulu
9	25A31A44H3	K. Eswar	DS-C	2nd	K. Eswar
10	25A31A44G6	D. Srihari	DS-C	2nd	D. Srihari
11	25A31A44J5	V. Siddhar	DS-C	2nd	V. Siddhar
12	25A31A44H6	K. Mani Teja	DS-C	2nd	K. Mani Teja
13	25A31A44F9	A. Lakshmi Narayana	DS-C	2nd	A. Lakshmi Narayana
14	25A31A44H5	K. Hanikanta	DS-C	2nd	K. S. H. D. Prasad
15	25A31A44G0	H. Khasim	DS-A	2nd	H. Khasim
16	25A31A44J7	m. Hemanth Kumar	DS-A	2nd	m. Hemanth Kumar
17	25A31A44J7	Y. V. K. Manohar	DS-C	2nd	Y. V. K. Manohar
18	25A31A44D2	U. T. S. Sainadh	DS-B	2nd	U. T. S. Sainadh
19	25A31A44B0	K. Harshvardhan	DS-B	2nd	K. Harshvardhan
20	25A31A44C1	N. Lakshmi Narayana	DS-B	2nd	N. Lakshmi Narayana
21	25A31A44C3	N. Kedarnath	DS-B	2nd	N. Kedarnath
22	25A31A44A7	K. Charan	DS-B	2nd	K. C. V. Surya
23	25A31A44J1	N. Nagendra	DS-C	2nd	N. Nagendra
24	25A31A4438	G. Siva Kumar	DS-A	2nd	G. Siva Kumar
25	25A31A44C2	N. B. S. S. Bhagavan	DS-B	IIIrd	N. B. S. S. Bhagavan
26	25A31A44B9	M. Bhavani Shankar	DS-B	IIIrd	M. B. Shankar
27	25A31A44C5	P. Vikram Sai Teja	DS-B	IIIrd	P. Vikram Sai Teja
28	25A31A44C8	R. Pranav	DS-B	IIIrd	R. Pranav
29	25A31A44G5	D. Pavan Srinivas	DS-C	IIIrd	D. Pavan Srinivas
30	24A31A4456	R. Veera Babu	DS-A	IIIrd	Veera Babu

Signature of the Student Coordinator

Signature of the Faculty Coordinator



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DEPARTMENT OF CSE (DATA SCIENCE)

Society for Data Science Student Chapter Activity

Name of the Event: Guest Lecture offline

Title of the Event (Topic): IT service Management (ITSM) with ServiceNow

Speaker (Resource Person) of the event: Ms. Yeleti Indu seethala

Date of the Event: 22-07-2026 Time of the Event: 10:00 to 12:00

Venue of the Event: SH-1

List of Students Attended: 30

S.No	Roll Number	Name	Branch	Year	Signature of the student
1	24A31A4424	S. Anu	DS	III	
2	24A31A4417	M. Bhayyasi	DS	IV	
3	25A35A4401	Ch. Lavanya	DS	III	
4	24A31A4408	D. Vandana	DS	III	
5	24A31A4418	M. Pavitra	DS	III	
6	24A31A4426	S.V.S. Ishitha Varma	DS	III	
7	24A31A4403	A. Harshitha	DS	III	
8	24A31A4466	Y. Neha	DS	III	
9	24A31A4414	K. Bhuvana	DS	III	
10	24A31A4465	K.K.V. Sai Keerthi	DS	IV	
11	24A31A4406	Ch. Satya Hasini	DS	IV	
12	24A31A4468	L. Sashi vardhini	DS	IV	
13	24A31A4407	Ch. Sai Ramya	DS	III	
14	24A31A4408	G. Bhavana	DS	III	
15	24A31A4460	G. Mohana Ramya	DS	III	
16	24A31A4422	P. Siri	DS	III	
17	24A31A4403	G. Aswitha	DS	III	
18	24A31A4425	S. manjula	DS	III	
19	24A31A4411	Rupa sri	DS	III	
20	24A31A4419	Sandhya mohan	DS	III	
21	25A31A4432	Y. Manikanta	DS	IV	
22	25A31A4403	E. V. Jayadharani chandany	DSA	II	
23	25A31A4419	MD. Sameena	DS	II	
24	25A31A4474	D. Usha Sri	DS	IV	
25	25A31A4475	G. Navya Sri	DS	IV	
26	24A31A4483	N. R. Sivani	DS	III	
27	24A31A4467	A.S.P. R. Sunitha	DS	III	
28	25A31A4430	N.V.S. Amrutha	DS	II	
29	25A31A4413	K. Lakshmi manogna	DS	II	
30	25A31A4411	Koppiseti. Sandana	DS	II	

Signature of the Student Coordinator

Signature of the Faculty Coordinator

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Society for Data Science Student Chapter Activity

Name of the Event: Guest Lecture offline
 Title of the Event (Topic): IT Service Management (ITSM) with ServiceNow
 Speaker (Resource Person) of the event: Ms. Yeleki Indu Seethala
 Date of the Event: 22-07-2026 Time of the Event: 10:00 to 12:00 Venue of the Event: SH-1

Date of the Event: 22-07-2026 Time of the Event: 10:00 to 12:00 Venue of the Event: SH-2

List of Students Attended: 30

S.No	Roll Number	Name	Branch	Year	Signature of the student
1	25A31A43C9	S. Likhil Tej Kumar	AI	II nd	S. Likhil
2	25A31A43B7	N. Sharif Baba	AI	II nd	N. Sharif Baba
3	25A31A44G7	O. Bhargava Raju	DS	II nd	Bhargava Raju
4	25A31A4337	A. Manikanta.	AI	II nd	A. Manikanta.
5	25A31A4353	M. Shanmukheswara	AI	II nd	M. Shanmukheswara
6	25A31A43B4	V. Gantham	AI	II nd	V. Gantham
7	25A31A44B7	M. Sriram	DS	II nd	M. Sriram
8	25A31A44C0	N. Santhosh	DS	II nd	N. Santhosh
9	25A31A44J0	T. Yaswanth kumar	DS	II nd	T. Yaswanth kumar
10	25A31A44J9	S. Chay Prakash	DS	II nd	S. Chay Prakash
11	25A31A44G4	DSD Sridhar	DS	II nd	DSD Sridhar
12	25A31A44G2	Ch. Eswar Dutt	DS	II nd	Ch. Eswar Dutt
13	25A31A44H4	K. Gnana Swaroop	DS	II nd	K. G. Swaroop
14	25A31A44J1	T. Naveen	DS	II nd	T. Naveen
15	25A31A44J7	R. Hari Venkat	DS	II nd	R. Hari Venkat
16	25A31A44J8	Y. Swendra	DS	II nd	Y. Swendra
17	25A31A44J5	P. Sampath	DS	II nd	P. Sampath
18	25A31A44J4	P. Jaya Varadhan	DS	II nd	P. Jaya Varadhan
19	25A31A44G8	G. Bharu Prakash	DS	II nd	G. Bharu Prakash
20	25A31A44G6	R. Aravind	DS	II nd	R. Aravind
21	25A31A44J4	V. Aravindu.	DS	II nd	V. Aravindu.
22	25A31A44H1	J. Varun	DS	II nd	J. Varun
23	25A31A44H9	N. Raju	DS	II nd	N. Raju
24	25A31A44H8	M. Parthibananda	DS	II nd	M. Parthibananda
25	25A31A44J6	Y. Dam Charan	DS	II nd	Y. Dam Charan
26	25A31A44G3	Ch. Raja Arjun	DS	II nd	Ch. Raja Arjun
27	25A31A44J3	V. Durga Pravarth	DS	II nd	V. Durga Pravarth
28	25A31A44J8	S. V. B. K. Sai Ananda Varadhan	DS	II nd	S. V. B. K. Sai Ananda Varadhan
29	25A31A44J2	P. Satya Praveen	DS	II nd	P. Satya Praveen
30	25A31A44J5	O. Vithan Varadhan	DS	II nd	O. Vithan Varadhan

P. M. Srinidhi

Signature of the Student Coordinator

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Signature of the Faculty Coordinator



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 Date of the Event: 22-07-2026 Time of the Event: 10:00 to 12:00 PM Venue of the Event: SH-1
 List of Students Attended: 30

S.No	Roll Number	Name	Branch	Year	Signature of the student
1	25A31A44D5	B. Ujjwala Sri	CSD-C	II	B. Ujjwala Sri
2	25A31A44F2	P. Pomya	CSD-C	II	P. Pomya
3	25A31A44E5	G. Vijaya	CSD-C	II	G. Vijaya
4	25A31A44F0	K. Nag. e. Shilari	CSD-OS	II	K. Nag. e. Shilari
5	25A31A44F7	V. Sai Vaishnavi	CSD-C	II	V. Sai Vaishnavi
6	25A31A4493	R. Supriya	CSD-B	II	R. Supriya
7	25A31A4495	R. Suguna Santhi Priya	CSD-B	II	R. Suguna Santhi Priya
8	25A31A44E8	K. V. V. S. H. Jaya Madhuri	CSD-C	II	K. Madhuri
9	25A31A44E6	G. Nishetha	CSD-C	II	G. Nishetha
10	25A31A44E1	G. Devi Monnika	CSD-C	II	G. Devi Monnika
11	25A31A44E4	G. Siri	CSD-C	II	G. Siri
12	25A31A44F8	Y. Susmita Sravani	CSD-C	II	Y. Susmita Sravani
13	25A31A44D9	D. Chaitra	CSD-C	II	D. Chaitra
14	25A31A44E3	G. Venkata Satya	CSD-C	II	G. V. Satya
15	25A31A44E2	G. Bhargya Sri Anjali	CSD-C	II	G. B. S. Anjali
16	25A31A44D6	Ch. Jyotsnnavi	CSD-C	II	Ch. Jyotsnnavi
17	25A31A44F1	N. Neekani	CSD-C	II	N. Neekani
18	25A31A44F5	D. Siddi Sahasra	CSD-C	II	D. Siddi Sahasra
19	25A31A44E9	K. Prema Santhi	CSD-C	II	K. Prema Santhi
20	25A31A44D3	A. S. C. Veni	CSD-C	II	A. Veni
21	25A31A4483	M. S. V. Sammitra	CSD-B	II	M. S. V. Sammitra
22	25A31A4492	P. Harini	CSD-B	II	P. Harini
23	25A31A4489	N. Harshika	CSD-B	II	N. Harshika
24	25A31A4498	T. Sindu Madhuri	CSD-B	II	T. Sindu
25	25A31A4469	B. S. V. D. Keerthi	CSD-B	II	B. S. V. D. Keerthi
26	25A31A4486	M. Veni	CSD-B	II	M. Veni
27	25A31A4472	D. Jahnvi	CSD-B	II	D. Jahnvi
28	25A31A4431	Y. S. Sai Lakshmi	CSD-A	II	Y. S. Sai Lakshmi
29	25A31A4468	B. S. V. Divya Sri	CSD-B	II	B. Divya Sri
30	25A31A4484	M. D. L. Santosh	CSD-B	II	Santosh

P. M. Srinidhi

Signature of the Student Coordinator

Signature of the Faculty Coordinator



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Speaker (Resource Person) of the event: Ms. Yelei Indu seethala

Date of the Event: 22-07-2026 Time of the Event: 10:00 to 12:00 Venue of the Event: SH-1

List of Students Attended: 29

S.No	Roll Number	Name	Branch	Year	Signature of the student
1	24A31A4470	N. Chandra Sri	DS-B	III	N. Chandra Sri
2	24A31A4475	G. Loukha	DS-B	III	G. Loukha
3	24A31A4484	N. Annapurna	DS-B	III	N. Annapurna
4	24A31A4478	K. Sreja	DS-B	III	K. Sreja
5	24A31A4487	P. Mahalakshmi	DS-B	III	P. Mahalakshmi
6	24A31A4477	J. V. V. Varshini	DS-B	III	J. V. V. Varshini
7	24A31A4481	M. Devika Priya	DS-B	III	M. Devika Priya
8	24A31A4479	M. Sahasra	DS-B	III	M. Sahasra
9	24A31A4486	P. Joshua	DS-B	III	P. Joshua
10	24A31A4468	B. Yamini	DS-B	III	B. Yamini
11	24A31A4488	P. Bhavani	DS-B	III	P. Bhavani
12	25A31A44E0	D. Tejaswi	DS-C	II	D. Tejaswi
13	25A31A44E7	K. Keerthana	DS-C	II	K. Keerthana
14	25A31A44D4	B. V. L. Navaneetha	DS-C	II	B. V. L. Navaneetha
15	25A31A4488	MD. S. Pathima	DS-B	II	MD. S. Pathima
16	25A31A4487	M. Deekshitha Mahireddy	DS-B	II	M. Deekshitha Mahireddy
17	25A31A4417	Mehnaz Ali	DS-A	II	Mehnaz Ali
18	25A31A4401	A. Satya Srishta	DS-A	II	A. Satya Srishta
19	25A31A4426	P. Geetha Sri	DSA	II	P. Geetha Sri
20	24A31A44F3	N. G. V. S. Rishitha	DS-C	III	N. G. V. S. Rishitha
21	24A31A44G0	P. Mahitha	DS-C	III	P. Mahitha
22	24A31A44D2	A. Kavya	DS-C	III	A. Kavya
23	24A31A44F1	M. Syamala	DS-C	III	M. Syamala
24	24A31A44F2	MD. Ayesha	DS-C	III	MD. Ayesha
25	25A31A44F3	P. Balasri	DS-C	II	P. Balasri
26	25A31A44D8	D. Geetika	DS-C	II	D. Geetika
27	25A31A44F4	P. Siva Thanu Sri	DS-C	II	P. Siva Thanu Sri
28	24A31A44I0	G. Madhu	DS-A	III	G. Madhu
29	24A31A44I0	P. Sailakshmi	DS-A	III	P. Sailakshmi
30					

P. Sameena

Signature of the Student Coordinator

Signature of the Faculty Coordinator



PRAGATI ENGINEERING COLLEGE

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Society for Data Science Student Chapter Activity

Name of the Event: Guest Lecture

Title of the Event (Topic): IT Service Management (ITSM) with ServiceNow.

Speaker (Resource Person) of the event: Ms. Yelebi Indu seethala

Date of the Event: 22-07-2026 Time of the Event: 10:00 to 12:00 Venue of the Event: SH-1

List of Students Attended: 25

S.No	Roll Number	Name	Branch	Year	Signature of the student
1	24A31A05FM	K.CHARAN	III - CSE	3rd	K.Chara
2	24A31A05FE	Gurvinesh Kumar	CSE	3rd	Gurvinesh
3	24A31A05FP	M Manikanta	CSE	3rd	Motte Mani
4	24A31A05FV	P.Venay	CSE	3rd	P.Venay
5	24A31A05FY	SK Jmal	CSE	3rd	SK Jmal
6	24A31A05EW	B.Vinay	CSE	III	B.Vinay
7	25A31A4334	SK. Jazmeen Rida	CAI	2nd	Rida
8	25A31A4320	M. Sushmitha	CAI	2nd	M. Sushmitha
9	25A31A4301	A. Manali	CAI	2nd	A. Manali
10	24A31A4415	K. Ammani	CSD	3rd	K. Ammani
11	24A31A4413	K. Bharathavi	CSD	3rd	K. Bharathavi
12	24A31A4469	Bh. Hiranmal	CSD	3rd	Bh. Hiranmal
13	24A31A4489	P. Ramya Sri	CSD	3rd	P. Ramya
14	24A31A4490	Rajeshkumar	CSD	3rd	Rajesh
15	24A31A4494	Jagadeesha	CSD	3rd	S. Jagadeesha
16	25A31A4414	K. L. Harika	CSD	2nd	K. L. Harika
17	25A31A4412	K. C. Deepthi	CSD	2nd	K. C. Deepthi
18	25A31A4416	M. Srija	CSD	2nd	M. Srija
19	25A31A4423	Y. Deepika Priya Pajjala	CSD	2nd	Y. Deepika Priya Pajjala
20	25A31A4309	G. pavani	CAI	2nd	G. pavani
21	25A31A4318	MD. Dhaniya	CAI	2nd	Dhaniya
22	25A31A4490	P. Deepshikha	CSD	2nd	P. Deepshikha
23	25A31A4499	V.B.S.S. Deepika	CSD	2nd	V. deepika
24	25A31A4480	K. Aaliya Thakhsen	CSD	2nd	K. A. Thakhsen
25	25A31A4497	S. vijaya Durga	CSD	2nd	S. vijaya Durga
26	24A31A4462				
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BH-V. pranathi

Signature of the Student Coordinator

[Signature]

Signature of the Faculty Coordinator



Learning is a Supreme Duty

PRAGATI ENGINEERING COLLEGE

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Society for Data Science Student Chapter Activity

Name of the Event: Guest Lecture offline

Title of the Event (Topic): IT service management (ITSM) with ServiceNow

Speaker (Resource Person) of the event: Ms. Yeleti Indu Seethala

Date of the Event: 22-07-2026 Time of the Event: 10:00 to 12:00 Venue of the Event: SH-1

List of Students Attended: 4

S.No	Roll Number	Name	Branch	Year	Signature of the student
1	24A31A4438	CHOLLA VENKATA SAI AKHIL	DS	III	Ch. Sai Akhil
2	24A31A4442	K. Harith. V. N. S. Varma	DS	III	K. Harith. V. N. S. Varma
3	24A31A4446	M. vardhan reddy	DS	III	M. vardhan reddy.
4	25A35A4404	G. Nageswara Rao	DS	III	G. Nageswara Rao
5					
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P. Sameera

Signature of the Student Coordinator

Signature of the Faculty Coordinator