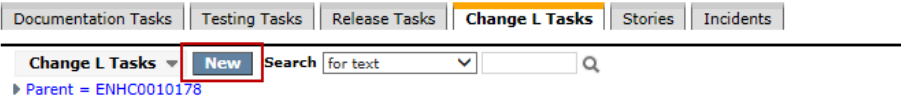


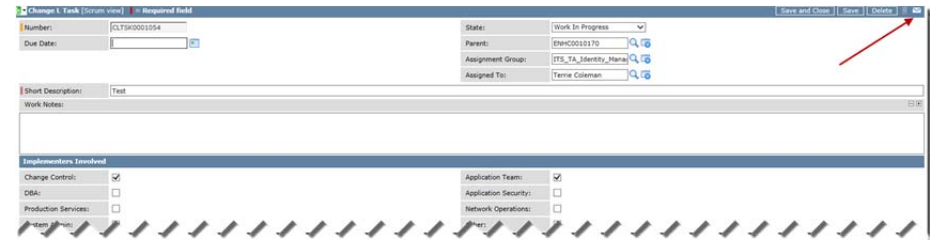
Change - L

The Change-L task feature, in the ServiceNow SDLC application, is a customized listserv notification template utilized by the Business Applications team. The notification is used to coordinate implementation activities related to production changes



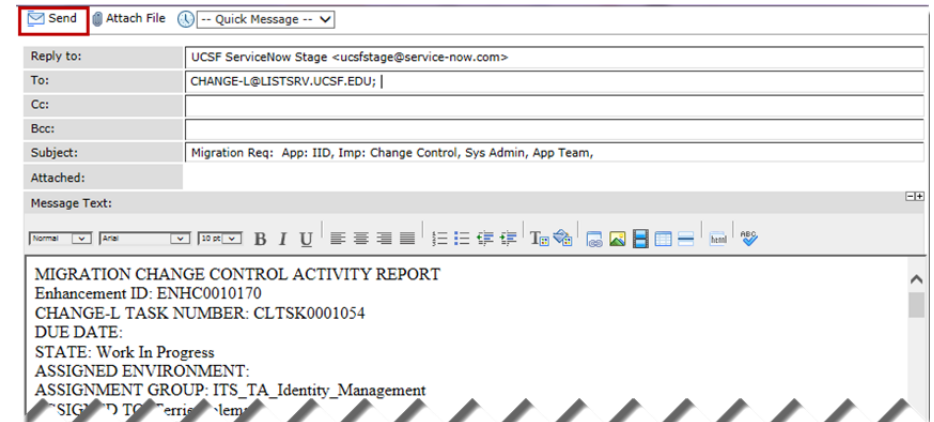
Create a New Change-L Task

1. Open an existing Enhancement/Defect record
2. Scroll to the bottom of the Enhancement/Defect record; select the Change-L tab.
3. Click the New button.
4. Upon opening the task the following fields will auto populate on the Change-L task:
 - Number
 - State – Open
 - Parent – ENHC #
 - Assignment Group – defaults to login ID
 - Assigned to - defaults to login ID
 - Short Description – from ENHC parent
 - Application – from ENHC parent
5. Complete the following required fields on the form:
 - Implementers Involved (select at least one)
 - Describe the Change
 - Deployment Start Date
 - Deployment End Date
6. Complete all of the other optional fields that are pertinent to your deployment.
7. Add attachments as needed.
8. Click the **Save** button



Preview Change-L email:

To preview the Change-L email: Click the **envelope icon** in the top right corner of the Change-L task.



Send the Change-L email

To send the Change-L email: click the **Send envelope icon** on the top left corner of the Change-L email.