

Title: UCF IT Change Management – Change Record Procedure	Effective: 09/01/2016	
	Revised: 10/30/2019	
Approved By: Michael Sink, Associate VP & COO, UCF IT	Page 1 of 56	

Revision History						
Revision (Rev)	Date of Rev	Owner	Summary of Changes			
Sec. V & VI; Communication plan section within Planning section/tab	02/13/2017	Scott Baron	Added Communication plan section to Planning section/tab of the Change Record			
Sec. V; Notification section/tab for Normal Changes	03/23/2017	Scott Baron	Added Notifications section/tab. Will be required if Requires communication is answered Yes – ONLY FOR NORMAL CHANGES			
Sec. V & VI; Additional information (URL) section within Planning section/tab	03/23/2017	Scott Baron	Added Additional information (URL) section to Planning section/tab of the Change Record. Non- required field.			
Sec. VII. Item F	07/11/2017	Scott Baron	Added Windows and Changes Calendar Report			
Section III; Added UCF IT definition	05/15/2018	Scott Baron	Added UCF IT definition as of May 2018			
Added Section I. Document Control	04/25/2018	Scott Baron	Added Section I. Document Control			
Section I; Updated title & body	10/31/2018	Scott Baron	Updated title and paragraph body verbiage			
Section III; UCF IT	03/21/2019	Scott Baron	Revised UCF IT definition as of March 2019			
Section V., VI./Append A & B	08/26/2019	Scott Baron	Added Confidence level config to all sections			
Section III; UCF IT	10/30/2019	Scott Baron	Revised UCF IT definition as of Oct 2019			

I.	DOCUMENT CONTROL AND APPROVALS	2
II.	OBJECTIVES	2
III.	DEFINITIONS	2
IV.	SCOPE OF CHANGE RECORD PROCEDURE	5
V.	NORMAL CHANGE - STEPS TO RECORD A CHANGE RECORD	5
VI.	EMERGENCY CHANGE - STEPS TO RECORD A CHANGE RECORD	15
VII.	APPENDIX	23
	A.QUICK STEP NEW CHANGE RECORD GUIDE – NORMAL CHANGES	23
	B.QUICK STEP NEW CHANGE RECORD GUIDE – EMERGENCY CHANGES	30
	C.RELATING INCIDENTS TO CHANGES	. 37
	D.RELATING CHANGES TO INCIDENTS	40
	E.RELATING MULTIPLE CI'S TO A CHANGE RECORD	43
	F.CHANGE CALENDAR REPORTS	47
	G.CANCEL A CHANGE	52
	H.SEARCHING ON CONFIGURATION ITEM (CI)	. 53



I. DOCUMENT CONTROL AND APPROVALS

This document is authored, managed and governed by UCF IT Strategy and Planning. Final published versions have been approved by the UCF IT AVP & COO and ITSM Governance Committee members. No other parties have the authority to modify or distribute a modified copy of this document. For any questions related to the content of this document, please contact the UCF IT Performance and Service Management department.

II. OBJECTIVES

This document is intended to define and describe a consistent process for inputting a change record into the ITSM application (ServiceNow). This document will also walkthrough the change approval workflow as part of the change record procedure. The sections below identify all steps required for Normal <u>AND</u> Emergency Change records submitted for approval.

III. **DEFINITIONS**

Change Record: A record within the ITSM application (ServiceNow) containing the details of a change. A change record is created for every request for change (RFC) <u>that is approved by the Change Manager</u>. Change records should reference the configuration item(s) that are affected by the change.

Request for Change (RFC): A RFC is a submitted request within the ITSM application (ServiceNow) for a proposed change to be made.

Change Types:

1. <u>Normal Change</u>: A Normal Change refers to changes that must follow the complete Change Management process. A Normal Change does not need to be introduced immediately.

Normal Changes are often categorized according to risk and impact to the organization/business. A Normal Change may be a major change with high risk and high impact, or a minor change with low risk and low impact.

2. <u>Emergency Change</u>: An Emergency Change is a change that must be introduced as soon as possible – for example to resolve a major incident.

All Emergency Changes must have an associated incident record. This is to ensure that the change has a full description and history log which can be reviewed by the Change Advisory Board (CAB). For Emergency Changes, the process will follow the ECAB process.

Change Advisory Board (CAB): The Change Advisory Board (CAB) is made up of senior leaders that are responsible for the assessment, prioritization, approval and scheduling of changes. The CAB will approve or reject all proposed changes considering



all known risks vs. benefits of implementing the change. The CAB also reviews and preapproves all changes identified as Standard changes.

Emergency CAB (ECAB): A subgroup of the CAB that makes decisions about Emergency changes. This is an ad-hoc gathering of at least two members of the CAB and the Change Owner to review and then approve or reject the Emergency change. An Emergency change <u>CANNOT</u> be a Normal change that needs to be expedited because it was not submitted in time for CAB review.

Successful Change*: A Change is deemed successful if it has met the stated business and IT objectives validated by the end user, was implemented without deviation to the documented change plan, was completed within the change window and has not resulted in incidents and problems.

* A change is ALSO deemed successful if it qualifies under this one exception.

 Meets all of the criteria for a Successful Change as stated, however the change implemented was for an emergency incident/problem resolution and was recorded after the change was implemented (retro change record).

Successful with issues Change: A change is deemed successful with issues if it has met the stated business and IT objectives validated by the end user, was implemented with deviation to the documented change plan, was completed within the change window and has not resulted in incidents and problems.

Unsuccessful Change: A change is deemed unsuccessful if it does not meet all of the criteria for success as stated in the Successful Change and Successful with issues Change definitions within this policy.

Canceled Change: A change is considered "Canceled" if a decision is made by the CAB or the Change Manager to recall/cease (reject) the planned change implementation.

IT Service Management (ITSM) application: This is the application (ServiceNow) used by IT to record incidents, problems, requests, and changes.

Change Owner: The UCF IT staff member responsible for monitoring the execution of the change and documenting the change.

Change Manager: Manager of the Change Owner responsible for the change's success.

Change States: Change Management within ServiceNow offers a State workflow model to move and track Change records from New to Closed.



New - Change record has not been submitted yet for review and approval by the Change Manager. A Change Owner can save a change record as many times as necessary while building out the details of the change prior to submission.

Assess – Change record ready for approval by the Change Manager

Authorize – Change record ready for CAB/ECAB approval

<u>Scheduled</u> - The change is fully scheduled and CAB/ECAB approved. It is now waiting for the planned start date to approach.

Implement - The planned start date has approached and the actual work to implement the change is being conducted.

<u>**Review</u>** - The work has been completed. The Change Owner now determines</u> whether the Change was Successful. A post-implementation review can be conducted during this state.

Closed - All review work is complete. The change is closed with no further action required.

Canceled - A Change can be canceled at any point if it is no longer required. However, a Change CANNOT be Canceled from a Closed state.

Figure 1.1 – Change State progressions

Normal and Emergency Changes progress States the same way.

Figure 1.1								
	New	Assess	Authorize	Scheduled	Implement	Review	Closed	Canceled
Emergency	~	~	~	~	~	v	~	~
Normal	~	~	~	~	v	r	v	~

Change Task States: Change Management within ServiceNow offers a State workflow model to move Change Task records from Pending to Closed.

Pending – Change record is being planned. Any associated tasks with a pending CAB approval change record will sit in a Pending State until the Change is CAB/ECAB approved.



<u>**Open</u>** – After the change is CAB/ECAB approved, the task(s) will systematically Change to an Open State. Work <u>SHOULD NOT</u> begin on the task until the planned start date of the change approaches</u>

<u>Work in Progress</u> – The task planned start date has approached and the actual work is being conducted. The Task Owner has ServiceNow write access to change the State from Open to Work in Progress.

<u>Closed Complete</u> –Task completed.

<u>Closed Incomplete</u> – Cancels task. Planned task was determined not needed.

<u>Closed Skipped</u> – Cancels task. Planned task was determined not needed.

UCF IT (as of October 2019): College of Arts and Humanities, College of Business Administration, College of Community Innovation and Education, College of Health Professions and Sciences, College of Sciences, Student Development and Enrollment Services, Digital Learning, College of Undergraduate Studies, Office of Instructional Resources, UCF Connect, University Libraries, Human Resources, UCF Foundation, Student Health Services

IV. SCOPE OF CHANGE RECORD PROCEDURE

This procedure document is <u>ONLY</u> for ServiceNow users that have an ITIL role. The below sections only represent the user interface per the ITIL role. End Users (customers) do not have access to record a change and must submit a service request to formally start the process for a request for Change (RFC). <u>Standard Changes are currently NOT within scope of Change Management</u>.

V. NORMAL CHANGE - STEPS TO RECORD A CHANGE RECORD

Per the UCF IT Change Management Policy & Procedure, if the Change Manager approves the RFC, the Change Owner is responsible to record the Change per the steps below.



University of Central Florida Information Technology (UCF IT)

1. On the left side of the Filter navigator, expand Change and click Create New



2. On the center screen, select Normal type of Change

SUCF DEVInstance		
Filter navigator	< Interceptor	
⊡ ★ (0)	Change Request	
Self-Service	What type of change is required?	
Catalog Item Repository	Normal: Changes without predefined plans that require approval and CAB authorization. Emergency: Unplanned changes necessary to restore service. These changes require ECAB authorization only.	
Service Desk		
Incident		
Change		
Create New		
Open		
Closed		
All		
Overview		
▼ Schedules		
Change Schedule		
Blackout Schedules		
Collaborate		
Configuration		
Service Catalog		
Reports		
Workflow		



3. Top Section – (Above the Planning section/tabs)

Fill out all required fields that have an asterisk in red and as reference are highlighted blue within this section.

Number	CHG0031446	System driven unique Number Type Normal	
a. Requested by	Scott Baron Q	State New ✓	
b. * Category	None 🔻	W. Conflict status	
C. * Configuration item	٩	W. Conflict last run	
d. * Requires downtime	None 🔻	Assignment group	
e. * Requires communication	None	▲ Assigned to	
$\mathbf{f}_{\bullet st}$ Other services could be affected?	None 🔻		
$\mathbf{g}_{ullet}st$ Short description			8
h. * Description			

- a) Requested by Field either needs to represent the Change Owner (same as "Assigned to" field) or needs to represent the customer that submitted a RFC through a service request
- **b**) **Category** Select the appropriate Category that categorizes your Change
- c) Configuration Item (CI) Select the appropriate CI that your Change is affecting. Reference the <u>Appendix</u>; Section <u>H</u> for additional insight to searching for a CI. If more than one CI will be affected for the change record, reference the <u>Appendix</u>; Section <u>E</u> for instructions on how to record
- **d) Requires downtime** Will this Change require a downtime?
- e) **Requires communication** Will this Change require communication? Does IT need to be notified? Do other constituent(s) need to be notified? Does the entire campus community need to be notified? If communication is required, what will the customer(s) experience during this change and when will the notification(s) take place?

- If Yes is chosen, then the Communication plan section will appear within the Planning section (tab) and additional detail will be required for the Change Record's Communication plan. Also, the Notifications section (tab) will need to be completed as well.

f) Other services could be affected? – Will this change impact/affect other IT services while being implemented?

- If Yes is chosen, this will indicate to the change advisory board that there is higher risk (unknowns) to implement the change and that all possible IT services that may be impacted should be listed within the change record.

- If No is chosen, the Change Owner will be required to complete a confidence level percentage on how certain they are that other/additional IT services will NOT be affected. If the confidence level is 50% or below, then the Change Owner will be required to complete the Confidence level section (within the Planning section (tab)) explaining why there is uncertainty of IT services being impacted while the change is being implemented.





- **g)** Short description Reflects a brief summary of the Change. Should be concise and in terms that can be understood by your audience. This field will be reflected on the Change Calendar (Schedule)
- **h**) **Description** Describe the Change. Use terms that will be understood by your audience and write in complete sentences
- i) Assignment group Reflects the UCF IT department responsible for the Change's success
- **j**) Assigned to Is the Change Owner of the Change. The UCF IT staff member responsible for monitoring the execution of the Change and documenting the Change

4. Planning section (tab)

Fill out all required fields that have an asterisk in red and as reference are highlighted blue within this section.

Planning* Schedule* Conflicts Notes	Planning* Schedule* Conflicts Notes Closure Information Notifications*						
k .* Justification	Enter benefits of implementing this change and impact if this change is not implemented						
	4000 characters remaining of 4000 characters						
• * Implementation plan	Enter sequential steps to implement this change. In addition, enter dependencies between steps and assignee details for each step						
	4000 characters remaining of 4000 characters						
$\mathbf{m}_{ullet} st$ Risk and impact analysis	Enter potential risks and impact associated with this change. Include impact details if this change implementation is unsuccessful						
	4000 characters remaining of 4000 characters						
n. ★ Backout plan	Enter steps to revert the change to its state prior to implementation. Include information regarding when the change can be backed out during implementation and if the change window includes time to backout						
	4000 characters remaining of 4000 characters						
0. ★ Test plan	Enter details of planned and completed tests prior to implementation that indicate the potential success of this change. Enter details of planned post-implementation tests to confirm success of this change						
	4000 characters remaining of 4000 characters						
00 • * Communication plan	Only will appear if Yes is chosen under Requires communication						
	4000 characters remaining of 4000 characters						
UUU Additional information (URL) 	Enter the URL path if Planning resources for the Change Record are located outside of ServiceNow and cannot be attached to the Change Record.						
	1856 characters remaining of 1856 characters						
p. * Confidence level	Only will appear if Confidence level is 50% or <=25%						

- **k**) **Justification** What is the desired outcome to be generated by the Change? Is the input a solution to a problem or an innovation?
- Implementation plan Documented detailed steps for the Change to be implemented successfully. The Change tasks associated with a Change will be the high level summary of the implementation plan (whether tasks are sequential or run in parallel).
- m) Risk and impact analysis Identify the risks to IT services inherent to the Change



- **Backout plan** Can you revert back once this Change is complete? If yes, indicate how it will be restored. If no, indicate what you will do if the Change is not successful.
- O) Test plan Did you test this? If yes, please describe how it was tested. If no, indicate why testing could not be performed. Once the Change is complete, how will you test to ensure it is working properly?

00) Communication plan – Does IT need to be notified? Do other constituent(s) need to be notified? Does the entire campus community need to be notified? What will the customer(s) experience during this change and when will the notification(s) take place?

000) Additional information (URL) – Optional field. Enter the URL path if Planning resources for the Change Record are located outside of ServiceNow and cannot be attached to the Change Record.

p) Confidence level – Explain why there is uncertainty of IT services being impacted while the change is being implemented.

5. Schedule section (tab)

Fill out all required fields that have an asterisk in red and as reference are highlighted blue within this section.

Planning Schedule Conflicts Notes	Closure Information		
Schedule			
q •* Planned start date	Ē	t. Actual start	
Г. ★ Planned end date	Ê	U. Actual end	#
S. CAB recommendation		V. CAB date	06/28/2016

- **q) Planned start date** Change window Planned start date and time
 - Per the UCF IT Change Management Policy, only Normal Changes are required to get CAB approval a minimum of one week prior to the Change Planned start date. This lead time will ensure that sufficient resources are available, that the proposed change can be discussed in CAB and that communication is sent out in a timely manner. For example, the CAB date in the screenshot above is 06/28/2016. The minimum Planned start date would be 07/05/2016.
- **r**) **Planned end date** Change window Planned end date and time
- **s) CAB recommendation** Only should be filled out by the CAB administrator. This field reflects the recommendation from the CAB discussion if the Change is rejected or needing any modification
- t) Actual start Change actual start date and time. The date and timestamp are systematically populated when the State is Changed by the Change Owner to Implement
- **u**) Actual end Change actual end date and time. The date and timestamp are systematically populated when the State is changed by the Change Owner to



Review. NOTE: All associated Change tasks must be closed before the Review State can be selected

v) CAB date – Systematically driven field that populates the upcoming CAB meeting. <u>All Changes to be CAB approved must have a planned start date on the presented CAB date or after</u>

6. Conflicts section (tab)

	Planning Sche	dule Conflicts	Notes Cl	losure Information			
	Conflicts						~
	Configuration item/	Affected items, Planne	d start date and	d Planned end date are re	quired to run conflict detection		
w.	Conflicts Detected						Ξ
	Ø	■ Change			≡туре	Conflicting change	≡ Last checked

w) **Conflicts Detected** – Systematically driven off the Change record details, the conflict detector will look at the two possible conflicts below. The detector runs automatically and you will see the last run time stamp and status within the Top Section (3.).

Configuration Item(s) – System checks other Changes within the proposed Change window that affect the same CI(s)

Blackout Dates – System checks the pre-loaded blackout schedule (Change freeze window) times against the proposed Change window

7. Notes section (tab)

	Planning Schedule Conflict Note:	Closure Information			
	Notes				
	Watch list	2		Work notes list	
x.	Additional comments (Customer visible)				2
					Work notes Post
	y . Activity				06/27/2016 11:31:17 AM
		Impact	1 - High		
		Opened by Priority	4 - Low		
		State	New		

x) Additional comments (Customer visible) – If any comments are added to this field the "Requested by" individual will be notified



y) Activity - A field that is systematically logged which captures all activities of a Change such as email notifications sent, work notes updates, additional comments added or changes to any fields.

8. Notifications section (tab)

This section will only be completed if Requires communication is "Yes" (populated in the Top Section) and formal communication needs to be sent to internal and/or external customers by a responsible individual.

Planning Schedule Conflicts Notes Notifications Closure Information 1 Does formal communication need to be sent to internal and/or external customers? Submit Save	~
Planning Schedule Conflicts Notifications Closure Information Does formal communication need to be sent to internal and/or external customers? Yes	~
n2. Enter Message Description	۹.
communication for this Change Submit Save	

n1) **Does formal communication need to be sent to internal and/or external customers?** – Yes or No selection. If Yes, then n2 and n3 below will need to be filled out. If No. Then no further action is required.

n2) **Enter Message Description** - This public notification is to be written in layman's terms so that our customers will understand how this change will affect them

n3) Enter the person responsible to send out communication for this Change - Enter the person responsible to send out communication for this Change. This person will be notified of the Communication plan and intended message once the change has been CAB approved

9. Closure Information section (tab)

> This section will be completed at the Review State of the Change.

Planning	Schedule	Conflicts	Notes	Closure Information	
Closure	Informati	on			
		Z. Close	code	None	v
	a	a. Close r	otes		



Z) Close code – The Change Owner is responsible to mark the Change as Successful, Successful with issues or Unsuccessful AFTER the Change implementation and the State being changed to Review.

Successful Change*: A Change is deemed successful if it has met the stated business and IT objectives validated by the end user, was implemented without deviation to the documented change plan, was completed within the change window and has not resulted in incidents and problems.

* A change is ALSO deemed successful if it qualifies under this one exception.

 Meets all of the criteria for a Successful Change as stated, however the change implemented was for an emergency incident/problem resolution and was recorded after the change was implemented (retro change record).

Successful with issues Change - A change is deemed successful with issues if it has met the stated business and IT objectives validated by the end user, was implemented with deviation to the documented change plan, was completed within the change window and has not resulted in incidents and problems.

Unsuccessful Change: A change is deemed unsuccessful if it does not meet all of the criteria for success as stated in the Successful Change and Successful with issues Change definitions within this policy.

aa) Close notes – For the Change Owner to document comments such as; why the Change was unsuccessful, lessons learned, etc...





10.Attachments section – (Icon at the top of the Change window)

bb) Attachments – For supporting documentation such as Implementation plan, Test plan, vendor documentation, screenshots, etc.

11. Related Links Section - Change Tasks (tab)

- > This section will appear AFTER the Change Owner Submits the New Record
- Fill out all required fields that have an asterisk in red and as reference are highlighted blue within this section.

Related Lin Show Workflow Workflow Cont	rs / ext								
Affected CIs	1) Impacted Services/Cls	Approvers	Change Tasks	Incidents Pending Change	Incidents Caused By Change	Resource Plans			
E Change Tas	ks New Goto Number	▼ Search					44	1 to 1 of 1	• •• •
Change rei	uest = CHGC 20152	rt description	≡ State	≡ Assignment group	≡ Assign	ned to 📃 E	expected start	≡ Actual end	

ZZ) Tasks – The Tasks to be created (click New to create a task and the window below will need to be filled out per task) will represent your itemized implementation plan and the person(s) responsible per assigned task(s). All task(s) must be closed BEFORE the Change can be moved to a Review State. The Change Owner is responsible for monitoring the execution of the Change inclusive of ensuring all tasks are closed within the Change window.

rida			Inform	ation Techno	logy (UCF II)
Hange Task New record					<i>I</i> tõj •
. Number			VII. State	Pending	~
ii. Configuration item		۹ В 0	Viii. * Assignment group		٩
Expected start	07/05/2016 03:19:47 PM	Ē	X. Assigned to		Q
IV. Change request	CHG0030152	Q (1)	X. Work notes list	2	
V. * Short description					
Vi. * Description	1				
X Work notes					

- i. Number System driven unique number starting with "CTASK"
- **ii.** Configuration item By default, the parent CI is brought over
- **iii. Expected start** By default, the expected start date is the parent Change planned start date. Expected start date for the Task SHOULD NOT be planned prior to parent Change planned start date
- iv. Change request Parent Change number
- **v. Short description** Reflects a brief summary of the task. Should be concise and in terms that can be understood by your audience
- vi. **Description** Describe the task. Use terms that will be understood by your audience and write in complete sentences
- vii. State Systematically driven by the State of the parent Change. Reference the Definitions section for Change Task State definitions. The State will default to Pending when a New Task is added. Once the Change is CAB approved, the State will systematically Change to Open. When the parent Change planned start date begins, then the State of the Task can be changed to Work in Progress. Once work is complete, the Task can be changed to Closed Complete.
- viii. Assignment group Reflects the UCF IT department responsible for the task completion
- **ix.** Assigned to Reflects the UCF IT staff member responsible for the task completion
- **X.** Work notes list For other users to be added for notifications on work notes updates
- xi. Work notes For documentation purposes on task

REFERENCE THE <u>QUICK STEP NEW CHANGE RECORD GUIDE – NORMAL</u> <u>CHANGES</u> SECTION FOR CLIFF NOTE INSTRUCTIONS.



VI. EMERGENCY CHANGE - STEPS TO RECORD A CHANGE RECORD

Per the UCF IT Change Management Policy & Procedure, if the Change Manager approves the RFC, the Change Owner is responsible to record the Emergency Change per the steps below.

1. On the left side of the Filter navigator, expand Change and click Create New



2. On the center screen, select Emergency type of Change

Sector DEV Instance	
Filter navigator	Interceptor
	Change Request
Self-Service	What type of change is required?
Catalog Item Repository	Normal: Changes without predefined plans that require approval and CAB authorization. Emergency: Unplanned changes necessary to restore service. These changes require ECAB authorization only.
Service Desk	
Incident	
Change	
Create New	
Open	
Closed	
All	
Overview	
▼ Schedules	
Change Schedule	
Blackout Schedules	
Collaborate	
Configuration	
Service Catalog	
Reports	
Workflow	



3. Top Section – (Above the Planning section/tabs)

Fill out all required fields that have an asterisk in red and as reference are highlighted blue within this section.

Number	CHG0031446	•	System driven unique Number	/pe	Emergency	
a . Requested by	Scott Baron Q	0	State	New	· · · ·	
b. * Category	None •]	W. Conflict sta	tus	Reference Conflicts Section	
C. * Configuration item	٩		W. Conflict last	run		
$\mathbf{d}_{\boldsymbol{\cdot} *}$ Requires downtime	None •]	1. * Assignment gro	oup	٩	
e. * Requires communication	None]	J•* Assigned	l to	٩]
f •* Other services could be affected?	None 🔻]				
g• * Short description						8 🖻
$h_{\bullet} *$ Description						

- a) Requested by Field either needs to represent the Change Owner (same as "Assigned to" field) or needs to represent the customer that submitted a RFC through a service request
- **b**) **Category** Select the appropriate Category that categorizes your Emergency Change
- c) Configuration Item (CI) Select the appropriate CI that your Emergency Change is affecting. Reference the <u>Appendix</u>; <u>Section H</u> for additional insight to searching for a CI. If more than one CI will be affected for the Emergency Change record, reference the <u>Appendix</u>; <u>Section E</u> for instructions on how to record
- **d) Requires downtime** Will this Emergency Change require a downtime?
- e) **Requires communication** Will this Change require communication? Does IT need to be notified? Do other constituent(s) need to be notified? Does the entire campus community need to be notified? If communication is required, what will the customer(s) experience during this change and when will the notification(s) take place?

- If Yes is chosen, then the Communication plan section will appear within the Planning section (tab) and additional detail will be required for the Change Record's Communication plan

f) Other services could be affected? – Will this change impact/affect other IT services while being implemented?

- If Yes is chosen, this will indicate to the change advisory board that there is higher risk (unknowns) to implement the change and that all possible IT services that may be impacted should be listed within the change record.

- If No is chosen, the Change Owner will be required to complete a confidence level percentage on how certain they are that other/additional IT services will NOT be affected. If the confidence level is 50% or below, then the Change Owner will be required to complete the Confidence level section (within the Planning section (tab)) explaining why there is uncertainty of IT services being impacted while the change is being implemented.





- **g)** Short description Reflects a brief summary of the Emergency Change. Should be concise and in terms that can be understood by your audience. This field will be reflected on the Change Calendar (Schedule)
- **Description** Describe the Emergency Change. Why should this change be introduced as soon as possible? Use terms that will be understood by your audience and write in complete sentences
- i) Assignment group Reflects the UCF IT department responsible for the Emergency Change's success
- **j**) Assigned to Is the Change Owner of the Emergency Change. The UCF IT staff member responsible for monitoring the execution of the Emergency Change and documenting the Emergency Change

4. Planning section (tab)

Fill out all required fields that have an asterisk in red and as reference are highlighted blue within this section.

Planning* Schedule* Conflicts Notes	Closure Information Notifications*
k.* Justification	Enter benefits of implementing this change and impact if this change is not implemented
	4000 characters remaining of 4000 characters
• * Implementation plan	Enter sequential steps to implement this change. In addition, enter dependencies between steps and assignee details for each step
	4000 characters remaining of 4000 characters
$\mathbf{m}_{ullet} st$ Risk and impact analysis	Enter potential risks and impact associated with this change. Include impact details if this change implementation is unsuccessful
	4000 characters remaining of 4000 characters
n.★ Backout plan	Enter steps to revert the change to its state prior to implementation. Include information regarding when the change can be backed out during implementation and if the change window includes time to backout
	4000 characters remaining of 4000 characters
0 •★ Test plan	Enter details of planned and completed tests prior to implementation that indicate the potential success of this change. Enter details of planned post-implementation tests to confirm success of this change
	4000 characters remaining of 4000 characters
00. * Communication plan	Only will appear if Yes is chosen under Requires communication
	4000 characters remaining of 4000 characters
000. Additional information (URL)	Enter the URL path if Planning resources for the Change Record are located outside of ServiceNow and cannot be attached to the Change Record.
	1856 characters remaining of 1056 characters
p. * Confidence level	Only will appear if Confidence level is 50% or <=25%

- **k) Justification** What is the desired outcome to be generated by the Emergency Change? Is the input a solution to an incident/problem or an innovation?
- Implementation plan Documented detailed steps for the Emergency Change to be implemented successfully. The Emergency Change tasks associated with a Change will be the high level summary of the implementation plan (whether tasks are sequential or run in parallel).
- m) Risk and impact analysis Identify the risks to IT services inherent to the Emergency Change



- **Backout plan** Can you revert back once this Emergency Change is complete? If yes, indicate how it will be restored. If no, indicate what you will do if the Emergency Change is not successful.
- O) Test plan Did you test this? If yes, please describe how it was tested. If no, indicate why testing could not be performed. Once the Emergency Change is complete, how will you test to ensure it is working properly?

00) Communication plan – Does IT need to be notified? Do other constituent(s) need to be notified? Does the entire campus community need to be notified? What will the customer(s) experience during this change and when will the notification(s) take place?

000) Additional information (URL) – Optional field. Enter the URL path if Planning resources for the Change Record are located outside of ServiceNow and cannot be attached to the Change Record.

p) Confidence level – Explain why there is uncertainty of IT services being impacted while the change is being implemented.

5. Schedule section (tab)

Fill out all required fields that have an asterisk in red and as reference are highlighted blue within this section.

Planning Schedule Conflicts Notes	Closure Information		
Schedule			
Q • * Planned start date	Ē	t. Actual start	æ
r. * Planned end date		L. Actual end	
S_{\bullet} CAB recommendation		V. CAB date	

- **q) Planned start date** Emergency Change window Planned start date and time
- **r**) **Planned end date** Emergency Change window Planned end date and time
- **s) CAB recommendation** Only should be filled out by the CAB administrator or ECAB members. This field reflects the recommendation from ECAB discussion if the Emergency Change is rejected or needing any modification
- t) Actual start Emergency Change actual start date and time. The date and timestamp are systematically populated when the State is Changed by the Change Owner to Implement
- **Actual end** Emergency Change actual end date and time. The date and timestamp are systematically populated when the State is changed by the Change Owner to Review. NOTE: All associated Emergency Change tasks must be closed before the Review State can be selected
- v) CAB date CAB is <u>NOT</u> required for Emergency Changes. Field is left blank so the planned start date can be planned within the minimum date requirement for Normal Changes.



6. Conflicts section (tab)

	Planning Schee	ule Conflicts	Notes	Closure Information			
	Conflicts						~
	Configuration item/A	fected items. Planne	ed start date	and Planned end date are re	envired to run conflict detection		
	comparation really	icació acina, i tanin	a sur coute				Check Conflicts
w.	Conflicts Detected						E
	Ø	≡ Change		≡ Affected CI	≡туре	≡ Conflicting change	≡ Last checked

w) **Conflicts Detected** – Systematically driven off the Change record details, the conflict detector will look at the two possible conflicts below. The detector runs automatically and you will see the last run time stamp and status within the Top Section (3.).

Configuration Item(s) – System checks other Changes within the proposed Change window that affect the same CI(s)

Blackout Dates – System checks the pre-loaded blackout schedule (Change freeze window) times against the proposed Change window

7. Notes section (tab)

	Planning Schedule Conflicts Note:	Closure Information			
	Notes				
	Watch list			Work notes list	
x.	Additional comments (Customer visible)				8
					Work notes Post
	y . Activity				06/27/2016 11:31:17 AM
		Impact Opened by	1 - High		
		Priority State	4 - Low New		

- **x)** Additional comments (Customer visible) If any comments are added to this field the "Requested by" individual will be notified
- **y)** Activity A field that is systematically logged which captures all activities of a Change such as email notifications sent, work notes updates, additional comments added or changes to any fields.





8. Closure Information section (tab)

> This section will be completed at the Review State of the Change.

Planning Schedule Conflicts Notes	Closure Information
Closure Information	
Z. Close code	None 🗸
aa. Close notes	

Z) Close code - The Change Owner is responsible to mark the Emergency Change as Successful, Successful with issues or Unsuccessful AFTER the Emergency Change implementation and the State being changed to Review.

Successful Change*: A Change is deemed successful if it has met the stated business and IT objectives validated by the end user, was implemented without deviation to the documented change plan, was completed within the change window and has not resulted in incidents and problems.

* A change is ALSO deemed successful if it qualifies under this one exception.

 Meets all of the criteria for a Successful Change as stated, however the change implemented was for an emergency incident/problem resolution and was recorded after the change was implemented (retro change record).

Successful with issues Change - A change is deemed successful with issues if it has met the stated business and IT objectives validated by the end user, was implemented with deviation to the documented change plan, was completed within the change window and has not resulted in incidents and problems.

Unsuccessful Change: A change is deemed unsuccessful if it does not meet all of the criteria for success as stated in the Successful Change and Successful with issues Change definitions within this policy.

aa) Close notes – For the Change Owner to document comments such as; why the Emergency Change was unsuccessful, lessons learned, etc...





9. Attachments section – (Icon at the top of the Change window)

bb) Attachments – For supporting documentation such as Implementation plan, Test plan, vendor documentation, screenshots, etc.

10. Related Links Section - Change Tasks (tab)

- > This section will appear <u>AFTER</u> the Change Owner Submits the New Record
- Fill out all required fields that have an asterisk in red and as reference are highlighted blue within this section.

Related Links Show Workflow Workflow Context							
Affected CIs (1) Impacted Services/CIs Approvers	Change Tasks	Incidents Pending Change Inc	cidents Caused By Change	Resource Plans			
E Change Tasks New Go to Number V Search						▲	• •• =
Change request = CHGO	≡ State	≡ Assignment group	≡ Assigr	ned to 📃 E	Expected start	≡ Actual end	

ZZ) Tasks – The Tasks to be created (click New to create a task and the window below will need to be filled out per task) will represent your itemized implementation plan and the person(s) responsible per assigned task(s). All task(s) must be closed BEFORE the Emergency Change can be moved to a Review State. The Change Owner is responsible for monitoring the execution of the Emergency Change inclusive of ensuring all tasks are closed within the Change window.

Change Task New record					<i>n</i> tõi «
İ. Number			VII. State	Pending	~
11. Configuration item		۹ В 0	VIII. * Assignment group		٩
Expected start	07/05/2016 03:19:47 PM	(iii)	X. Assigned to		Q
IV. Change request	CHG0030152	Q ()	X. Work notes list	2	
V. * Short description					
VI. * Description					

- i. Number System driven unique number starting with "CTASK"
- **ii.** Configuration item By default, the parent CI is brought over
- **iii. Expected start** By default, the expected start date is the parent Emergency Change planned start date. Expected start date for the Task SHOULD NOT be planned prior to parent Emergency Change planned start date
- iv. Change request Parent Emergency Change number
- **v. Short description** Reflects a brief summary of the task. Should be concise and in terms that can be understood by your audience
- vi. **Description** Describe the task. Use terms that will be understood by your audience and write in complete sentences
- vii. State Systematically driven by the State of the parent Emergency Change. Reference the Definitions section for Change Task State definitions. The State will default to Pending when a New Task is added. Once the Emergency Change is ECAB approved, the State will systematically change to Open. When the parent Emergency Change planned start date begins, then the State of the Task can be changed to Work in Progress. Once work is complete, the Task can be changed to Closed Complete.
- viii. Assignment group Reflects the UCF IT department responsible for the task completion
- **ix.** Assigned to Reflects the UCF IT staff member responsible for the task completion
- **X.** Work notes list For other users to be added for notifications on work notes updates
- **xi.** Work notes For documentation purposes on task

REFERENCE THE <u>QUICK STEP NEW CHANGE RECORD GUIDE – EMERGENCY</u> <u>CHANGES</u> SECTION FOR CLIFF NOTE INSTRUCTIONS.

V_{University of} Central Florida VII. APPENDIX

- A. QUICK STEP NEW CHANGE RECORD GUIDE NORMAL CHANGES
 - Reference the above <u>section</u> for detailed summaries of each Section
 - **1.** On the left side of the Filter navigator, expand Change and click Create New

SUCF DEV Instance	
Filter navigator	< Interceptor
Self-Service	Change Request What type of change is reported?
Catalog Item Repository	Normal: Changes without predefined plans that require approval and CAB authorization. Emergency implanned changes necessary to restore service. These changes require ECAB authorization only.
Service Desk	
Incident	
Change	
Create New	
Closed	
All	
Overview	
Schedules Change Schedule	
Blackout Schedules	
Collaborate	
Configuration	
Service Catalog	
Reports	
Workflow	

2. On the center screen, select Normal type of Change

SUCF DEV Instance	
Filter navigator	Interceptor
© ★ ©	Change Request
Self-Service	What type of change is required?
Catalog Item Repository	Normal: Changes without predefined plans that require approval and CAB authorization. Emergency: Unplanned changes necessary to restore service. These changes require ECAB authorization only.
Service Desk	
Incident	
Change	
Create New	
Open	
Closed	
All	
Overview	
▼ Schedules	
Change Schedule	
Blackout Schedules	
Collaborate	
Configuration	
Service Catalog	
Reports	
Workflow	



ve ue ue ue ue Un							4	000 St	bmit Save	A 44 a a la ma a m 4 a
Optional wave in a second of the second o	New Assess	Authorize	Scheduled	Implemen	t	Review	Closed	Canceleo		Section -
					/					Optional
image: image	Number Requested by	CHG0031446	Q		Type State	Normal			2	
Complete Section Section Section	Category	- None -	v		Conflict status	Not Run			J.	
Indextations Indextations	Configuration item		٩.		Conflict last run					Complete
Statute	Requires communication	None	•		Assignment group		۵		`	Top Section
Soldward Processing Soldward Soldward Soldward Soldward Soldward Soldward Soldward Soldward Soldward Soldward Soldward Soldward Soldward Soldward Soldward Soldward Soldward Soldward	Other services could be affected?	None	¥						L	1
<pre>Proceeding</pre>	Short description							<		
Provide the second of the s	Description									
Automation International and	Planning									
International production International production International production International production </td <td>Justificati</td> <td>Ion Enter benefits of implementing t</td> <td>this change and impact if this</td> <td>- change is not implemented</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	Justificati	Ion Enter benefits of implementing t	this change and impact if this	- change is not implemented						
Market werden under der einer werden wer	Implementation pl	an Enter sequential steps to implem	ment this change. In addition	, enter dependencies between stej	ps and assignee details for	each step			4.	L
Level Planning Section Complete Schedde Image: Information and the section and t	Risk and impact analy	Enter potential risks and impact	associated with this change.	Include impact details if this chan	ge Implementation is unsi	uccessful				Complete
It is a manual and a	Backout p	an Foter steps to revert the change backout	to its state prior to implement	station. Include information regar	ling when the change can	be backed out during Imple	mentation and if the cha	nge window include	tipeto	Planning
Image: Complete in the image: Comp	Trest pl	4000 characters remaining of 4000 characters	npleted tests prior to Implem	entation that indicate the potentia	al success of this change. E	Enter details of planned post	t-Implementation tests to	confirm success of t	hls	Section
Automatematical and a second and	Communication pl	only will appear if	f Yes is chosen u	nder Requires com	munication					(tab)
Index and and a state of the stat	Additional Information (UI	RL Enter the UKL path if Planning re		rd are located outside of ServiceN	ow and cannot be attache	nd to the Change Record.			I	
Control with append it is SUMMARINE EVEN IS SUM ALL SATE Schedule With append it is Collisionine Even is SUM ALL SATE Schedule With append it is Collisionine Even is SUM ALL SATE Complete Schedule With append it is Collisionine Even is SUM ALL SATE Complete Schedule With append it is Collisionine Even is SUM ALL SATE Complete Schedule With append it is Collisionine Even is SUM ALL SATE Complete Schedule Complete Notifications <td>Confidence le</td> <td>Vol</td> <td>if Confidence</td> <td>laval is 50%/</td> <td>-759/</td> <td></td> <td></td> <td></td> <td></td> <td></td>	Confidence le	Vol	if Confidence	laval is 50%/	-759/					
Schedule Proved stat data Cell monte weld atta Cell monte weld		Only will appear	i il Confidence	level is 50% of <-	-23%					
Notes Notes Conflicts Con	Schedule								Ĕ	Complete
Notes Notes </td <td>Planned start date</td> <td></td> <td>æ</td> <td></td> <td>Actual start</td> <td></td> <td>(B)</td> <td></td> <td>э.</td> <td>Schedule</td>	Planned start date		æ		Actual start		(B)		э.	Schedule
Coll communition Coll communition Conflicts Conflicts Section (tab) Notes Notes Complete Notifications Construction whether Construction whether Construction whether Notes Construction whether Construction whether <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>2</td> <td></td> <td></td> <td>Schedule</td>							2			Schedule
Conflicts Section (tab) - FYI Only Notes Section (tab) - Optional Notes Conflicts Conflicts Section (tab) - Section (tab) - Optional Conflicts Conflicts Section (tab) - Section (tab) - Optional Conflicts Conflicts Section (tab) - Section (tab) - Optional Conflicts Section (tab) - Section (tab) - Optional Conflicts Section (tab) - Optional Notes Section (tab) - Optional Conflicts Section (tab) - Optional Section Sectio	Planned end date				Actual end		æ			Section
Notes Notes Notes @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @ @	Planned end date CAB recommendation		æ		Actual end CAB date	2016-07-05	8		↓ ↓	Section (tab)
Notes Watch list Additional comments (Cutome visible) Work notes Notifications Notifications Oper formal communication need to be sent to information S.1. Complete Notifications Close rotes Close rotes Close rotes Not Required up Review State	Conflicts Conflicts Conflicts Conflicts Conflicts Conflicts Conflicts Conflicts Conflicts Detected	d start date and Planned end date are requir	red to run conflict detection	≣ schedule	Actual end CAB date	2016-07-05	≣ Last di	che	4 Conflicts	Section (tab) Conflicts Section (tab) - FYI Only
With ht Additional comments (Lottomer visible) Additional comments (Lottomer visible) Work notes Work notes Notifications Des formal communication need to be sent to internal and/or otheres Costore Information Costore Information Cost on to cost Cost on to cost <td< td=""><td>Conflicts Conflicts Confli</td><td>d start date and Planned end date are requir</td><td>red to run conflict detection</td><td>≣ schedule</td><td>Actual end CAB date ≣ Conflicting</td><td>2016-07-05</td><td>E Lato</td><td>Che</td><td>K Coefficts</td><td>Conflicts Section (tab) - FYI Only</td></td<>	Conflicts Confli	d start date and Planned end date are requir	red to run conflict detection	≣ schedule	Actual end CAB date ≣ Conflicting	2016-07-05	E Lato	Che	K Coefficts	Conflicts Section (tab) - FYI Only
Additional comments [Customer visible] Work notes Notifications Does formal communication need to be set to internal and/or oternal communication need to be set to internal and/or oternal communication need to be [-None- Closure Information Cose code Outer code Not Required ut Review States	Conflicts Confli	d start date and Planned end date are requir E Affected CI	red to run conflict detection	≣ schedule	Actual end CAB date ≣ Conflicting	2016-07-05	E Last de	Con	k conflicts	Section (tab) Conflicts Section (tab) - FYI Only
Work notes (tab) - Optional Notifications State Des formal communication oned to be sent to internal and for optional State Closure Information State Closure Information Not Required u Review State	Planned end date CAB recommendation	d start date and Planned end date are require Affected CI	red to run conflict detection	≣ schedule	Actual end CAB date	2015-07-05	E Last de	Con	k conflicts	Section (tab) Conflicts Section (tab) - FYI Only
Work notes Optional Notifications Section if Required using or oternal continuation from section is "Yes" Closure Information Concode -None - Concerdes -Not Required using review State Review State -Not Review State	Planned end date CAB recommendation Conflicts Conflicts Detected Conflicts Detected Confl	d start date and Planned end date are require	red to run conflict detection	≣ Schedule	Actual end CAB date	2015-07-05	E Last ch	Can	k conflicts	Schedule Section (tab) Conflicts Section (tab) - FYI Only Notes Sectio
Notifications Des formal communication need to be sent to internal and/or oternal continuence internal and/or oternal content internal content internal and/or oternal content internal	Planned end date CAB recommendation Conflicts Conflicts Enterted Conflicts Extent Conflicts Detected Confli	d start date and Planned end date are require Affected Cl	red to run conflict detection	≣ Schedule	Actual end CAB date	2015-07-05	E Last de	Con	k conflicts	Section (tab) Conflicts Section (tab) - FYI Only Notes Section (tab) -
Notifications Des formal communication red to be sent to internal and/or oternal output one to the sent to internal output one sent to internal output one	Planned end date CAB recommendation Conflicts	d start date and Planned end date are require Affected CI	red to run conflict detection	≣ schedule	Actual end CAB date	2016-07-05	E Lat de	Con	k conflicts	Section (tab) Conflicts Section (tab) - FYI Only Notes Section (tab) - Optional
Does format communication need to be set to internal and/or optimal communication form 5.1. (tab) Section if Required up communication from Section is "Yes" Closure Information Close code -None - Close code -None - Close notes	Planned end date CAB recommendation Conflicts Conflicts Conflicts Item/Affected Items, Planned Conflicts Detected Conflicts De	d start date and Planned end date are require	red to run conflict detection	≡ schedule	Actual end CAB date	2015-07-05	E Last ch	ca	k conflicts	Section (tab) Conflicts Section (tab) - FYI Only Notes Section (tab) - Optional
Des format communication red to be sental continuing outprint outpr	Planned end date CAB recommendation	d start date and Planned end date are require	red to run conflict detection	≣ schedule	Actual end CAB date	2015-07-05	E Last de	clan		Schedule Section (tab) Conflicts Section (tab) - FYI Only Notes Section (tab) - Optional
Closure Information Close code Cl	Planned end date CAB recommendation	d start date and Planned end date are require Affected Cl	red to run conflict detection	E Schedule	Actual end CAB date	2015-07-05	E Last de	con noticed		Schedule Section (tab) Conflicts Section (tab) - FYI Only Notes Section (tab) - Optional
Closure Information Close code -None - Close notes Cl	Planned end date CAB recommendation Conflicts Conflicts Conflicts Conflicts ConflictsDetected Conflic	d start date and Planned end date are require	red to run conflict detection	E Schedule	Actual end CAB date	2015-07-05		edend	* conflicts	Schedule Section (tab) Conflicts Section (tab) - FYI Only Notes Section (tab) - Optional Complete Notifica (tab) Section if Re communication fro Section is "Ye
Close code -None - Close notes Not Required u Review State	Planned end date CAB recommendation Conflicts	d start date and Planned end date are require Alfected CI	red to run conflict detection	E schedule	Actual end CAB date	2015-07-05		isked	• conflicts	Scitculuc Section (tab) Conflicts Section (tab) - FYI Only Notes Section (tab) - Optional Complete Notifice (tab) Section if Re communication fro Section is "Ye
Close notes Review State	Planned end date CAB recommendation Conflicts	d start date and Planned end date are require	red to run conflict detection	E schedule	Actual end CAB date ■ Conflicting Work notes list	2018-07-05	E Last de	sched	• conflicts	Schedule Section (tab) Conflicts Section (tab) - FYI Only Notes Section (tab) - Optional Complete Notifice (tab) Section if Re communication fro Section is "Ye
	Planned end date CAB recommendation Conflicts	d start date and Planned end date are require	red to run conflict detection	E schedule	Actual end CAB date E Conflicting Work notes list	2015-07-05		sched	 k conflicts a a<!--</td--><td>Schedule Section (tab) Conflicts Section (tab) - FYI Only Notes Sectio (tab) - Optional Complete Notifica (tab) Section if Re communication fro Section is "Ye</td>	Schedule Section (tab) Conflicts Section (tab) - FYI Only Notes Sectio (tab) - Optional Complete Notifica (tab) Section if Re communication fro Section is "Ye
	Planned end date CAB recommendation Conflicts Conflicts Conflicts Items/Affected Items, Planner Conflicts Detected Conflicts Detected Conflicts Conflicts Conflicts br>Conflicts Co	d start date and Planned end date are required at a start date and Planned end date are required at a start date and Planned end date are required at a start date and Planned end date are required at a start date and Planned end date are required at a start date and Planned end date are required at a start date and Planned end date are required at a start date and Planned end date are required at a start date and Planned end date are required at a start date and Planned end date are required at a start date and Planned end date are required at a start date and Planned end date are required at a start date and Planned end date are required at a start date and Planned end date are required at a start date and Planned end date are required at a start date and Planned end date are required at a start date at a start date are required at a start date a	red to run conflict detection	E Schedule	Actual end CAB date	2015-07-05		ndend	* conflicts	Schedule Section (tab) Conflicts Section (tab) - FYI Only Notes Section (tab) - Optional Complete Notifica (tab) Section if Re communication fro Section is "Ye Not Required Review Sta



7. Check for any conflicts either within the Top Section or the Conflicts Section (tab)

< E Change Request CHG0031446			Ø 1	Follow	✓ Request Approval Save Update	Copy Change
New Assess	Authorize	Scheduled	Implement		Review Closed	
		-		_		
Number	CHG0031446			Type	Normal	
Requested by	Greg Cain	۹ 🛈		State	New	
Category	Hardware	Ŧ		Conflict status	No Conflict	
Configuration item	\$RTHGBQY	۹ F (j)		Conflict last run	08/26/2019 12:49:23 PM	
Requires downtime	No	T		Assignment group	Service Management Solutions Team	Q (j)
Requires communication	Yes	Ŧ		Assigned to	Scott Baron	Q ()
Other services could be affected?	Yes	*				
Short description	TEST					8 🖻
Description	TEST					
Conflicts Detected						×
		≡туре	≡ Schedule ≡ C	Conflicting change	≡ Last checked	

8. Create Change Task(s) as appropriate (one or many)

Change Tasks Nex Go to Nur	mber V Search	1					E
♀ (2) Q ≡ Number ▲	Click New	≡ State	≡ Assignment group No records to display		Expected start	≡ Actual end	
Change Task			Expected			🖉 😫 👓 Submit Sz	We Close Task
Numb	CTASK0010097		start can	State Pending		~	^
Expected sta	art 07/12/2016 02:25:44 PM		be changed as needed	Assigned to			
Change reque	est	Q (j)		Work notes list		♥.	Comple
* Description	n						Fields
Work not	es						
Submit Save Close Task	Click Submit or						
10.	Save						



< Change Request CHG0031446			∅ ∿ ‡ ∞	Follow Request Approval Save Updat	Copy Change
New Assess	Authorize	Scheduled	Implement	Review Closed	\rightarrow
Number	CHG0031446		Ту	pe Normal	
Requested by	Greg Cain	Q (j)	Sta	New	
Category	Hardware	•	Conflict stat	No Conflict	
Configuration item	\$RTHGBQY	Q K ()	Conflict last r	un 08/26/2019 12:49:23 PM	
Requires downtime	No	•	Assignment gro	up Service Management Solutions Team	Q (1)
Requires communication	Yes	•	Assigned	to Scott Baron	Q (1)
Other services could be affected?	Yes	*			
Short description	TEST				8
Description	TEST				

11. Click Request Approval

12. <u>NO ACTION ON CHANGE OWNER</u> – Change Manager to review and either reject or approve Change record. Change enters Assess State.

Change Requ	uest 146				⁄⁄⁄ √	Follo	w - Save Update C
New 🗸	Assess	Authorize	Scheduled	Implement		Review	Closed
	Number	CHG0031446			Туре	Normal	
	Requested by	Greg Cain	Q ()		State	Assess	
	* Category	Hardware	•			Change is waiting fo	or approval

	pprovers	◄ ◄ 1 to lof 1 ► ►► ⊡			
∇					
۵	Q	≡ State	≡ Approver	≡ Comments	≡ Created ▼
	(i)	<u>Requested</u>	Change Manager		07/07/2016 01:36:01 PM



13. <u>NO ACTION ON CHANGE OWNER</u> – Once Change Manager approves, the Change is ready to be presented to CAB for review and either approval or rejection. Change enters an Authorize State.

Change Request				1	Follow	✓ Save Update Cop
		Cohodolad			Durlau	dend
New V Assess	✓ Authorize	Scheduled	Implement		Review	Closed
Number	CHG0031446			Туре	Normal	
Requested by	Greg Cain	Q ()		State	Authorize	
* Category	Hardware	•			Change is waiting for a	oproval

=	Approvers	Go to Created V Search			
∇					
\$	Q	≡ State	≡ Approver	≡ Comments	■ Created ▼
	(i)	Requested	Director of Enterprise Systems & Operations		07/07/2016 01:49:43 PM
	(i)	Requested	Director of Network & Telecommunications		07/07/2016 01:49:43 PM
	(i)	Requested	Director of Enterprise Application Development		07/07/2016 01:49:43 PM
	(i)	Requested	Director of Program Management & Planning		07/07/2016 01:49:43 PM
	(i)	Requested	Director of Technology Sales, Service & Support		07/07/2016 01:49:43 PM
	(j)	Requested	Director of Information Security		07/07/2016 01:49:43 PM
	0	Requested	Enterprise Architect/Consultant		07/07/2016 01:49:43 PM

14. <u>NO ACTION ON CHANGE OWNER</u> – Once CAB approves, the Change is scheduled and SHOULD NOT be implemented until the Planned start date. Change enters a Scheduled State.

CHG0031446					Ø	∿ ≑ ∞	Follow 🔻 Up	late Save C	opy Change Delete
New 🗸 Assess	Authorize 🗸		Scheduled	> Implement		Review	Clos	ed	Canceled
Number	CHG0031446			-	Туре	Normal		~	
Requested by	Scott Baron	۹ 💿			State	Scheduled		~	
* Category	Hardware	~							

15. When the Planned start date and time approaches, the Change will allow the Change Owner to select Implement

Change Request			Ø V	********	Follow	Implement	Update Sav	e Copy Change	Delete
New 🗸 Assess 🗸	Authorize 🗸	Scheduled	Implement		Review		Closed		Canceled
Number	CHG0031446			Туре	Normal			·	
Requested by	Scott Baron	Q 0		State	Scheduled		×	·	
* Category	Hardware	~							



16. After selecting Implement, the implementation can begin on the Change. Change enters an Implement State.

Change Request				@ √ ∄	eee Follow - R	Veview Update Save Copy Change Delete
New 🗸 Assess 🗸	Authoriz	Schedul	d 🗸 Imple	ement	Review	Closed Canceled
Number	CHG0031446			Туре	Normal	~
Requested by	Scott Baron	٩ 0		State	Implement	~
* Category	Hardware	~				

17. If the Change has any tasks planned out, the task(s) should be moved into a Work in Progress (WIP) State dependent on the sequential order of the tasks. You will notice the Task(s) State goes from read-only to now write access. Click Update or Save after moving to WIP. If the Change does not have any tasks, skip to Step 19.

Change Task		P 🔨 🔁 👓 Follow 👻 U	pdate Save Close Task Delete
Number	CTASK0010097	State Pending	
Configuration item	SRTHGBQY Q	Assignment group Work in Progress Closed Complete	0
Expected start	07/07/2016 02:17:33 PM	Closed Incomplete Assigned to Closed Skipped	0
Change request	٩	Work notes list	
* Short description	TEST		
* Description	TEST		
1			

18. If the Change has task(s), all Tasks should be moved to Closed Complete once the task work is completed. This can be executed by either moving the State to Closed Complete (and clicking Update or Save) or clicking Close Task on the header bar. NOTE: The Change CANNOT be closed until all tasks are closed.

Change Task CTASK0D10097			🖉 🔨 ই 👓 Follow 💌 Update Save Close Task Delete
Number	CTASK0010097	st	Pending Doen
Configuration item	\$RTHGBQY C	👗 🕘 💿 🔺 Assignment gro	up Closed Complete
Expected start	07/07/2016 02:17:33 PM	Assigned	to Closed Skipped
Change request	C	Work notes	ist a 2
* Short description	TEST		Q Image: Comparison of the
* Description	TEST		
CHG0031446			Follow Follow Review Update Save Copy Change Delete
Please close all tasks before submitting for review.			×



19. After all tasks are closed out (if applicable) or if the change did not have any tasks and the change has been implemented, Click Review. The change will enter a Review State.

Change Request			@ √ \=	000 Follow Review Update Sa	Ve Copy Change Delete
				Progresses change to Review state	
New 🗸 📃 Assess 🗸	Authorize 🗸	Scheduled 🗸	Implement	Review Closed	Canceled
Number	CHG0031446		Туре	Normal	/
Requested by	Scott Baron X	Q (1)	State	Implement	/
* Category	Software	~	Conflict status	No Conflict	/
* Configuration item	\$RTHGBQY	čb 🛛	Conflict last run	07/11/2016 02:53:21 PM	
Change Request CHG0031446			@ √ ‡	• ••• Follow • Close Update Sav	e Copy Change Delete
			× ×		
New 🗸 📃 Assess 🗸	Authorize 🗸	Scheduled 🗸	Implement 🗸	Review Closed	Canceled
Mumbur	CHC0021446		Time	Namal	
Number	0100031440		type	womat	
Requested by	Scott Baron	Q ()	State	Review	·
* Category	Software	~	Conflict status	No Conflict	•

20. Update the Closure Information section (tab) with the appropriate Close code and Close notes. Reference the Definitions section (Page 2) for Close code definitions (Successful, Successful with issues and Unsuccessful). NOTE: These fields are required before the change can be closed.

Closure Information		~
 Close code Close notes 	- None Successful Successful with issues Unsuccessful	
Close Update Save Copy Change I	Delete	

21. Click Close once the Close code and Close notes have been filled out appropriately. No further action required. Change record is complete. Change record will enter a Closed State.

Change Request			P 사 ই 👓 Follow	Close Update Save	Copy Change Delete	
	Opened by Scott Baron Priorty 4-Low State New		Prog	esses change to Close state		
Closure Information						
≫ Close code Su	uccessful			~		
* Close notes TES	ST .					
Close Update Save Copy Change Delet	te					
Change Request			Ø	V 🖶 👓 Follow	▼ Update Save	Copy Change Delete
New 🗸 Assess 🗸	Authorize 🗸	Scheduled 🗸	Implement 🗸	Review 🗸	Closed	Canceled
Number	CHG0031446		Туре	Normal	~	
Requested by	Scott Baron X Q		State	Closed	\checkmark	
* Category	Software		Conflict status	No Conflict	~	
* Configuration item	SRTHGBQY	ñ 0	Conflict last run	07/11/2016 02:59:15 PM		





QUICK STEP NEW CHANGE RECORD GUIDE – EMERGENCY CHANGES

- Reference the above <u>section</u> for detailed summaries of each Section
 - **1.** On the left side of the Filter navigator, expand Change and click Create New

UCF DEV Instance	
Filter navigator	< Interceptor
0 * 🗉	Change Request
Self-Service	What type of change is required?
Catalog Item Repository	Normal: Changes without predefiner plans that require approval and CAB authorization. Emergency: Unplanned changes necessary to restore service. These changes require ECAB authorization only.
Service Desk	
Incident	
Change	
Create New	
Open	
Closed	
All	
Overview	
▼ Schedules	
Change Schedule	
Blackout Schedules	
Collaborate	
Configuration	
Service Catalog	
Reports	
Workflow	

2. On the center screen, select Emergency type of Change

SUCF DEV Instance	
Filter navigator	< Interceptor
▣ ★ ©	Change Request
Self-Service	What type of change is required?
Catalog Item Repository	Normal: Changes without predefined plans that require approval and CAB authorization. Emergency: Unplanned changes necessary to restore service. These changes require ECAB authorization only.
Service Desk	
Incident	
Change	
Create New	
Open	
Closed	
All	
Overview	
Schedules Change Schedule	
Plaskout Schodulas	
Collaborate	
Configuration	
Service Catalog	
Reports	
Workflow	



University of Central Florida Information Technology (UCF IT)

< E Change Request New record					🖋 🐖 submit S	Attachments
New Assess	Authorize	Scheduled	Implement	Review Closed	Canceled	Section -
Number	CHG0031443		Туре	Emergency	~	Optional
Requested by		Q	State	New		
Category	None	•	Conflict status	Not Run	2	
Configuration item		Q,	Conflict last run		3.	Complete
Requires downtime	None	•	Assignment group		٩	Complete
Requires communication	None	•	Assigned to		Q	Top Section
Other services could be affected?	None	•				
Short description					♀ ■	
Description						
]
lanning	ion Enter benefits of implementing this d	hange and impact if this change is not	implemented			
	4000 characters remaining of 4000 characters					
Implementation p	Enter sequential steps to implement	this change. In addition, enter depend	iencles between steps and assignee details t	or each step		
Risk and impact analy	4000 characters remaining of 4000 characters SIS Enter potential risks and impact asso	clated with this change. Include impa	ct details if this change implementation is un	nuccessful	4	Complete
Flar house -	4000 characters remaining of 4000 characters.	state prior to implementation. In stud	e Information regarding when the charges are	n be backed out during implementation	the change window inclusion time to	Dianning
DACKOULD	backout 4000 characters remaining of 4000 characters	provide augmententation. Includ			sounds and an end of the to	rianning
Test p	Enter details of planned and complete change	ed tests prior to implementation that	indicate the potential success of this change	Enter details of planned post-implementation	n tests to confirm success of this	Section
Communication p	an Only will appear if V	es is chosen under R	equires communication			(tab)
	4000 characters remaining of 4000 characters.	es is chosen under 😥	quites communication			
Additional Information (U	R1) Enter the URL path if Planning resour	ces for the Change Record are located	outside of ServiceNow and cannot be attach	ied to the Change Record.		
Confidence is	Only will appear if	Confidence level is	50% or <=25%			
hedule					_~	Complete
Planned start date		G	Actual start		5.	
Planned and date			A short and			Schedule
Planned end date		22 ⁴	Actual end			Section
CAB recommendation			CAB date			(tab)
onflicts					~	
Configuration item/Affected items, Planne	d start date and Planned end date are required to	run conflict detection				Conflicts
						Section
						(tab)
onflicts Detected						(tab)
≩ E Change		≡ Type ≡ S	chedule	ng change	E Last checked	FYIOnly
otes					~	,
Watch list	£ 2		Work notes list	8		Notes Section
Additional comments (Customer visible)						(tab) -
						Ontional
Work notes						Optional
losure Information					~	
						Not Required
Close code	None				~	Review Sto
Close notes						
Submit						
6						
V.	Click Submit					



7. Check for any conflicts either within the Top Section or the Conflicts Section (tab)

< E Change Request CHG0031443			<i>P</i> ~	🗧 👓 Follow	✓ Request Approval Save Update	Cop	py Cha	inge
New Assess	Authorize	Scheduled	Implement		Review Closed			
Number	CUC0031443			Turno	P			
Number	CHG0051445			туре	Emergency	_		_
Requested by	Greg Cain	<u>२</u> (j)		State	New			
Category	Hardware	T		Conflict status	No Conflict			
Configuration item	\$RTHGBQY	Q		Conflict last run	08/26/2019 12:49:23 PM			_
Requires downtime	No	T		Assignment group	Service Management Solutions Team	٩	()	
Requires communication	Yes	T		Assigned to	Scott Baron	٩	()	
Other services could be affected?	Yes							
Short description	TEST						8	
Description	TEST							
Conflicts Detected								
		Туре	≡ Schedule ≡ Cr	onflicting change	≡ Last checked			

8. Create Change task(s) as appropriate (one or many)

Change Tasks Nex Go to N	umber V Search	1					E
♀ < Q ■ Number ▲	Click New	≡ State :	■ Assignment group No records to display	E Assigned to	Expected start	■ Actual end	
< E Change Task New record			Expected				Save Close Task
Num Configuration	tem SRTHGBQY	Q # 0 0	start can	State Pending		ب	ĺ
Expected s	tart 07/12/2016 02:25:44 PM	Q ()	as needed	Assigned to Work notes list		° 9.	Comple
* Short descript	tion						* Requir Fields
Work n							
Submit Save Close Task							
10.	Click Submit or Save						



CHG0031443			1 🗸 🖉	5 000 Follow Request Approv	al Up	odate Save
New Assess	Authorize	Scheduled Implement	\geq	Review Closed		Cancele
Number	CHG0031443		Туре	Emergency	\checkmark	
Requested by	Scott Baron Q	0	State	New	$\mathbf{\vee}$	
Category	Hardware 🗸		Conflict status	No Conflict	$\mathbf{\vee}$	
Configuration item	SRTHGBQY Q		Conflict last run	06/29/2016 02:26:11 PM		
Requires downtime	No		Assignment group	Test Scoring Team	٩ (D
Requires communication	Yes 🗸]	Assigned to	Michael Davignon	٩ (D
Short description	TEST					8
Description	TEST					

11. Click Request Approval

12.<u>NO ACTION ON CHANGE OWNER</u> – Change Manager to review and either reject or approve Change record. Change enters Assess State.

< =	Char CHO	nge Request G0031443					⁄⁄⁄ ‡ ∞	Follow 👻 Update
	New 🗸	Assess	Authorize	Scheduled	Implement		Review	Closed
		Number	CHG0031443			Туре	Emergency	~
		Requested by	Scott Baron	Q. 🕕		State	Assess	~
		* Category	Hardware	~			Change is waiting for approva	l
	oprovers	Go to Created V Search					44 4	1 to 1 of 1 🕨 🍽 🖻
¥ 103	Q	≡ State	≡ Approver	≡ Comments		■ Created ▼		
	0	<u>Requested</u>	Change Manager			07/07/2016 01:36:0	1 PM	





13. <u>NO ACTION ON CHANGE OWNER</u> –Emergency Change is ready for ECAB review and either approval or rejection. Change enters an Authorize State.

Change Request							⁄/ √	••••	Follow 👻	Update
New 🗸 Assess 🗸	/	Authorize		Scheduled	Implement	\geq	Review	\geq	Closed	
Number	CHG0031443					Туре	Emergency			~
Requested by	Scott Baron	Q	. 0			State	Authorize			\sim
∦ Category	Hardware	~					Change is waiting	for approval		

	Approvers	Go to Created v Search			
$\overline{\gamma}$					
繱	Q	≡ State		≡ Comments	■ Created ▼
	(i)	• <u>Requested</u>	Director of Enterprise Systems & Operations		07/07/2016 01:49:43 PM
	(i)	Requested	Director of Network & Telecommunications		07/07/2016 01:49:43 PM
	(i)	Requested	Director of Enterprise Application Development		07/07/2016 01:49:43 PM
	()	Requested	Director of Program Management & Planning		07/07/2016 01:49:43 PM
	(i)	• <u>Requested</u>	Director of Technology Sales, Service & Support		07/07/2016 01:49:43 PM
	(i)	• <u>Requested</u>	Director of Information Security		07/07/2016 01:49:43 PM
	0	Requested	Enterprise Architect/Consultant		07/07/2016 01:49:43 PM

14. <u>NO ACTION ON CHANGE OWNER</u> – Once <u>two</u> members of ECAB approves, the Emergency Change is scheduled and SHOULD NOT be implemented until the Planned start date. Change enters a Scheduled State.

CHG0031443					Ø	∿ ‡ ∞	Follow 👻	Update	Save	Copy Change	Delete
New 🗸 Assess 🗸	Autho	orize 🗸	Scheduled	Implement		Review		Closed		> са	anceled
Number	CHG0031443				Туре	Emergency			~		
Requested by	Scott Baron	٩	0		State	Scheduled			~		
* Category	Hardware	~									

15. When the Planned start date and time approaches, the Change will allow the Change Owner to select Implement

	quest							Ø	√ 昔 ∘	Follow	 Implement 	Update	Save	Copy Change	Delete
	1445														
New 🗸		Assess 💊	\cdot	Authorize 🗸		Sch	eduled	Implement		Review		Closed			anceled
L															
		Number	CHG0031443						Туре	Emergency			~		
	R	equested by	Scott Baron		٩	0			State	Scheduled			~		
	*	Category	Hardware		~										



16. After selecting Implement, the implementation can begin on the Emergency Change. Change enters an Implement State.

Change Request				Ø	√ ;	₽	Follow	* Review	Update	ave Copy C	hange Delete
New 🗸 Assess 🗸	Authorize 🗸	· >	Scheduled 🗸	Implement			Review		Closed		Canceled
Number	CHG0031443				Туре	Eme	rgency			~	
Requested by	Scott Baron	۹ 🕕			State	Impl	ement			~	
* Category	Hardware	~									

17. If the Change has any tasks planned out, the task(s) should be moved into a Work in Progress (WIP) State dependent on the sequential order of the tasks. You will notice the Task(s) State goes from read-only to now write access. Click Update or Save after moving to WIP. If the Emergency Change does not have any tasks, skip to Step 19.

Change Task		Ø	V 🗧 👓 Follow 👻 Update Save	Close Task Delete
Number	CTASK0010097	State	Pending Open	
Configuration item	SRTHGBQY Q	🔏 🕘 💿 🔺 Assignment group	Work in Progress Closed Complete	0
Expected start	07/07/2016 02:17:33 PM	Assigned to	Closed Incomplete Closed Skipped	0
Change request	٩	① Work notes list	£ 2	
* Short description	TEST			₽
* Description	TEST			

18. If the Emergency Change has task(s), all Tasks should be moved to Closed Complete once the task work is completed. This can be executed by either moving the State to Closed Complete (and clicking Update or Save) or clicking Close Task on the header bar. NOTE: The Emergency Change CANNOT be closed until all tasks are closed.

Change Task CTASK0010097						ł	P	√	ow 👻 Update Sa	ive	Close Ta	sk Delete
Number	CTASK0010097					State	F	Pending				
Configuration item	SRTHGBQY	٩, ،	Å	0	0	* Assignment group	đ	Closed Complete		0		
Expected start	07/07/2016 02:17:33 PM	æ				Assigned to	Ι	Closed Incomplete Closed Skipped		(
Change request		م (Ð			Work notes list		8				
* Short description	TEST									8		
* Description	TEST											
< = Change Request CHG0031443						● ↓ 昔。	000	Follow - Review	v Update Save C	opy Cha	nge	Delete
Please close all tasks before submitting for review.												×



19. After all tasks are closed out (if applicable) or if the change did not have any tasks and the change has been implemented, Click Review. The change will enter a Review State.

Change Request			@ √ ∄	••• Follow Review Update Sav	e Copy Change Delete
New 🗸 Assess 🗸	Authorize 🗸	Scheduled 🗸	Implement	Progresses change to Review state	Canceled
			/		
Number	CHG0031443		Туре	Emergency	
Requested by	Scott Baron X	Q ()	State	Implement	
* Category	Software	~	Conflict status	No Conflict	
* Configuration item	\$RTHGBQY	<i>db</i>	Conflict last run	07/11/2016 02:53:21 PM	
Change Request CHG0031443			<i>₽</i> ↓ ‡	•••• Follow • Close Update Save	Copy Change Delete
New 🗸 Assess 🗸	Authorize 🗸	Scheduled 🗸	> Implement 🗸	> Review Closed	Canceled
			•		
Number	CHG0031443		Туре	Emergency V	
Requested by	Scott Baron	Q (0)	State	Review	
* Category	Software	~	Conflict status	No Conflict	

20. Update the Closure Information section (tab) with the appropriate Close code and Close notes. Reference the Definitions section (Page 2) for Close code definitions (Successful, Successful with issues and Unsuccessful). NOTE: These fields are required before the change can be closed.

Closure Information		~
 Close code Close notes 	- None Successful Successful with issues Unsuccessful	
Close Update Save Copy Change I	Delete	

21. Click Close once the Close code and Close notes have been filled out appropriately. No further action required. Change record is complete. Change record will enter a Closed State.

Change Request			P 사 🗮 👓 Follow	Close Update Save	Copy Change Delete	
CHG0031443	Opened by Scott Baron Priority 4-Low State New		Prog	resses change to Close state		
Closure Information						
⇒k Close code Su	ccessful			~		
* Close notes TES	т					
Close Update Save Copy Change Delete	e					
CHG0031443			Ø	V 🐳 👓 Follow	▼ Update Save	Copy Change Delete
New 🗸 Assess 🗸	Authorize 🗸	Scheduled 🗸	Implement 🗸	Review 🗸	Closed	Canceled
Number	CHG0031443		Туре	Emergency	~	
Requested by	Scott Baron X Q	٥	State	Closed	~	
* Category	Software 🗸		Conflict status	No Conflict	~	
* Configuration item	\$RTHGBQY	a 0	Conflict last run	07/11/2016 02:59:15 PM		



RELATING INCIDENTS TO CHANGES

• There are two ways to relate incidents to changes. A change record can be related off of an <u>existing incident</u> (which was an incident Caused by Change or Change Request) or once a <u>new incident</u> is created, the change record can be created off that incident record.

EXISTING INCIDENT

1. Within the incident record, scroll down to the Related Records section (tab)

Notes	Related Records	Closure Information	Variables												
< ≡	Incident INC0022860							P	∿ ‡	Fol	low +	Update	Save	Delete	↑ ↓
		Upon Up	ask type Inciden Domain global approval Proceet on reject Cancel Urgency 3 - Low	t d to Next Task all future Tasks											
Related	d Records														~
	Parent	Incident INC0022858		٩ 🛛		Caused by Chang Change Reques	e				Q Q				

2. A Change can be searched/related if the incident record was caused by a change implemented (Closed Change) or if the change is to be implemented from the corresponding incident. Click the magnifying glass that is applicable.

< = Incident INC0022860		P 🔨 👬 ooo Follow 👻 Update	Save Delete
	Task type Incident Domain global Upon approval Proceed to Next Task Upon reject Cancel all future Taska Urgency 3 - Low		
Related Records			~
Parent Incident	INC0022858 Q D	Caused by Change	
		Change Request Q	

Change	Requests ServiceNow	DEV Inst	ance - Internet Explorer	provided by University	of Central Flo	rida	-		Х
light https://u	cfdev.service-now.con	n/change	_request_list.do?syspar	m_target=incident.cau	sed_by&syspa	irm_target	_value=&sys	parm_re	ferer 🔒
E Chan	ge Requests New	Go to	Number 🔻						^
					44 4	1	to 20 of 10	5 🕨	••
T All									
Q	■ Number ▼		≡ Short des	cription					
•	CHG0030181		Emergency C	hange: TEST					
•	CHG0030177		Emergency C	hange: adsf					
•	CHG0030176		asfda						
•	CHG0030175		Emergency C	hange: asdf					
•	CHG0030174		Emergency C	hange: Emergency Char	nge: ok				
•	CHG0030173		Emergency C	hange: asdf					
•	CHG0030172								
•	CHG0030171		Emergency C	hange: adsf					
<									>



3. Search on the change record number and select the record number

https://u	cfdev.service-now.cor	n /change	e_request_l	ist.do?sysp	arm_target	ncident.c	caused_b	y&lsysp	arm_ta	rget_v	alue=80	syspan	m_ref	erer 🕻
Chan	ge Requests New	Go to	Number	٣										
7							•			1	to 20 o	f 105	•	••
Q	Number V			E Short d	escription									
•	CHG0030181			Emergency	Change: TE	ST								
•	CHG0030177			Emergency	Change: ads	sf								
•	CHG0030176			asfda										
•	CHG0030175			Emergency	Change: asc	df								
•	CHG0030174			Emergency	Change: Em	nergency Cl	hange: o	k						
•	CHG0030173			Emergency	Change: asc	df								
•	CHG0030172													
•	CHG0030171			Emergency	Change: ad:	sf								
														、 、

4. Save the incident record

<		Ð	🖉 🔨 芸 👓 Follow 👻 Update Save Delete						
Number	INC0022860	Opened	04/22/2016 03:42:33 PM	^					
Caller	Q.	Opened by	Frederick Gobern Q	0					
Preferred Contact Method	None 🗸 🗸	≫{Contact type	Phone 🗸						
Location	٩	State	New						

NEW INCIDENT

1. Off a new incident record, right click on the header bar

<			Com.	Ø	Vpd	ate Save Delete 🛧 🗸
Number	INC0022861		Add to Visual Task Board Copy Incident	Opened	04/22/2016 03:52:18 PM	^
Caller	Haley Garland C	۶]	Create Problem	Opened by	Haley Garland Q	0
Preferred Contact Method	None 🗸	•	Create Request Create Normal Change	*Contact type	Phone 🗸	
Location	C	٤	Create Emergency Change Metrics Timeline	State	New	
Department	C	٤	Follow on Live Feed	*Assignment group	Service Desk Q	
Configuration item	C	٤	Show Live Feed	Assigned to	٩	
>+Category	Software	•	Export	Parent	Q	
Subcategony	Web User application	,	View 🕨		· · · · · · · · · · · · · · · · · · ·	



2. Click either Create Normal Change or Emergency Change; Whichever is applicable

				P	V 🛨 👓 Follow 👻 Upda	ate Save Delete 🛧 🗸
1140022801			Save		• -	
Number	INC0022861		Add to Visual Task Board Copy Incident	Opened	04/22/2016 03:52:18 PM	^
Caller	Haley Garland	٩ [Create Problem	Opened by	Haley Garland Q	
Preferred Contact Method	None	~	Create Normal Change	:+Contact type	Phone 🗸	
Location		Q,	Create Emergency Change Metrics Timeline	State	New	
Department		۹	Follow on Live Feed	>kAssignment group	Service Desk Q	
Configuration item		Q,	Show Live Feed	Assigned to	Q	
>+Category	Software	~	Export •	Parent	Q	
Subcategory	Web User application	~	View 🕨			

3. A new change record will be created. Follow the Change record procedures per the above directions (whether for Normal or Emergency Changes)

Change Request			∅ √ ≌ ∞	Follow	Request Approval	Update Save Cop	y Change Delete	\leftarrow
Change CHG0030184 created								× ^
New	Authorize	Scheduled	Implement	\geq	Review	Closed	> Canceled	
Number	CHG0030184			Туре	Normal	~		
Requested by	Scott Laron	× Q ①		State	New	~		
Category	Software	~		Conflict status	Not Run	~		
< ≡ Incident INC0022861	,			l	∾ ↓ ‡ ∞	Follow 👻 Upda	te Save Delete	↑ ↓
Related Percerds	Parent Housens Priority Reassignment count Reopen count Severity Short description State Subcategory Task type Domain Upon approval Upon reject Urgency	INVOVACION 3 - Moderate 0 0 3 - Low test New Web User application Incident global Proceed to Next Task Cancel all future Tasks 3 - Low						
Related Records								~
Parent Incident	INC0022858	Q ()	c	aused by Change		۹		
				Change Request	CHG0030184	Q	0	- 1



RELATING CHANGES TO INCIDENTS

• When relating incidents to changes, the cross reference of the incident number comes across to the change record within the Related Links section of the change record.

For example, a change can be implemented (CHG0030176), an incident/problem spawned (INC0022858 - Caused by Change) and then a new change record (Change Request – CHG0030183) would need to be created in order to resolve the newly identified incident/problem.

✓ ≡ Incident INC0022860	
Urgency 3 - Low	^
Related Records	`
Parent Incident INC0022858 Q O	Caused by Change CH60030176 Q O Change Request CH60030183 Q O
Related Links Show Workflow Workflow Context	Section
Affected CIs (1) Impacted Services/CIs Approvers Change Tasks Incidents Pending Change	Incidents Caused By Change Resource Plans
E Incidents Caused By Change New Go to Number V Search	
Caused by Charge = CHG0030176	
103 Q ≡ Number ▲ ≡ Caller ≡ Short description Z Category 10 INC0022860 test Software	Friority State Assignment group Assigned to Resolved Closed Assignment group Assignment group (empty)
Actions on selected rows V	
Affected Cls (1) Impacted Services/Cls Approvers Change Tasks Incidents Pending Change	Incidents Caused By Change Resource Plans
Edit Go to Number V Search	◄◀ ◀ 1 to 1 of 1 ▶ ▶ ▶
Change Request = CHG0030183	
Q ≡ Number ▲ ≡ Caller ≡ Short description ≡ Category =	■ Priority
i INC.0022360 test Software :	3 - Moderate New <u>Service Desk</u> (empty) (empty)
Actions on selected rows V	◄ ◄ 1 to lof 1 ► ►► ► ►

The change records are bidirectional and if the incidents are not related to the change records through the incident record, the change records can be opened and the incidents related.



• If relating incidents under the Incidents Pending Change section (tab), the Edit button will only appear if the Change is still opened. This Edit button allows the Change Owner to relate incident(s) that are dependent on the change to be implemented to be resolved. Only OPENED incidents will be permitted to be related.

1. Click the Edit button

=	Incidents Per	ding Change New	Edit Go to	Number v	Search							-
∇	Change Requ	est = CHG0030163										
\$	Q	■ Number ▲	\equiv Caller	\equiv Short description		≡ Priority	\equiv State	■ Assignment group	■ Assigned to	\equiv Resolved	\equiv Closed	~
						No records to dis	splay					~
<											>	

2. Select the appropriate incident record(s) by clicking the right arrow to move them over to the Incident Pending Change List. Then Click Save.

Add Filter Run filter 🕐		
choose field	▼ oper	▼ value
Collection		Incidents Pending Change List
Q		CHG0030163
INC0022849 INC0022850 INC0022851 INC0022853 INC0022855 INC0022858 INC0022859 INC0022860 INC0022861 INC0022861 INC0022863 INC0022863 INC0022866 INC0022867 INC0022868 INC0022869 INC0022870 INC0022870	▲	None
	Cancel	Save



• If relating incidents under the Incidents Caused By Change section (tab), the Edit button will only appear once the Change is Closed. This Edit button allows the Change Owner to relate incident(s) that were spawned by the change implementation. New incident records can also be created by clicking the New button within this section.

1. Click the Edit button

=	Incidents	Caused By Change	New Edit	Go to Number	▼ Search				44 4	1 to 1 of	1 🕨 🕨	T
$\mathbf{\nabla}$	Caused b	y Change = CHG003016	1									
\$	Q	≡ Number ▲	≡ Caller	\equiv Short description	≡ Category	Priority	≡ State			\equiv Resolved	\equiv Closed	^
	(i)	INC0022910	Scott Baron		Software	3 - Moderate	New	Backup and Recovery Support Team		(empty)	(empty)	
<	Actions	on selected rows V							44	< 1 to 1 o	f1 🕨 🕨	. ~

2. Select the appropriate incident record(s) by clicking the right arrow to move them over to the Incident Caused by Change List. Then Click Save.

Add Filter Run filter 🕐		
choose field	▼ oper	▼ value
Collection		Incidents Caused By Change List
Q.		CHG0030161
INC0022849 INC0022850 INC0022851 INC0022852 INC0022853 INC0022855 INC0022859 INC0022860 INC0022860 INC0022861 INC0022862 INC0022863 INC0022863 INC0022866 INC0022868 INC0022869 INC0022870	~	INC0022910
	Cancel	Save



RELATING MULTIPLE CI'S TO A CHANGE RECORD

• For large scale changes (multiple CIs affected within one change window), a change record can be created that serves as an overarching change (umbrella change) record. By having this functionality within ServiceNow, the Change Owner(s) does/do not have to input an individual change record for every CI affected. The below gives step-by-step instruction on how to relate multiple CIs to a change record.

Use Case - Linux/UNIX servers upgrade to the PeopleSoft HCM environment

1. Within the Category and Configuration item selection when inputting a New change record, the Category of Business Service should be selected. Upon searching for the Configuration item (by clicking the magnifying glass), PeopleSoft – HCM should be selected

<	E Cha	ange Request v record												Ø	÷ •	Submit	Save
	New	Asse	ss	Au	thorize	> s	Scheduled		mplement		Review	\geq	Closed	\geq		Canceled	
		Num	ber CH	1G0030207						Туре	Normal			~			
		Requested	by Sc	ott Baron		Q (j	\sim			State	New			\sim			
		Categ	ory Bu	usiness Service		~			Conflict	status	Not Run			~			
		Configuration it	em			Q			Conflict la	ist run							
						7											
	New	Asse	ss	A	uthorize		Scheduled	\geq	Implement	\geq	Review	\rightarrow	Closed			Canceled	
		Num	ber CH	HG0030207						Туре	Normal			~			
	Requested by Scott Baron			ott Baron		۹ (0			State	New						
		Categ	ory Bu	usiness Service	_ /	~			Confl	ict status	Not Run			~			
		Configuration it	em			Q			Conflic	t last run							
													upport Team	0			
	Co	nfiguration Items	ServiceNow E	DEV Instance - In	iternet Explorer p	rovided by Unive	ersity of Central Flori	da	narma reference value-			X unfilio A	apport ream	~			
		ps://ucrdev.service-	now.com/cn	nab_ci_list.do:sy	/sparm_target= c	nange_request.cr	mub_clocsysparm_ta	rget_value= ocsys	parm_rererence_value=	ocsysparm_I	nameorstack=		_	Q			
		Configuration Item	s New	Go to Name	▼ Pec	pleSoft			44 4	1 to 2	20 of 37 🕨				8	6	
	7	All > Name >= Peop	leSoft														
		Q ≡ Serial nu	imber 🗄	Asset tag	■ Name ▲	■ Manufactur	rer		■ Assigned to	≡ Suppo	ort group	≡м					
Plar		Search		Search	Search	Search	Search	Search	Search	Search		Sei					\sim
		empty)			PeopleSoft - CRM	(empty)	Business Service	(empty)	(empty)	(empty)		<u>Unkr</u>					
		e (empty)			PeopleSoft - CS	(empty)	Business Service	(empty)	(empty)	(empty)		<u>Unknow</u>					
		e (empty)			PeopleSoft - FI	(empty)	Business Service	(empty)	(empty)	(empty)		Unknow					
		empty)			PeopleSoft - HCM	(empty)	Business Service	(empty)	(empty)	(empty)		Unknon	_				
		empty)			PeopleSoft - IH	(empty)	Business Service	(empty)	(empty).	(empty)		Unknow					



- 2. Complete the rest of the initial change record and click Submit or Save
- **3.** Under the Related Links Section there is a section named Affected CIs (tab)
- **4.** Click Add

Affected CIs (1)	Impacted Services/CIs	Approvers	Change Tasks	Incidents Pending Change	Incidents Caused By Change	Resource Plans	
Related Links Show Workflow Workflow Context							
	Add Go to Configuration If	em ▼ Sea	rch				◄ ◀ 1 to 1 of 1 ► ►► Ξ
Task = CHGO	130207						
\$\$ Q	Configuration Item				≡ Class		
	PeopleSoft - HCM				Business Servi	ice	
Actions on sel	acted rows 🗸						44 4 1 to 1 of 1 > >

5. Change (Type out) Configuration Class to "Server". This will search the CMDB on that specific Class attribute. Then the Server Class can be searched on all Configuration Items of that Class. Additional filtering can be executed. In this example since the Change is for Linux/UNIX servers upgrade to the PeopleSoft HCM environment, the Description can be searched on any Server Description that contains "Human".

Add Affe	Affected Configuration Items 🛞											
Config	uration Cl	ass Server		٩					Add Selected	Add All (1575)	^	
	Servers	Go to Name	•					√- ◄◀ ◀	1 to 20 c	of 1575 🕨 🕨		
Y	All											
1	Q	≡ Name ▲	■ Manufacturer	≡ Model ID	Operating System	≡ OS Version	E Description	\equiv Class	\equiv Updated	\equiv Updated by		
	•	4N46DG1	Dell Inc.	Dell Inc. PowerEdge R300	Windows 2012 R2 Datacenter	6.3.9600		Windows Server	10/16/2015 05:04:07 AM	guest		
	•	AAJ885V52	Dell Inc.	Dell Inc. OptiPlex 9020	Windows 2012 R2 Standard	6.3.9600		Windows Server	10/31/2015 05:03:19 AM	guest		
	•	admiral	Oracle	Oracle Sun SPARC T4-1	Oracle Solaris 10 (64-bit)	5.10 1/13 Update 11	PeopleSoft Interaction Hub 9.1 Tuxedo Ap	Solaris Server	07/21/2016 09:29:46 AM	ro972563		

-	dd Affe	d Affected Configuration Items											
	Config	uration (Class	Server		Q					Add Selecte	d Add All (1575)	^
	=	Servers	Go to	Name Manufacturer	Search					√- ≪≪ ≪	1 to 20	of 1575 🕨 🕨	
	▼ ŵ	All Q	_	Model ID Operating System OS Version Description	ıfacturer	≡ Model ID	Operating System	≡ OS Version		≡ Class	≡ Updated	\equiv Updated by	
1 20		•	41	Class 4 Updated Updated by		Dell Inc. PowerEdge R300	Windows 2012 R2 Datacenter	6.3.9600		Windows Server	10/16/2015 05:04:07 AM	guest	

University of Central Florida Information Technology (UCF IT)

Add Affec	Add Affected Configuration Items											
Configu	ration Cla	ss Server		٩					Add Se	lected Add All (24)	^	
= s	iervers G	io to Name	▼ Search					√- ∢∢		to 20 of 24 🕨 🕨		
7	All>Description contains Human											
Run	Run Save AND OR Add Sort 🛠											
Descri	Description Contains Human AND OR X											
	Run											
\$	Q	≡ Name ▲		≡ Model ID	■ Operating System	■ OS Version		≡ Class	\equiv Updated	\equiv Updated by		
		Search	Search	Search	Search	Search	*Human		Search	Search]	
	•	chinook	Oracle	Oracle Sun SPARC T4-1	Oracle Solaris 10 (64-bit)	5.10 1/13 Update 11	PeopleSoft Human Capital Management 9.1	Solaris Server	07/21/2016 09:29:45 AM	ro972563		
	•	net11900	VMware	VMware Virtual Platform	Red Hat Enterprise Linux 6 (64-bit)	6.7	PeopleSoft Human Capital Management 9.2	Linux Server	07/21/2016 09:29:45 AM	ro972563		
	•	NET11901	VMware	VMware Virtual Platform	Red Hat Enterprise Linux 6 (64-bit)	6.7	PeopleSoft Human Capital Management 9.2	Linux Server	07/21/2016 09:29:45 AM	ro972563		
	•	NET11903	VMware	VMware Virtual Platform	Red Hat Enterprise Linux 6 (64-bit)	6.7	PeopleSoft Human Capital Management 9.2	Linux Server	07/21/2016 09:29:45 AM	ro972563		

Vuriversity of Central Florida

6. Select all CIs that are affected within the change record by clicking the check boxes and then Click Add Selected

Add Affe	Add Affected Configuration Items											
Config	uration Clas	s Server		٩					Add Sel	ected Add All (24)		
	Servers G	o to Name	▼ Search					V	1 1 t	o 20 of 24 🕨 🕨		
Y	All > Description contains Human											
Run	Run Save AND OR Add Sort 🛠											
Desc	ription		▼ contains	Human	AND	OR X						
				Run								
-	Q	≡ Name ▲	■ Manufacturer	≡ Model ID	■ Operating System	≡ OS Version	Description	≡ Class	≡ Updated	\equiv Updated by		
		Search	Search	Search	Search	Search	*Human		Search	Search		
	•	chinook	Oracle	Oracle Sun SPARC T4-1	Oracle Solaris 10 (64-bit)	5.10 1/13 Update 11	PeopleSoft Human Capital Management 9.1	Solaris Server	07/21/2016 09:29:45 AM	ro972563		
•	•	net11900	VMware	VMware Virtual Platform	Red Hat Enterprise Linux 6 (64-bit)	6.7	PeopleSoft Human Capital Management 9.2	Linux Server	07/21/2016 09:29:45 AM	ro972563		
	•	NET11901	VMware	VMware Virtual Platform	Red Hat Enterprise Linux 6 (64-bit)	6.7	PeopleSoft Human Capital Management 9.2	Linux Server	07/21/2016 09:29:45 AM	ro972563		
λ; 	•	NET11903	VMware	VMware Virtual Platform	Red Hat Enterprise Linux 6 (64-bit)	6.7	PeopleSoft Human Capital Management 9.2	Linux Server	07/21/2016 09:29:45 AM	ro972563		
	•	NET11904	VMware	VMware Virtual Platform	Red Hat Enterprise Linux 6 (64-bit)	6.7	PeopleSoft Human Capital Management 9.2	Linux Server	07/21/2016 09:29:45 AM	ro972563		
s	•	NET11914	VMware	VMware Virtual Platform	Red Hat Enterprise Linux 6 (64-bit)	6.7	PeopleSoft Human Capital Management 9.2	Linux Server	07/21/2016 09:29:45 AM	ro972563		



7. All selected CIs will now appear under the Affected CIs section (tab) of the change record.

Related Show Wo Workflow	erated times now Workflow orkflow Context												
	Affected CI:	Add Go to Configuration Item V Search	< <p>◄ ◀ 1 to 9 of 9 ► ►► □</p>										
∇													
	Q	\equiv Configuration Item	≡ Class										
	i	<u>NET11904</u>	Linux Server										
	i	NET11915	Linux Server										
	i	chinook	<u>Solaris Server</u>										
	i	NET11901	Linux Server										
	(i)	PeopleSoft - HCM	Business Service										
	i	NET11914	Linux Server										
	i	net11916	Linux Server										
	(i)	net11900	Linux Server										
	í	<u>NET11903</u>	Linux Server										



CHANGE CALENDAR REPORTS

CANNED REPORT

- This change calendar report allows ITIL role users to see a holistic representation of all changes (Normal and Emergency) that have either been approved (Scheduled), pending approval and rejected. The below gives step-by-step instruction on how to run the report and what the recommended report reflects.
 - **1.** Type in Reports within the search box to bring up the Reports section on the left pane of the ServiceNow window. You can also scroll down and find the Reports section

SUCF DEV Insta	nce
Preports	8
▣ ★	Ø
Project	^
Resource	
Resource Reports	
Configuration	
Reports	
Getting Started	
View / Run	
Create New	
Scheduled Reports	
Header Footer Temp	lates

2. Click View/Run





University of Central Florida Information Technology (UCF IT)

3. Click All and within the search box type in Change Calendar

Sector DEV Instance										
F Reports	8		Reports	My reports Group Globa All			[e Calendar Q	Create a report	^
H	0	☆	Type	+ Title	Table	Created by	Las	Report title contains Change Calendar	ablished	
Project Resource	^	/ ★		KPI - Average Work Effort for Resolving Incidents by Category	Incident Time Worked [incident_time_worked]	glide.maint	11/	Report Change Calendar		
► Resource Reports		/ 🕁	F	30/60/90 Day Desired State Task Aging	Follow On Task [cert_follow_on_task]	admin	04/	18/2013 04:57:43 PM		

4. Click Change Calendar

SUCF DEV Instance									
Reports S Reports My reports	Group Global All					Title contains: Change Calendar	۵	Create a report	\$\$\$ ^
	Table	Created by	Last modified	Scheduled	Published				
Project	1								
Resource	r Change Request [change_request]	glide.maint	11/07/2008 12:32:46 AM						

The Calendar will appear with no filters or highlighting

<	Change Calendar				(i)			Save 👻 Run
	Data Table ▼ Type Calendar	Change Request [change_red	uest] 🔻	0	Calendar t	Planned start date	•	
	Add Filter Co	ndition Add "OR" Clause						Minimize 🔺
Day	Week Month Year				July 2016		Today	« < > »
W	Mon	Tue		Wed	Thu	Fri	Sat	Sun
26			28			1	2	3
с с	HG0030145 - fill this out HG0030147 - asdf HG0030150 - asdf	+ 2 more			14-57 CHG0030088 -			
		• z nore						
27		4	5	6	7	8	9	10
c	HG0030145 - fill this out				14:17 CHG0030160 - TEST		3:07 CHG0030114 - Emergency Change	
0	HG0030147 - asdr HG0030150 - asdf							
-		15:19 CHG0030152 - TEST					17:08 CHG0030149 - TEST	
28		1	12	13	14	15	16	17
20	HG0030147 - asdf			15	14	10	10	
Ĩ	3:25 CHG0030161 - TEST	17:23 CHG0030155 - TEST			11:30 CHG0030167 - Emergency Chang	15:05 CHG0030168 - Emergency Chang	14:41 CHG0030175 - Emergency Chans	
ł	5:55 CHG0030162 - TEST				20:41 CHG0030163 - Emergency Chang	15:37 CHG0030169 - Emergency Chang	16:27 CHG0030171 - Emergency Chang	
						+ 2 more		
29	:	.8	19	20	21	22	23	24
С	HG0030147 - asdf							
1	0:43 CHG0030185 - Emergency Cha	N			10:45 CHG0030128 - adsfasdf			
30	:	25	26	27	28	29	30	31
с	HG0030147 - asdf							
						16:55 CHG0030173 - Emergency Chang	e: asdf	
							14:44 CHG0030176 - asfda 15:24 CHG0030177 - Emergency Chang	
31		1	2	3	4	5	6	7
				Highlig	ght based on: None 🗸	•		



University of Central Florida Information Technology (UCF IT)

Da	y Week Month Year			July 2016		Today	 < > >
W	Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	7 28	29		1	2	3
	CHG0030145 - fill this out						
	CHG0030147 - asdf						
	CHG0030150 - asdf						
		+2 more		14:57 CHG0030088 -			
27	4	1 5	6	7	8	9	10
	CHG0030145 - fill this out			14:17 CHG0030160 - TEST		3:07 CHG0030114 - Emergency Change	
	CHG0030147 - asdf						
	CHG0030150 - asdf						
		15:19 CHG0030152 - TEST				17:08 CHG0030149 - TEST	
28	11	L 12	13	14	15	16	17
	CHG0030147 - asdf						
	13:25 CHG0030161 - TEST	17:23 CHG0030155 - TEST		11:30 CHG0030167 - Emergency Chang	15:05 CHG0030168 - Emergency Chang	14:41 CHG0030175 - Emergency Chang	
	15:55 CHG0030162 - TEST			20:41 CHG0030163 - Emergency Chang	15:37 CHG0030169 - Emergency Chang	16:27 CHG0030171 - Emergency Chang	
					+ 2 more		
29	18	3 19	20	21	22	23	24
	CHG0030147 - asdf						
	10:43 CHG0030185 - Emergency Chang			10:45 CHG0030128 - adsfasdf			
30	25	5 26	27	28	29	30	31
	CHG0030147 - asdf						
					16:55 CHG0030173 - Emergency Chang	e: asdf	
						14:44 CHG0030176 - asfda	
						15:24 CHG0030177 - Emergency Chang	
31	1	1 2			5	6	
				None			
				Escolation	-		
			Highli	Approval	-		
			ngnus	Iype			
				Priority			
				Conflict status	1		
				connectuatas	_		

5. Click on the Highlight based on: dropdown and select Approval



6. Click Add Filter Condition and populate as State; less than; Closed. This will show all Changes that are not in a Closed State. Legend of colors are below. The Change Calendar can be filtered many different ways. This is a recommended report to show the changes that are currently being planned, awaiting approval, scheduled and work in progress.

		/					
<	Change Calendar	/		(j)			Save - Run
	Data Table ▼ Type Calendar	Change Request [change_request]	▼ ▼ ?	Calendar b	y Planned start date	•	
	Add Filter C	Condition Add "OR" Clause					Minimize 🔺
	State	•	less than V Close	ed 🗸	AND OR X		
Day	Week Month Year			July 2016		Toda	y « < > »
W	Mon	Tue	Wed	Thu	Fri	Sat	Sun
26		27 28 11:26 CHG0030142 -	29	30 14:57 CHG0030088 -	1	2	3
27		4 5 15:19 CHG0030152 - TEST	6	7 14:17 CHG0030160 - TEST	8	9 3:07 CHG0030114 - Emergency Change 17:08 CHG0030149 - TEST	10
28	15:55 CHG0030162 - TEST	11 12 12 17-23 CHG0030155 - TEST	13	14 20:41 CHG0030163 - Emergency Chang	15 15:05 CHG0030168 - Emergency Chang 15:37 CHG0030169 - Emergency Chang 15:59 CHG0030170 - Emergency Chang	16 14:41 CHG0030175 - Emergency Chang 16:27 CHG0030171 - Emergency Chang	17
29		18 19	20	21 10:45 CHG0030128 - adsfasdf	22	23	24
30		25 26	27	28	29 16:55 CHG0030173 - Emergency Chang	30 e: asdf 14:44 CHG0030176 - asfda 15:24 CHG0030177 - Emergency Chang	31
31		1 2		4	5	6	
			Highli	ght based on: Approval 🗸			

- = Rejected Change (If Rejected, Change record reverts back to a New State)
- = Approved Change (Scheduled, Implement and Review Change States)
- = Awaiting Approval Change (Assess or Authorize Change States)
- = New Change (New Change State)



WINDOWS AND CHANGES REPORT

• This change calendar report reflects an all-in-one view of Scheduled changes, planned maintenance (approved maintenance items that did not go through CAB) and change freeze windows. In contrast to the canned report described above, this calendar view will ONLY reflect Scheduled changes (approved by CAB), maintenance windows (approved by both the applicable ServiceNow Assignment Group manager and the UCF IT Communications Team) and applicable change freeze windows.

The "Windows and Changes" report view will provide insight for the Change Owner, Change Manager or CAB Members to see what planned changes/maintenance are already scheduled and if there is an upcoming freeze.

The below gives step-by-step instruction on how to run the report and what the recommended report reflects.

1. Within the Change module on the Navigator pane, click the "Windows and Changes" title





2. The default view will appear as a Calendar. The view needs to be changed to a timeline view. Click this icon.

UCF IT Maintenance Windows and Changes						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						July 1
						2:30 PM CHG0030484: ServiceNow Upgarde to
						benakul.
2	aa	4	5		7	
	* Maintenance: IAM Maintenance Posting. Please	* Maintenance: WM Maintenance Posting: Please	* Maintenance: WM Naintenance Posting, Please	CHS0030485: Upgrade to System X	CHG0030485: Upgrade to System X	12:00 AM CHG0030485: Upgrade to System X
12:00 AM CH00030484: ServiceNow Upgarde to			02:37 PH CHG0030485: Upgrade to System X	12:00 AM Maintenance: IAM Maintenance Posting.	09:41 AM CH00030487: TEST	22:00 AM CH00030487: TEST
02:41 PM Maintenance: IAM Maintenance Posting.						
9	10	11	12	13	14	15
		20:20 AM Maintenance: TEST	12:00 AM Maintenance: TEST			
16		10		20	21	
23	24	25	26	27	28	29
30	31					

3. After clicking the timeline icon, the timeline view can be expanded by clicking the "+" sign to see multiple days into the future.



4. After expanding the timeline view (to your preference), the colored time blocks represent the change freeze window (Black), Scheduled changes (Green) and the approved planned maintenance (Orange). You can double click into any of the items to see additional detail of the record. The view will show an all-in-one view.

UCF IT Maintenance Windows and Changes	-		-																-		-							-							4	Jun 1	.8 - Aug	16 💽 🖡	~
																																						٠	Ð
⊕ ⊕	June										July																												
49 days	18	19	20	21	22	23	24	25	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26
Fall 2017 Classes Start														-																									
CHG0030484: ServiceNow Upgarde to Istanbul																																							
CHG0030485: Upgrade to System X																																							
CHG0030487: TEST																																							
Maintenance: IAM Maintenance Posting, Please read!																-	-		÷.																				
Maintenance: TEST																																							

G. CANCEL A CHANGE

• To cancel a change record, just right click the header bar of the change record and select Cancel Change

	Change Request CHG0030197	st	Save		Ø	√ ‡ ∞∞	Follow •	Request	Approval	Update Save	Copy Chang	ge Delete	$\uparrow \downarrow$
			Cancel Change										
			Add to Visual Task Board							-1 - 1			
New		Assess	Propose a Standard Change Template	/				Review				Canceled	
			Refresh Impacted Services										
		Number	Metrics Timeline				Туре	Normal			\sim		
			Follow on Live Feed								_		



H. SEARCHING ON CONFIGURATION ITEM (CI)

• All change records must have a CI populated in order to complete the change record for submittal and approval. The Category selected drives what CI(s) appear to be chosen. This is known as the reference qualifier.

The Category currently is broken out into four categories. Hardware, Software, Business Service and Network.

<		hange Reques ew record	t											Ø	ŧ	ooo Submit	Save
	New		Assess	\geq	Authorize	\geq	Scheduled	\geq	Implement	\geq	Review	\geq	Closed			Canceled	^
			Number	CHG0030226	i					Туре	Normal			~			
		Re	quested by	Scott Baron		Q	(i)			State	New			~			
			Category	None Hardware						Conflict status	Not Run			~			
		Configu	ration item	Business Se Network	rvice					Conflict last run							

1. Choose the Category

Once the Category is chosen, the Configuration item can be selected two different ways. The easiest way is by typing directly into the Configuration item field. The other way is by doing an Advanced Filter search.

The Configuration item field keys off the Name within the CMDB. If the Change Owner knows the "exact" CI Name, then that can just be typed in. If the Change Owner knows the Name of the CI contains certain characters, then an * can be put in front of the characters to search.

Change Request New record					Ø	submit Sa	ave
New Assess	Authorize	Scheduled	Implement	Review Closed	>	Canceled	^
Number	CHG0030227		Туре	Normal	\sim		
Requested by	Scott Baron Q	(I)	State	New	\sim		
Category	Hardware 🗸		Conflict status	Not Run	~		
Configuration item	NET1058 × Q		Conflict last run				
Requires downtime	Showing 1 through 1 of 1 NET1058 Windows Server		Assignment group		Q		
Change Request New record					Ø	Submit S	Save
Change Request New record	Authorize	Scheduled	Implement	Review Closed		Canceled	Save
Change Request New record New Assess Number	Authorize CHG0030227	Scheduled	Implement	Review Closed	 <td>Canceled</td><td>Save</td>	Canceled	Save
Change Request New record New Assess Number Requested by	Authorize CHG0030227 Scott Baron Q	Scheduled	Implement Type State	Review Closed Normal New	 <td>Canceled</td><td>Save</td>	Canceled	Save
Change Request New record New Assess Number Requested by Category	Authorize CHG0030227 Scott Baron Q Hardware	Scheduled	Implement Type State Conflict status	Review Closed Normal New Not Run	 <	Canceled	Save
Change Request New record New Assess Number Requested by Category Configuration item	Authorize CH60030227 Scott Baron Q Hardware * CHardware CH60030227 Contemport	Scheduled	Implement Type State Conflict status Conflict last run	Review Closed Normal New Not Run	 <	Canceled	Save



PLEASE NOTE:

If Category of Network is chosen, then only one CI will appear to be chosen – "Not Listed – Network". This is because the configuration items are maintained external to ServiceNow.

If Category of Business Service is chosen, reference the Appendix <u>Section</u> <u>E - RELATING MULTIPLE CI's TO A CHANGE RECORD</u>.

If Category of Hardware and Software are chosen, there is an option to choose a CI "Not Listed – Hardware" or "Not Listed – Software". This is not the preferred method, but allows the Change Owner to complete the change record if they are unable to locate the configuration item in the ServiceNow CMDB.

2. If the CI cannot be located by directly typing in the field, then the Advanced Filter search feature can be used. Click the magnifying glass

<	Change Request New record						Ø	Submit Save
Nev	N Assess	Authorize	Scheduled	Implement	\geq	Review Closed		Canceled
	Number	CHG0030226			Туре	Normal	~	
	Requested by	Scott Baron	Q ()		State	New	~	
	Category	Hardware	Lookup using list	Co	nflict status	Not Run	~	
	Configuration item		Q	Con	flict last run			

3. The Configuration Items search box will appear

	onfigur	ation Items ServiceNov	v DEV Instance - Ir	ternet Evolorer n	rovided by University of	of Central Florid	- ah	пх
<u> </u>	.onngui	ation items serviceivov	v DEV Instance - II	itemet explorer p	Tovided by Oniversity o			
wo⊛ ht	tps://u	ttdev.service-now.com/	cmdb_ci_list.do/sj	/sparm_target=cl	hange_request.cmdb_c	:i&lsysparm_tar	get_value=84230	d444f342200b 🗰
=	Config	guration Items New	Go to Name	v				^
					4	• • 📃	1 to 100 of 88	09 🕨 🕨
7	All							
	Q	≡ Serial number	≡ Asset tag	≡ Name ▲	■ Manufacturer	≡ Class		≡ Assigned t
	•	008023141353		008023141353	Microsoft Corporation	Computer	(empty)	David Noel
	•	009330641153		009330641153	Microsoft Corporation	Computer	(empty)	<u>Karen Smith</u>
	•	030613130853		030613130853	Microsoft Corporation	Computer	(empty)	(empty)
	•	3CW0320SP5		0320SP5	<u>Compaq-Presario</u>	Computer	<u>(empty)</u>	(empty)
<						omputer	(emptv)	Dale Vorhees



4. Click the Show/hide filter icon

🥭 Configu	uration Items ServiceNo	w DEV Inst	ance - In	ternet Explo	rer pi	rovided by University	of Central Florid	da —	
light https://	ucfdev. service-now.com /	/cmdb_ci_	list.do?sy	sparm_targ	et=ch	ange_request.cmdb_	_ci&sysparm_tar	get_value=&sys	parm_referenc 🔒
E Cont	figuration Items New	Go to	Class	•	Sea	rch			~
Show / hide	filter					•		1 to 100 of 8	809 🕨 🍽
All									
Q	≡ Serial number	≡ Asse	t tag	≡ Name		\equiv Manufacturer	\equiv Class	\equiv Location	\equiv Assigned
•	008023141353			008023141	353	Microsoft Corporation	Computer	(empty)	David Noel
•	009330641153			009330641	.153	Microsoft Corporation	Computer	(empty)	<u>Karen Smith</u>
•	030613130853			030613130	853	Microsoft Corporation	Computer	(empty)	<u>(empty)</u>
•	3CW0320SP5			0320SP5		Compaq-Presario	Computer	(empty)	(empty)

5. Next the fields can be searched many different ways based on the column data. It is up to the Change Owner to search on what they are looking for.

For example, if the Change Owner wanted to search on all Servers, the -- choose field -- would be "Class" and – oper -- field would be "is a" and the last field would be "Server". Click Run.

🔮 Configu 🌢 https://u	ration Items ServiceNov	w DEV Instance - Int	ernet Explorer provid	e_request.cmdb_ci&sys	tral Florida parm_target_value	:= &Lsysparm_refer	ence_value=&sysparm		- 🗆 🗙
≡ Confi	guration Items New	Go to Name	▼ Search		/		44	 to 100 c 	of 1575 🕨 🕨
All>	Class is a (Server, OS/X Se	erver, Virtualization	Server, Hyper-V Serve	er, VMware vCenter Serv)	, []				
Run	AND OR Add Sort	*							
Class		▼ is a	✓ Sei	ver	~	AND OR	×		
			Run						
Q	≡ Serial number	≡ Asset tag	≡ Name ▲	■ Manufacturer	≡ Class	\equiv Location	■ Assigned to	≡ Support group	\equiv Model ID
	Search	Search	Search	Search		Search	Search	Search	Search
•	4N46DG1		4N46DG1	<u>Dell Inc.</u>	Windows Server	(empty)	(empty)	(empty)	<u>Dell Inc.</u> PowerEdge R300
•	<u>J885V52</u>		AAJ885V52	<u>Dell Inc.</u>	Windows Server	(empty)	(empty)	(empty)	Dell Inc. OptiPle: 9020
•	(empty)		admiral	Oracle	Solaris Server	(empty)	(empty)	(empty)	Oracle Sun SPARC T4-1
•	(empty)		amarillo	Oracle	Solaris Server	(empty)	(empty)	(empty)	Oracle Sun SPARC T4-1
1									1





Configuration Items ServiceNo	ow DEV Insta	ance - Intern	et Expl	orer p	rovided by University of Central Florida	_	
https://ucfdev.service-now.com	/cmdb_ci_li	ist.do?syspa	rm_targ	get=c	hange_request.cmdb_ci&sysparm_target_valu	ie=8tsysj	parm_referenc
Configuration Items	Go to	Class	Ŧ	Sea	rch		
T All						100 of 88	809
Run AND OR Add Sor	t 🛠						
Class	▼ is	sa		~	SAP ASCS Application SAP BO BOXIScheduleRouter SAP BO Servers SAP Business Objects SAP Business Objects	^	ORX
\bigcirc \equiv Serial number	≡ Asset	tag 🔳	Name		SAP CI Application SAP DI Application		≡ Assigned
008023141353		00	802314	1353	SAP ERS Application SAP HANA DB SAP Hana Db SAP JC Application		<u>David Noel</u>
009330641153		00	933064	1153	SAP SCS Application SAP System Scanner Sendmail		<u>Karen Smith</u>
030613130853		03	061313	0853	Server Server Chassis Server Hardware Server Tape Unit		(empty)

Additional criteria (AND/OR Statements) can be added to narrow down the search even further.

Configura	ation Items ServiceNow	/ DEV Ins	stance - Int	ernet Explorer p	rovided by Uni	versity of Centr	al Florida				- 0	×
light https://uc	fdev. service-now.com /d	cmdb_ci	_list.do?sys	parm_target= c	hange_request.	.cmdb_ci&sysp	arm_target_value	= &lsysparm_re	ference_value=&syspan	m_nameofstack=reflist&	sysparm_clear	_sta 🔒
	guration Items New	Go to	Name	▼ Sea	rch				•	1 to 0	64 of 64 🕨 🕨	••^
All>C	Class is a (Server, OS/X Se	rver, Vir	tualization	Server, Hyper-V	Server, VMware	e vCenter Serv),	[] > Manufacture	er Name contai	ns Oracle			
Run A	ND OR Add Sort	*										
All of these o	conditions must be met	ł										
Class		V	is a	~	Server		~	AND OR	×			
Manufactur	rer	•	contains	~	Oracle		AND OR	×				
					Run							
Q	≡ Serial number	≡ Ass	et tag	≡ Name ▲	≡ Ма	nufacturer	\equiv Class		≡ Assigned to	≡ Support group	\equiv Model	ID
	Search	Sear	ch	Search	*Ora	cle		Search	Search	Search	Search	
•	(empty)			admiral	Oracle	1	Solaris Server	(empty)	(empty)	(empty)	<u>Oracle Sun</u> <u>T4-1</u>	SPARC
•	(empty)			amarillo	Oracle	1	Solaris Server	(empty)	(empty)	(empty)	<u>Oracle Sun</u> <u>T4-1</u>	SPARC
	(empty)		\backslash	apollo	Oracle		Solaris Server	(empty)	(empty)	(empty)	Oracle Sun	

6. Click the hyperlink of the CI to populate into the Configuration item field on the change record.