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# Change Management

servicenow

June 2014

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## What are we doing?

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In June 2014 Intuit will be migrating our IT Service Management disciplines to ServiceNow. ServiceNow is a SaaS provider that will help us utilize a set of best practices to improve the overall quality of our IT Services.



# Why ServiceNow?

## From – Remedy: ITSM on Premises

- Current implementation hosted in QDC Zone A, with failover to LVDC (Remedy does not support HA)
- ITSM Engineering team manages infrastructure and upgrades (very costly/time consuming)
- Mobile capabilities require implementation of a new BMC module
- Inconsistent performance, especially for users in IDC
- No social functionality for Resolver community
- Configuration is cumbersome, requires engineering resources
- Limited reporting capabilities (reliant on Business Objects)

## To – ServiceNow: ITSM on a SaaS Platform

- ITSM product, built for SaaS (latest technology): high availability, single-instance, multi-tenant
- Upgrades managed by vendor, no down time
- OOB Mobility
- Consistent performance, globally
- OOB Social functionality
- Graphical workflow interface allows process owners to effectively manage their processes
- OOB Reporting and dashboards allow users to control what they see and how they see it (point and click report building, easy configuration, scheduling)

Best practices • Process optimization

## Change Management Change Types

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- **Standard**– A Change that is **pre-approved** by Change Management, evaluated as low-risk, relatively common and performed according to a procedure or work instructions. There are no approvals on Standard Changes. Most Changes will be Standard.
- **Normal**– A Change that that must follow the complete change management process and will be reviewed by the Change Advisory Board (CAB).
- **Emergency**– A Change that must be introduced as soon as possible in order to restore service, or protect a service from an unacceptable risk of failure or degradation. Changes can be submitted after the fix has been made. They will still have to go through the approval process and workflow.

# Standard Change vs Normal Change View

Change Request | = Required field

Initiate Change Update Save Cancel Change

Change submitter: Karen Chiles

On behalf of: Karen Chiles

Template: NWACLSVC

Category: Network

Sub category: ACL

Configuration item:

Environment:

Short description: Add Network Access - Service / Application Level ACL

Description:

Number: CHG0032057

Approval: Not Yet Requested

Type: Standard

State: New

Assignment group:

Assigned to:

Priority: 4 - Low

Change Request | = Required field

Update Save Emergency Change

Change submitter: Karen Chiles

On behalf of: Karen Chiles

Category: Application

Sub category: -- None --

Configuration item: Remediation Action Request

QA approver:

Environment: Production (prod)

Risk: Medium - potential dov

Short description: this is a standard change. Note different fields

Description:

Number: CHG0032066

Approval: Not Yet Requested

Type: Normal

State: Draft

Assignment group: Hosting - EBS - Service D

Assigned to:

Priority: 4 - Low

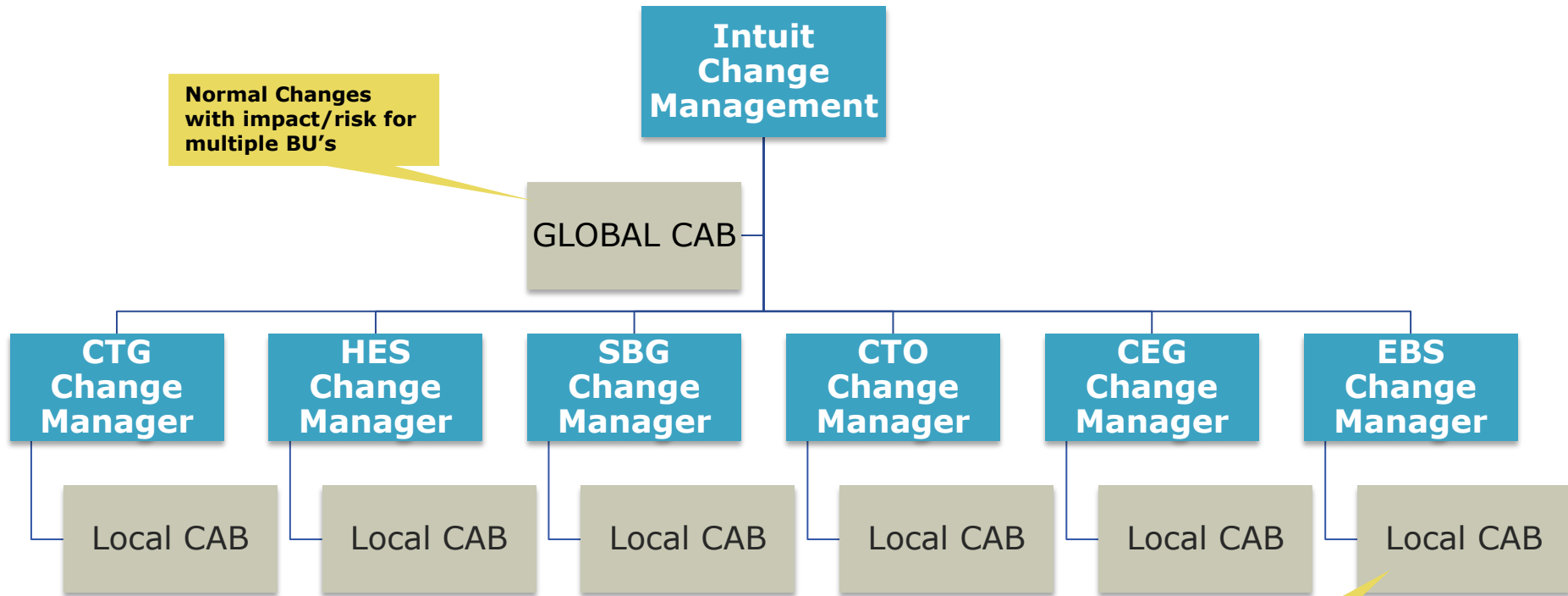
The views are different to better address the workflow of the change type **QA Approver** – submitter will provide the name. The QA Approver is the person that would be signing off on a successful QA before the change is introduced to production

## Normal Changes will have at least 3 approvals:

- **QA approval** – The submitter will provide an individual to provide a QA approval.
- **CI Approver** – An approval group will be pulled from the related CI (Configuration item).
- **CAB Approval** – The CAB will provide the final approval.

# CAB

Normal Changes with impact/risk for multiple BU's



Normal Changes with impact/risk for single BU ONLY

### **All Normal Changes require 7 days lead time**

If a Change does not meet the lead time, it will be Flagged as Expedited. Expedited Changes will follow the same workflow as all Normal Changes.



### **Assignments to Support Group**

Once a Change Request has been submitted, it is assign to a designated Support Group. The Support Group is determined by the CI that has been related. Support Groups are based on IOC On-Call groups.

# Change Requirements

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- **Related CIs** - All CRs will require that a CI be related to it. This can be an Application (Former Product Name), Server, Network Device, Storage Filer, Etc.
- **Downtime** - The amount of downtime is no longer a separate field. Downtime will be determined by the Risk Level and the Change Details
- **RTB/Project Name** - Project Name is no longer required for submitting a CR

## Approver Notification

Approvers will be notified of pending approvals via email. They will be able to approve within the tool or directly from the email or their smart phone.

## Notification Subscriptions

Standard notifications will be enabled in ServiceNow providing updates to the submitter as the CR moves through the process.

- Users can unsubscribe to specific notifications if they are not wanted.
- Users can also subscribe to certain types of Changes that they would like to be notified about.

# Create Change > Select Template

The screenshot displays the Intuit ServiceNow Development interface. At the top, the Intuit logo is on the left, and the text 'ServiceNow Development ----- New to ServiceNow?' is on the right. Below the logo, a blue header bar says 'Welcome: Karen Chiles'. The main content area is titled 'change' and features a search bar with the text 'select your template'. On the left side, there is a navigation menu with the following items: Overview, Create Change (highlighted in yellow), My Approvals, Changes, Open, Closed, All, Tasking, My Open Tasks, My Group's Open Tasks, Scheduling, Change Schedule, and Administration, Change Cat Approvals. The main area is titled 'Service Catalog' and contains a list of templates organized into several sections. The first section includes: Add Network Access - Service / Application Level ACL, Add/Modify - GTM (Global Traffic Manager), Add/Modify - LTM (Load Balancer), Add/Modify - LTM (Load Balancer) + GTM, Add/Modify - LTM (Load Balancer) + GTM + SSL, Add/Modify - LTM (Load Balancer) + SSL, Add/Modify Vlan Assignment to Switchport(s), Install/Renew - SSL Cert - Load Balancer (MANUAL), Network Switch Port Flip/Modify Vlan, Update IFS LTM iRule Data Group - FI, Upgrade Vyatta VPN Amazon Web, VENAFI - Add / Modify - SSL Cert Renewal, Add Network Access (ACL), Add/Update Analysis Tool Port Assignment, and Add/Update Analysis Tool Port Flows. A link 'View all items' is located below this list. The second section includes: Modify Hardware Break/Fix - QDC, Modify Hardware Break/Fix - LVDC, Modify Hardware Break/Fix -WDHDC, Modify Hardware Break/Fix -OTHER, Data Center IT Infrastructure Change, Install Server/Hypervisor Build - QDC, Modify Hardware - LVDC, Modify Hardware - QDC, Modify Hardware Break/Fix - ALL DC, Run Cable Network - LVDC, Run Cable Network - QDC, and WDH DC - Decommission Server/Device. The third section includes: Amazon (AWS) Account Sunset, AWS (Amazon Web Services) Vyatta Instances Configuration, Modify Network Device, Network Maintenance, Performance Maintenance, Platform Operations Maintenance, and Remove Network Device. The fourth section includes: Normal Change Request (CAB Approval) and Can't Find What I'm Looking For. The fifth section includes: Application Release/Update, CTG Application Release, and SBG - Add/Modify/Remove Application Code. The sixth section includes: Add/Modify IP DNS, Add/Modify IP/DNS - Coordinated Cutover, Add / Modify Encryption Service, Add/Modify/Delete DHCP Scope(s), Add/Update Proxy Service - Quincy/Las Vegas, Modify Operating System, and Reboot Server. The seventh section includes: Add / Modify / Remove Database Objects, Add / Modify / Remove Database or Cluster Configuration, Add / Modify / Remove Database Replication, Install Database Patches, and Install Database Tools. The eighth section includes: Facilities Corrective Maintenance, Facilities New Equipment Installation, and Facilities Preventative Maintenance.

# Templates

## Standard Changes

### Standard Changes

- Ad-hoc backup
- Add / Modify Encryption Service
- Add Database Backup
- Add Network Access (ACL)
- Add Network Access - Service / Application Level ACL
- Add/Modify - GTM (Global Traffic Manager)
- Add/Modify - LTM (Load Balancer)
- Add/Modify - LTM (Load Balancer) + GTM
- Add/Modify - LTM (Load Balancer) + GTM + SSL
- Add/Modify - LTM (Load Balancer) + SSL
- Add/Modify IP DNS
- Add/Modify Server Backup
- Add/Modify/Delete DHCP Scope(s)
- Add/Modify/Remove Client Storage Access
- Add/Update Analysis Tool Port Assignment
- Add/Update Analysis Tool Port Flows
- Add/Update Proxy Service - Quincy/Las Vegas
- Amazon (AWS) Account Sunset
- AWS (Amazon Web Services) Vyatta Instances Configuration
- Install Server/Hypervisor Build - QDC
- Install/Renew - SSL Cert - Load Balancer (MANUAL)
- Modify Hardware Break/Fix - ALL DC
- Modify Hardware Break/Fix - LVDC
- Modify Hardware Break/Fix - Other
- Modify Hardware Break/Fix - QDC
- Modify Hardware Break/Fix - WDHDC
- Remove Network Access - ACL
- Restore from Backup
- Run Cable Network - LVDC
- Run Cable Network - QDC
- Update IFS LTM iRule Data Group - FI
- Upgrade Vyatta VPN Amazon Web
- VENAFI - Add / Modify - SSL Cert Renewal

## Normal Changes

### Normal Changes

- Add New Network Vlan
- Add / Modify / Remove Database Objects
- Add / Modify / Remove Database or Cluster Configuration
- Add / Modify / Remove Database Replication
- Add SAN Storage Array
- Add/Modify IP/DNS - Coordinated Cutover
- Application Release
- BREAK/FIX storage array parts replacement
- Bus App - Broadcast Events - Maintenance
- Bus App - Contact Center- Maintenance
- Can't find what I'm looking for
- CTG Application Release
- Data Center IT Infrastructure Change
- Employee Tech - Collaboration Service - Maintenance
- Employee Tech - Voice Services - Maintenance
- Facilities Corrective Maintenance
- Facilities New Equipment Installation
- Facilities Preventative Maintenance
- Install Database Patches
- Install Database Tools
- Install NetApp storage array - LVDC
- Install NetApp storage array - QDC
- Install San Storage Switch
- Migrate Storage Host
- Modify Hardware - LVDC
- Modify Hardware - QDC
- Modify Network Device
- Modify Network WAN Config
- Modify Operating System
- Modify San Storage Array
- Modify San Storage Switch
- Network Maintenance
- Performance Maintenance
- Platform Operations Maintenance
- Reboot Server
- Remove Network Device
- SBG - Add/Modify/Remove Application Code
- Site to Site VPN
- Storage Software Update
- Tech Infrastructure - LAN/WAN - Maintenance
- UC Network Maintenance
- WDH DC - Decommission Server/Device

# Standard Change

intuit.

ServiceNow Development ----- New to ServiceNow? Take the Training Now

Welcome: Karen Chiles

Logout

- change
- Change
- Overview
- Create Change
- My Approvals
- Changes
- Open
- Closed
- All
- Tasking
- My Open Tasks
- My Group's Open Tasks
- Scheduling
- Change Schedule
- Administration
- Change Cat Approvals

Change Request = Required field Initiate Change Update Save Cancel Change

Change submitter:	Karen Chiles	Number:	CHG0032054
On behalf of:	Karen Chiles	Approval:	Not Yet Requested
Template:	NWACLSVC	Type:	Standard
Category:	Network	State:	New
Sub category:	ACL	Assignment group:	Hosting - EBS - Service D
Configuration item:	EBS Enterprise Splunk	Assigned to:	
Environment:	Production (prd)	Priority:	4 - Low
Short description:	Add Network Access - Service / Application Level ACL		

Description: Add Network Access - Service Level ACL

Before submitting a Service Level ACL CR, please check the Service Level ACL Wiki - [http://itoei.intuit.com/itoei/QDC\\_Service\\_Level\\_ACLS#New\\_SL\\_ACL\\_Request](http://itoei.intuit.com/itoei/QDC_Service_Level_ACLS#New_SL_ACL_Request) - to ensure that the access required is not already open. If the access is not open, you must sign up for the daily NEO Team troubleshooting / consulting window to discuss your specific Service Level ACL needs and ensure that your

Schedule | Planning | Notes

Schedule

Planned start date:	06-17-2014 02:10:44 PM	CAB date:	
Planned end date:	06-26-2014 03:10:44 PM	Work start:	
		Work end:	

Initiate Change Update Save Cancel Change

### Related Links

[Check Conflicts](#)

[Create or Join Chat Room](#)

When you fill in the Red Required fields, the color changes to Green. Check Conflicts is good practice

# Standard Change

**Save** – Saves the form and leaves you on the form  
**Update** – Saves the form and closes the form  
When you have completed filling out the CR, click  
**Initiate Change**

Change Request = Required field

Initiate Change Update Save Cancel Change

Change submitter: Karen Chiles

On behalf of: Karen Chiles

Template: NWACLSVC

Category: Network

Sub category: ACL

Configuration item: EBS Enterprise Splunk

Environment: Production (prd)

Short description: Add Network Access - Service / Application Level ACL

Number: CHG0032054

Approval: Not Yet Requested

Type: Standard

State: New

Assignment group: Hosting - EBS - Service D

Assigned to:

Priority: 4 - Low

Description: Add Network Access - Service Level ACL

Before submitting a Service Level ACL CR, please check the Service Level ACL Wiki - [http://iitoei.intuit.com/iitoei/QDC\\_Service\\_Level\\_ACLS#New\\_SL\\_ACL\\_Request](http://iitoei.intuit.com/iitoei/QDC_Service_Level_ACLS#New_SL_ACL_Request) - to ensure that the access required is not already open. If the access is not open, you must sign up for the daily NEO Team troubleshooting / consulting window to discuss your specific Service Level ACL needs and ensure that your

Schedule Planning Notes

**This is a Standard Change and does NOT need to go to CAB**



# Standard Change Approved

Change Request

Update Save Cancel Change

Change submitter: Karen Chiles

On behalf of: Karen Chiles

Template: STDBBACKUP

Category: Storage

Sub category: Backup

Configuration item: Remedy Action Request

Environment: Production (prd)

Short description: Add Database Backup

Description: Enter DB virtual name or Hostname - FQDN  
Database Type - Oracle / SQL  
Is this part of a Cluster?

Schedule Planning Notes

Schedule

Planned start date: 06-18-2014 11:10:16 AM

Planned end date: 06-18-2014 12:10:16 PM

CAB date:

Work start:

Work end:

Update Save Cancel Change

Related Links

[Check Conflicts](#)

[Create or Join Chat Room](#)

[Show Workflow](#)

Change Tasks (4) Problems Affected CIs (26) Impacted Services (3) Incidents Pending Change Incidents Caused By Change Releases Conflicts

Problems New Go to Change

Problem Change M2Ms

**Standard Changes are mostly pre-approved or have few approval requests. i.e. ACLs only have Security approval. Standard Changes do not go to CAB**

# Normal Change = CAB

**Emergency changes are only Normal changes. For emergency changes DO NOT click SAVE. Just click Emergency Change**

**Change Request** = Required field Submit Save Emergency Change

Change submitter:	Karen Chiles	Number:	CHG0032055
On behalf of:	Karen Chiles	Approval:	Not Yet Requested
Category:	Application	Type:	Normal
Sub category:	-- None --	State:	Draft
Configuration item:		Assignment group:	
QA approver:		Assigned to:	
Environment:		Priority:	4 - Low
Risk:	Medium - potential dov		
Short description:			
Description:			

**Red marked fields are mandatory. After you fill in the required fields, the color changes to Green**

**Schedule** | Planning | Notes

Planned start date:		CAB date:	
Planned end date:		Work start:	
		Work end:	

**Submit Save Emergency Change**

**Related Links**  
[Check Conflicts](#)  
[Create or Join Chat Room](#)

# Save the Normal Change

**Request Approval** **Update** **Save** **Cancel Change**

Change submitter: Karen Chiles  
On behalf of: Karen Chiles  
Category: Application  
Sub category: -- None --  
Configuration item: Remedy Action Request  
QA approver:  
Environment: Production (prd)  
Risk: Medium - potential dov  
Short description: This is a NORMAL change which goes to CAB  
Description:

Number: CHG0032067  
Approval: Not Yet Requested  
Type: Normal  
State: New  
Assignment group: Hosting - EBS - Service D  
Assigned to:  
Priority: 4 - Low

**Save – Saves the form and leaves you on the form**  
**Update – Saves the form and closes the form**

**Schedule** | Planning | Notes

**Schedule**

Planned start date:   
Planned end date:   
CAB date:   
Work start:   
Work end:

**Request Approval** **Update** **Save** **Cancel Change**

**Related Links**  
[Check Conflicts](#)  
[Create or Join Chat Room](#)  
[Show Workflow](#)

Change Tasks (1) | Approvers | Problems | Affected CIs (26) | **Impacted Services (3)** | Incidents Pending Change | Incidents Caused By Change | Releases | Conflicts

**Impacted Services** **Edit...** Go to Business Service

Task = CHG0032067

Business Service	Business criticality	Managed by	Owned by	Approval group	Site	Operational status	Manually added
IT Service Management	2 - somewhat critical						false
Security	2 - somewhat critical						false
HR Applications	2 - somewhat critical						false

Response time(ms): 6091, network: 231, server: 5064, browser: 796

**Note: the Emergency button goes away and new buttons appear. Saving the change leaves the change state in New until you are ready to Request Approval**  
**Checking Impacted Services is recommended**

# Selecting Request Approval

Change Request = Required field Request Approval Update Save Cancel Change

Please enter required information

Change submitter:	Karen Chiles	Number:	CHG0032067
On behalf of:	Karen Chiles	Approval:	Not Yet Requested
Category:	Application	Type:	Normal
Sub category:	-- None --	State:	New
Configuration item:	Remedy Action Request	Assignment group:	Hosting - EBS - Service D
QA approver:		Assigned to:	
QA approver cannot be blank		Priority:	4 - Low
Environment:	Production (prd)		
Risk:	Medium - potential dow		
Short description:	This is a NORMAL change which goes to CAB		
Description:			

**Complete additional mandatory fields**

Schedule | Planning | Notes

Schedule

Planned start date:		CAB date:	
Planned start date cannot be blank		Work start:	
Planned end date:		Work end:	
Planned end date cannot be blank			

Request Approval Update Save Cancel Change


**Related Links**  
[Check Conflicts](#)  
[Create or Join Chat Room](#)  
[Show Workflow](#)

# Planning tab


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Schedule | **Planning** | Notes


Planning


Change plan: ABC 


**These fields are mandatory**

 Change plan cannot be blank

Backout plan: ABC 

 Backout plan cannot be blank

Test plan: ABC 

 Test plan cannot be blank

PIR:

# Normal Changes must follow lead time

The screenshot shows a ServiceNow Change Request form. The form includes fields for Risk (Medium), Expedited (checked), Short description (This is a NORMAL change which goes to CAB), and Description (ABC). An error message dialog box is displayed over the form, stating: "The page at https://intuitdev01.service-now.com says: The following mandatory fields are not filled in: Expedited justification". The dialog box has an "OK" button.

The screenshot shows two date input fields. The first is labeled "Planned start date:" and has a red error message below it: "Planned start date cannot be blank". The second is labeled "Planned end date:" and has a red error message below it: "Planned end date cannot be blank".

**Normal Change will be reviewed by a Change Advisory Board (CAB) regardless of downtime or risk**

**Lead time required is based on Risk**

**High – 7 day lead time required**

**Medium – 3 day lead time required**

**Low – 0 day lead time required**

**If a Change does not fit in this lead time, the Change will automatically move to Expedited (see below)**

# Expedited Justification is required

**Change Request** = Required field Request Approval Update Save Cancel Change

Sub category:	-- None --	State:	New
Configuration item:	Remedy Action Request	Assignment group:	Hosting - EBS - Service D
QA approver:	Chris Bergstrom	Assigned to:	
Environment:	Production (prd)	Priority:	4 - Low
Risk:	Medium - potential dov		
Expedited:	<input checked="" type="checkbox"/>		
Short description:	This is a NORMAL change which goes to CAB		
Description:			
Expedited justification:			

**Schedule** | Planning | Notes

Planned start date:	06-12-2014 10:01:51 AM	CAB date:	
Planned end date:	06-12-2014 11:01:51 AM	Work start:	
		Work end:	

# Change State moves to Pending Approval

Change Request - Required field

Update Save Cancel Change

Change submitter:	Karen Chiles	Number:	CHG0032067
On behalf of:	Karen Chiles	Approval:	Requested
Category:	Application	Type:	Normal
Sub category:	-- None --	State:	Pending approval
Configuration item:	Remedy Action Request	Assignment group:	Hosting - EBS - Service D
QA approver:	Chris Bergstrom	Assigned to:	
Environment:	Production (prd)	Priority:	4 - Low
Risk:	Medium - potential dov		
Expedited:	<input checked="" type="checkbox"/>		

Short description: This is a NORMAL change which goes to CAB

Description:

Expedited justification:

vendor needs to come sooner

Schedule | Planning | Notes

Schedule

Planned start date:	06-12-2014 10:01:51 AM	CAB date:	
Planned end date:	06-12-2014 11:01:51 AM	Work start:	
		Work end:	

Update Save Cancel Change

**Related Links**

- [Check Conflicts](#)
- [Create or Join Chat Room](#)
- [Show Workflow](#)

Change Tasks (1) | Approvers (3) | Problems | Affected CIs (26) | Impacted Services (3) | Incidents Pending Change | Incidents Caused By Change | Releases | Conflicts

Change Tasks - New Go to Number

Change request = CHG0032067



# Although this looks like there are 39 approvers.... Only one person needs to approve from each group and the others will be marked No Longer Required

Change Tasks (1) | **Approvers (39)** | Problems | Affected Cls (1) | Impacted Services (1) | Incidents Pending Change | Incidents Caused By Change

Releases | Conflicts

Approvers ▾ Edit... Go to State    1 to 20 of 39 >>>

Approval for = CHG0032054

State	Approver	Name	Comments	Created	State	Approver
Requested	Kamlesh Yadav	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	Approved	Rob Histing
Requested	Charles Adapon	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	Approved	Zubair Bukhari
Requested	Sarah Raab	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	Approved	Karen Chiles
Requested	Mark Wayne Javier	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	No Longer Required	Mike Kinasz
Requested	Jackson Banks	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	No Longer Required	Jigna Bhatt
Requested	Aaron Johnson	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	No Longer Required	Akhil Malik
Requested	Noel Oliver	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	No Longer Required	Vichai Lelapinyokul
Requested	Varma Raju D V S	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	No Longer Required	Sidhesh Naik
Requested	Earl Campbell	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	No Longer Required	Cory Putnam
Requested	James Ogburn	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	No Longer Required	Ajeesh Vijayan
Requested	David Gulley	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	No Longer Required	Brian Adams
Requested	Nitin Bhatia	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	No Longer Required	Mischelle Irvin
Requested	Melvin Harrelson	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	No Longer Required	Chris Bergstrom
Requested	Mark Friberg	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	No Longer Required	Victor Garcia
Requested	Deepak Gurejani	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	No Longer Required	Twyla Curl
Requested	Thirumalai Kumar	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	No Longer Required	Ben Narramore
Requested	Ankur Chaudhary	Tech Infr - Security Approval		06-10-2014 02:14:36 PM	Actions on selected rows... ▾	
Requested	Sandip Nahak	Tech Infr - Security Approval		06-10-2014 02:14:36 PM		
Requested	Daniel Keith	Tech Infr - Security Approval		06-10-2014 02:14:36 PM		
Requested	Michael Hardman	Tech Infr - Security Approval		06-10-2014 02:14:36 PM		

Actions on selected rows... ▾ 1 to 20 of 39 >>>

## Workflow

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It is important that CRs and tasks State field (status) are moved through the workflow and tasks and changes are Closed.

Make sure you mark each task closed as you work it.

# Tasks

The screenshot shows the ServiceNow interface for a task record. The browser address bar displays `https://intuitdev01.service-now.com`. The page title is "ServiceNow Development ----- New to ServiceNow? Take the Training Now". The user is logged in as "Karen Chiles".

The main content area shows the "Change Task" form for a task with ID CTASK0011947. The "State" dropdown menu is open, showing options: "Open", "Pending", "Open", "Work in Progress", "Closed Complete", and "Cancelled". The "Work in Progress" option is highlighted. Other fields include "Assignment group: Hosting - Database - Open", "Assigned to: Ricardo Rivas", "Change request: CHG0032068", "Work start: 06-11-2014 11:23:22 AM", "Work end: 06-20-2014 11:23:31 AM", and "Priority: 4 - Low".

The "Short description" field contains "DBA Task" and the "Description" field contains "DBA confirm DB is in archive log mode, cancel if not Oracle DB".

The "Activity" section shows a list of recent activities:

- 06-11-2014 11:10:49 AM Karen Chiles - Changed: State
- 06-11-2014 11:09:57 AM A new change task has been assigned to your group (CTASK0011947) - Email sent
- 06-11-2014 11:09:46 AM Karen Chiles - Changed: Assignment group, Description, Priority, Short description, State, Assign to requestor

The "Affected CIs" section shows a table with the following data:

Configuration Item	BUFG L2	BUFG L3	Class
Configuration Item	BUFG L2	BUFG L3	Class

Response time(ms): 3477, network: 170, server: 1848, browser: 1459

A green banner at the bottom of the screenshot contains the text: **Set the State to Work In Progress**

# Tasks

Change Tasks (4) | Problems | Affected CIs (26) | Impacted Services (3) | Incidents Pending Change | Incidents Caused By Change | Releases | Conflicts

Change Tasks ▾ Go to    « 1 to 4 of 4 »

▶ Change request = CHG0032068

Number	Short description	State	Assignment group	Assigned to	Order	Work end
<input type="checkbox"/> <a href="#">CTASK0011947</a>	Backup Database -Install - DBA Task	Closed Complete	<a href="#">Hosting - Database - Operations</a>	<a href="#">Ricardo Rivas</a>	1	06-20-2014 11:23:31 AM
<input type="checkbox"/> <a href="#">CTASK0011948</a>	Backup Database- Install- Storage Task- Install oraback scripts / files	Open	<a href="#">Hosting - Storage - Operations</a>	<a href="#">Bryan Hirschon</a>	2	
<input type="checkbox"/> <a href="#">CTASK0011949</a>	Backup Database- Install- Storage Task-Configure backups of the control file (us	Pending	<a href="#">Hosting - Storage - Operations</a>		3	
<input type="checkbox"/> <a href="#">CTASK0011950</a>	Backup Database- Install- Storage Task- Backup Database- Install- Storage Task	Pending	<a href="#">Hosting - Storage - Operations</a>		4	

Actions on selected rows... « 1 to 4 of 4 »

**When the task gets closed, it moves the next task to Open**

# Tasks – Standard Change

Change Request Update

**Change Request** = Required field

Change submitter: Karen Chiles

On behalf of: Karen Chiles

Template: STDBBACKUP

Category: Storage

Sub category: Backup

Configuration item: Remedy Action Request

Environment: Production (prd)

Number: CHG0032068

Approval: Approved

Type: Standard

State: Closed

Completion code: Successful

Assignment group: Hosting - EBS - Service D

Assigned to:

Priority: 4 - Low

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Short description: Add Database Backup

Description:

Enter DB virtual name or Hostname - FQDN

Database Type - Oracle / SQL

Is this part of a Cluster?

When all the Tasks are Closed, the CR Completion Code moves to Closed > Successful

**Schedule** | Planning | Notes

**Schedule**

Planned start date: 06-18-2014 11:10:16 AM

Planned end date: 06-18-2014 12:10:16 PM

CAB date:

Work start: 06-11-2014 11:23:22 AM

Work end: 06-20-2014 11:23:31 AM

**Update** **Save**

**Related Links**

[Check Conflicts](#)

[Create or Join Chat Room](#)

[Show Workflow](#)

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Change Tasks (4)
Problems
Affected CIs (26)
Impacted Services (3)
Incidents Pending Change
Incidents Caused By Change
Releases
Conflicts

Change Tasks Go to

Change request = CHG0032068

Number	Short description	State	Assignment group	Assigned to	Order
CTASK0011947	Backup Database -Install - DBA Task	Closed Complete	Hosting - Database - Operations	Ricardo Rivas	
CTASK0011948	Backup Database- Install- Storage Task- Install oraback scripts / files	Closed Complete	Hosting - Storage - Operations	Bryan Hirschon	
CTASK0011949	Backup Database- Install- Storage Task-Configure backups of the control file (us	Closed Complete	Hosting - Storage - Operations	Russell Apkarian	
CTASK0011950	Backup Database- Install- Storage Task- Backup Database- Install-	Closed	Hosting - Storage - Operations	Jared Pipgras	

# Task – Normal Change

Change Request

Update Save Cancel Change

Change submitter:	Joel Atwood	Number:	CHG0031306
On behalf of:	Joel Atwood	Approval:	Approved
Category:	Application	Type:	Normal
Sub category:	-- None --	State:	Scheduled
Configuration item:	Remedy Action Request	Assignment group:	Hosting - FBS - Service D
QA approver:	Chris Bergstrom	Assigned to:	
Environment:		Priority:	4 - Low
Risk:	Low - no downtime		
Short description:	test		
Description:			

**When Cr is approved the CR moves to Scheduled**

Schedule Planning Notes

Schedule

Planned start date:	05-21-2014 09:25:41 AM	CAB date:	06-11-2014
Planned end date:	05-21-2014 10:25:41 AM	Work start:	
		Work end:	

Update Save Cancel Change

**Related Links**

[Check Conflicts](#)  
[Create or Join Chat Room](#)  
[Show Workflow](#)

Change Tasks (1) **Approvers (9)** Problems Affected CIs (8) Impacted Services (39) Incidents Pending Change Incidents Caused By Change Releases Conflicts

Approvers Edit... Go to State

Approval for = CHG0031306

State	Approver	Name	Comments	Created
Approved	Karen Chiles	Change Managers Approval		06-03-2014 09:53:11 PM
Approved	Chris Bergstrom			05-12-2014 09:25:46 AM
Approved	Joel Atwood			05-12-2014 09:25:46 AM
No Longer Required	Mischelle Irvin	Change Managers Approval		06-03-2014 09:53:11 PM
No Longer Required	Victor Garcia	Change Managers Approval		06-03-2014 09:53:11 PM

# Task is ready to work

← Change Task Update Save

<p><b>Assignment group:</b> <input type="text" value="Hosting - EBS - Service D"/></p> <p><b>Assigned to:</b> <input type="text" value="Brant Grygiel"/></p> <p><b>Configuration item:</b> <input type="text" value="Remedy Action Request"/></p> <p><b>State:</b> <input type="text" value="Open"/></p> <p><b>Task type:</b> <input type="text" value="Implementation"/></p> <p><b>Short description:</b> <input type="text" value="testing tasks"/></p> <p><b>Description:</b></p> <p><b>Work notes:</b></p>	<p><b>Number:</b> <input type="text" value="CTASK0011951"/></p> <p><b>Change request:</b> <input type="text" value="CHG0032069"/></p> <p><b>Work start:</b> <input type="text"/></p> <p><b>Work end:</b> <input type="text"/></p> <p><b>Priority:</b> <input type="text" value="4 - Low"/></p>
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**Activity >>**

- 06-11-2014 12:57:46 PM **Karen Chiles** - Changed: State
- 06-11-2014 12:55:53 PM A new change task has been assigned to your group (CTASK0011951) - Email sent
- 06-11-2014 12:55:26 PM **Karen Chiles** - Changed: Assignment group, Priority, Short description, State, Assign to requestor

**Affected CIs** New Edit... Go to

Task = CTASK0011951

Configuration Item	BUGF L2	BUGF L3	Class
<input type="checkbox"/> Remedy Action Request System	Product & Technology Group (Tech)	Enterprise Business Solutions (Tech - EBS)	Application

Actions on selected rows...

Response time(ms): 813, network: 77, server: 436, browser: 300

# Task State – Work in Progress

**Change Task** | = Required field Update

Assignment group:	Hosting - SBG - Service C	Number:	CTASK0011952
Assigned to:	Brian Ault	Change request:	CHG0031193
Configuration item:	1099 Central	Work start:	06-11-2014 01:17:46 PM
State:	Work in Progress	Work end:	
Task type:	Implementation	Priority:	4 - Low

Short description: Quickbooks Desktop users can't login

Description:

**State – move to Work in Progress  
Work Start – will then automatically populate**

Work notes:

Activity >>

- 06-11-2014 01:16:54 PM A CR has been submitted for 1099 Central - Email sent
- 06-11-2014 01:16:38 PM Karen Chiles - Changed: State
- 06-11-2014 01:15:54 PM A new change task has been assigned to your group (CTASK0011952) - Email sent
- 06-11-2014 01:15:53 PM Karen Chiles - Changed: Assignment group, Priority, Short description, State, Assign to requestor

Update Save

---

Affected CIs New Edit... Go to Configuration Item   1

Task = CTASK0011952

Configuration Item	BUFG L2	BUFG L3
1099 Central	Small Business Management Solutions Grou...	Employee Management Solutions (SBMS - EMS)



# Task State – Closed Complete

**Change Task** [Update] [Save]

Assignment group: Hosting - SBG - Service D  
Assigned to: Brian Ault  
Configuration item: 1099 Central  
State: Closed Complete  
Task type: Implementation  
Short description: Quickbooks Desktop users can't login  
Description:

Number: CTASK0011952  
Change request: CHG0031193  
Work start: 06-11-2014 01:17:46 PM  
Work end: 06-11-2014 01:21:05 PM  
Priority: 4 - Low

**State – move to Closed Complete  
Work End – will then automatically populate**

Work notes:

Activity >>

- 06-11-2014 01:19:23 PM Karen Chiles - Changed: Assigned to, State, Work end, Work start
- 06-11-2014 01:16:54 PM A CR has been submitted for 1099 Central - Email sent
- 06-11-2014 01:16:38 PM Karen Chiles - Changed: State
- 06-11-2014 01:15:54 PM A new change task has been assigned to your group (CTASK0011952) - Email sent
- 06-11-2014 01:15:53 PM Karen Chiles - Changed: Assignment group, Priority, Short description, State, Assign to requestor

[Update] [Save]

Affected CIs [New] [Edit...] Go to [Configuration Item] [Search] 1 to 1 of 1

Task = CTASK0011952

Configuration Item	BUFG L2	BUFG L3	Class
1099 Central	Small Business Management Solutions Grou...	Employee Management Solutions (SBMS - EMS)	Application

Actions on selected rows 1 to 1 of 1

# Task is closed **Normal** CR State = Implemented

**Change Request** = Required field Update Save

Change submitter: Joel Atwood  
On behalf of: Joel Atwood  
Category: Application  
Sub category: -- None --  
Configuration item: Remedy Action Request  
QA approver: Chris Bergstrom  
Environment:  
Risk: Low - no downtime  
Short description: test  
Description:

Number: CHG0031306  
Approval: Approved  
Type: Normal  
State: Implemented  
Completion code: -- None --  
Assignment group: Hosting - EBS - Service D  
Assigned to:  
Priority: 4 - Low

**Schedule** | Planning | Notes

**Schedule**

Planned start date: 05-21-2014 09:25:41 AM  
Planned end date: 05-21-2014 10:25:41 AM  
CAB date: 06-11-2014  
Work start: 06-11-2014 12:38:35 PM  
Work end: 06-11-2014 12:40:20 PM

**Update Save**

**Related Links**  
[Check Conflicts](#)  
[Create or Join Chat Room](#)  
[Show Workflow](#)

**Change Tasks (1)** | Approvers (9) | Problems | Affected CIs (8) | Impacted Services (39) | Incidents Pending Change | Incidents Caused By Change | Releases | Conflicts

Change Tasks **New** Go to Number

Change request = CHG0031306

Number	Short description	State	Assignment group	Assigned to	Order	Work end
CTASK0011017	test	Closed Complete	IT_Service_desk-Plano-TEST	Kar Kam		06-11-2014 12:40:20 PM

Actions on selected rows...

# Normal Change stays Implemented until the Completion Code is filled in

The screenshot shows the ServiceNow interface for a Change Request. The 'State' dropdown menu is open, showing options: -- None --, Successful, Successful with Issues, Unsuccessful, and Cancelled. The 'Completed' option is highlighted. A red circle highlights the dropdown menu. A green banner at the bottom of the form reads: "State in CR moves to Implemented. The submitter must go into the CR and select the Completion Code".

**Change Request Form Fields:**

- Change submitter: Joel Atwood
- On behalf of: Joel Atwood
- Category: Application
- Sub category: -- None --
- Configuration item: Remedy Action Request
- QA approver: Chris Bergstrom
- Environment:
- Risk: Low - no downtime
- Short description: test
- Description:
- Number: CHG0031306
- Approval: Approved
- Type: Normal
- State: Implemented
- Completion code: -- None --
- Assignment group: IT\_Service\_desk-Plano-TEST
- Assigned to: Kar Kam
- Priority:

**Schedule:**

- Planned start date: 05-21-2014 09:25:41 AM
- Planned end date: 05-21-2014 10:25:41 AM
- CAB date: 06-11-2014
- Work start: 06-11-2014 12:38:35 PM
- Work end: 06-11-2014 12:40:20 PM

**Related Links:**

- Check Conflicts
- Create or Join Chat Room
- Show Workflow

**Change Tasks Table:**

Change Tasks	Approvers (9)	Problems	Affected CIs (8)	Impacted Services (39)	Incidents Pending Change	Incidents Caused By Change	Releases	Conflicts
Number	Short description	State	Assignment group	Assigned to	Order	Work end		
CTASK0011017	test	Closed Complete	IT_Service_desk-Plano-TEST	Kar Kam		06-11-2014 12:40:20 PM		

# CR is now Closed.

**Change Request** - Required field Update Save

Change submitter:	Joel Atwood	Number:	CHG0031306
On behalf of:	Joel Atwood	Approval:	Approved
Category:	Application	Type:	Normal
Sub category:	-- None --	State:	Closed
Configuration item:	Remedy Action Request	Completion code:	Successful
QA approver:	Chris Bergstrom	Assignment group:	Hosting - EBS - Service D
Environment:		Assigned to:	
Risk:	Low - no downtime	Priority:	4 - Low
Short description:	test		
Description:	<b>After Completion Code is populated, the State moves to Closed. Closing the CR will allow for accurate metrics</b>		

**Schedule** | Planning | Notes

**Schedule**

Planned start date:	05-21-2014 09:25:41 AM	CAB date:	06-11-2014
Planned end date:	05-21-2014 10:25:41 AM	Work start:	06-11-2014 12:38:35 PM
		Work end:	06-11-2014 12:40:20 PM

**Update Save**

**Related Links**  
[Check Conflicts](#)  
[Create or Join Chat Room](#)  
[Show Workflow](#)

**Change Tasks (1)** | Approvers (9) | Problems | Affected CIs (8) | Impacted Services (39) | Incidents Pending Change | Incidents Caused By Change | Releases | Conflicts

**Change Tasks** Go to

Change request = CHG0031306

Number	Short description	State	Assignment group	Assigned to	Order	Work end
CTASK0011017	test	Closed Complete	IT Service desk-Plano-TEST	Kar Kam		06-11-2014 12:40:20 PM

Response time(ms): 4385, network: 2285, server: 1206, browser: 894