

# SERVICENOW



AUBURN UNIVERSITY  
Office of Information Technology

## CHANGE MANAGEMENT 101



AUBURN  
INFORMATION TECHNOLOGY



now®

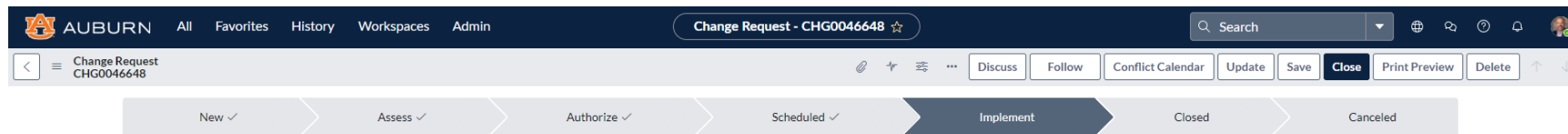
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## INTRODUCTION

ITIL defines a “change” as the addition, modification, or removal of anything that could have a direct or indirect effect on services; therefore, some requests from the Service Catalog, specifically those that generate or cause “changes,” will generate a Change Record (CHG9999999).

The fulfillment of a **change request** differs from that of a **service request**. Just like service requests, there is at least one **Task** for fulfillment, but the staged workflow for **change requests** is much more manual and deliberate, as you can see in this screenshot.



Change requests can and most often will be generated directly from the platform to document work done on configuration items.

## DEFINITION

**Change Management** is the process of documenting any new or modified service in our IT environment. It provides us with the ability to limit outages and collisions using conflict managers such as **blackout calendars** to automatically tell us if a change we are submitting interferes with another change or if there is a significant event happening during our planned start time and end times.

Change provides oversight with approvals, including leadership and **Change Advisory Board (CAB)** approval.

Change allows the documentation of work related to a modification or introduction to a service. In the case of Auburn University’s change process, it not only allows us to revisit how and when the change occurred. It

also gives us a historical look into changes for particular configuration items. It also gives departments the ability to track how many changes are occurring over time.

The process of managing configuration item changes across the institution falls under the oversight of the **Change Manager**. The Change Manager leads the **CAB**, which meets weekly to review **Normal Changes** submitted for consideration and **Emergency Changes** that have taken place.

Auburn's Change Management implementation leans heavily on ITIL best practices. Still, it has been modified to consider the institution's concerns, consultation from peer institutions, direction from the administration, and feedback from our IT professionals. The Change Management process may continue to evolve as Auburn University's IT landscape matures.

## BACKGROUND

Yes, change management is familiar to Auburn University. It started as an email chain, which became an Outlook calendar. It later began its automation journey with a venture into SharePoint and eventually landed in ServiceNow, where it resides today.

The most significant update to the change management process came with its automation. This allowed dynamic tracking of changes on a calendar and notifications to supervisors, IT Providers, and others.

The idea of the **CAB** came within the automation timeframe. This, too, was a big but necessary addition to the process as we mature as an IT organization.

## CHANGE TYPES

There are three (3) types of changes. (**Standard**, **Normal**, and **Emergency**)

### a) **Standard**

A Standard Change is a low-risk, pre-authorized change that is well-understood and fully documented and can be implemented without needing additional authorization.

- Low impact and low risk (which is always well understood)
- Repeatable and well-documented process with a high degree of success
- Relatively common and frequently occurring
- Authority granted in advance (Pre-Approved by Change Manager/CAB)
- Does not directly alter user/business data

### **Examples**

- Server patching or similar activity that is performed throughout the year
- OS updates
- DNS Changes

### **Required Notification / Approvals**

- Auto Approved

### **Required Documentation** ([step-by-step documentation](#))

- Change Requests must be submitted through ServiceNow using a Standard Change Template

## b) **Normal**

A Normal Change is not an emergency change or a standard change. Normal changes follow the defined steps of the change management process.

- Not auto-approved
- Cannot be created after the event
- Must go through the CAB
- Requested and CAB-reviewed with enough lead time, depending on the risk level

### **Examples**

- Oracle DB Upgrade
- Banner Upgrade
- SharePoint Server Upgrade
- Network hardware changes
- Large-scale changes or upgrades to various telecom systems

### **Required Documentation** ([step-by-step documentation](#))

- Change request in ServiceNow
- Thorough information (in the change requests) that sufficiently explains the impact of the normal change

### c) **Emergency**

An Emergency Change is a high-priority change that requires the bypassing of the normal change process to mitigate a production issue in the shortest possible time. Emergency changes fall within one of the following categories

- Fix on fail or retroactive situations where the impact to service has already been experienced.
- Fix or fail situations where the impact to service is imminent if action is not taken.

#### **Examples**

- System breach by hackers
- Firewall changes in response to attack
- Response to exposure to critical system vulnerability
- Restore system/service crash

#### **Required Notification / Approvals**

- The requestor's manager or director required

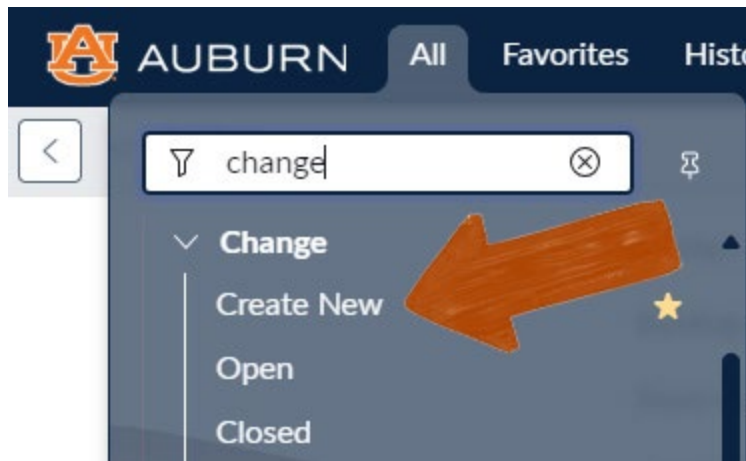
#### **Required Documentation** ([step-by-step documentation](#))

- Change request in ServiceNow
- Thorough information (in the change requests) that sufficiently explains the need and nature of the emergency change

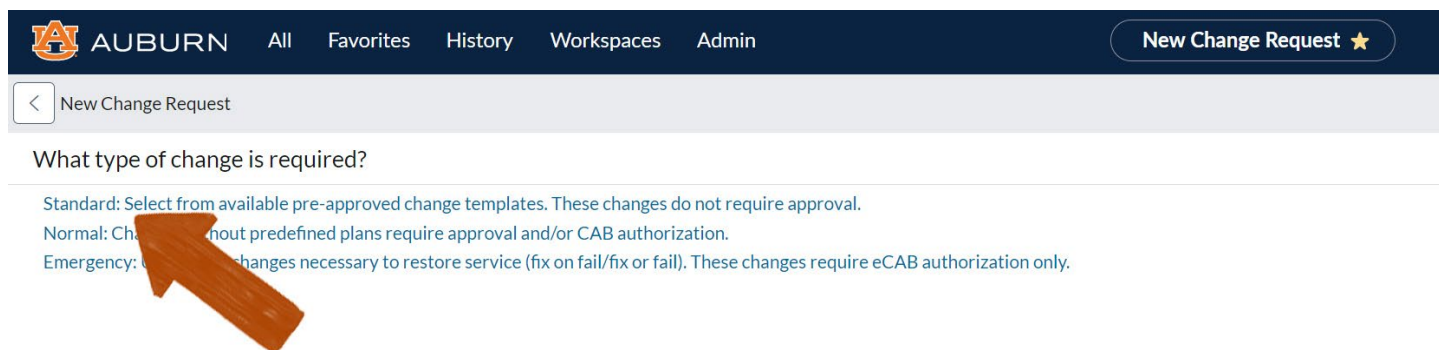
## LABS

### LAB 1: Lifecycle of a Standard Change

1. In the filter navigator, search for **Change** and click **Create New**



2. On the **What type of change is required?** screen, click **Standard: Select from available pre-approved change templates. These changes do not require approval.**





3. On the **Standard Changes** screen, select the **category** for your change. For example, **Server Standard Changes**.

AUBURN All Favorites History Workspaces Admin Standard Changes ☆ Search

Technical Catalog > Standard Changes 100 per page

## Standard Changes

Standard Change Template Library

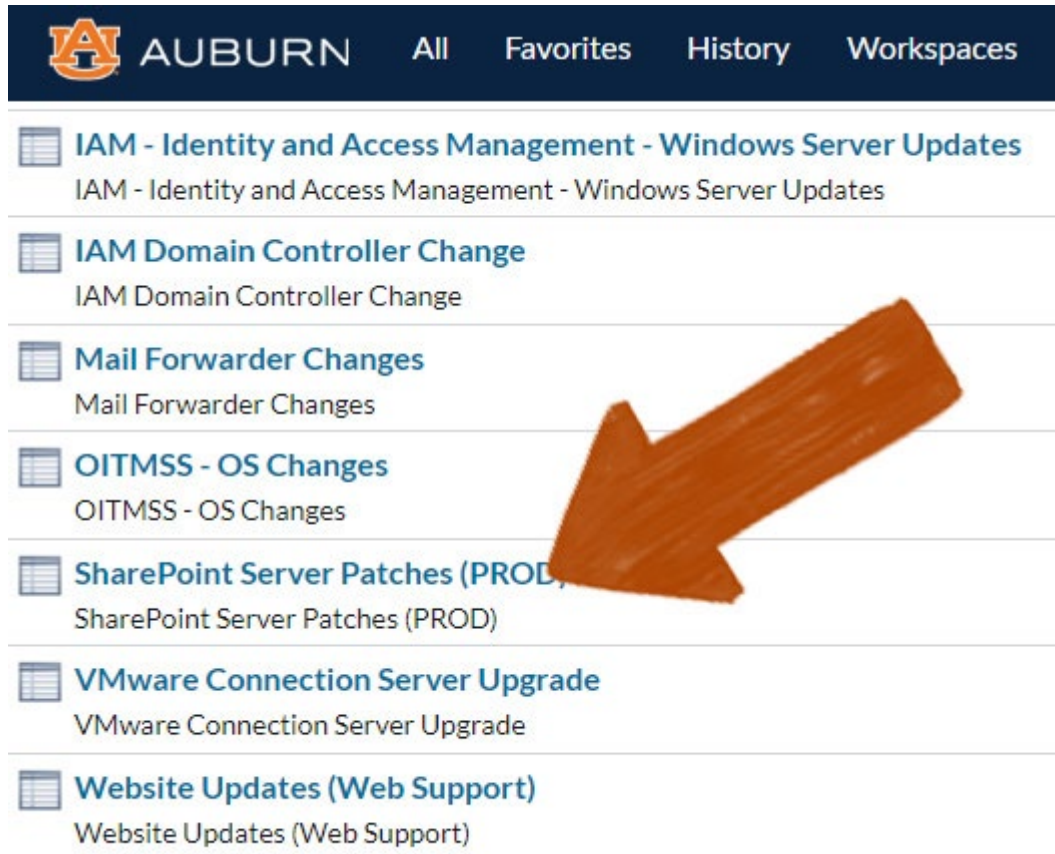
**Items**

- Decommissioning of several servers**  
Decommissioning of several servers
- DWS - ESXi Patching**  
DWS - ESXi Patching

**Related Categories**

- Cybersecurity Standard Changes**  
Standard change templates relating to Cybersecurity: Action 1, action 2, etc.
- Infrastructure Standard Changes**  
Standard change templates relating to infrastructure: Action 1, action 2, etc.
- Server Standard Changes**  
Standard change templates related to servers and attached storage: Action 1, action 2, etc.
- Software Standard Changes**  
Standard change templates relating to Software & Business Applications: Action 1, action 2, etc.
- Template Management**  
Propose a new Standard Change Template. Modify or Retire an existing Standard Change Template.
- Database Standard Changes**  
Standard change templates relating to databases: Action 1, action 2, etc.
- Network Standard Changes**  
Standard change templates relating to network: Action 1, action 2, etc.
- ServiceNow Standard Changes**  
Standard change templates related to ServiceNow: Migration of update sets, reports, user, and group administration.
- Telecommunication Standard Changes**  
Standard change templates relating to telecommunication: Action 1, action 2, etc.

4. Select the **standard change template** from the list in the category. For example, **SharePoint Server Patches (PROD)**.



5. Complete the change request form, documenting all required fields (look for the red \* next to the fields and the \* on the tabs). When you have completed the form, click **Save**.

Upon submission, A notification will be sent to the individual who requested the change (Requested By) and the Assignment Group.



\* Short description

This is a new normal change

\* Description

This is the description of the [change](#).

Notes

Step 1: Plan

Step 2: Schedule

Step 3: CAB

Step 4: Implement

Closure Information

Variables

1. Define Required Fields - Fill in all required fields above (look for an \* next to the field labels).

2. Planning Documentation

\* Justification

I have a new justification for this change.

\* Risk and impact analysis

This is my risk and impact analysis.

\* Implementation plan

Here is my implementation plan.

\* Backout plan

I have a back out plan for this change.

3. Change Request - Press the "Save" button above or below.

Submit

Print Preview


Save


Related Links

[Show Workflow](#)

The current **State** is **New**.

6. It's time to schedule your change. Enter the **Planned Start Date** and **Planned End Date**. Then, click the **Schedule** button.



\* Short description  



\* Description change."/> 

---



Notes Step 1: Plan **Step 2: Schedule** Step 3: CAB Step 4: Implement Closure Information Variables


**1. Assign the Work**

Assignment group   

Assigned to   


If a vendor/partner is conducting the change, define the technology partner.


Company   Website  

Contact  

Business Phone  Published email

**2. Execution Date/Time** - Time between planned start date and planned end date is the requested change window

Planned start date  

Planned end date  

Impact - Use the tabs below to define additional "Affected CIs", "Impacted Services", and any planned "Outages" (if necessary).

**4. Submit for Approval** - For **Standard Changes**, press the "Schedule" button above or below, and for **Normal/Emergency Changes**, press the "Request Approval" button above or below.

Related Links  
[Show Workflow](#)

**AUBURN** All Favorites History Workspaces Admin Change Request - CHG0047310

Search

Change Request CHG0047310

Discuss Follow **Schedule** Conflict Calendar Update Save Print Preview Delete

New Assess Authorize Scheduled Implement Closed Canceled

Number: CHG0047310

Requested by: Joshua Henderson

\* Contact phone: (334) 844-9344

\* Contact email: hendejs@auburn.edu

Building name:

Room number:

Task FOP:

Type: State

State:

Escalation: Normal

Conflict status: No Conflict

Conflict last run: 03/28/2024 16:00:43

Created: 03/28/2024 16:00:38

Business duration:

The current **State** is **Scheduled**.

7. When you are ready to implement the change, click the **Implement** button.

**AUBURN** All Favorites History Workspaces Admin Change Request - CHG0046654

Search

Change Request CHG0046654

Discuss Follow **Implement** Conflict Calendar Update Save Copy Change Print Preview Delete

New ✓ Assess ✓ Authorize ✓ Scheduled Implement Closed Canceled

Number: CHG0046654

Requested by: Joshua Henderson

\* Contact phone: (334) 844-9344

\* Contact email: hendejs@auburn.edu

Building name:

Room number:

Task FOP:

\* Category: Applications Software

Service: ServiceNow (auburn)

\* Configuration item: ServiceNow (auburn)

\* Short description: This is a new normal change

\* Description: This is the description of the change.

Type: Normal

State: Scheduled

Escalation: Normal

On hold: ☐

Conflict status: No Conflict

Conflict last run: 03/27/2024 08:06:33

Created: 03/27/2024 07:50:55

Business duration:

Priority: 4 - Low

Risk: Exception

\* Impact: 1 - Most Users

Requested by date:

Entering the implementation phase automatically fills in the **Actual Start** field and creates the **change task** (CTASK#####) to complete this change request. This also opens the **Close Code** and **Notes** on the **Closure Information Tab** for single pane closure.

The current **State** is **Implement**.

- As mentioned in step 7, closing the change is now available from the change request. This is the preferred method for closing a change request due to the ease of this process. To close the change request, navigate to the **Closure Information** tab, choose the **Close Code**, provide **Notes**, and then click the **Close** button.

The screenshot displays the Auburn University ServiceNow Change Request interface for request CHG0046654. The top navigation bar includes the Auburn logo, user menu, and search bar. The main header shows the request details and a series of tabs: New, Assess, Authorize, Scheduled, Implement (active), Closed, and Canceled. An orange arrow points to the 'Close' button in the top right corner of the header. Below the tabs, the 'Implement' phase is active, showing fields for Number, Requested by, Contact phone, Contact email, Building name, Room number, Task FOP, Category, Service, and Configuration item. The right sidebar displays metadata such as Type, State (Implement), Escalation, On hold, Conflict status, Conflict last run, Created, Business duration, Priority, Risk, Impact, and Requested by date. The bottom section shows the 'Closure Information' tab with a note about mandatory closure during implementation. Two orange arrows point to the 'Close code' dropdown (set to '-- None --') and the 'Notes' text area. At the bottom, a row of buttons includes Conflict Calendar, Update, Save, Close (highlighted), Copy Change, Print Preview, and Delete.

*NOTE: However, the aforementioned **change task** will continue to be a viable option. This is how you'd close the change via the change task.*

*The individual assigned to the **change task** now completes the actual change work and **closes the task**. This action **automatically** closes the change request, and the **Requested By** individual will be notified that the change has been completed.*

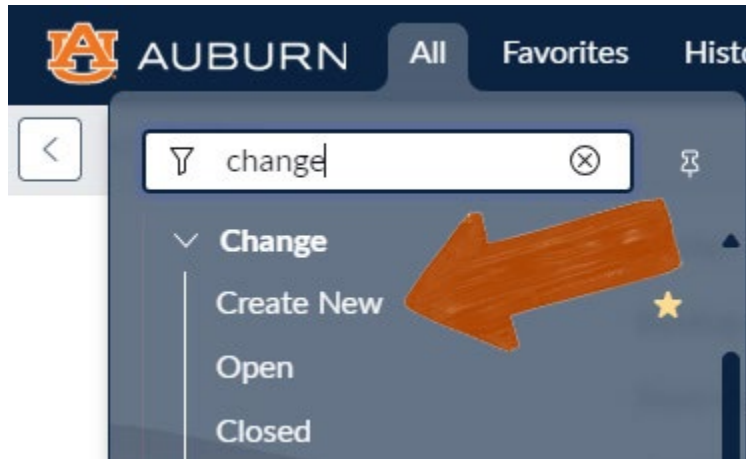
The current **State** is **Closed**.

Notice that the change request and change task is now **closed**, and the **Actual End** was filled in.

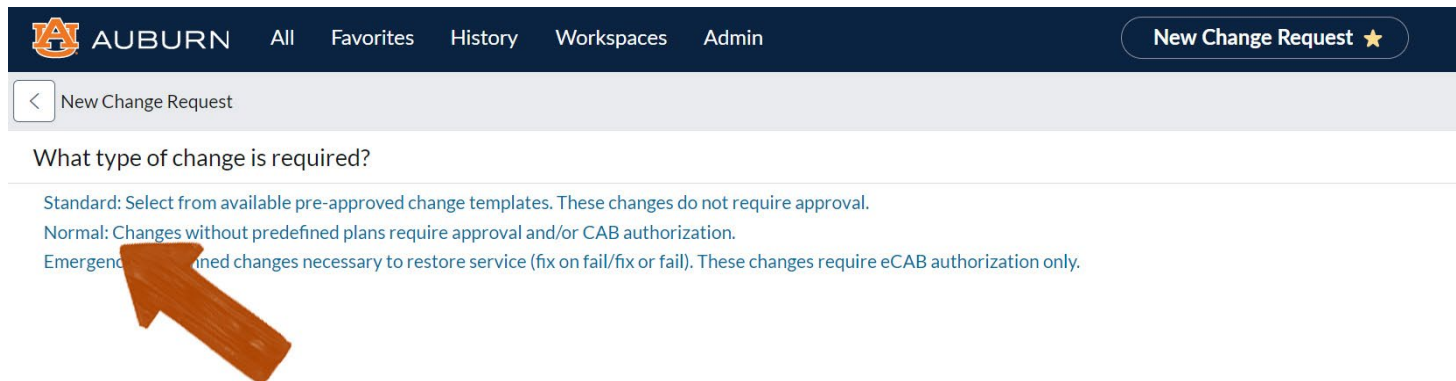


## LAB 2: Lifecycle of a Normal Change

1. In the filter navigator, search for **Change** and click **Create New**.



2. On the **What type of change is required?** screen, click **Normal: Changes without plans that require approval and CAB authorization**.



3. Select the **Step 1: Plan** tab to start walking through the submission process.
  - a. Complete all the required fields for the change request and any additional fields that would be helpful for both completion and CAB evaluation.
  - b. Specifically, complete the **Category** & **Configuration** item selection, **Description** fields, **Impact** and **Planning** Documentation fields.
  - c. When the documentation is complete, click the **Save** button

The screenshot displays the Auburn University Change Request system interface. The top navigation bar includes the Auburn University logo and the text "AUBURN". The main header shows "Change Request - Create CHG0046654". Below this, a breadcrumb trail indicates the current path: "Change Request > New record". A progress bar at the top of the form area shows the following steps: New, Assess, Authorize, Scheduled, Implement, Closed, and Canceled. The "New" step is currently active.

The form contains two columns of fields. The left column includes: Number (CHG0046654), Requested by (Joshua Henderson), Contact phone (334) 844-9344, Contact email (hendejs@auburn.edu), Building name, Room number, Task FOP, Category (dropdown), Service, Configuration item, Short description, and Description. The right column includes: Type (Normal), State (New), Escalation (Normal), Conflict status (Not Run), Conflict last run, Created, Business duration, Priority (4 - Low), Risk (Moderate), Impact (dropdown), and Requested by date. A large orange arrow points to the "Save" button in the top right corner.

Below the form, a section titled "Step 1: Plan" is active, showing "Watch list" and "Work notes list" tabs. The "Additional comments (Customer visible)" field is present, along with a yellow highlighted area for "Work notes". At the bottom, there are "Submit", "Print Preview", and "Save" buttons, and a "Related Links" section with a "Show Workflow" link.

\* Short description This is a new normal change

\* Description This is the description of the [change](#).

Notes Step 1: Plan Step 2: Schedule Step 3: CAB Step 4: Implement Closure Information Variables

**1. Define Required Fields** - Fill in all required fields above (look for an \* next to the field labels).

**2. Planning Documentation**

\* Justification I have a new justification for this change.

\* Risk and impact analysis This is my risk and impact analysis.

\* Implementation plan Here is my implementation plan.

\* Backout plan I have a back out plan for this change.

**3. Submit Change Request** - Press the "Save" button above or below.

Submit Print Preview Save

Related Links  
[Show Workflow](#)

Upon submission or saving this record, a notification will be sent to the individual who requested the change (**Requested By**) if that person isn't the same individual who opened the change.

The current **State** of **New**.

4. Select the **Step 2: Schedule** tab to continue the change process.
  - a. Assign the work to who will execute the change with the **Assignment Group** and **Assigned To** fields.

- b. Provide the **Planned Start Date** and **Planned End Dates**.
- c. Using the related lists tabs at the bottom of the page, define additional **Affected CIs**, **Impacted Services**, and any planned **Outages**.
- d. Click the **Request Approval** button.

\* Short description This is a new normal change

\* Description This is the description of the [change](#).

Notes Step 1: Plan Step 2: Schedule Step 3: CAB Step 4: Implement Closure Information Variables

**1. Assign the Work**

Assignment group ServiceNow Admins

Assigned to Joshua Henderson

If a vendor/partner is conducting the change, define the technology partner.

Company Website

Contact

Business Phone Published email

**2. Execution Date/Time** - Time between planned start date and planned end date is the requested change window

Planned start date 04/06/2024 07:00:58

Planned end date 04/06/2024 09:30:10

Important - Use the tabs below to define additional "Affected CIs", "Impacted Services", and any planned "Outages" (if necessary).

**4. Submit for Approval** - For **Standard Changes**, press the "Schedule" button above or below, and for **Normal/Emergency Changes**, press the "Request Approval" button above or below.

Submit Print Preview Save

Related Links  
[Show Workflow](#)

A notification will be sent to the **Assigned To** individual unless you are that person.

If this change creates an outage for a business service, use the **Outages** related list to identify which **Mapped Application Services** or **Service Offerings** will be affected by this **Planned Outage**. NOTE: In the future, we hope to have this process automated.

When you click the **New** button, a window will open to define the **Outage**. The **Configuration Item** should most often be a **Mapped Application Service** or **Service Offering**, so the proper notification appears on the [Services Status](#) page. The **Type** should be **Planned Outage**. When the **Begin** and **End** fields are defined for the duration of the outage, click the Submit button.

The current **State** of **Assess**.

## SCHEDULING WARNING

Be aware of the **Planned start date** and **Planned end date** you select. If you select times outside of a maintenance window, you will trigger a scheduling conflict. Look for this popup.

If you select the **Conflicts** tab, the reason for the conflict is listed.  
Here is an example:

For help selecting a time inside a maintenance window, click the **Scheduling Assistant** link in the orange popup and then navigate the calendar for an appropriate change window.

Once a time slot is selected, a confirmation popup is presented.

**NOTE:** Sometimes changes are scheduled outside maintenance windows for a variety of reasons. CAB considers these and may grant an exception; however, doing so does raise the Risk level for the change.

5. During the **Assess** phase, some changes receive a Cybersecurity task.

Change Request - CHG0046654

Notes Step 1: Plan Step 2: Schedule Step 3: CAB Step 4: Implement Closure Information Variables

Watch list Work notes list

Work notes

Additional comments (Customer visible)

Post

Activities: 2

Joshua Henderson State Assess was New Field changes • 03/27/2024 07:51:37

Joshua Henderson Field changes • 03/27/2024 07:50:55

Assigned to Joshua Henderson  
CAB required true  
Configuration item ServiceNow (auburn)  
Impact 1 - Most Users  
Number CHG0046654  
Opened by Joshua Henderson  
Priority 4 - Low  
Reassignment count 0  
Short description This is a new normal change  
State New

Conflict Calendar Update Save Copy Change Print Preview Delete

Related Links  
[Find Record References](#)  
[Show Workflow](#)  
[Workflow Context](#)

Affected CIs (1) Impacted Services/CIs (2) Approvers Change Tasks (1) Problems Incidents Pending Change Incidents Caused By Change Outages

Number Search

Change Request = CHG0046654

Number	Short description	State	Assignment group	Assigned to	Expected start	Actual end
CTASK0026904	Cybersecurity assessment - This is a new normal change	Open	Cybersecurity	(empty)	03/27/2024 07:51:37	(empty)

1 to 1 of 1

A notification is sent to the respective groups to review their tasks. Sometimes, the Cyber group will reassign the task to the **Assignment Group** for the change. If this occurs, that group will receive a

notification and should complete the task to move forward.

The current **State** of **Assess**.

- When all Assess State change tasks are complete, the Approval request is sent to the responsible Manager.

**Change Request**  
CHG0046654

Activities: 4

- Joshua Henderson  
\*\*\*New Work note for CTASK0026904  
Cybersecurity validation task closed by user  
Work notes • 03/27/2024 07:59:22
- Joshua Henderson  
State: Assess with New  
Field changes • 03/27/2024 07:51:37
- System  
Email sent  
Subject: Change request CHG0046654 created  
From: IT Service Desk - UAT (auburnuat)  
To: hendej@auburn.edu  
Show email details  
Email sent • 03/27/2024 07:51:02
- Joshua Henderson  
Assigned to: Joshua Henderson  
CAB required: true  
Configuration item: ServiceNow (auburn)  
Impact: 1 - Most Users  
Number: CHG0046654  
Opened by: Joshua Henderson  
Priority: 4 - Low  
Reassignment count: 0  
Short description: This is a new normal change  
State: New  
Field changes • 03/27/2024 07:50:55

Conflict Calendar Update Save Copy Change Print Preview Delete

Related Links  
[Find Record References](#)  
[Show Workflow](#)  
[Workflow Context](#)

Affected CIs (1) Impacted Services/CIs (2) Approvers (1) Change Tasks (1) Problems Incidents Pending Change Incidents Caused By Change Outages

Created Search

for = CHG0046654

State	Approver	Comments	Created	Opened by
Requested	Paula Dale		03/27/2024 07:59:22	Joshua Henderson

1 to 1 of 1



If the Manager **rejects** the request, the change is **canceled**.

If the Manager **approves** the request, the Risk is reassessed automatically. If insufficient lead time is provided, it will be flagged as an **exception** for **CAB** to consider. The change will be assigned a **CAB date** and be added to the **agenda** for that meeting.

The current **State** of **Authorize**.

7. The change is now awaiting CAB **approval**. If this is your change, your **presence** is necessary at the CAB meeting to answer any questions the board members may have. If the change is **approved**, you may proceed with your change at the approved planned time, but remember to keep working on the change record.

**AUBURN** All Favorites History Workspaces Admin Change Request - CHG0046654 Search

Change Request CHG0046654 Discuss Follow Conflict Calendar Update Save Copy Change Print Preview Delete

New ✓ Assess ✓ **Authorize** Scheduled Implement Closed Canceled

Number: CHG0046654  
 Requested by: Joshua Henderson  
 \* Contact phone: (334) 844-9344  
 \* Contact email: hendej@auburn.edu  
 Building name:  
 Room number:  
 Task FOP:  
 \* Category: Applications Software  
 Service: ServiceNow (auburn)  
 \* Configuration item: ServiceNow (auburn)  
 \* Short description: This is a new normal change  
 \* Description: This is the description of the change.

Type: Normal  
 State: Authorize  
 Change is waiting for approval - CAB  
 Priority: 4 - Low  
 Risk: Exception  
 \* Impact: 1 - Most Users  
 Requested by date:

Notes Step 1: Plan Step 2: Schedule Step 3: CAB Step 4: Implement Closure Information Variables

Watch list Work notes Additional comments (Customer visible) Post

Activities: 7 Joshua Henderson CAB date 04/03/2024 Field changes • 03/27/2024 08:03:31

The current **State** of **Scheduled**.

8. When you are ready to implement the change, click the **Implement** button.

Entering the implementation phase automatically fills in the **Actual Start** field and creates the **change task** (CTASK#####) to complete this change request. This also opens the **Close Code** and **Notes** on the **Closure Information Tab** for single pane closure.

The current **State** of *Implement*.

9. The individual assigned the change task now closes the change by adding a **Close Code** and **Notes**. This action closes both the change request and the change task, and the Requested By individual will be notified that the change has been completed.

The screenshot shows the Auburn Change Request interface for change request CHG0046654. The top navigation bar includes the Auburn logo, user menu, and search bar. The main header shows the change request details and a series of tabs: New, Assess, Authorize, Scheduled, Implement, Closed, and Canceled. The 'Close' button is highlighted with an orange arrow. Below the tabs, the form is divided into two columns. The left column contains fields for Number, Requested by, Contact phone, Contact email, Building name, Room number, Task FOP, Category, Service, and Configuration item. The right column contains fields for Type, State, Escalation, On hold, Conflict status, Conflict last run, Created, Business duration, Priority, Risk, Impact, and Requested by date. Below these columns are fields for Short description and Description. At the bottom, there is a section for Notes and a 'Close' button.

Change Request - CHG0046654

Search

Change Request CHG0046654

Discuss Follow Conflict Calendar Update Save Close Copy Change Print Preview Delete

New ✓ Assess ✓ Authorize ✓ Scheduled ✓ Implement Closed Canceled

Number CHG0046654

Requested by Joshua Henderson

\* Contact phone (334) 844-9344

\* Contact email hendejs@auburn.edu

Building name

Room number

Task FOP

\* Category Applications Software

Service ServiceNow (auburn)

\* Configuration item ServiceNow (auburn)

Type Normal

State Implement

Escalation Normal

On hold ☐

Conflict status No Conflict

Conflict last run 03/27/2024 08:08:22

Created 03/27/2024 07:50:55

Business duration

Priority 4 - Low

Risk Exception

\* Impact 1 - Most Users

Requested by date

\* Short description This is a new normal change

\* Description This is the description of the change.

Notes Step 1: Plan Step 2: Schedule Step 3: CAB Step 4: Implement Closure Information Variables

\* These fields are mandatory to close the change request during the implementation phase.

Close code -- None --

Notes

Conflict Calendar Update Save Close Copy Change Print Preview Delete

*NOTE: However, the aforementioned **change task** will continue to be a viable option. This is how you'd close the change via the change task.*

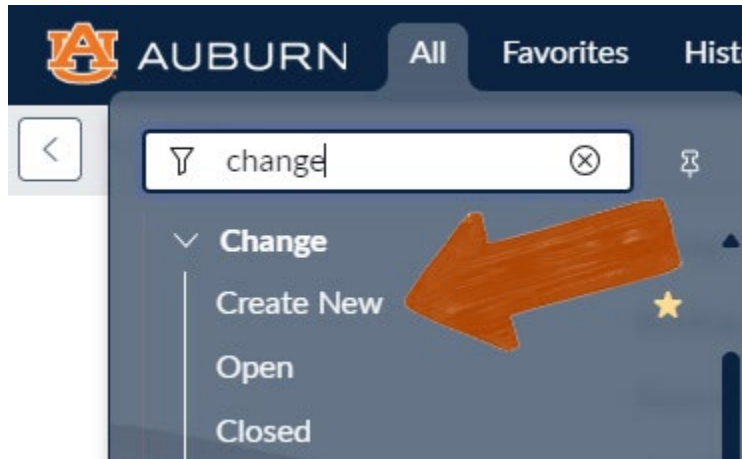
*The individual assigned to the **change task** now completes the actual change work and **closes the task**. This action **automatically** closes the change request, and the **Requested By** individual will be notified that the change has been completed.*

The current **State** is **Closed**.

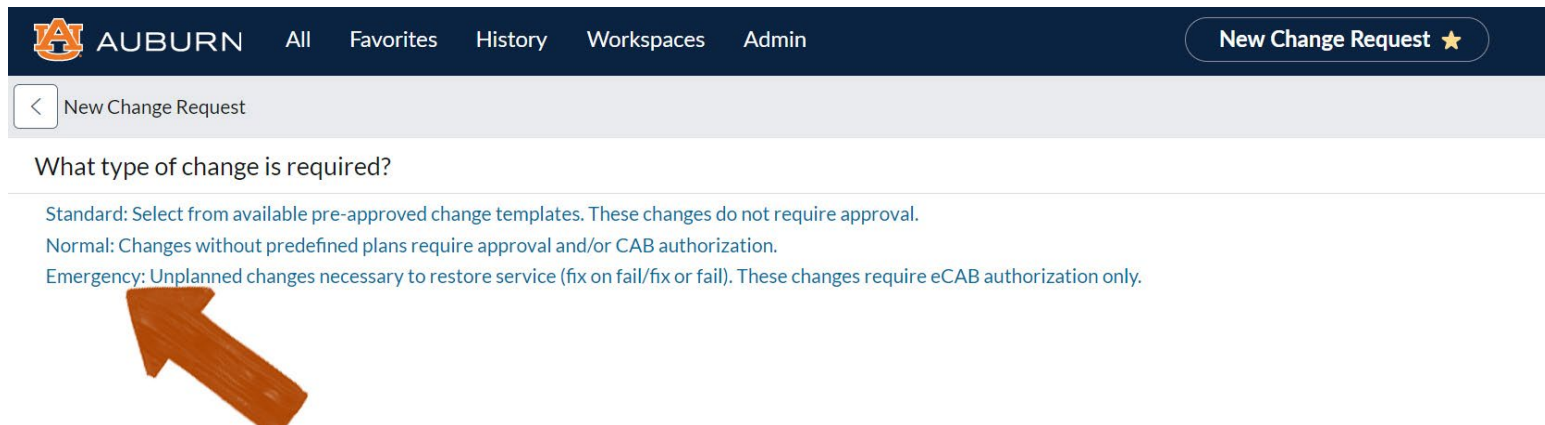
Notice that the change request and change task is now **closed**, and the **Actual End** was filled in.

### LAB 3: Lifecycle of an Emergency Change

1. In the filter navigator, search for **Change** and click **Create New**.



2. On the **What type of change is required?** screen, click **Emergency: Unplanned changes necessary to restore service. These changes require eCAB authorization only.**



3. Complete all the required fields for the change request and any additional fields that would be helpful for both completion and CAB evaluation. These are the data fields at the top of the record and those on the **Step 1: Planning** tab. When the documentation is complete, click the **Save** button.

**AUBURN** All Favorites History Workspaces Admin **Change Request - Create CHG0046654** Search

Change Request New record Submit Print Preview **Save**

New Assess Authorize Scheduled Implement Closed Canceled

Number: CHG0046654  
Requested by: Joshua Henderson  
\* Contact phone: (334) 844-9344  
\* Contact email: hendejs@auburn.edu  
Building name:  
Room number:  
Task FOP:  
\* Category: -- None --  
Service:  
\* Configuration item:  
\* Short description:  
\* Description:

Type: Normal  
State: New  
Escalation: Normal  
Conflict status: Not Run  
Conflict last run:  
Created:  
Business duration:  
Priority: 4 - Low  
Risk: Moderate  
\* Impact: -- None --  
Requested by date:

Step 1: Plan Step 2: Schedule Step 3: CAB Step 4: Implement Closure Information Variables

Watch list Work notes list  
Additional comments (Customer visible)  
Work notes

Submit Print Preview Save

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Notes Step 1: Plan Step 2: Schedule Step 3: CAB Step 4: Implement Closure Information Variables

**1. Define Required Fields** - Fill in all required fields above (look for an \* next to the field labels).

**2. Planning Documentation**

\* Justification I have a new justification for this change.

\* Risk and impact analysis This is my risk and impact analysis.

\* Implementation plan Here is my implementation plan.

\* Backout plan I have a back out plan for this change.

**3. Change Request** - Press the "Save" button above or below.

Submit Print Preview Save

Related Links  
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Upon submission or saving this record, a notification will be sent to the individual who requested the change (**Requested By**) if that person is different from the individual who opened the change.

The current **State** of **New**.

- To continue the process, provide the **Planned Start Date**, **Planned End Date**, **Assignment Group**, and **Assigned To** field data and click the **Request Approval** button.



A notification will be sent to the **Assigned To** individual unless you are that person.

An **Approval Request** notification will be sent to each member of the Emergency CAB (eCAB).

The current **State** of **Authorize**.

5. If an **eCAB** member rejects the request, the change is canceled.

If an **eCAB** member approves the request, you may proceed with your change at the approved planned times but remember to keep the working change record. The change will be assigned a **CAB date** and added to the **agenda** for the next CAB meeting to be reviewed.

The current **State** of **Scheduled**.

6. When you are ready to implement the change, click the **Implement** button.

Entering the implementation phase automatically fills in the **Actual Start** field and creates the change task (CTASK#####) to complete this change request. This also opens the **Close Code** and **Notes** on the **Closure Information** tab for single pane closure.

- As mentioned in step 6, closing the change is now available from the change request. This is the preferred method for closing a change request due to the ease of this process. To close the change request, navigate to the **Closure Information** tab, choose the **Close Code**, provide **Notes**, and then click the **Close** button.

**AUBURN** All Favorites History Workspaces Admin Change Request - CHG0046654 Search

Change Request CHG0046654 Discuss Follow Conflict Calendar Update Save **Close** Copy Change Print Preview Delete

New ✓ Assess ✓ Authorize ✓ Scheduled ✓ **Implement** Closed Canceled

Number: CHG0046654  
 Requested by: Joshua Henderson  
 \* Contact phone: (334) 844-9344  
 \* Contact email: hendejs@auburn.edu  
 Building name:  
 Room number:  
 Task FOP:  
 \* Category: Applications Software  
 Service: ServiceNow (auburn)  
 \* Configuration item: ServiceNow (auburn)  
 Type: Normal  
 State: Implement  
 Escalation: Normal  
 On hold: ☐  
 Conflict status: No Conflict  
 Conflict last run: 03/27/2024 08:08:22  
 Created: 03/27/2024 07:50:55  
 Business duration:  
 Priority: 4 - Low  
 Risk: Exception  
 \* Impact: 1 - Most Users  
 Requested by date:

\* Short description: This is a new normal change  
 \* Description: This is the description of the change.

Notes Step 1: Plan Step 2: Schedule Step 3: CAB Step 4: Implement Closure Information Variables

\* These fields are available and mandatory to close the change request during the implementation phase.

Close code: -- None --  
 Notes:

Conflict Calendar Update Save **Close** Copy Change Print Preview Delete

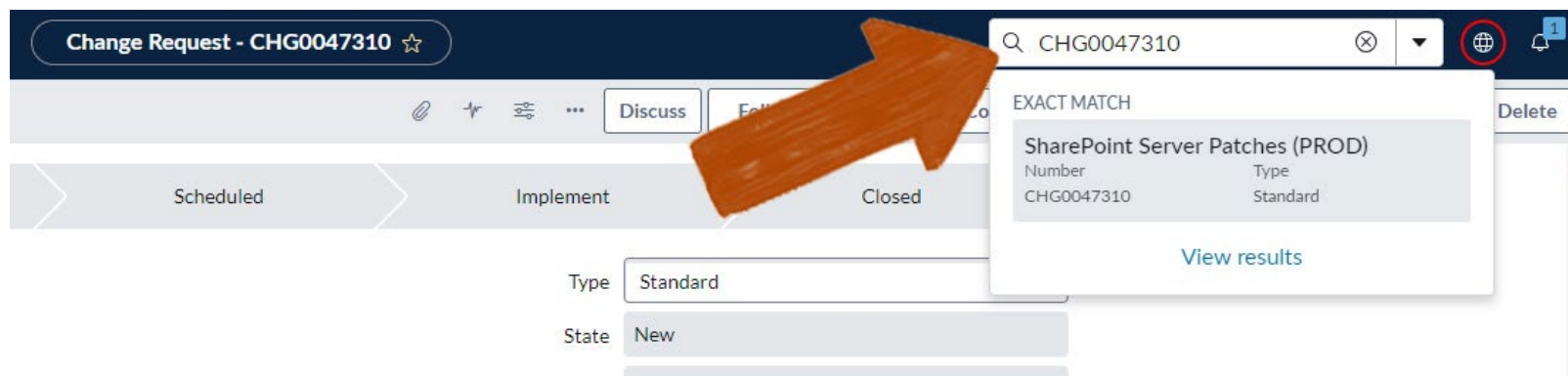
The current **State** of **Closed**.

Notice that the parent emergency change is **closed**, and the **Actual End** field is filled in.

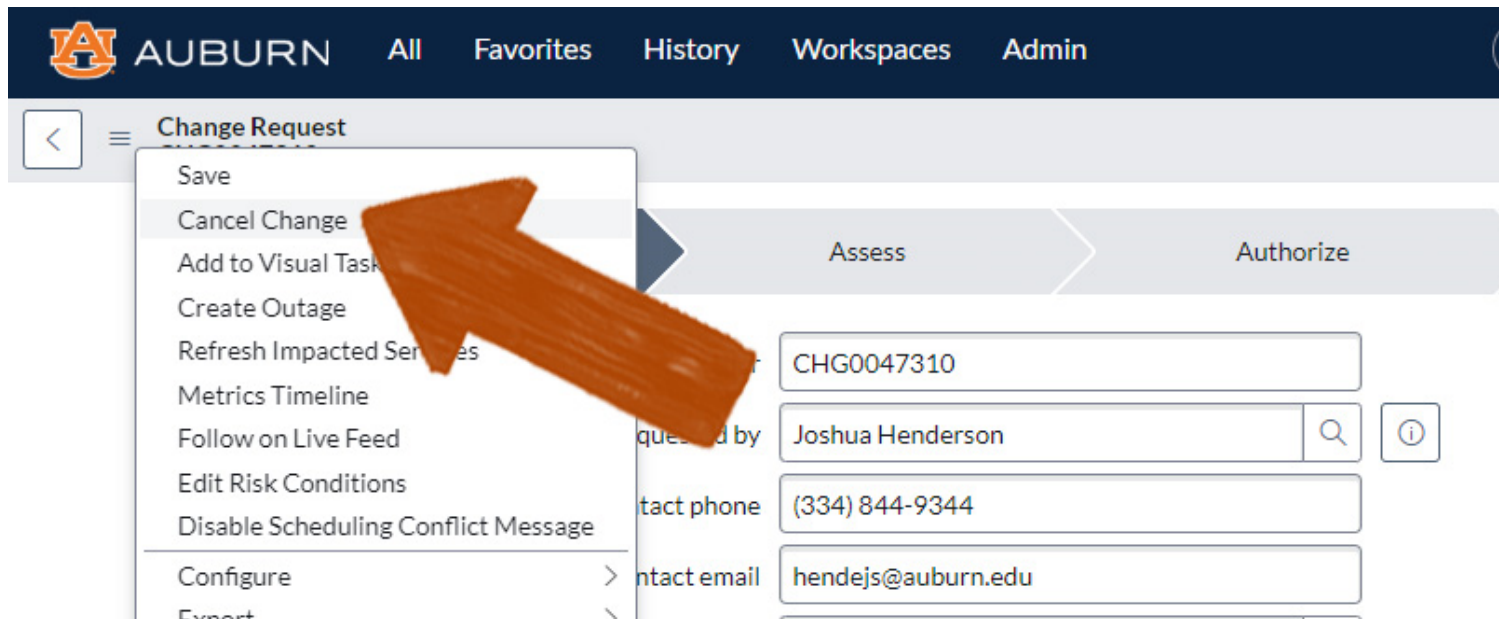
## LAB 4: How to Cancel Change

Canceling a change can be required in many unforeseen circumstances, and doing so is a very easy process. A change request can be canceled while the record is in any state before the Implementation state.

1. Navigate to your change already in progress. You can do this by searching for the **CHG#####** number in the top-right global search. Alternatively, you could search for **Change** in the **filter navigator**, view all Open changes, and find your change there.



2. Once you have opened your change record, click the hamburger menu on the top-left side of the navigation bar and click **Cancel Change**.



3. You will immediately receive information that you have successfully canceled the change.

It will also be reflected in the change itself in the **State** field.

## LAB 5: How to Relate a Change to an Incident

If you have an open **incident** that is waiting for a **change request** to be completed, you can relate the tickets to one another to connect them. The change request could be waiting on approval, a future date, or a scheduled maintenance window. This will create a **relationship** between the tickets for a better audit trail of incidents and changes for break-fix situations.

1. On the **Incident**, go to the **related records** tab and input the **Change Request** number.

The screenshot displays the ServiceNow Incident form for INC0193067. The form is divided into two main sections: the top section for incident details and the bottom section for related records. The top section includes fields for Number (INC0193067), Caller (Joshua Henderson), Contact phone, Contact email, Building name, Room number, Category (Degraded performance), Subcategory (Software/Business Application), Task FOP, Service (ServiceNow (auburn)), Service offering, Configuration item, Short description (This is an incident), and Description (this is the description of the incident). The right side of the top section contains fields for Opened (03/28/2024 21:51:45), Duration, Opened by (Joshua Henderson), Source (Self-service), State (New), Impact (Most Users), Urgency (Unable to perform critical job function), Priority (1 - Critical), Assignment group (ServiceNow Admins), Assigned to, and Additional assignee list. The bottom section, titled 'Related Search Results', has tabs for Notes, Related Records, and Resolution Information. The 'Related Records' tab is active, showing fields for Parent, Parent Incident, Change Request (CHG0045519), and Caused by Change. A large orange arrow points to the 'Change Request' field.

Number: INC0193067

\* Caller: Joshua Henderson

\* Contact phone: (334) 844-9344

\* Contact email: hendej@auburn.edu

Building name:

Room number:

\* Category: Degraded performance

\* Subcategory: Software/Business Application

Task FOP:

Service: ServiceNow (auburn)

Service offering:

Configuration item:

\* Short description: This is an incident

Description: this is the description of the incident.

Opened: 03/28/2024 21:51:45

Duration:

Opened by: Joshua Henderson

\* Source: Self-service

State: New

Impact: Most Users

Urgency: Unable to perform critical job function

Priority: 1 - Critical

\* Assignment group: ServiceNow Admins

Assigned to:

Additional assignee list:

Related Search Results >

Notes | Related Records | Resolution Information

Parent:

Parent Incident:

Change Request: CHG0045519

Caused by Change:

Update | Save | Assign to me | Print Preview | Resolve | Delete

2. It will also be visible on the **Change Request** on the **Incidents Pending Change** tab.

Change Request  
CHG0045519

Joshua Henderson  
Field changes • 06/13/2023 21:01:46

Assigned to: Joshua Henderson  
Building name: Information Technology Building  
CAB required: true  
Configuration item: ServiceNow (auburn)  
Impact: 2 - Multiple Users  
Number: CHG0045519  
Opened by: Joshua Henderson  
Priority: 4 - Low  
Reassignment count: 0  
Short description: Production migration of update set  
State: Closed

Conflict Calendar Update Save Print Preview Delete

Related Links  
[Find Record References](#)  
[Show Workflow](#)

Affected CIs (1) Impacted Services/CIs (2) Approvers Change Tasks (1) Problems Incidents Pending Change (4) Incidents Caused By Change Outages (1)

for text Search

quest = CHG0045519

Number	Caller	Contact phone	Contact email	Short description	Category	Priority	State	Assignment group	Assigned to
INC0193067	Joshua Henderson	(334) 844-9344	hendejs@auburn.edu	This is an incident	Degraded performance	1 - Critical	New	ServiceNow Admins	(empty)



AUBURN UNIVERSITY

Office of Information Technology

CHANGE MANAGEMENT 101

## QUESTIONS?

Important Links	
Service Portal:	<a href="http://auburn.service-now.com/it">auburn.service-now.com/it</a>
Platform:	<a href="http://auburn.service-now.com">auburn.service-now.com</a>
Service Desk:	<a href="mailto:service@auburn.edu">service@auburn.edu</a>
ServiceNow Assist:	<a href="http://aub.ie/snowassist">aub.ie/snowassist</a>

ServiceNow Team	
Jackie Bailey	<a href="mailto:jab0228@auburn.edu">jab0228@auburn.edu</a>
Josh Henderson	<a href="mailto:hendejs@auburn.edu">hendejs@auburn.edu</a>