Title: UCF IT Change Management – Change Record Procedure	Effective: 09/01/2016
	Revised: 01/18/2022
Approved By: Matthew Hall, VP of IT and CIO	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
Section VII. Appendix	05/21/2020	Scott Baron	Updated CAB Member titles
All sections requiring updates	01/18/2022	Scott Baron	Pertinent updates required to bring doc current

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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 VP of IT & CIO 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 AND 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) that is approved by the Change Manager. 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. ***Normal Change*****:** 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. ***Emergency Change*****:** An Emergency Change is a change that must be introduced as soon as possible – for example to resolve a major incident.

   Emergency Changes must have an associated incident record (if applicable). 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 pre-approves 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 CANNOT 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.

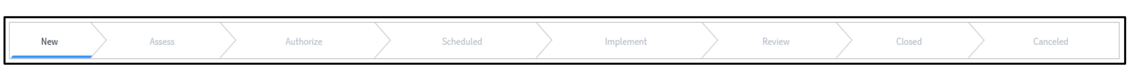
Canceled Change: A change is considered "Canceled" if a decision is made by the CAB or the Change Manager to recall/cease (reject) the planned change implementation.

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

Scheduled **-** 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.

Review **-** The work has been completed. The Change Owner now determines 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	✔	✔	✔	✔	✔	✔	✔	✔
Normal	✔	✔	✔	✔	✔	✔	✔	✔

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.

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

Work in Progress – 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.

Closed Complete –Task completed.

Closed Incomplete – Cancels task. Planned task was determined not needed.

Closed Skipped – Cancels task. Planned task was determined not needed.

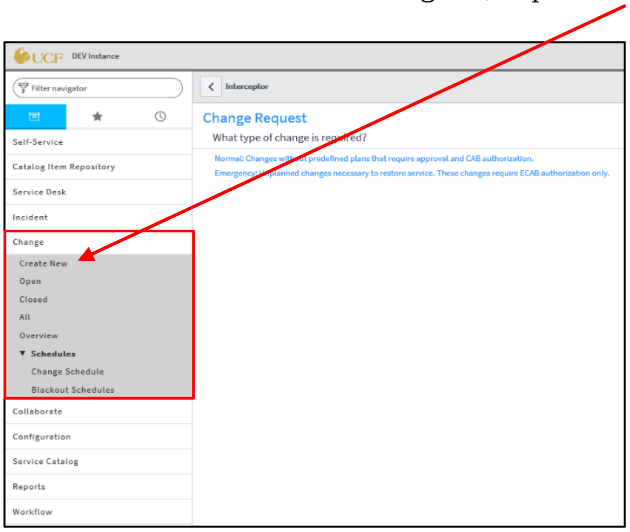
IV. SCOPE OF CHANGE RECORD PROCEDURE

This procedure document is ONLY 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). Standard Changes are currently NOT within scope of Change Management.

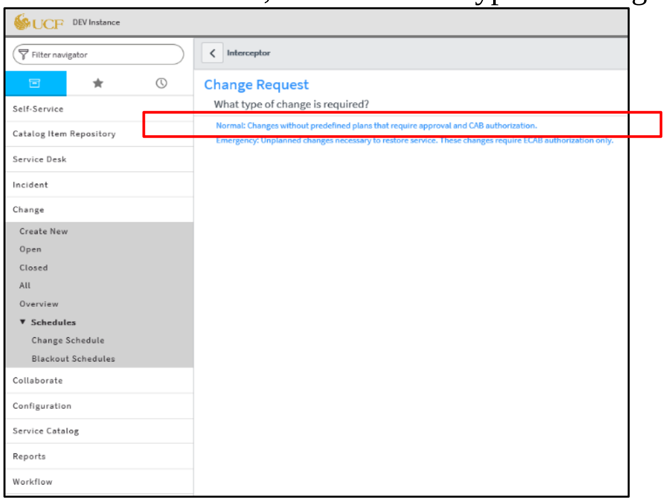
V. NORMAL CHANGE - STEPS TO RECORD A CHANGE RECORD

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.

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

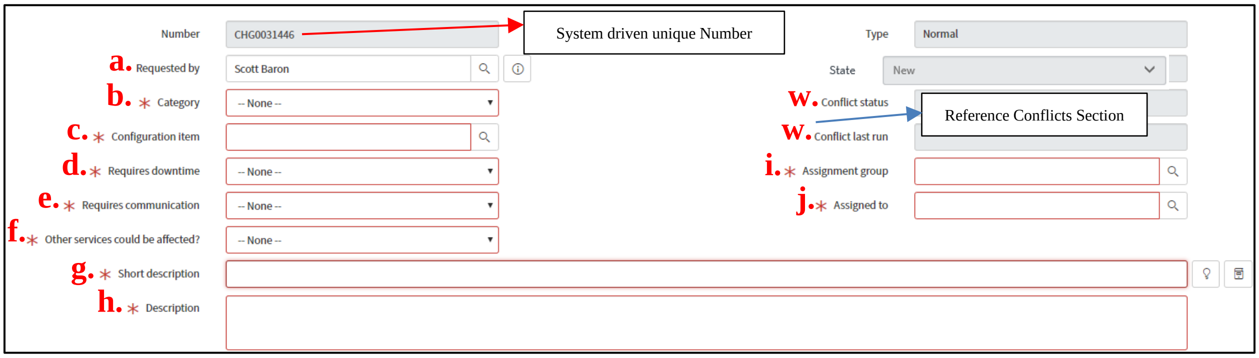


2. On the center screen, select Normal type of Change



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.



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 Appendix; Section H for additional insight to searching for a CI. If more than one CI will be affected for the change record, reference the Appendix; Section E 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)

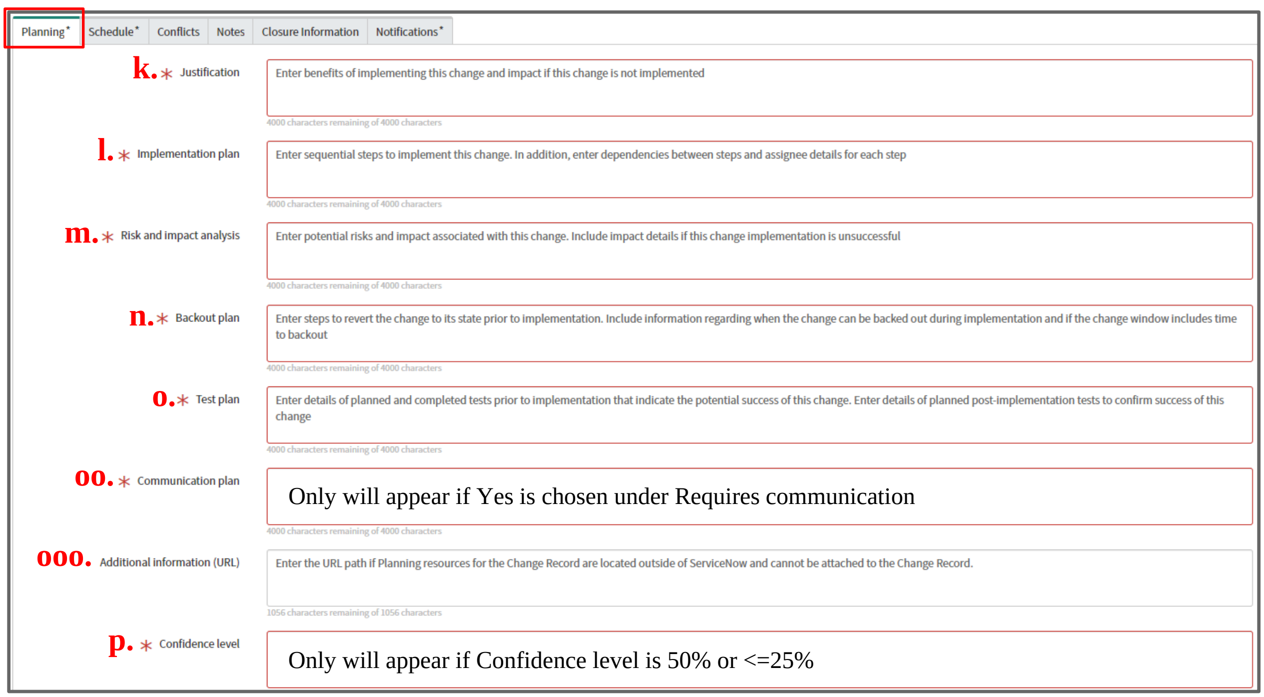
h) **Description** – Describe the Change. Use terms that will be understood by your audience and write in complete sentences

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.



k) **Justification** – What is the desired outcome to be generated by the Change? Is the input a solution to a problem or an innovation?

l) **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

n) 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?

oo) 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?

ooo) 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.

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

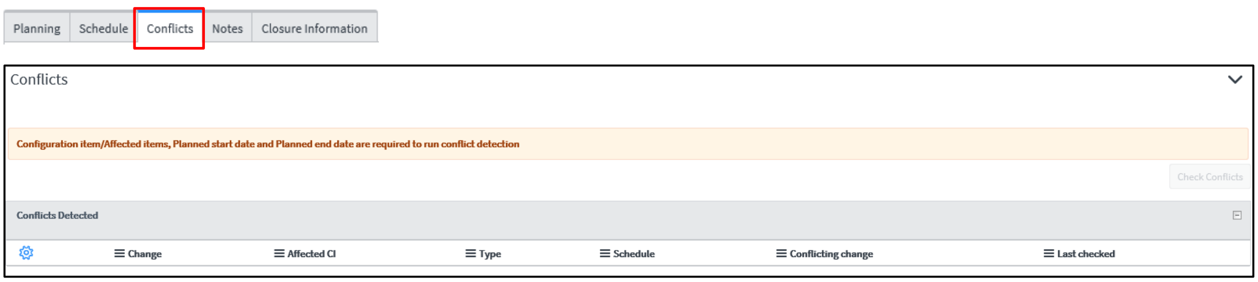
u) Actual end – Change actual end date and time. The date and timestamp are systematically populated when the State is changed by the Change Owner to

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)

w.



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)

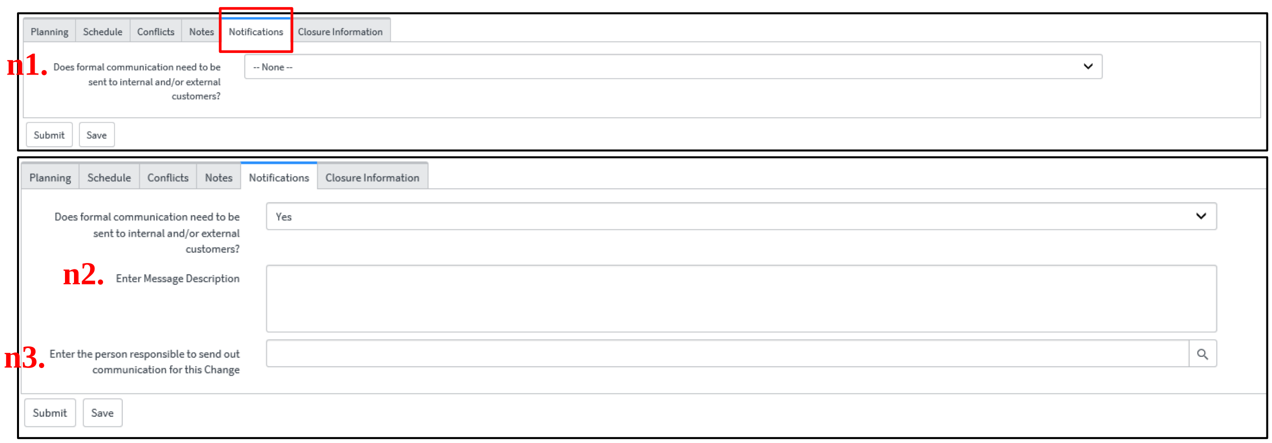
x.

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.



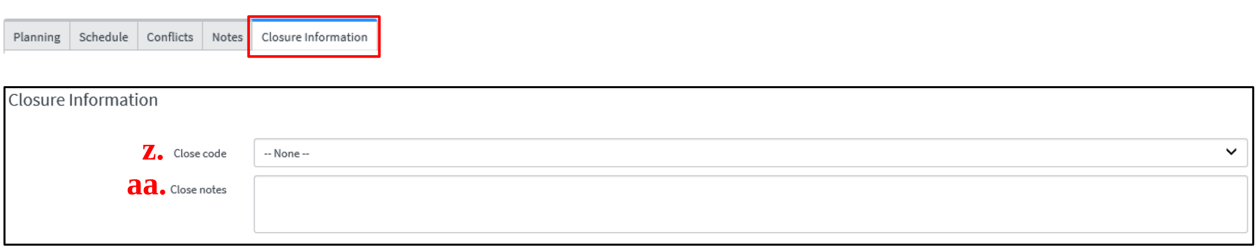
n1) Does formal communication need to be sent to internal and/or external customers? – Yes or No selection. If Yes, then n2 and n3 below will need to be filled out. If No. Then no further action is required.

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.



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.**

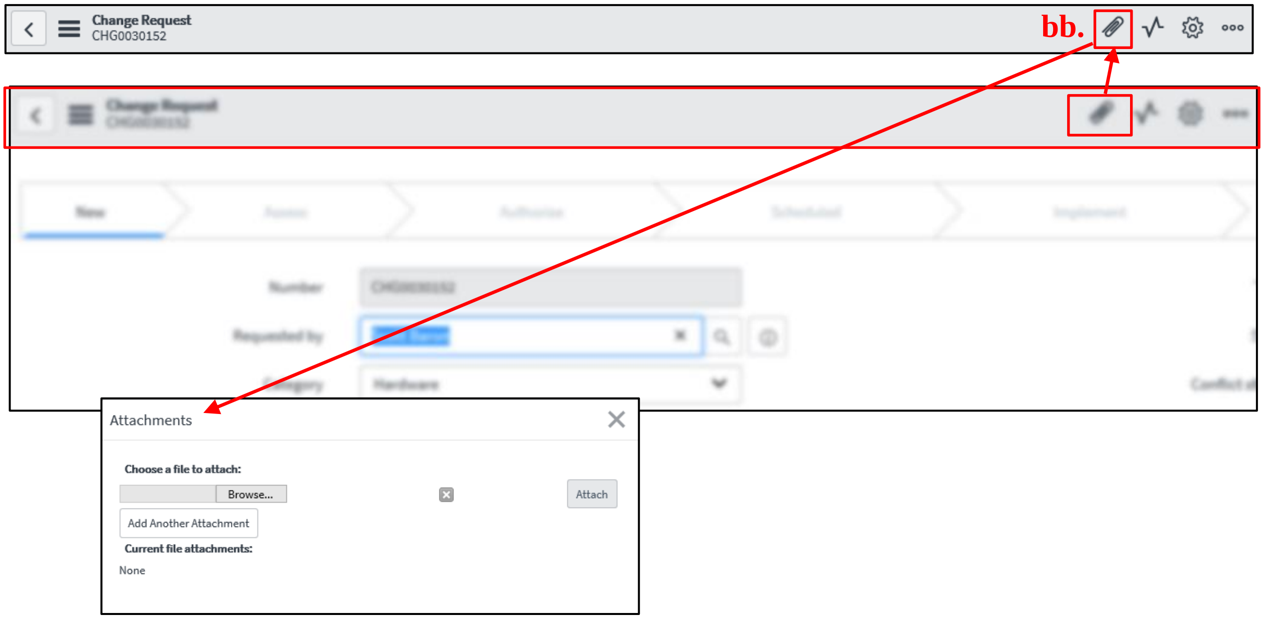
- Meets all of the criteria for a Successful Change as stated, however the change implemented was for an emergency incident/problem resolution and was recorded after the change was implemented (retro change record).

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…

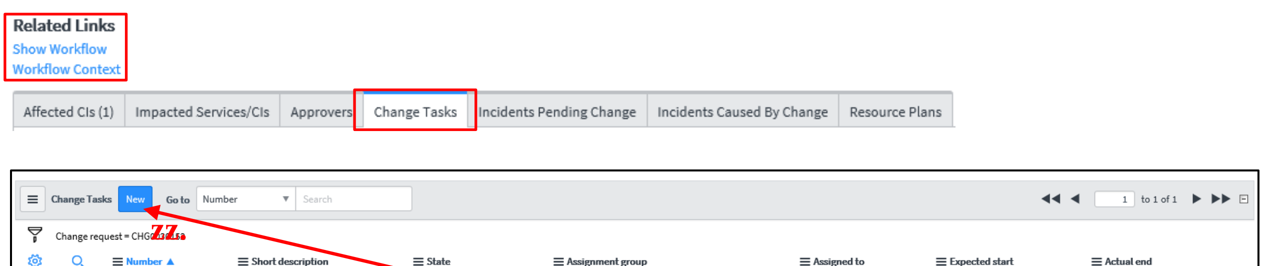
10. Attachments section – (Icon at the top of the Change window)



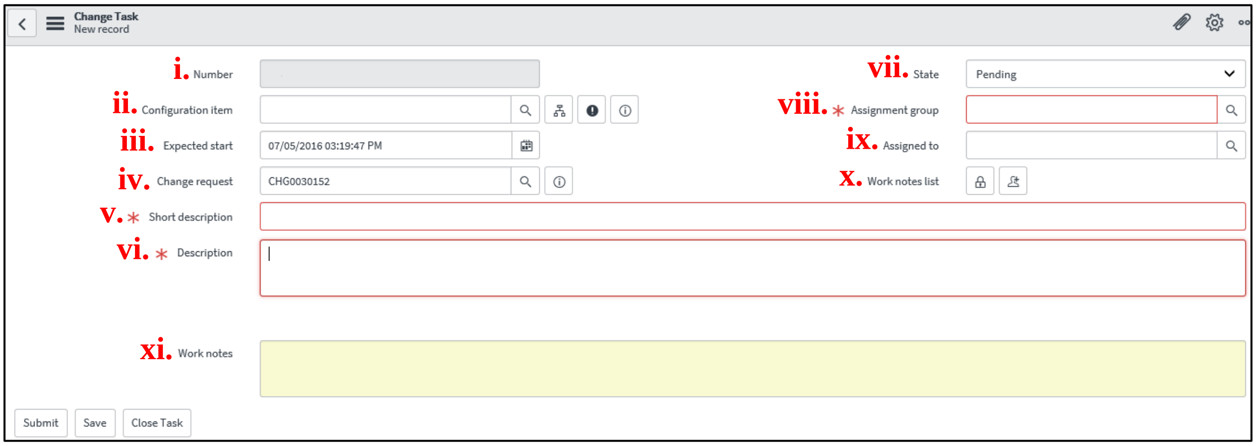
bb) **Attachments** – For supporting documentation such as Implementation plan, Test plan, vendor documentation, screenshots, etc.

11. Related Links Section - Change Tasks (tab)

- ➢ This section will appear <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.



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.



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

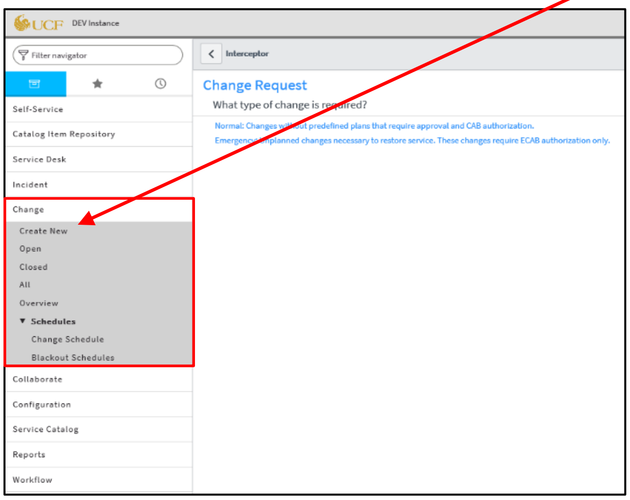
xi. **Work notes** – For documentation purposes on task

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

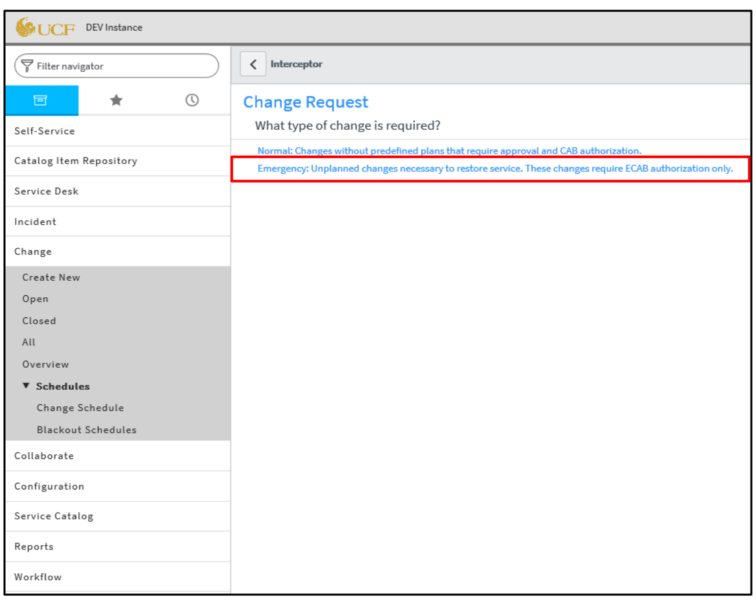
VI. EMERGENCY CHANGE - STEPS TO RECORD A CHANGE RECORD

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

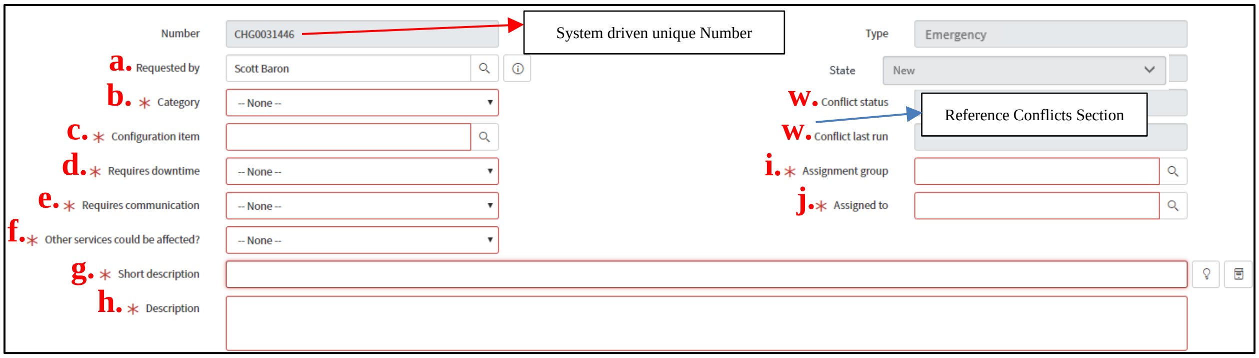


2. On the center screen, select Emergency type of Change



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.



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 Appendix; Section H for additional insight to searching for a CI. If more than one CI will be affected for the Emergency Change record, reference the Appendix; Section E 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 <u>50% or below</u>, 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)

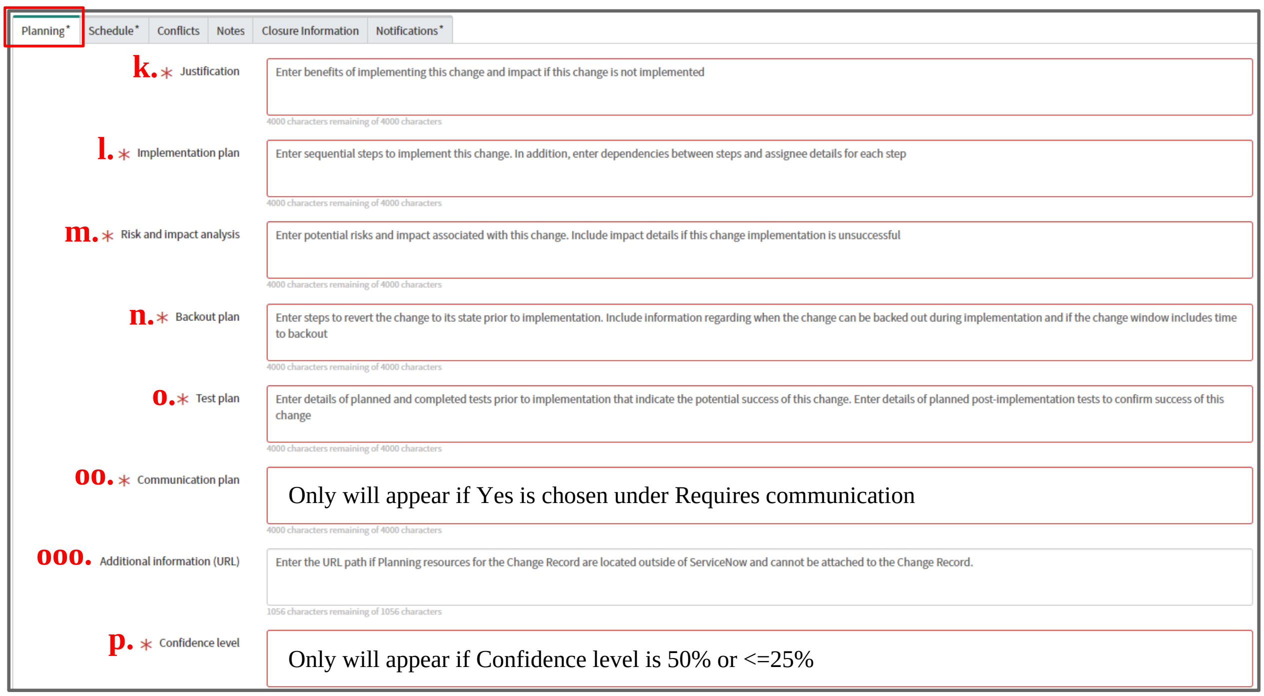
h) **Description** – Describe the Emergency Change. Why should this change be introduced as soon as possible? Use terms that will be understood by your audience and write in complete sentences

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.



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?

l) **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

n) **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?

oo) **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?

ooo) **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.

q) **Planned start date** – Emergency Change window Planned start date and time

r) **Planned end date** – Emergency Change window Planned end date and time

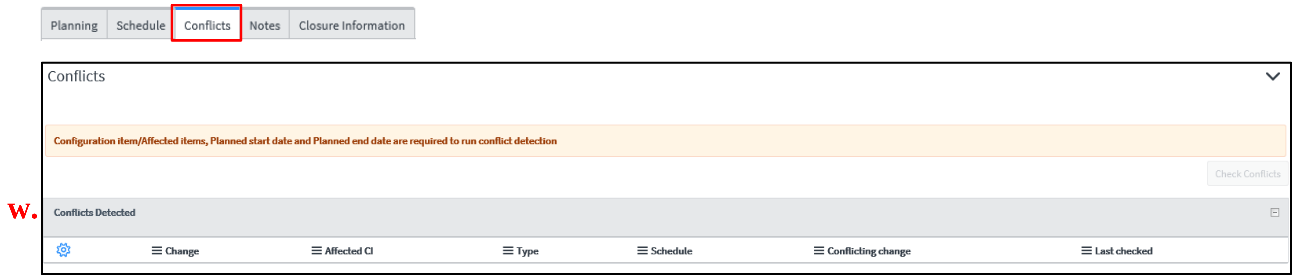
s) **CAB recommendation –** Only should be filled out by the CAB administrator or ECAB members. This field reflects the recommendation from ECAB discussion if the Emergency Change is rejected or needing any modification

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

u) **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 NOT 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)

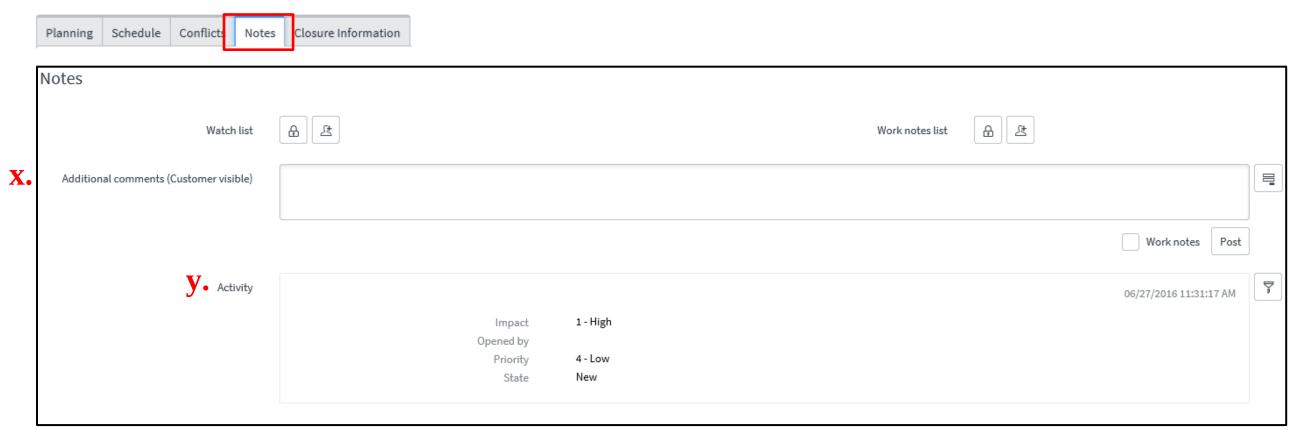


w) Conflicts Detected – Systematically driven off the Change record details, the conflict detector will look at the two possible conflicts below. The detector runs automatically and you will see the last run time stamp and status within the Top Section (3.).

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)

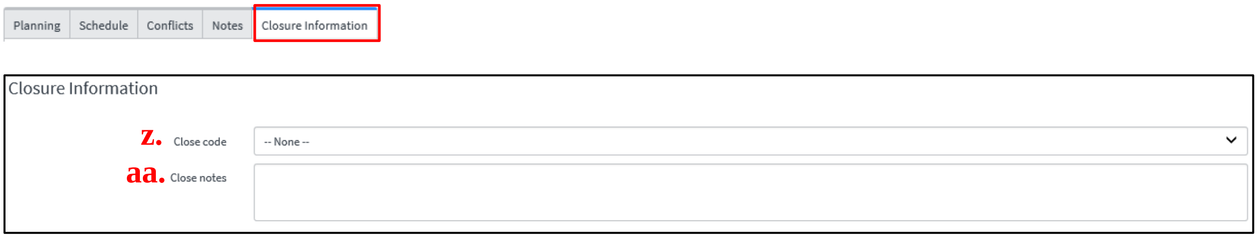


x) Additional comments (Customer visible) – If any comments are added to this field the "Requested by" individual will be notified

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.



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.**

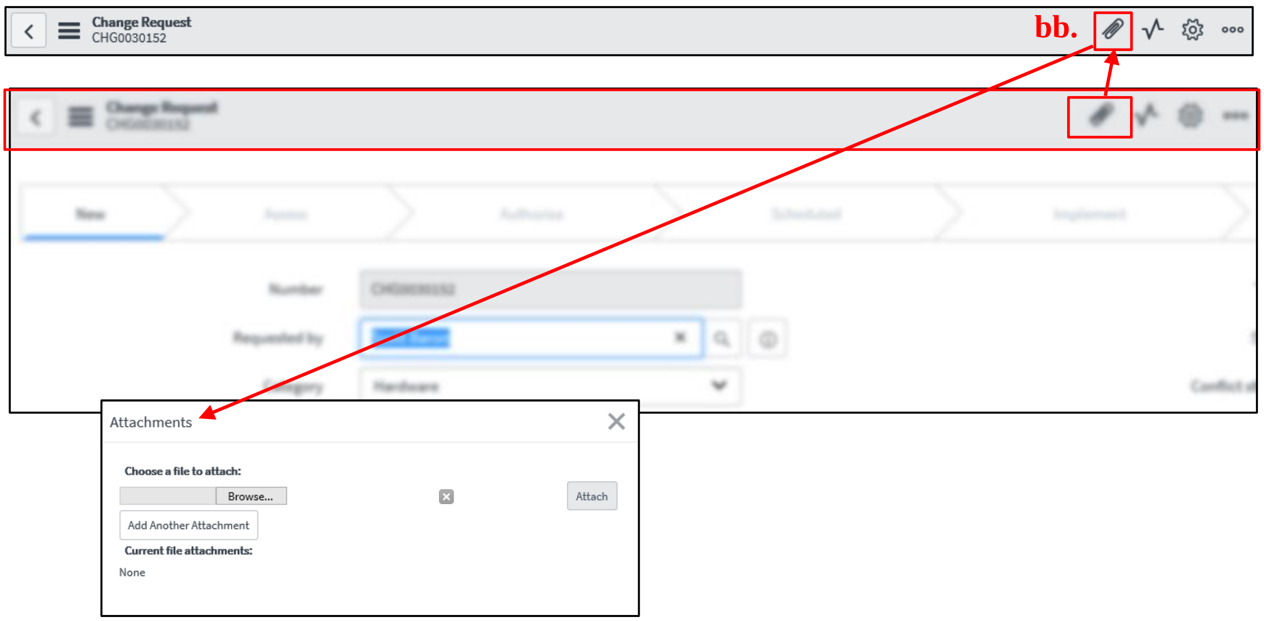
- Meets all of the criteria for a Successful Change as stated, however the change implemented was for an emergency incident/problem resolution and was recorded after the change was implemented (retro change record).

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…

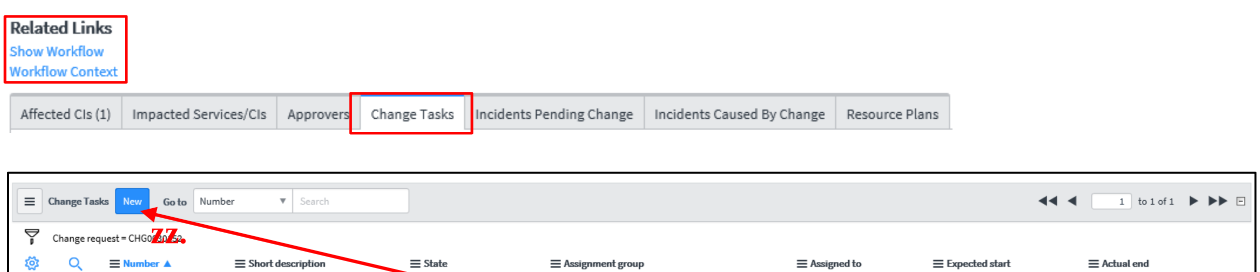
9. Attachments section – (Icon at the top of the Change window)



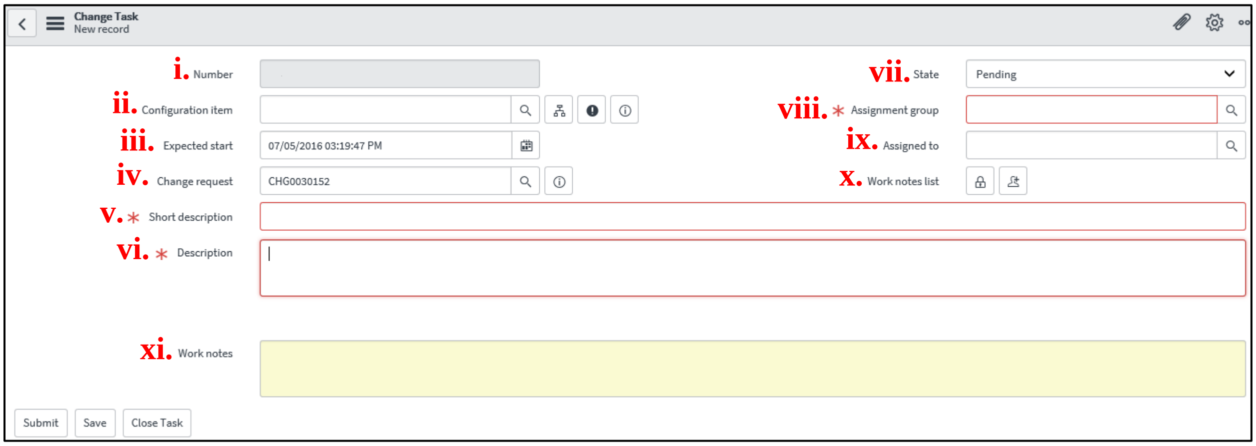
bb) **Attachments** – For supporting documentation such as Implementation plan, Test plan, vendor documentation, screenshots, etc.

10. Related Links Section - Change Tasks (tab)

- This section will appear 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.



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.



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

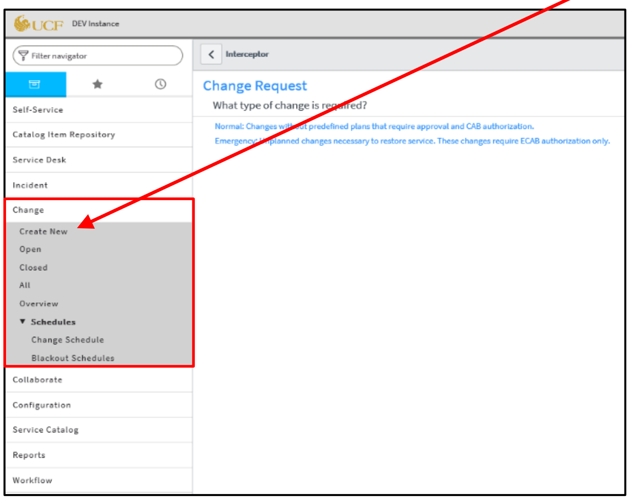
REFERENCE THE QUICK STEP NEW CHANGE RECORD GUIDE – EMERGENCY CHANGES SECTION FOR CLIFF NOTE INSTRUCTIONS.

VII. APPENDIX

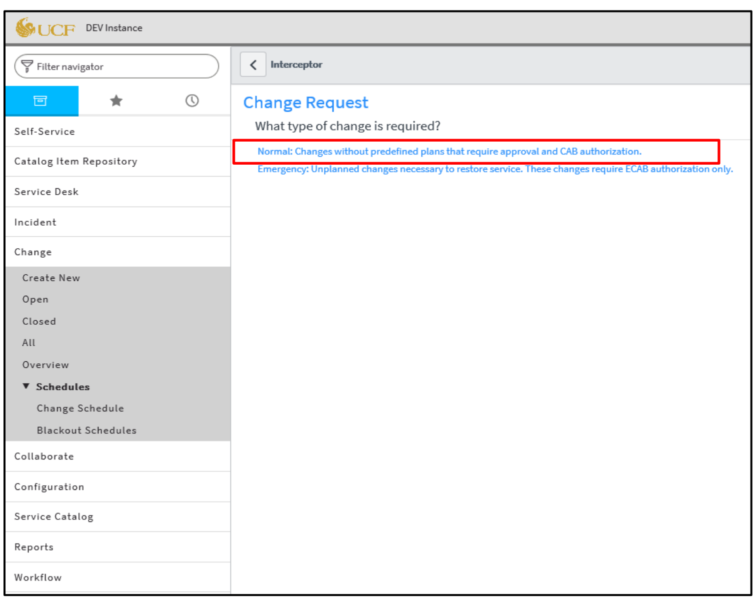
A. QUICK STEP NEW CHANGE RECORD GUIDE – NORMAL CHANGES

- Reference the above section for detailed summaries of each Section

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

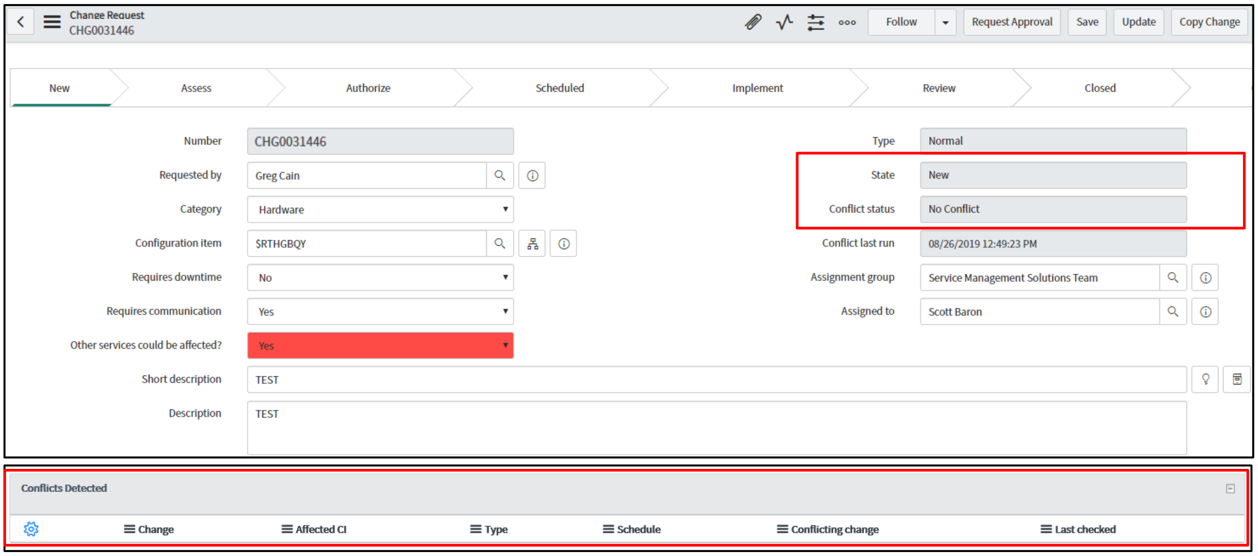


2. On the center screen, select Normal type of Change

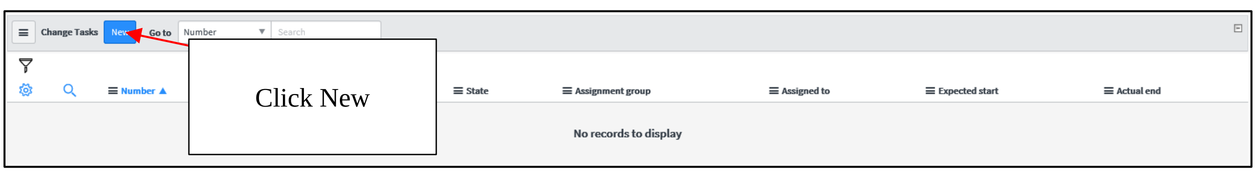


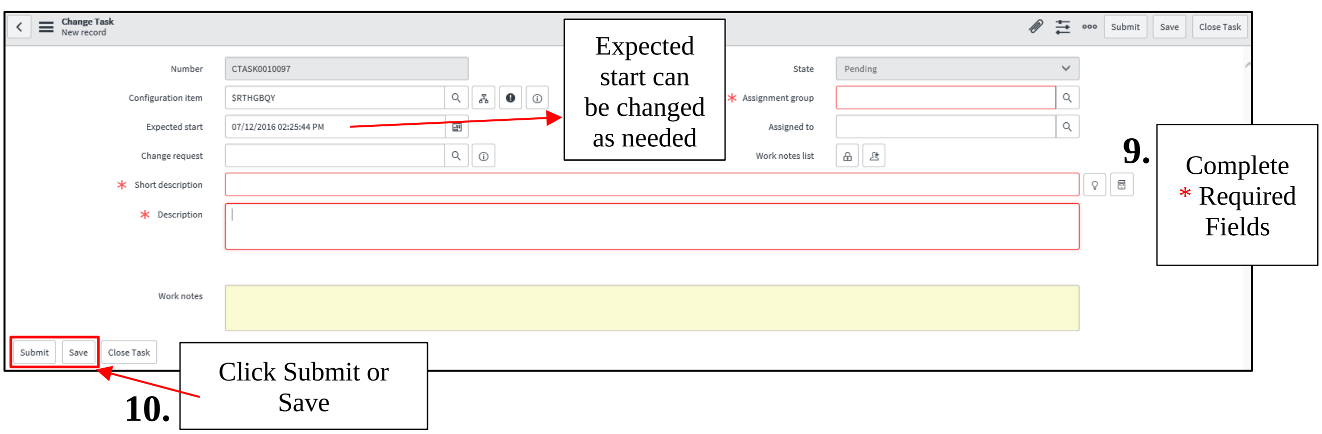

Change Request
New record
Submit
Save
New
Assess
Authorize
Scheduled
Implement
Review
Closed
Canceled
Attachments Section - Optional
3.
Complete Top Section
Number
CHG0031446
Requested by
Category
-- None --
Configuration item
Requires downtime
Requires communication
Other services could be affected?
Short description
Description
Type
Normal
State
New
Conflict status
Not Run
Conflict last run
Assignment group
Assigned to
Planning
4.
Complete Planning Section (tab)
Justification
Implementation plan
Risk and impact analysis
Backout plan
Test plan
Communication plan
Only will appear if Yes is chosen under Requires communication
Additional information (URL)
Confidence level
Only will appear if Confidence level is 50% or <=25%
Schedule
5.
Complete Schedule Section (tab)
Planned start date
Planned end date
CAB recommendation
Actual start
Actual end
CAB date
2016-07-05
Conflicts
Conflicts Section (tab) - FYI Only
Configuration item/Affected items, Planned start date and Planned end date are required to run conflict detection
Check Conflicts
Conflicts Detected
Change
Affected CI
Type
Schedule
Conflicting change
Last checked
Notes
Notes Section (tab) - Optional
Watch list
Work notes list
Additional comments (Customer visible)
Work notes
Notifications
5.1.
Complete Notifications (tab) Section if Requires communication from Top Section is "Yes"
Does formal communication need to be sent to internal and/or external customers?
-- None --
Closure Information
Not Required until Review State
Close code
-- None --
Close notes
Submit
6.
Click Submit

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

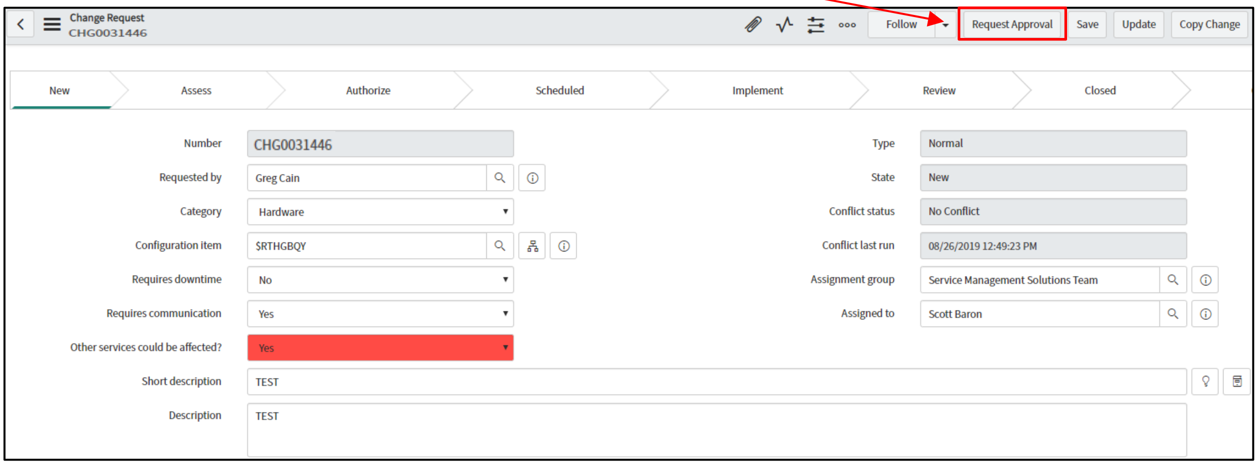


8. Create Change Task(s) as appropriate (one or many)

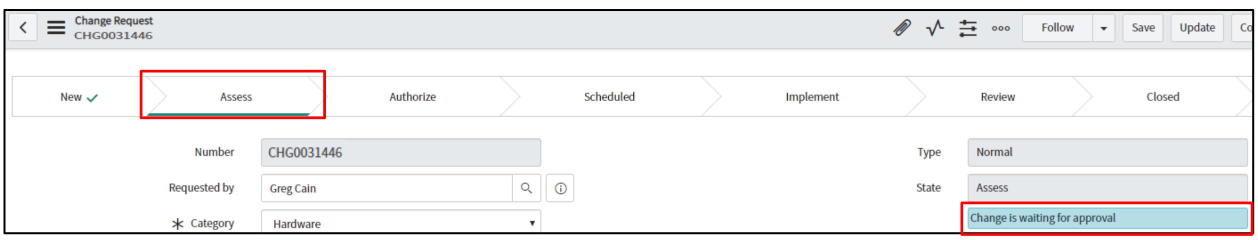


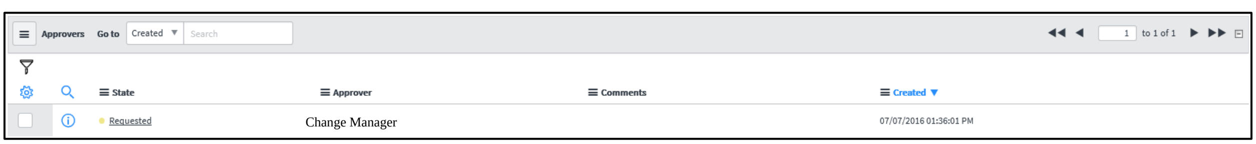


11. Click Request Approval

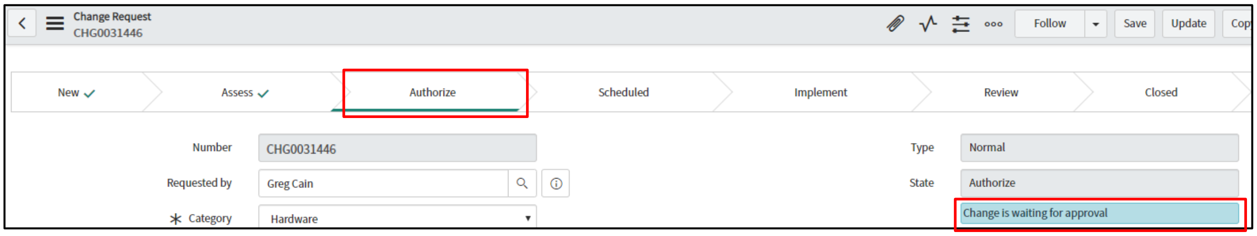


12. <u>NO ACTION ON CHANGE OWNER</u> – Change Manager to review and either reject or approve Change record. Change enters Assess State.

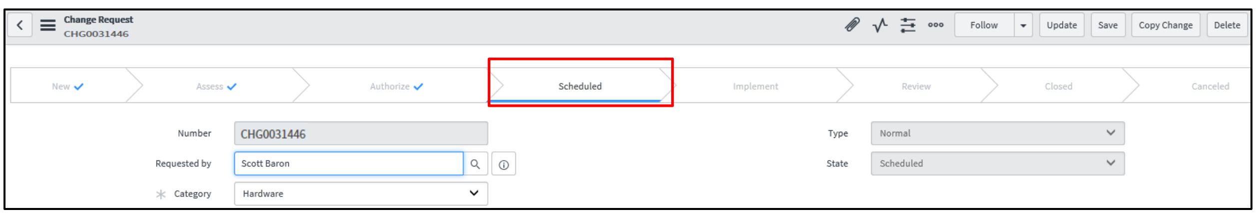




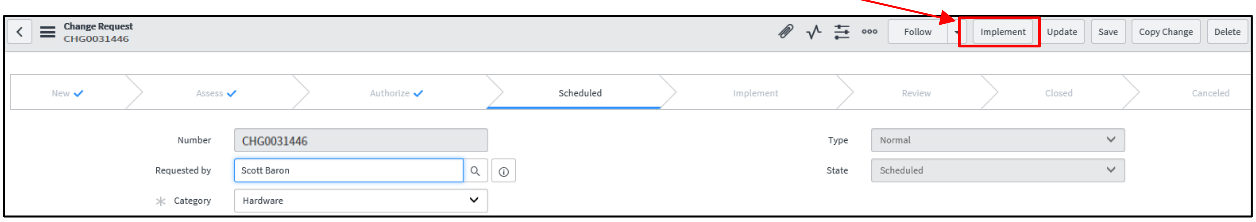
13. <u>NO ACTION ON CHANGE OWNER</u> – Once Change Manager approves, the Change is ready to be presented to CAB for review and either approval or rejection. Change enters an Authorize State.



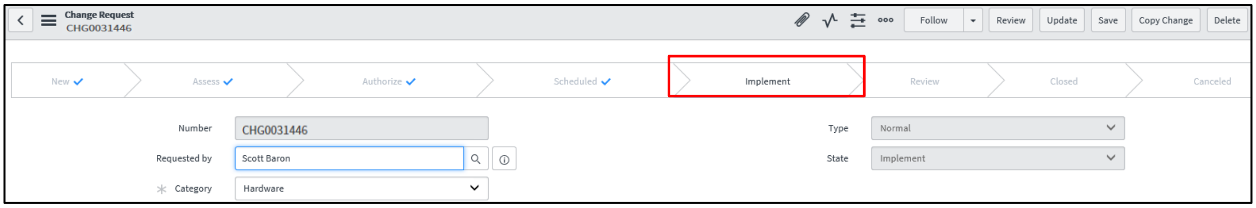
14. <u>NO ACTION ON CHANGE OWNER</u> – Once CAB approves, the Change is scheduled and SHOULD NOT be implemented until the Planned start date. Change enters a Scheduled State.



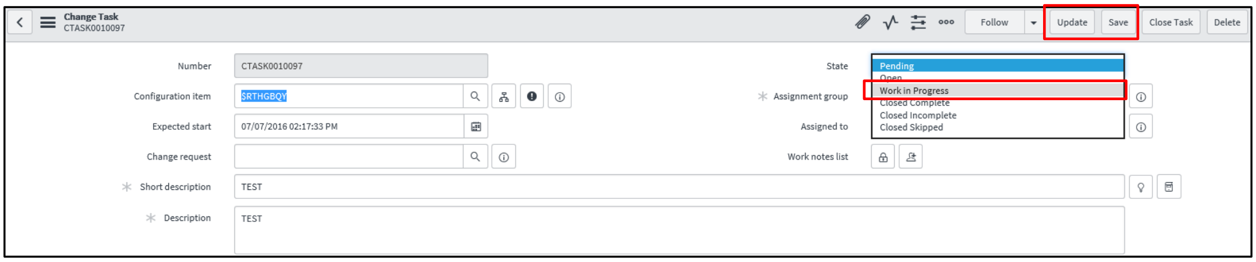
15. When the Planned start date and time approaches, the Change will allow the Change Owner to select Implement



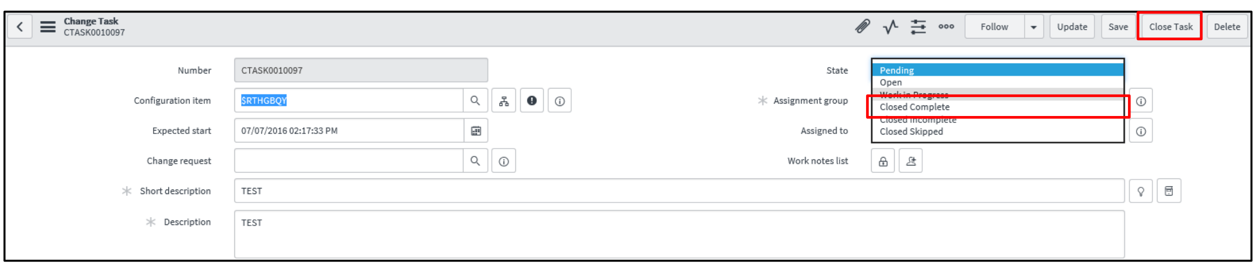
16. After selecting Implement, the implementation can begin on the Change. Change enters an Implement State.

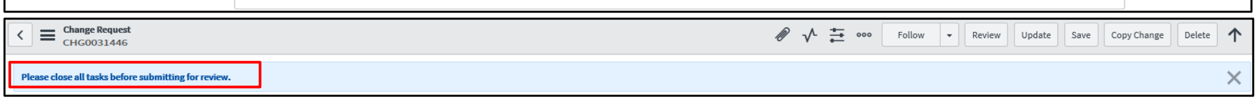


17. If the Change has any tasks planned out, the task(s) should be moved into a Work in Progress (WIP) State dependent on the sequential order of the tasks. You will notice the Task(s) State goes from read-only to now write access. Click Update or Save after moving to WIP. If the Change does not have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

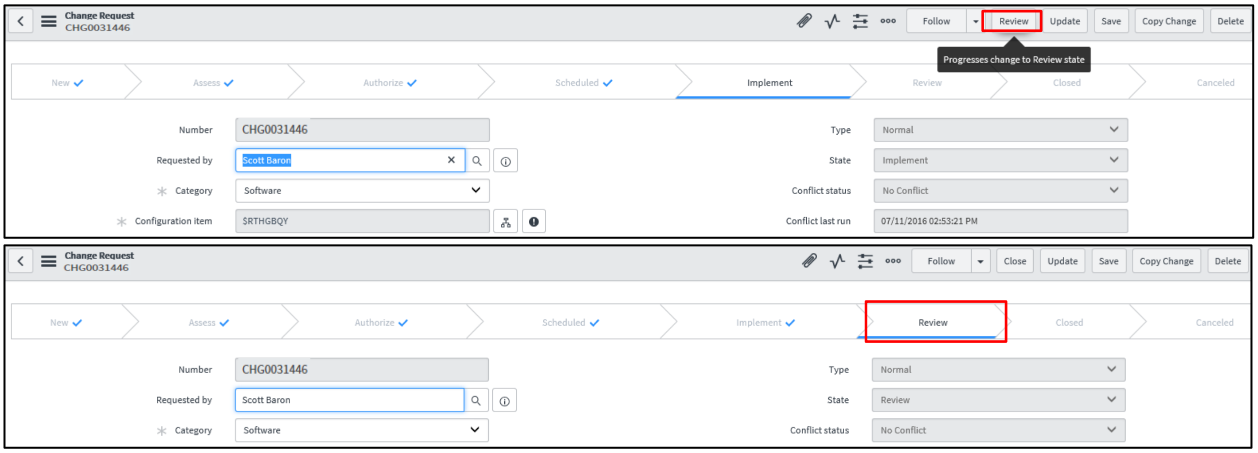


18. If the Change has task(s), all Tasks should be moved to Closed Complete once the task work is completed. This can be executed by either moving the State to Closed Complete (and clicking Update or Save) or clicking Close Task on the header bar. NOTE: The Change CANNOT be closed until all tasks are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

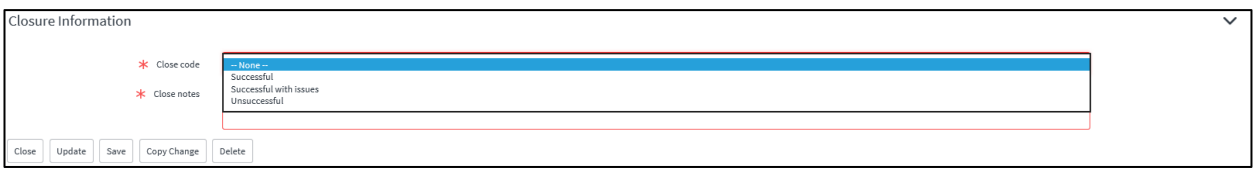




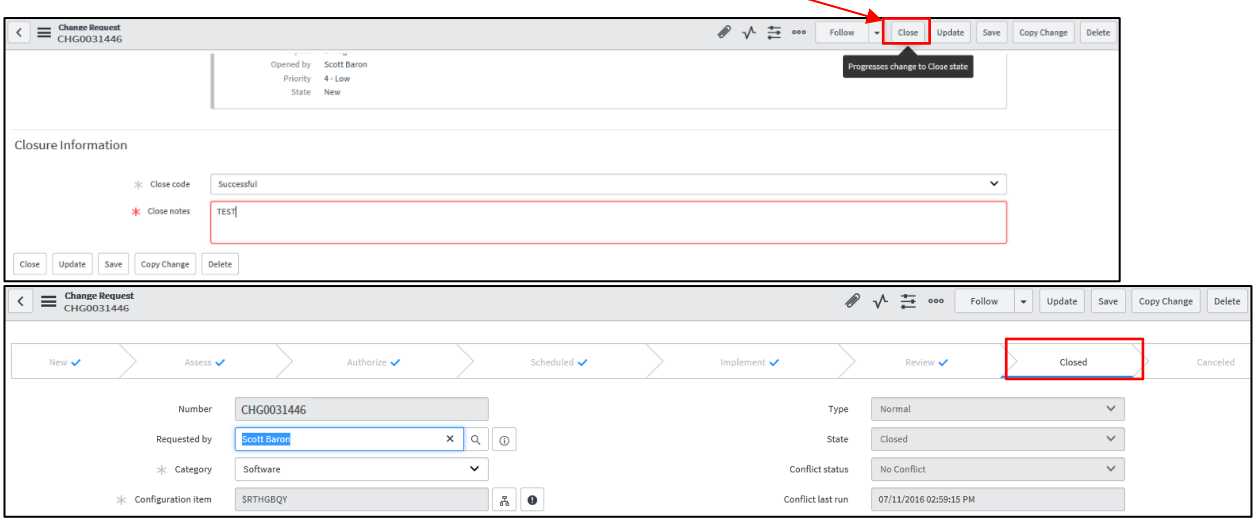
19. After all tasks are closed out (if applicable) or if the change did not have any tasks and the change has been implemented, Click Review. The change will enter a Review State.



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.



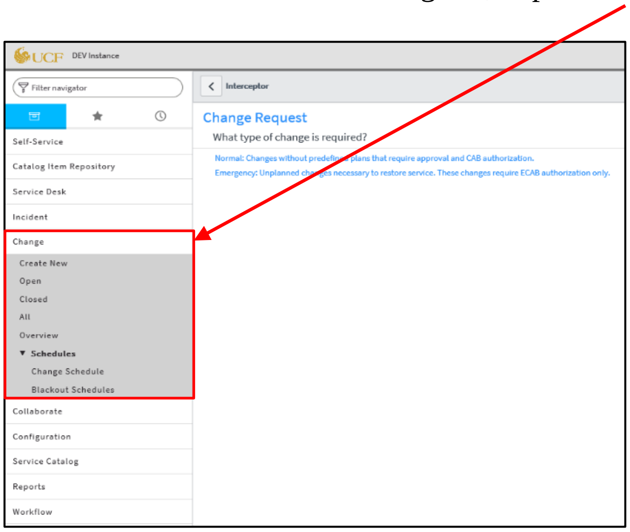
21. Click Close once the Close code and Close notes have been filled out appropriately. No further action required. Change record is complete. Change record will enter a Closed State.



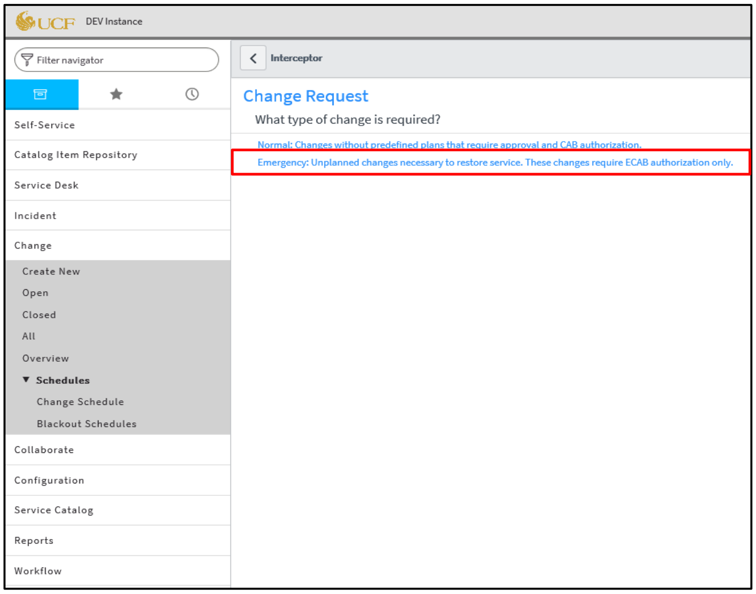
B. QUICK STEP NEW CHANGE RECORD GUIDE – EMERGENCY CHANGES

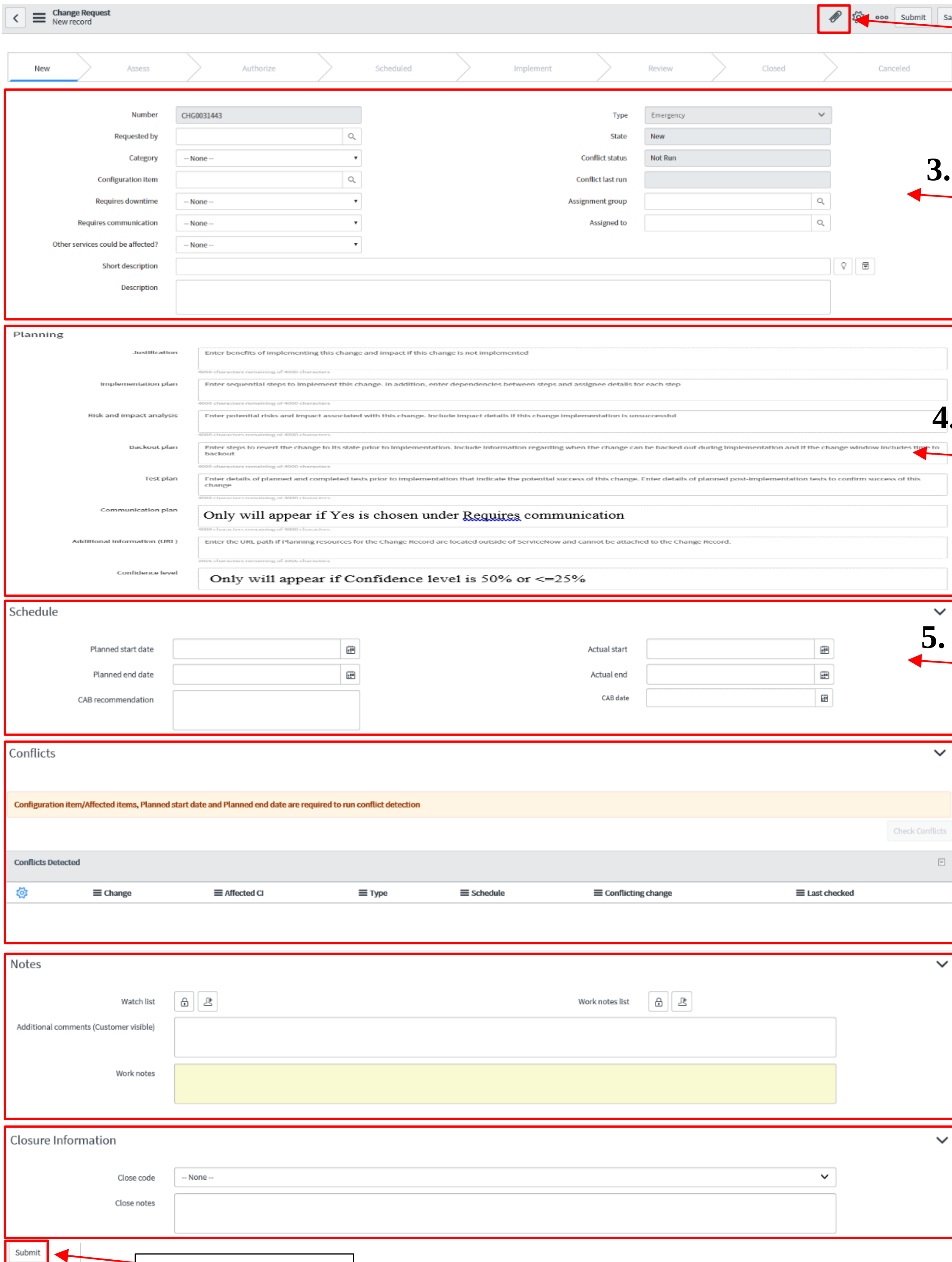
- Reference the above [section](#) for detailed summaries of each Section

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





Attachments Section - Optional

3. Complete Top Section

4. Complete Planning Section (tab)

5. Complete Schedule Section (tab)

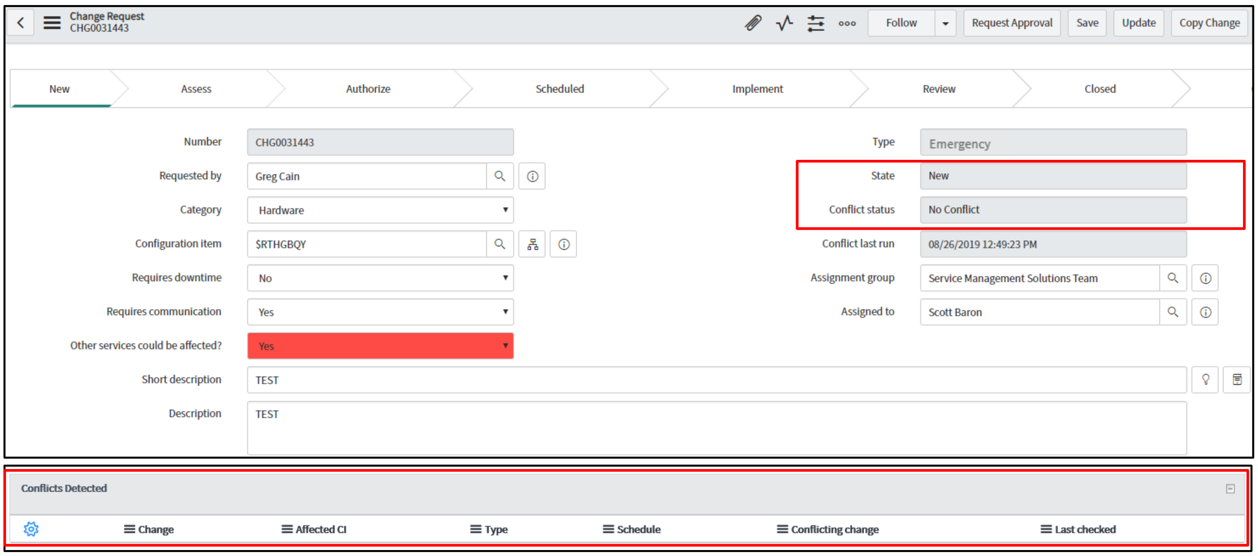
Conflicts Section (tab) FYI Only

Notes Section (tab) - Optional

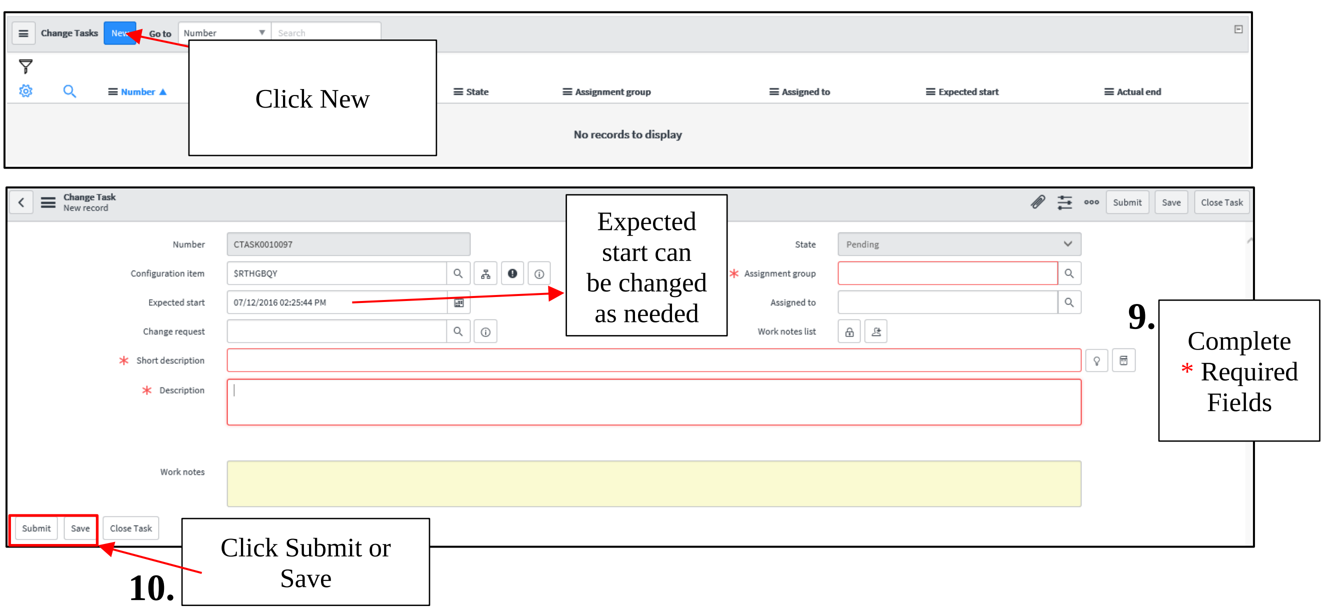
Not Required until Review State

6. Click Submit

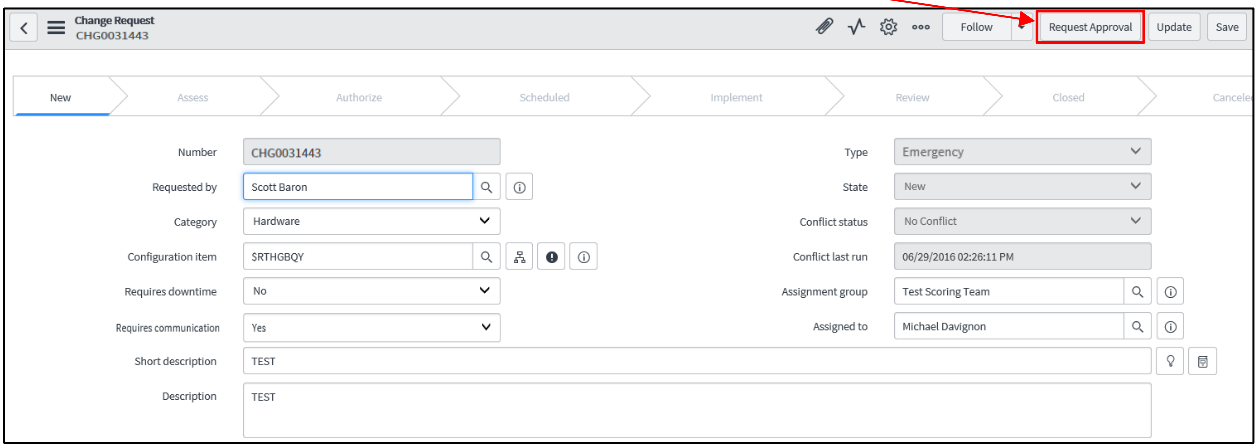
7. Check for any conflicts either within the Top Section or the Conflicts Section (tab)



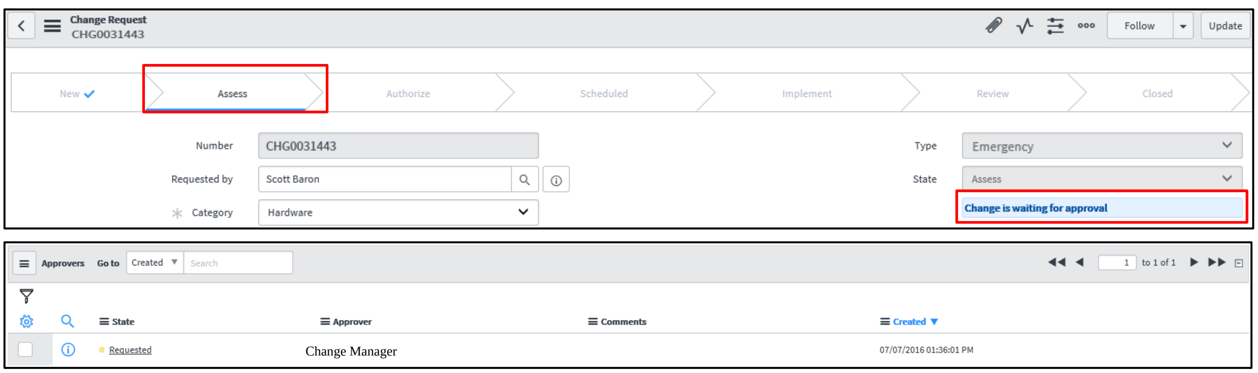
8. Create Change task(s) as appropriate (one or many)



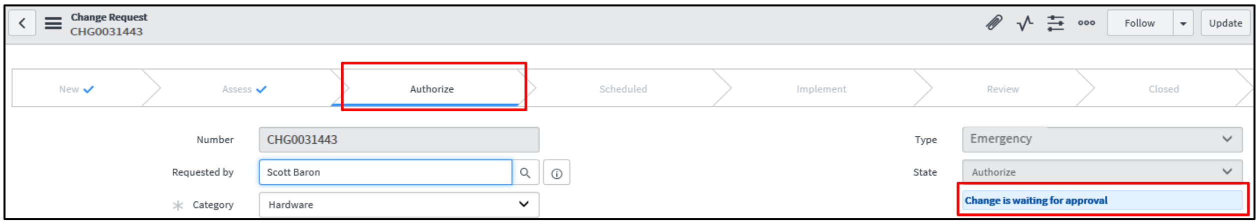
11. Click Request Approval



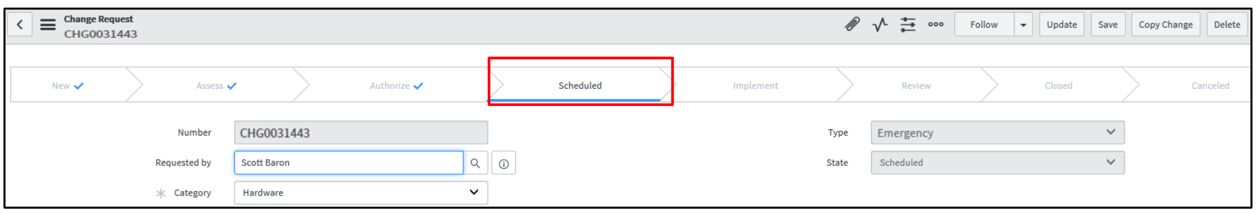
12. <u>NO ACTION ON CHANGE OWNER</u> – Change Manager to review and either reject or approve Change record. Change enters Assess State.



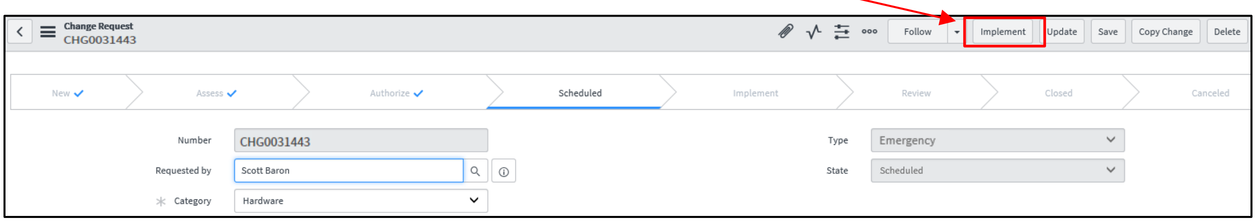
13. <u>NO ACTION ON CHANGE OWNER</u> –Emergency Change is ready for ECAB review and either approval or rejection. Change enters an Authorize State.



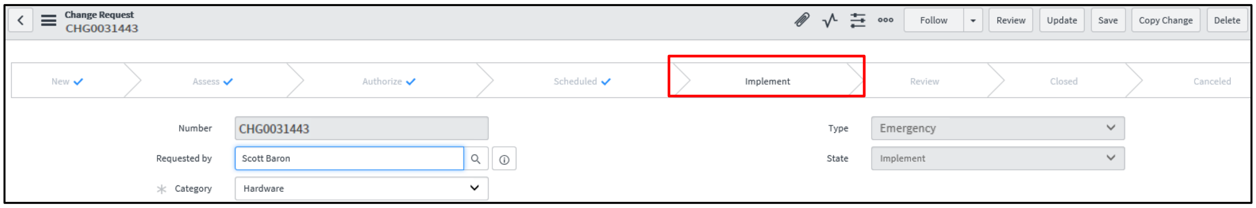
14. <u>NO ACTION ON CHANGE OWNER</u> – Once <u>two</u> members of ECAB approves, the Emergency Change is scheduled and SHOULD NOT be implemented until the Planned start date. Change enters a Scheduled State.



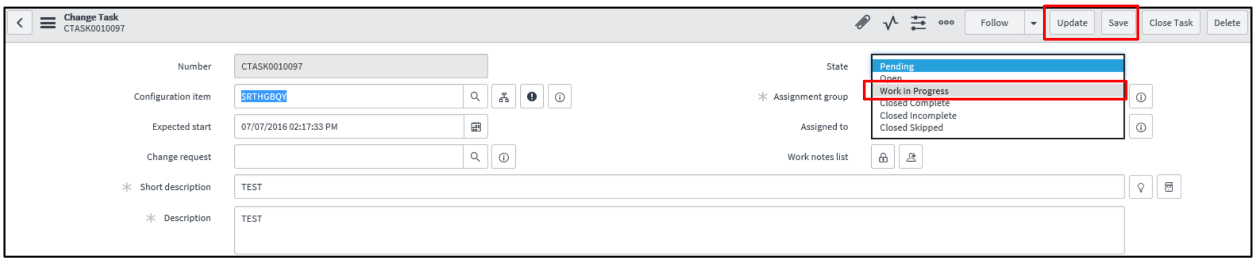
15. When the Planned start date and time approaches, the Change will allow the Change Owner to select Implement



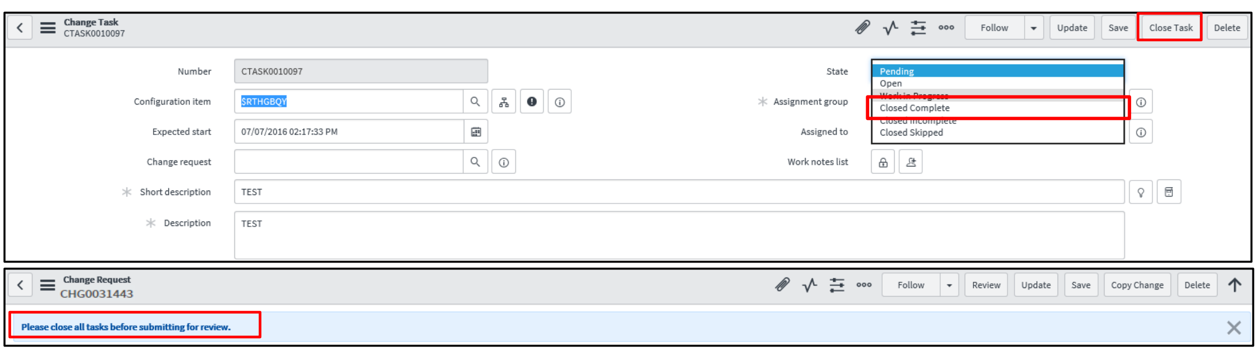
16. After selecting Implement, the implementation can begin on the Emergency Change. Change enters an Implement State.



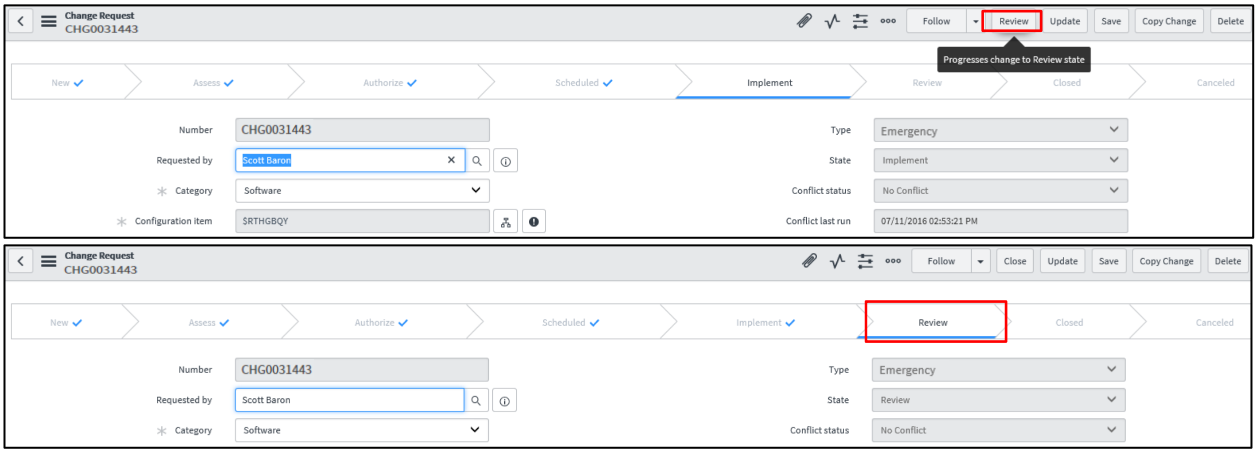
17. If the Change has any tasks planned out, the task(s) should be moved into a Work in Progress (WIP) State dependent on the sequential order of the tasks. You will notice the Task(s) State goes from read-only to now write access. Click Update or Save after moving to WIP. If the Emergency Change does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



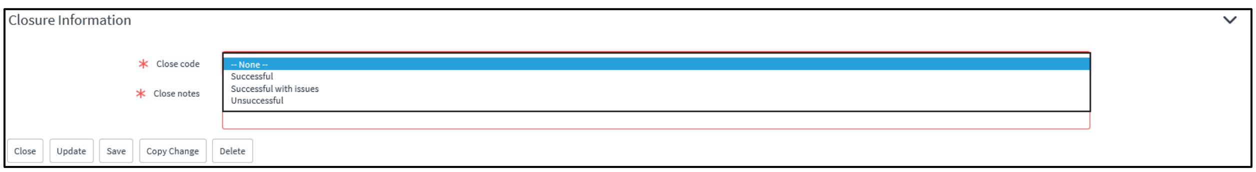
18. If the Emergency Change has task(s), all Tasks should be moved to Closed Complete once the task work is completed. This can be executed by either moving the State to Closed Complete (and clicking Update or Save) or clicking Close Task on the header bar. NOTE: The Emergency Change CANNOT be closed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



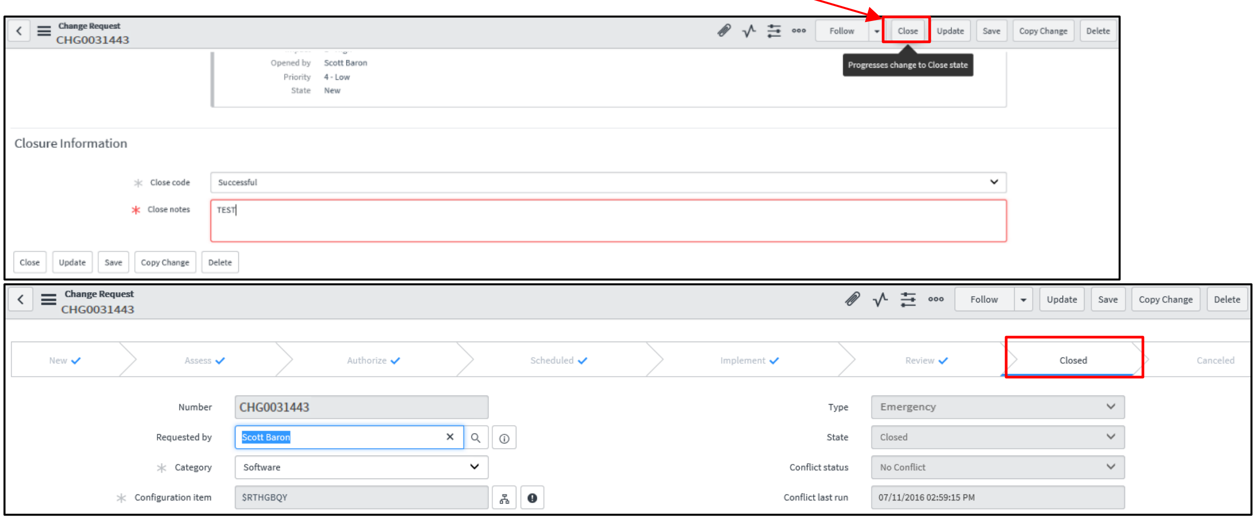
19. After all tasks are closed out (if applicable) or if the change did not have any tasks and the change has been implemented, Click Review. The change will enter a Review State.



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.



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.

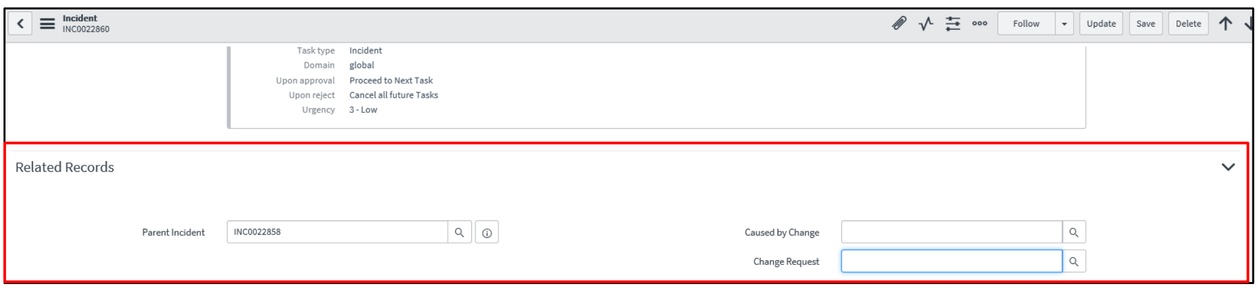


C. **RELATING INCIDENTS TO CHANGES**

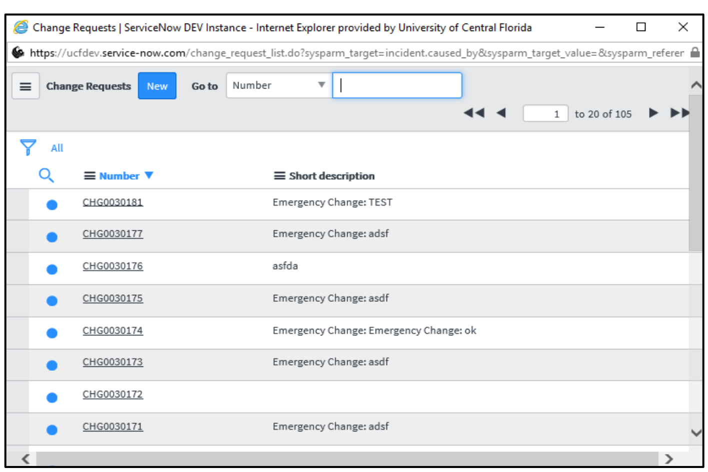
- There are two ways to relate incidents to changes. A change record can be related off of an <u>existing incident</u> (which was an incident Caused by Change or Change Request) or once a <u>new incident</u> is created, the change record can be created off that incident record.

<u>EXISTING INCIDENT</u>

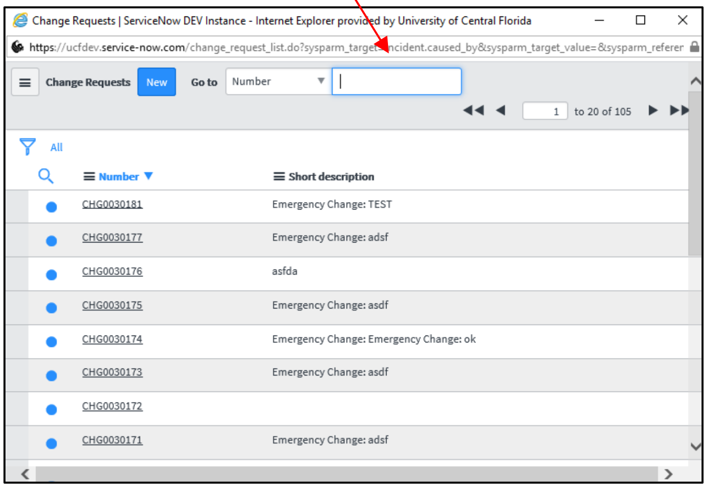
1. Within the incident record, scroll down to the Related Records section (tab)



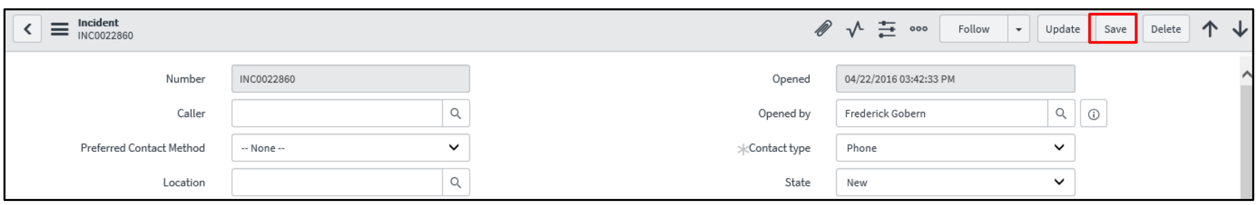
2. A Change can be searched/related if the incident record was caused by a change implemented (Closed Change) or if the change is to be implemented from the corresponding incident. Click the magnifying glass that is applicable.



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

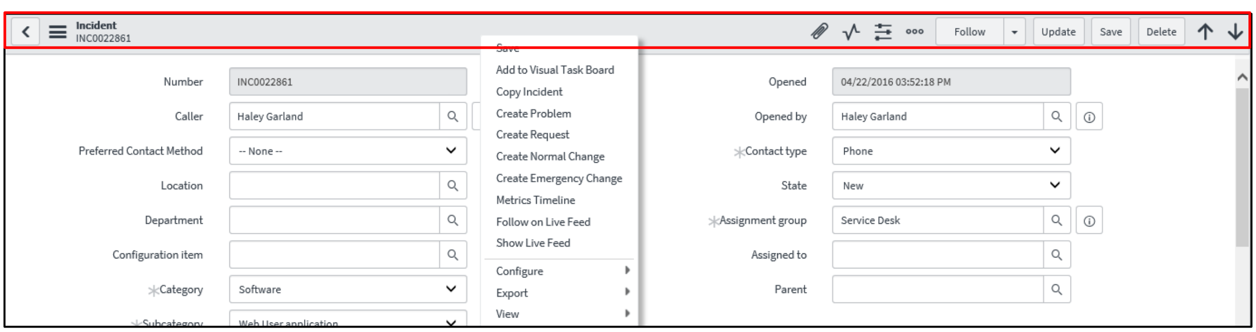


4. Save the incident record

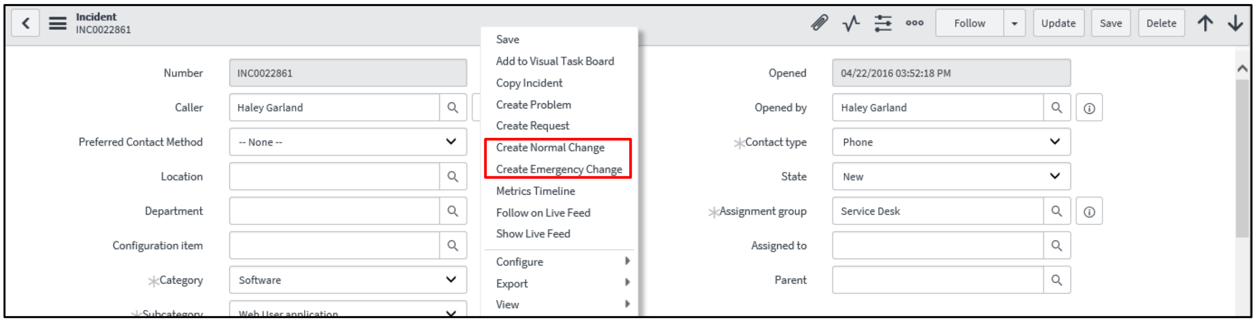


NEW INCIDENT

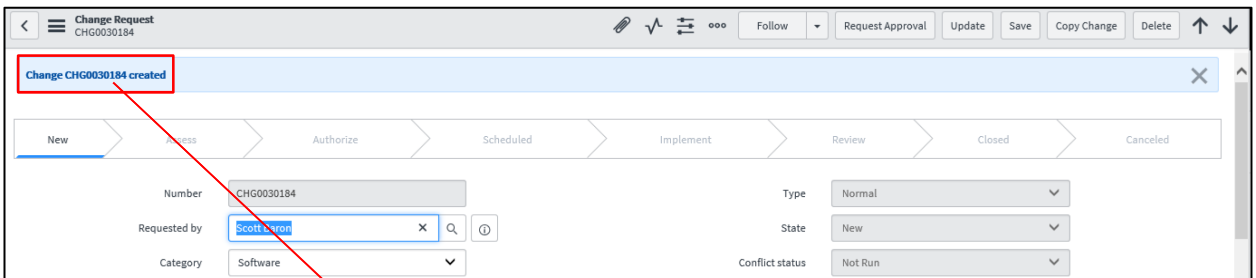
1. Off a new incident record, right click on the header bar

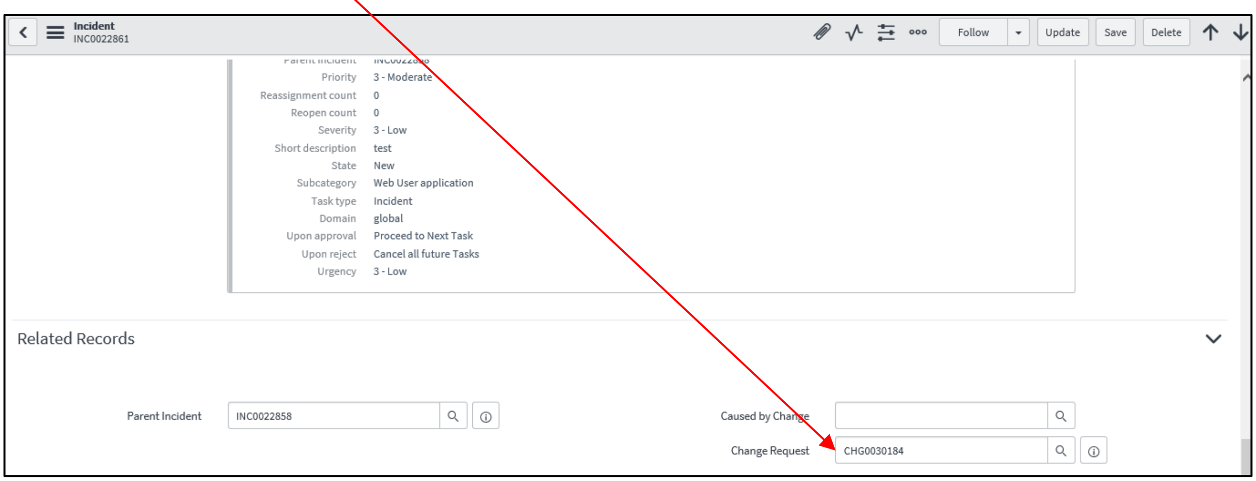


2. Click either Create Normal Change or Emergency Change; Whichever is applicable



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

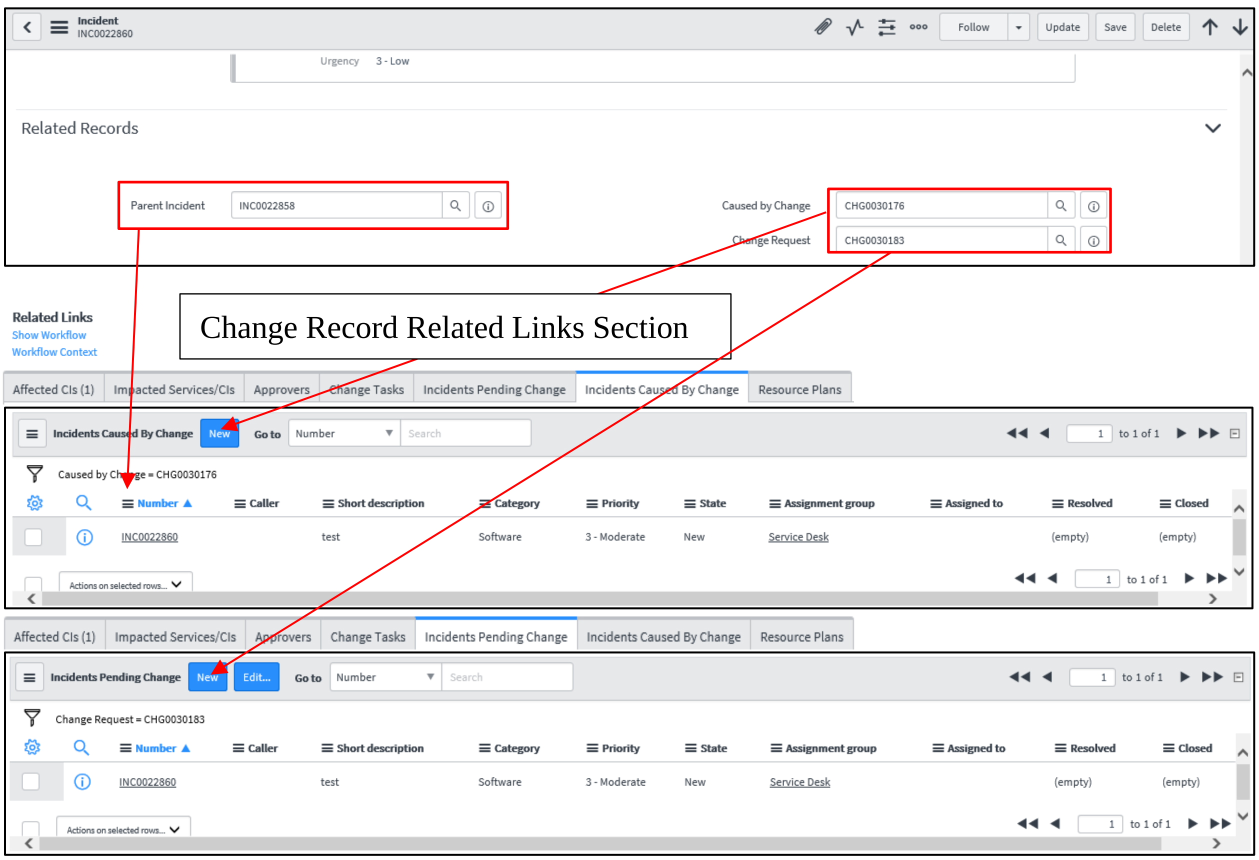




D. RELATING CHANGES TO INCIDENTS

- 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.

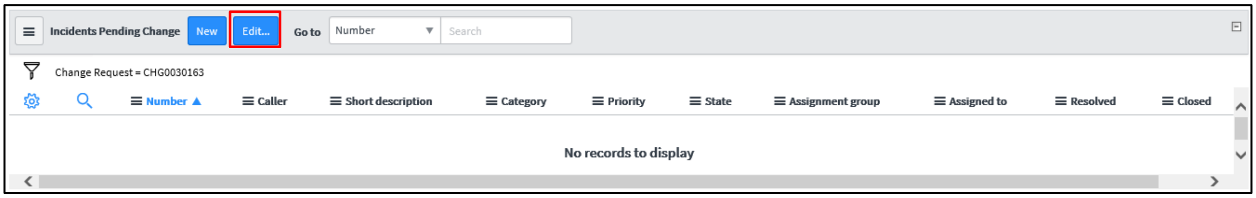
  For example, a change can be implemented (CHG0030176), an incident/problem spawned (INC0022858 - Caused by Change) and then a new change record (Change Request – CHG0030183) would need to be created in order to resolve the newly identified incident/problem.



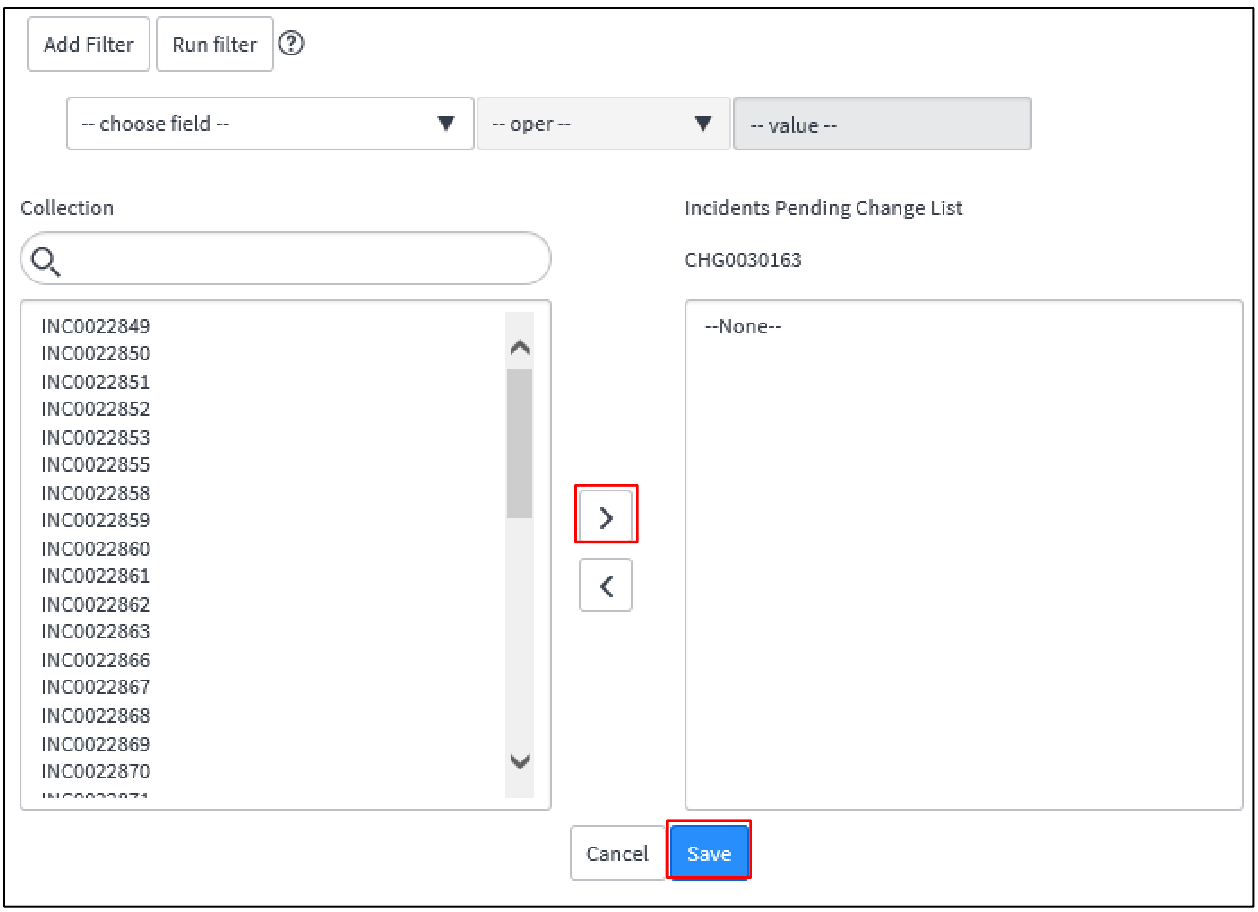
The change records are bidirectional and if the incidents are not related to the change records through the incident record, the change records can be opened and the incidents related.

- 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

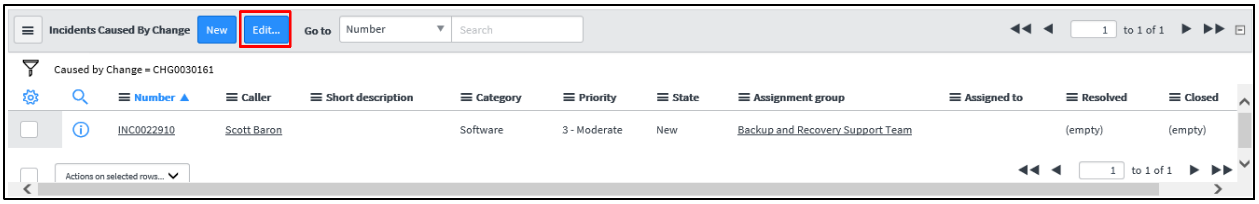


2. Select the appropriate incident record(s) by clicking the right arrow to move them over to the Incident Pending Change List. Then Click Save.

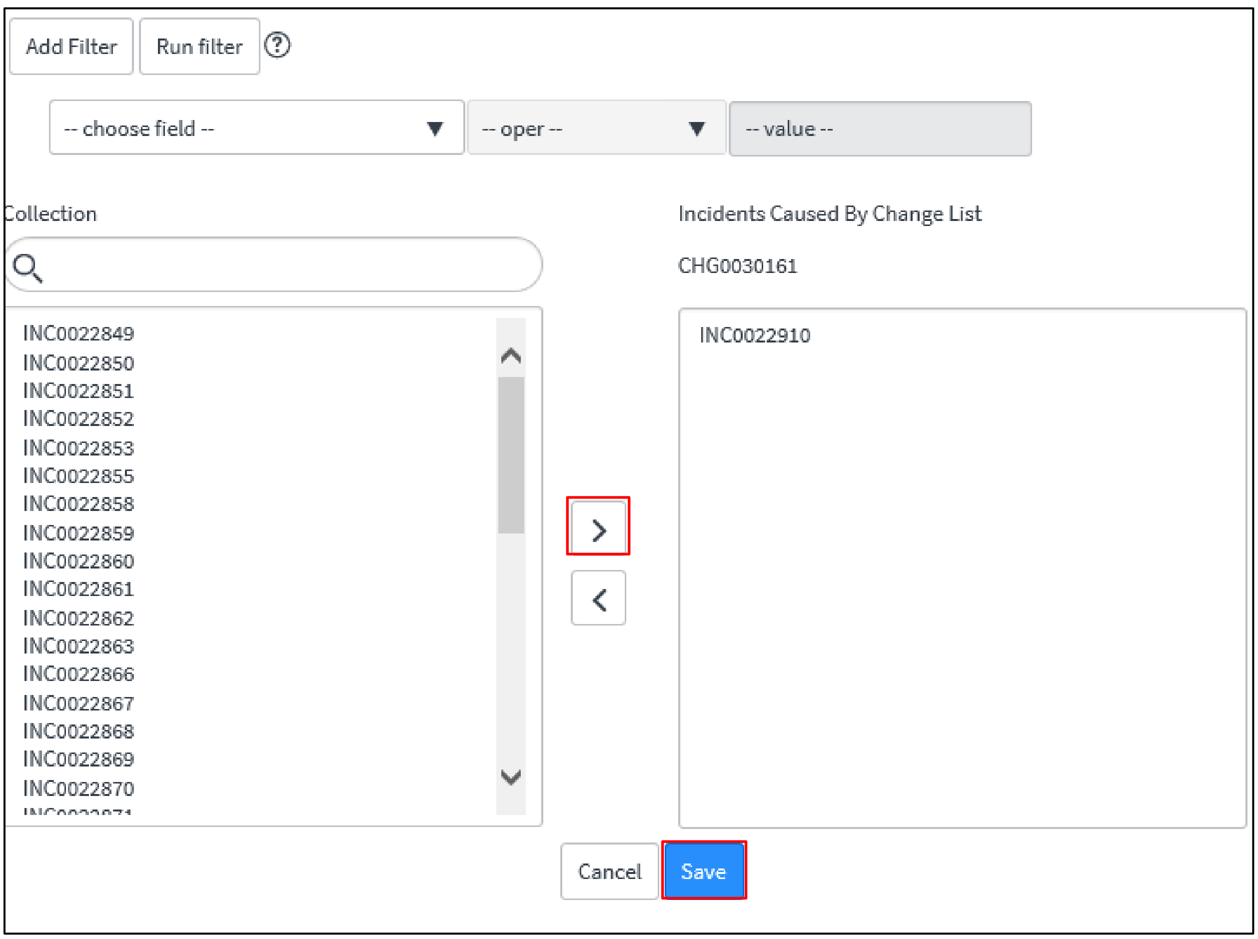


- If relating incidents under the Incidents Caused By Change section (tab), the Edit button will only appear once the Change is Closed. This Edit button allows the Change Owner to relate incident(s) that were spawned by the change implementation. New incident records can also be created by clicking the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

1. Click the Edit button



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.

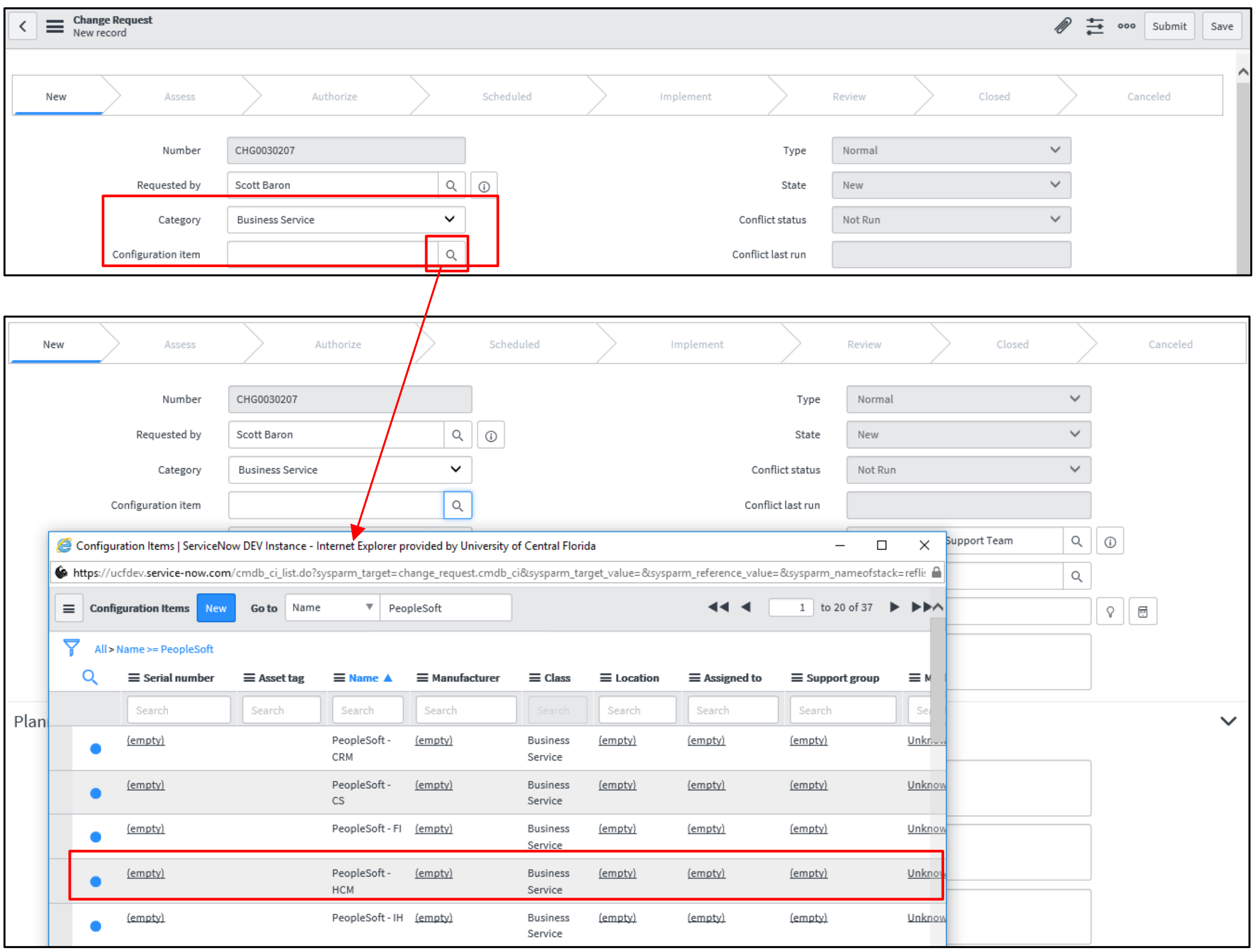


E. RELATING MULTIPLE CI's TO A CHANGE RECORD

- 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

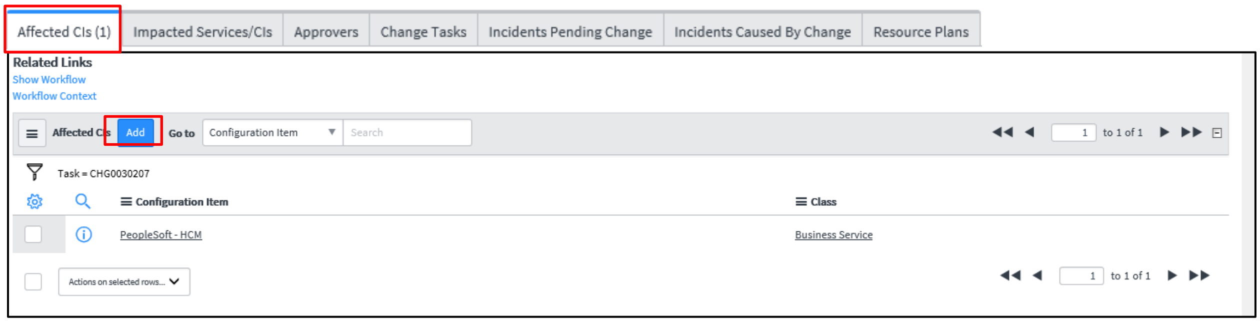
1. Within the Category and Configuration item selection when inputting a New change record, the Category of Business Service should be selected. Upon searching for the Configuration item (by clicking the magnifying glass), PeopleSoft – HCM should be selected



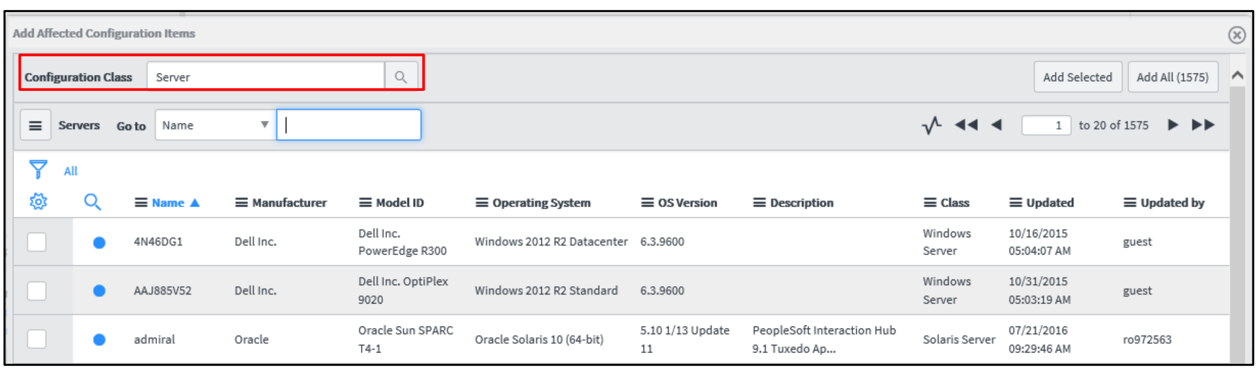
2. Complete the rest of the initial change record and click Submit or Save

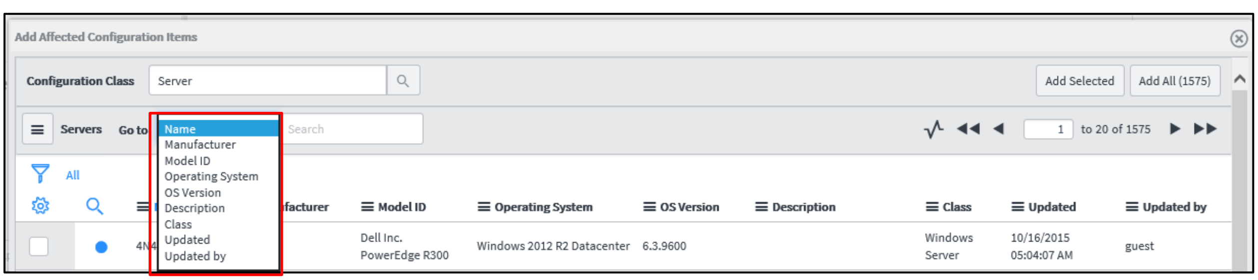
3. Under the Related Links Section there is a section named Affected CIs (tab)

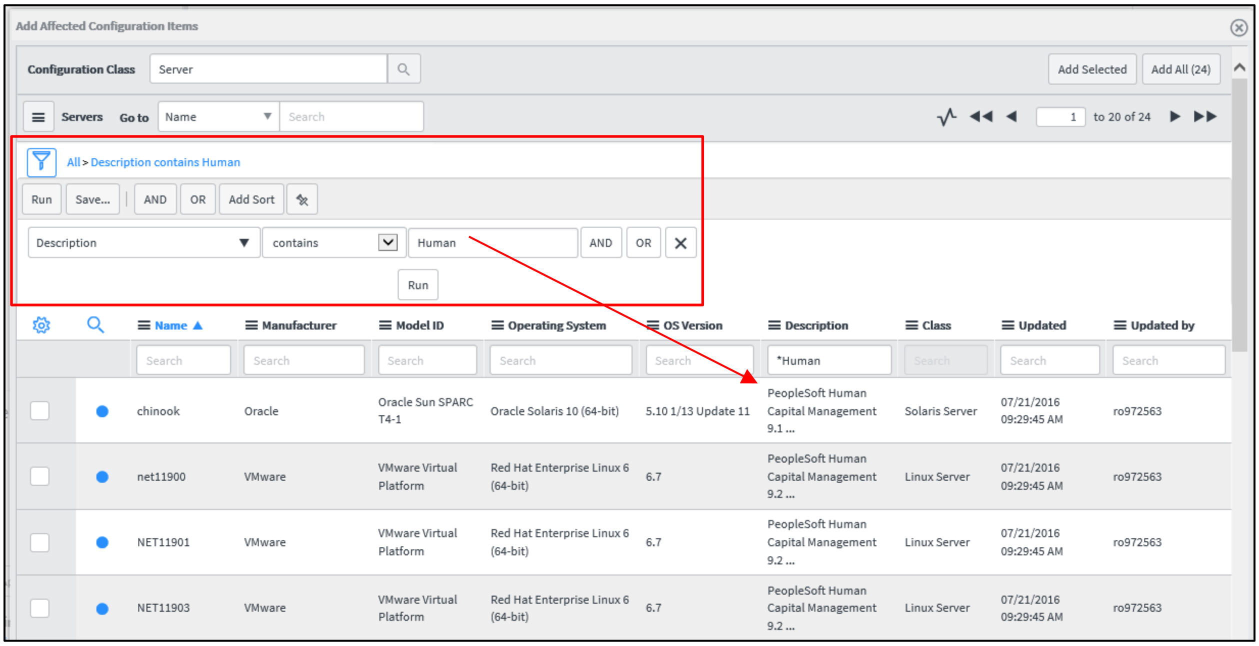
4. Click Add



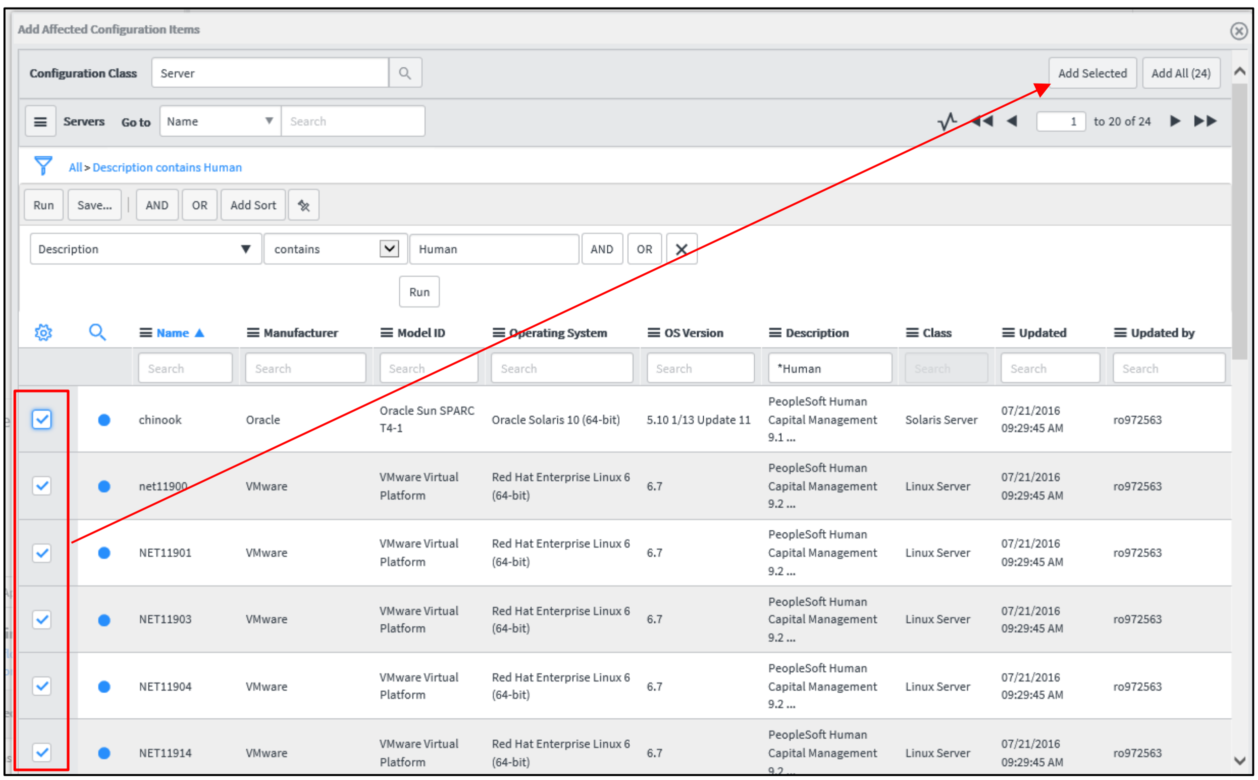
5. Change (Type out) Configuration Class to "Server". This will search the CMDB on that specific Class attribute. Then the Server Class can be searched on all Configuration Items of that Class. Additional filtering can be executed. In this example since the Change is for Linux/UNIX servers upgrade to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



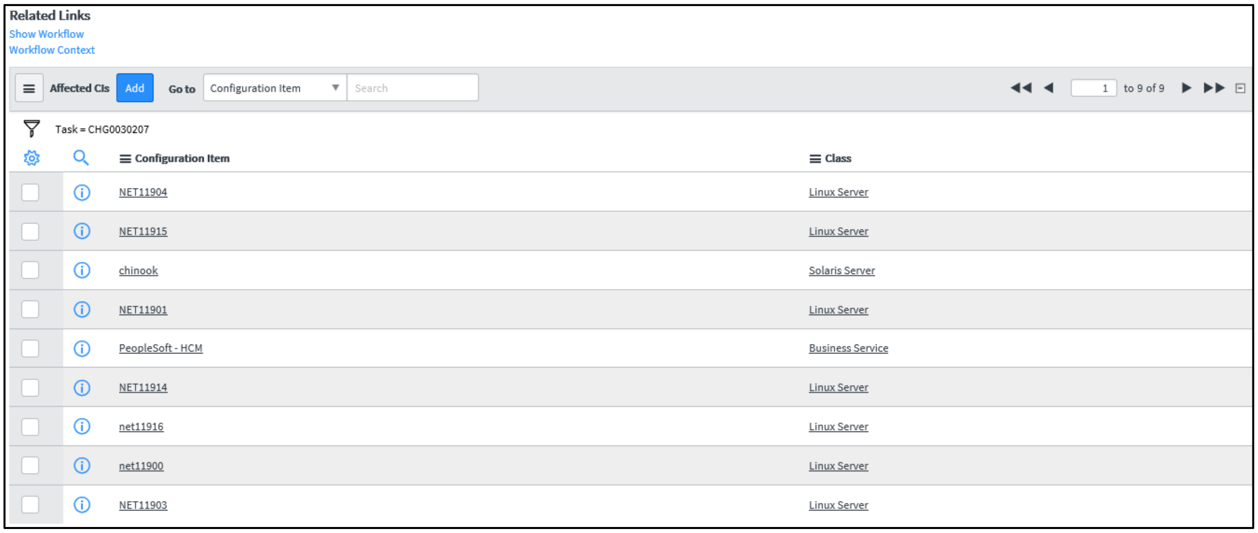




6. Select all CIs that are affected within the change record by clicking the check boxes and then Click Add Selected



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

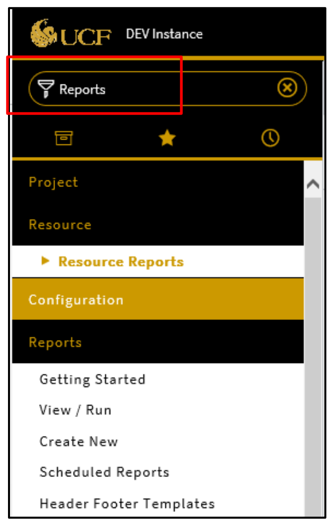


F. CHANGE CALENDAR REPORTS

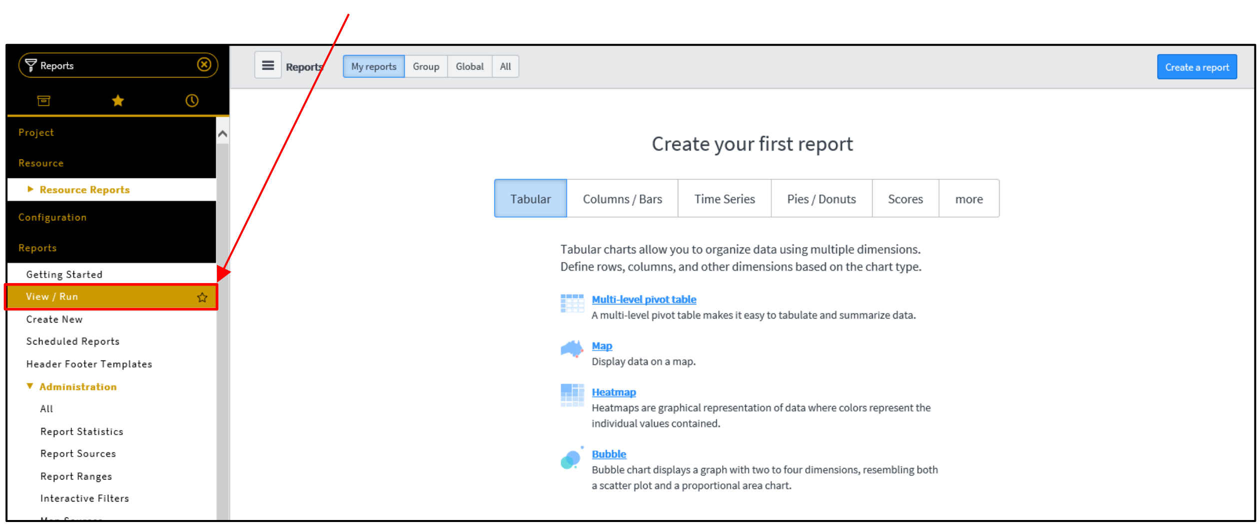
<u>CANNED REPORT</u>

- 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.

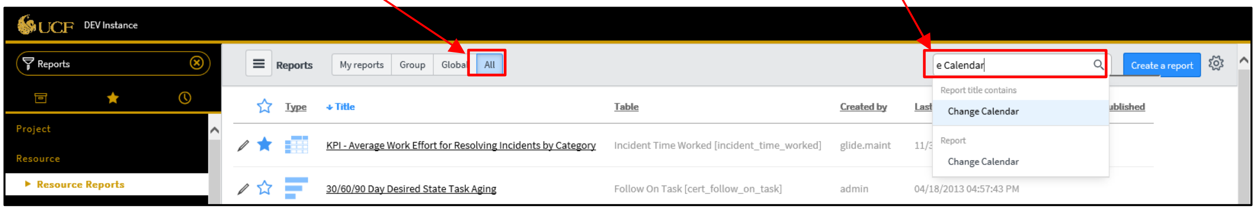
1. Type in Reports within the search box to bring up the Reports section on the left pane of the ServiceNow window. You can also scroll down and find the Reports section



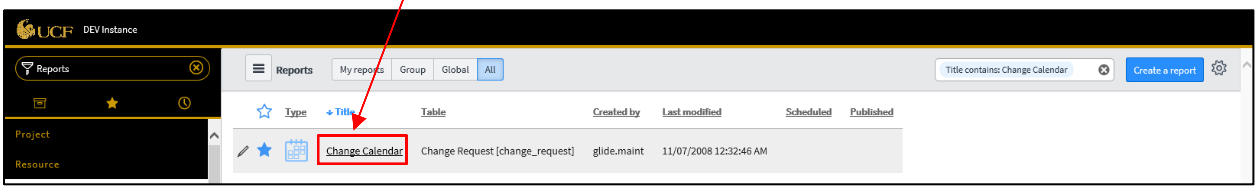
2. Click View/Run



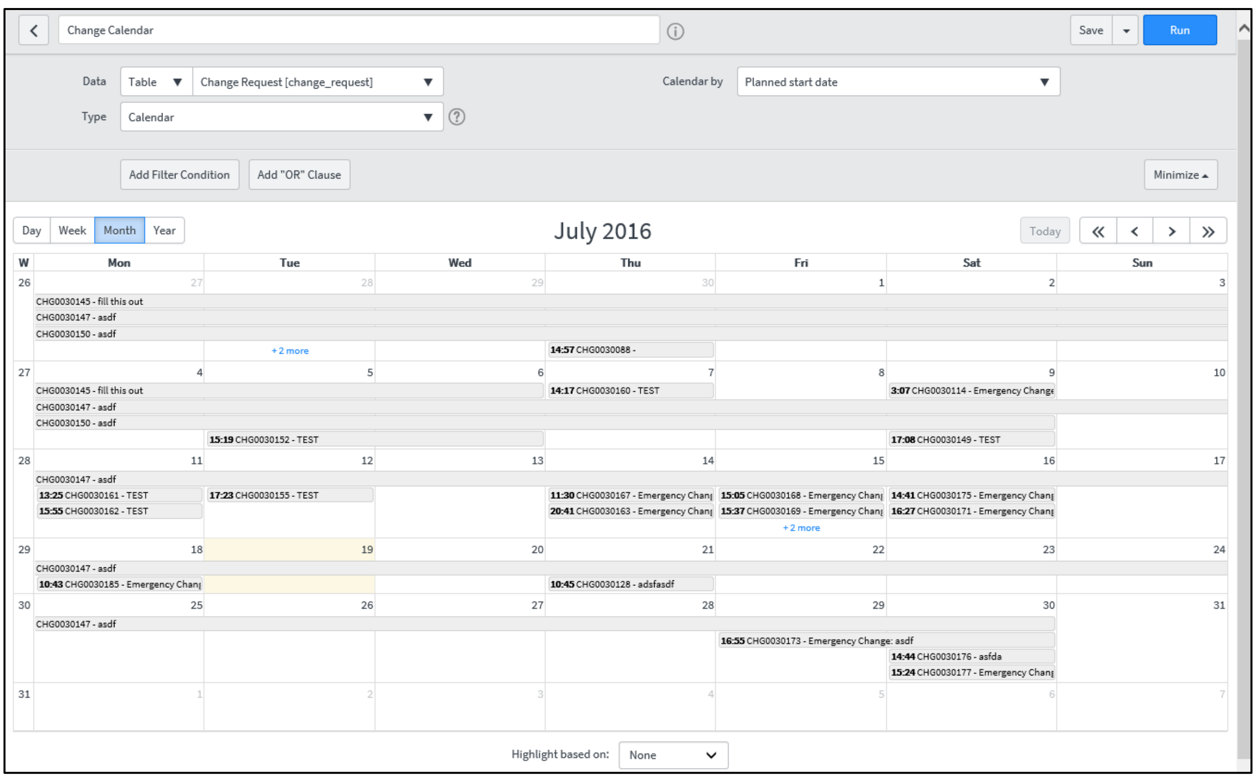
3. Click All and within the search box type in Change Calendar



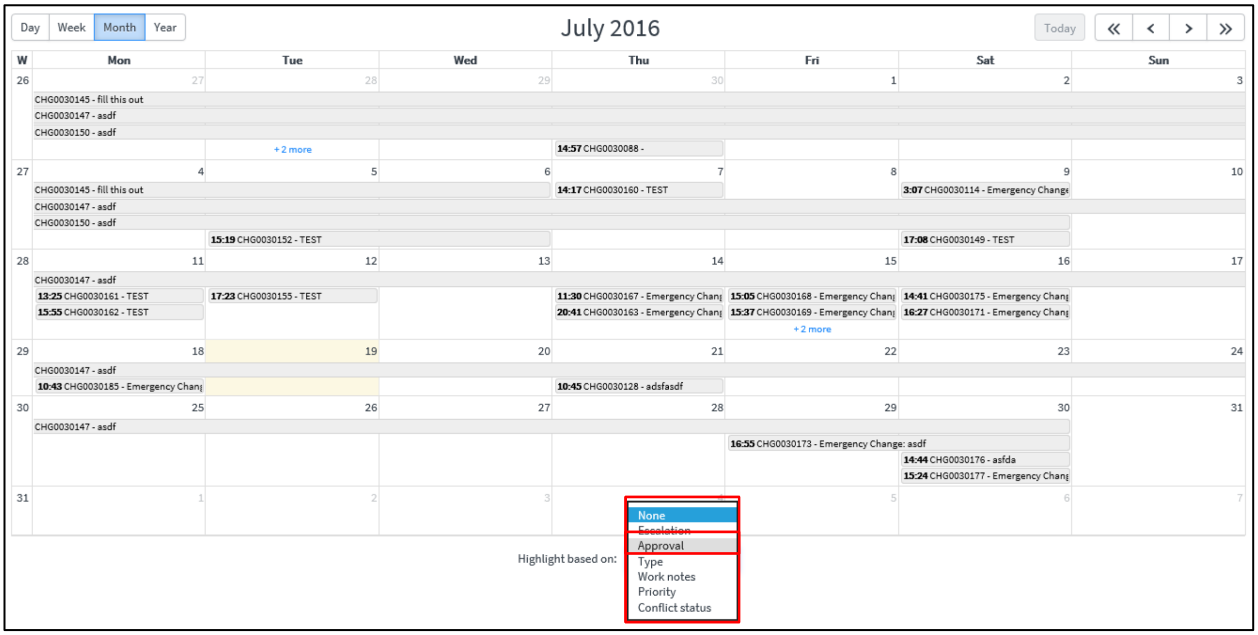
4. Click Change Calendar



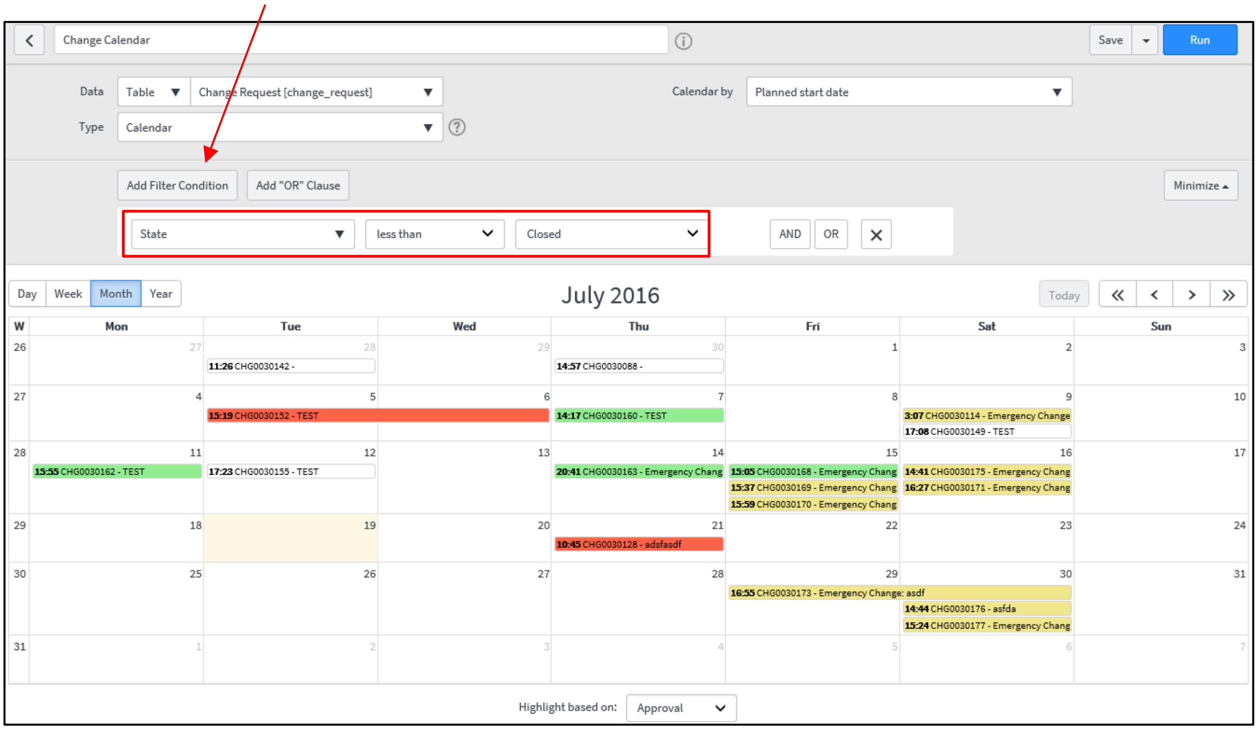
The Calendar will appear with no filters or highlighting



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.



= 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)

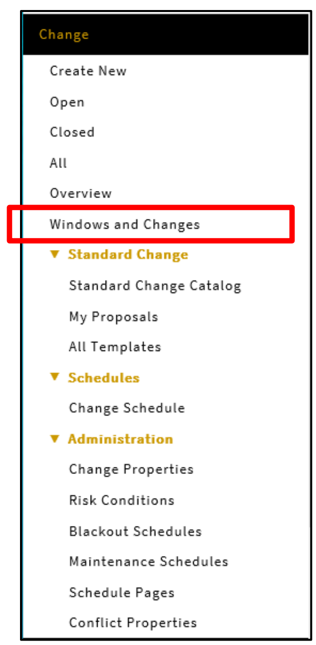
WINDOWS AND CHANGES REPORT

- 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.

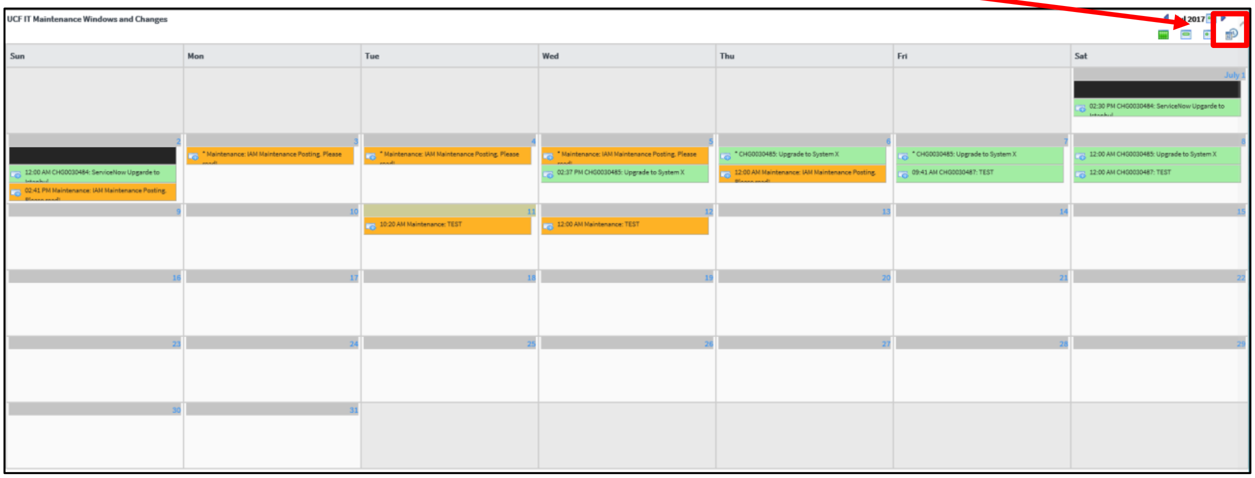
  The “Windows and Changes” report view will provide insight for the Change Owner, Change Manager or CAB Members to see what planned changes/maintenance are already scheduled and if there is an upcoming freeze.

  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

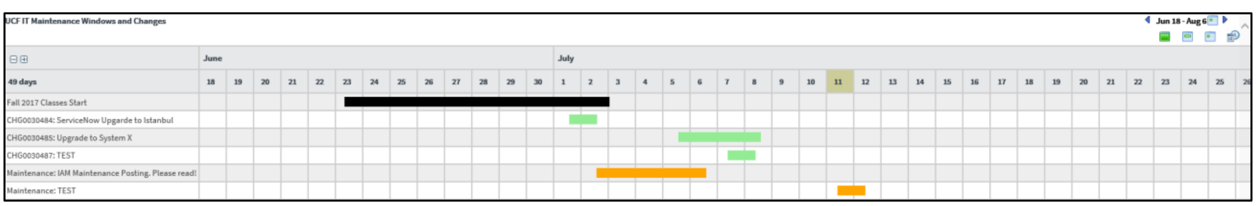


2. The default view will appear as a Calendar. The view needs to be changed to a timeline view. Click this icon.



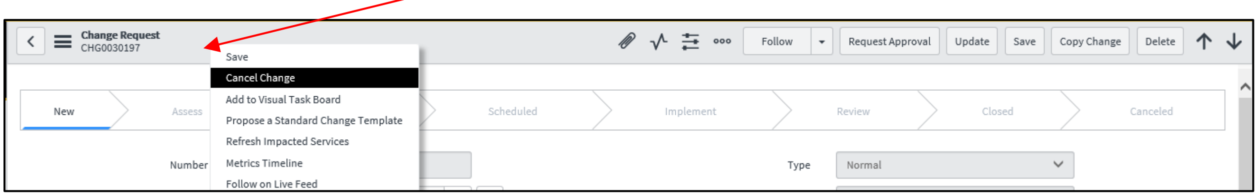
3. After clicking the timeline icon, the timeline view can be expanded by clicking the "+" sign to see multiple days into the future.

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.



G. CANCEL A CHANGE

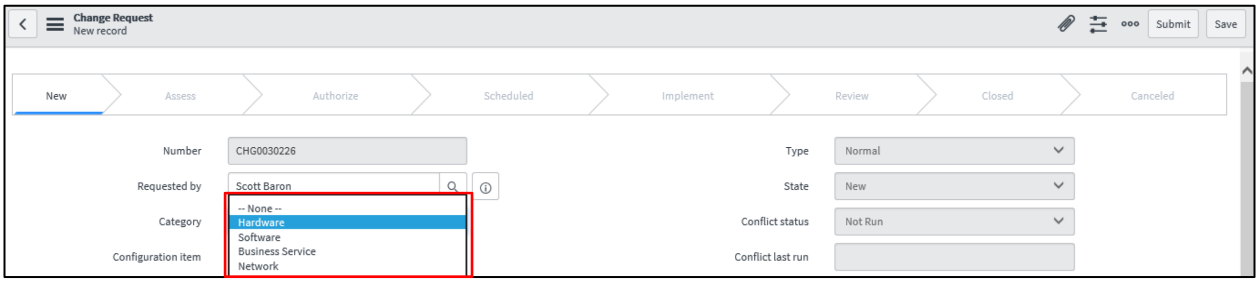
- To cancel a change record, just right click the header bar of the change record and select Cancel Change



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.

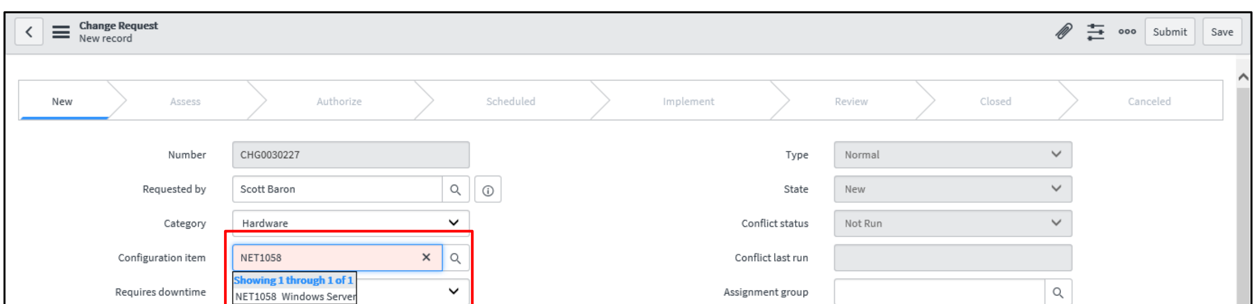
The Category currently is broken out into four categories. Hardware, Software, Business Service and Network.

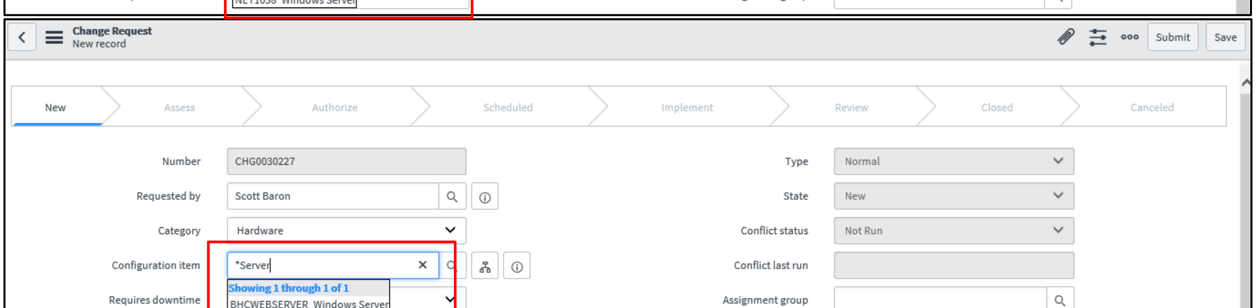


1. Choose the Category

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.





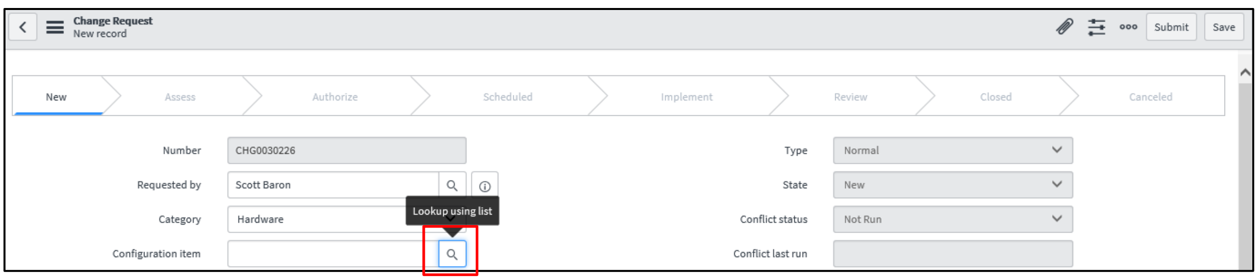
PLEASE NOTE:

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.

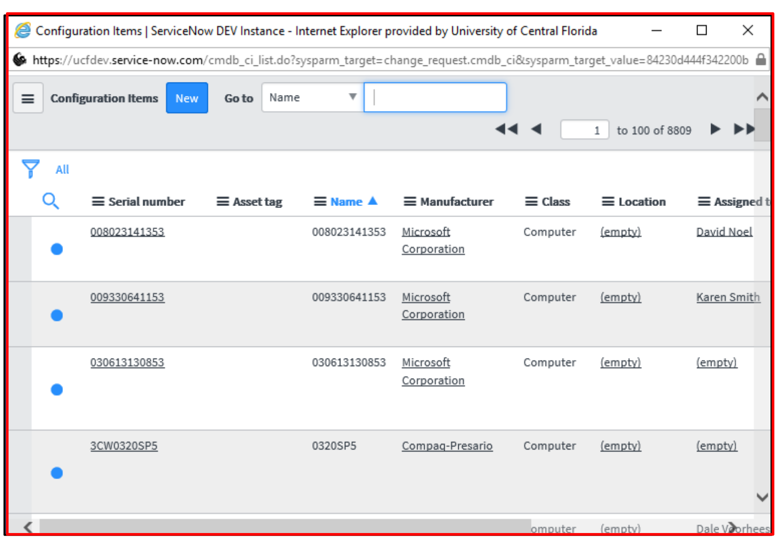
If Category of Business Service is chosen, reference the Appendix Section E - RELATING MULTIPLE CI’s TO A CHANGE RECORD.

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.

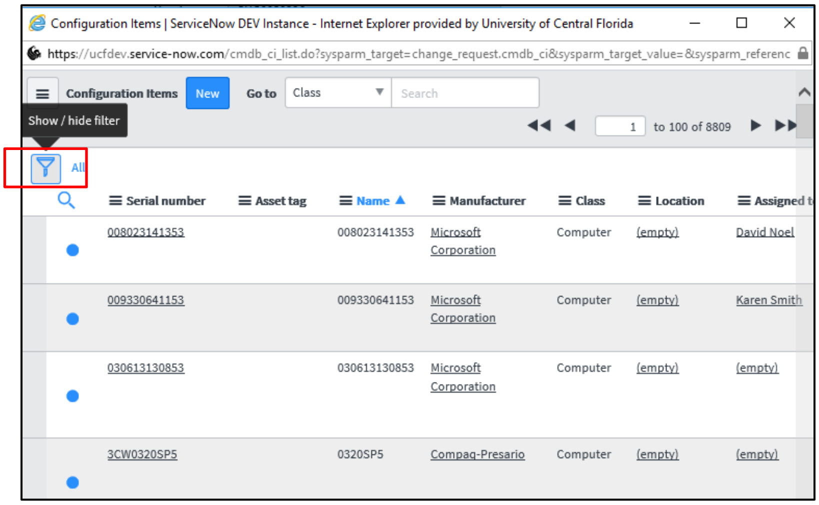
2. If the CI cannot be located by directly typing in the field, then the Advanced Filter search feature can be used. Click the magnifying glass



3. The Configuration Items search box will appear

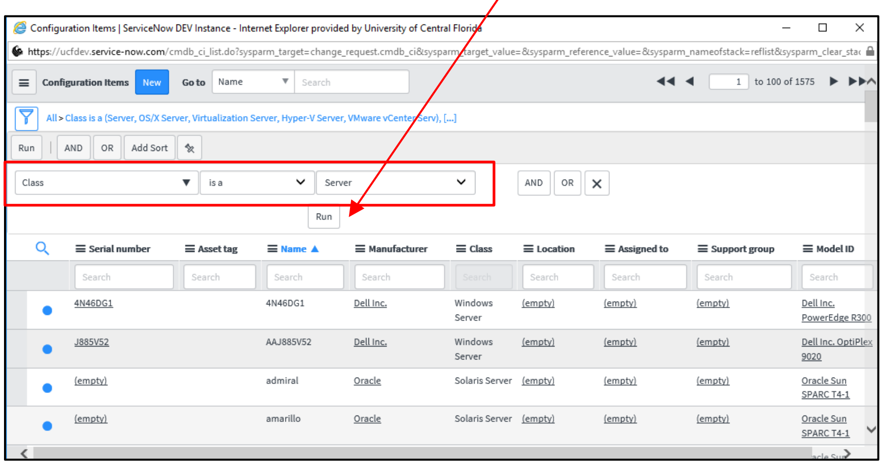


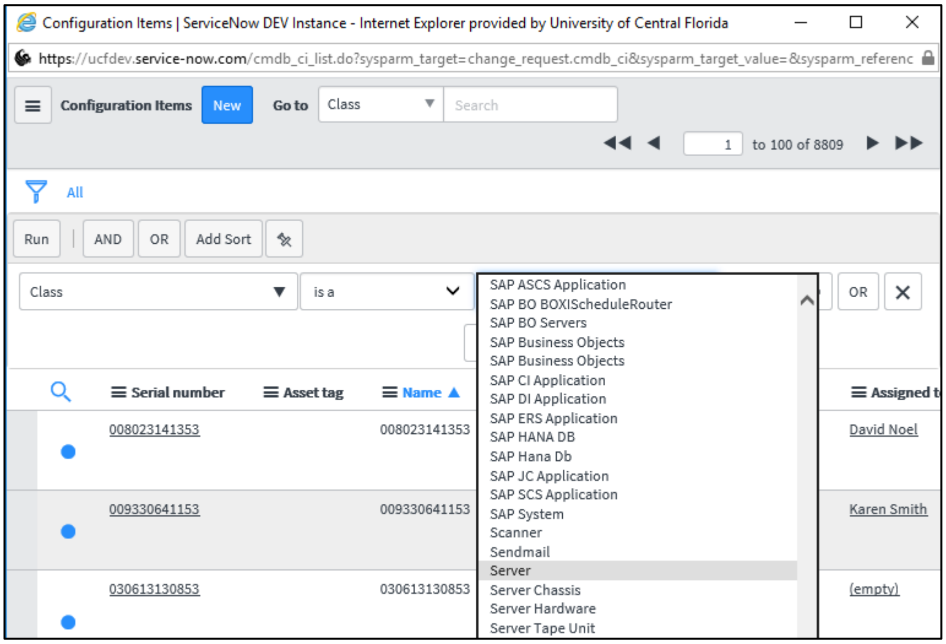
4. Click the Show/hide filter icon



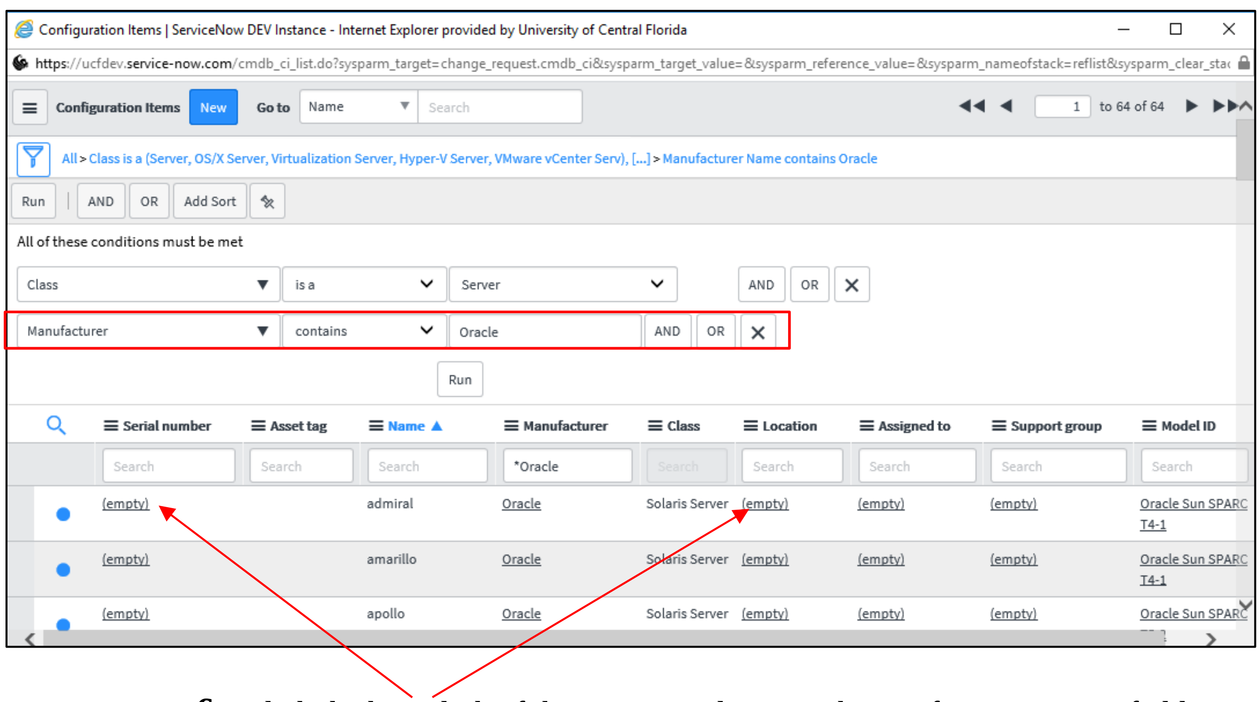
5. Next the fields can be searched many different ways based on the column data. It is up to the Change Owner to search on what they are looking for.

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.





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



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