ServiceNow Change Application

What's New?

UCSF Enterprise

Information Technology Services

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Version 1.3

Contents

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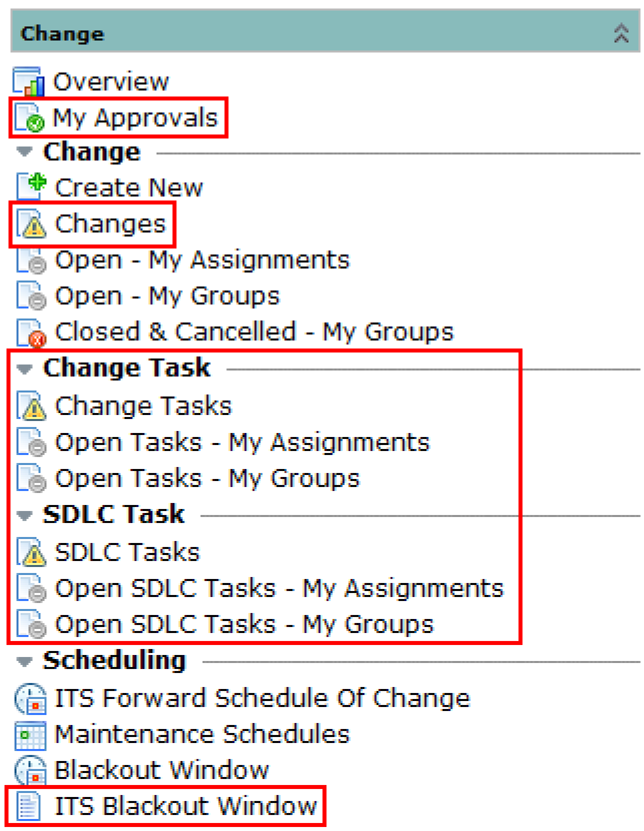
Introduction

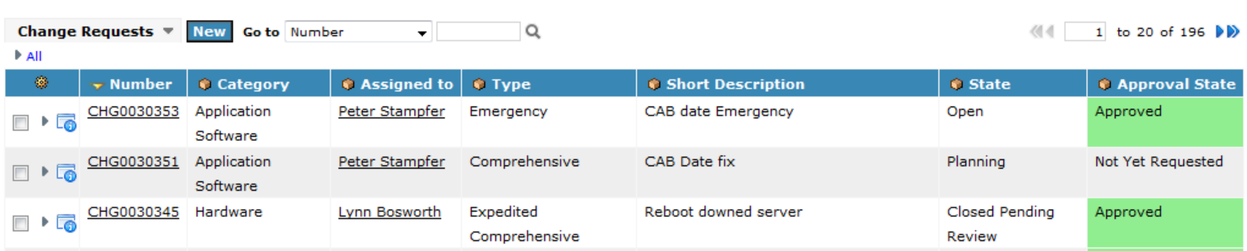
Effective January 30, 2012 the ServiceNow team will be implementing a set of enhancements to the Change application in ServiceNow. The purpose of this document is to assist users who are already familiar with the current Change application in ServiceNow Production. The new enhancements can be viewed on the Project Stage server. In reviewing these changes, ***please consider how a change may affect your current business processes and reporting***.

Change – Application Navigation



1. The **My Approvals** module filter has been change to only show the last 30 days of changes.

2. The **Changes** module has been added to the Application Navigator and shows a list view of all change tickets.



Change Requests New Go to Number 1 to 20 of 196

All

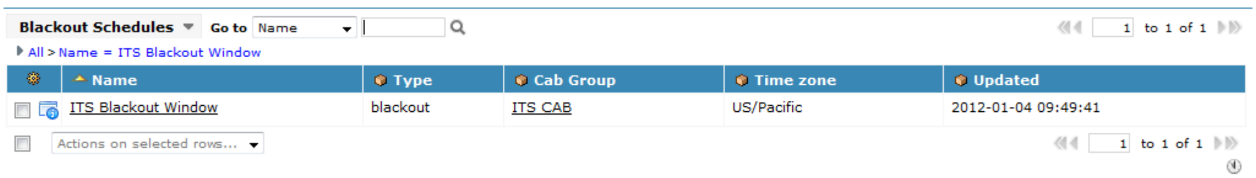
Number	Category	Assigned to	Type	Short Description	State	Approval State
CHG0030353	Application Software	Peter Stampfer	Emergency	CAB date Emergency	Open	Approved
CHG0030351	Application Software	Peter Stampfer	Comprehensive	CAB Date fix	Planning	Not Yet Requested
CHG0030345	Hardware	Lynn Bosworth	Expedited Comprehensive	Reboot downed server	Closed Pending Review	Approved

3. The **Change Schedule** module has been removed.

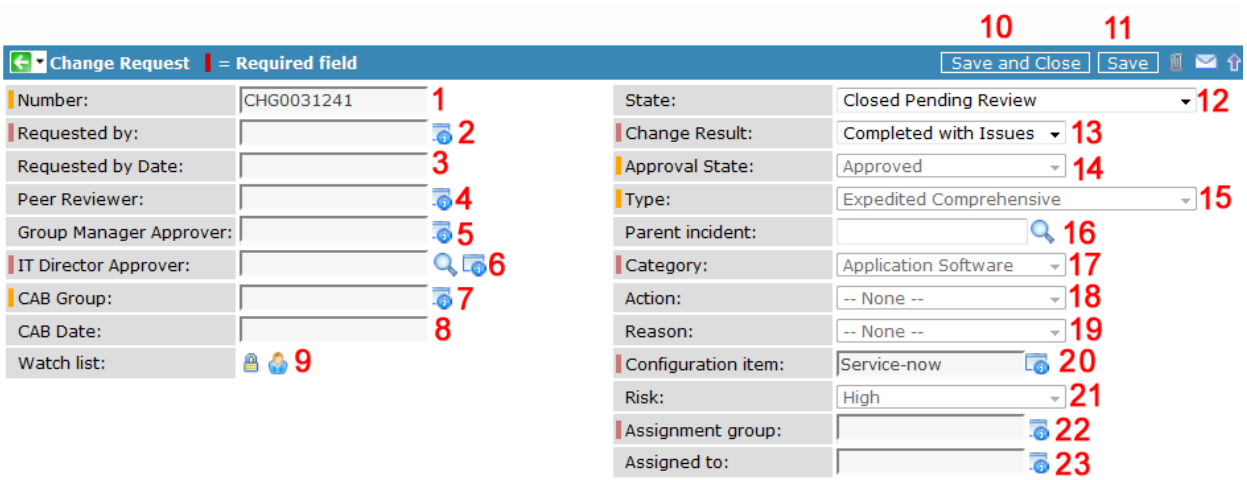
4. The **Change Task** module has been added and shows a list view of all Change Tasks, Tasks assigned to you and your groups.

5. The **SDLC Task** module has been added and shows a list view of all SDLC Tasks, SDLC Tasks assigned to you and your groups. This module is only viewable to ITS users.

6. The **XXX Blackout Window** (**XXX** = the name of the IT organization you are a part of, for example, ITS, MC or ISU may appear here) module has been added to the Application Navigator and shows a list view of all blackout schedules for the IT organization you are a part of.



Change Form – Upper Section



1. The **IT System Manager Approval** field was removed.

2. **Peer Reviewer: (4)** field name has changed from “Peer Review Approval”.

3. The “Change Manager” field name has changed to **Group Manager Approver: (5).**

4. The “IT Director” field name has changed to **IT Director Approver: (6).**
   - This field has been changed to be visible at all times.
   - Prior to this enhancement, the field was only visible when the Risk field value was equal to “High”.
   - This field is required when the Planned Start or Planned End date and time of a change is set to occur during a Blackout period.

5. The **Peer Reviewer: (4)**, **Group Manager Approver: (5)** and the **IT Director Approver: (6)** fields can no longer have the same value (Example: You cannot enter the same name, “Bill Smith”, in all three fields).

6. The **CAB Date: (8)** field is automatically set based upon the **Assignment group: (22)** field selected.

7. When the **State: (12)** field is changed to Planning, all fields that are required for approval are highlighted in Red, instead of after the Request Approval button was clicked.

8. When the **Change Result: (13)** field is visible at all times, instead of only during the Closed Pending Review State.

9. The **Approval State: (14)** field includes a new value "CAB Requested". For Comprehensive and Expedited Comprehensive tickets, when the Group Manager Approver and, if required, the IT Director Approver has approved a change ticket, the Approval State field will be set to "CAB Requested".

10. The **Type: (15)** field is now automatically set. The field size has also been increased to better accommodate the field values. The Type value is set based upon the following criteria:
    - The "Comprehensive" value is the default value for this field.
    - The "Expedited Comprehensive" value is set when the **Planned Start Date**: field (see Schedule Tab) is set to occur before the CAB Date.
    - The "Emergency" value is set when the **Parent incident: (16)** field value contains an Incident ticket with a "Critical" or "High" priority.
    - The "Routine" value is set when a Routine change template is applied to the ticket.

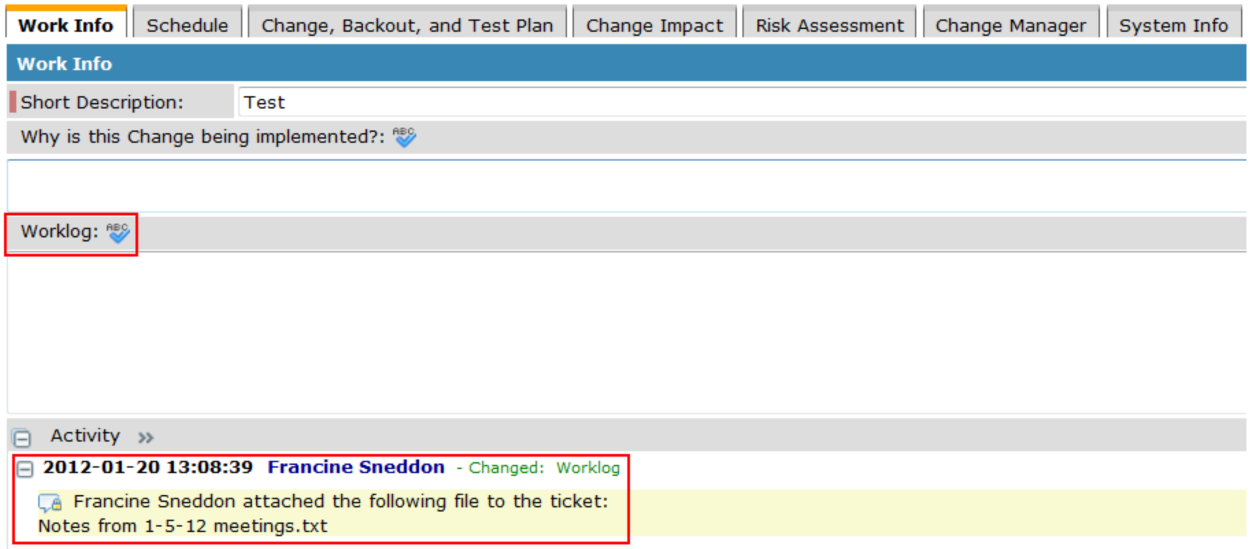
11. The **Parent Incident: (16)** field has been changed to be visible at all times.
    - Prior to this enhancement, this field was only visible when the **Type: (15)** value was equal to Emergency.
    - Also, this field now shows all active Incident tickets, instead of just Incidents with a "Critical" priority.

12. The **Category: (17)** field values have been modified to exclude the "Telecom" value.

13. The "Subcategory" field name has been change to **Action: (18)**.
    - Prior to this enhancement, this field was only visible when the **Category: (17)** field value was equal to "Application Software" and the **Configuration item:** field value was equal to "Peoplesoft"-related values.
    - The **Action: (18)** field values are based on the **Category: (17)** field value selected.

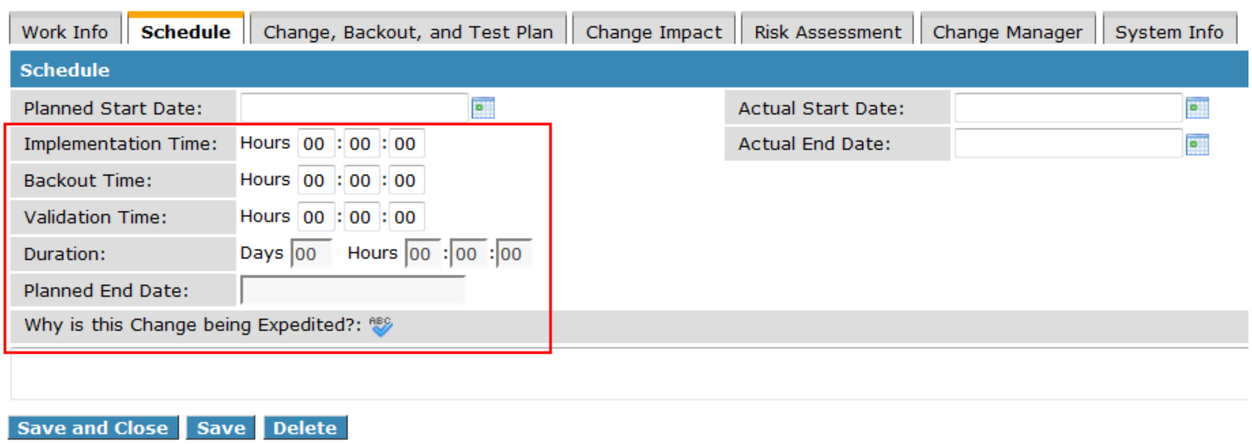
14. The **Reason: (19)** field has been added and contains a drop-down list of values.

Change Form – Middle Section - Work Info tab



1. When an attachment is added to the main Change form, the Activity section is now updated with the date and time the attachment was added. If the attachment is added before the Save button has been clicked when the **State: (12)** field is equal to "Open", the date and time is not added to the activity log.

Change Form – Middle Section - Schedule tab



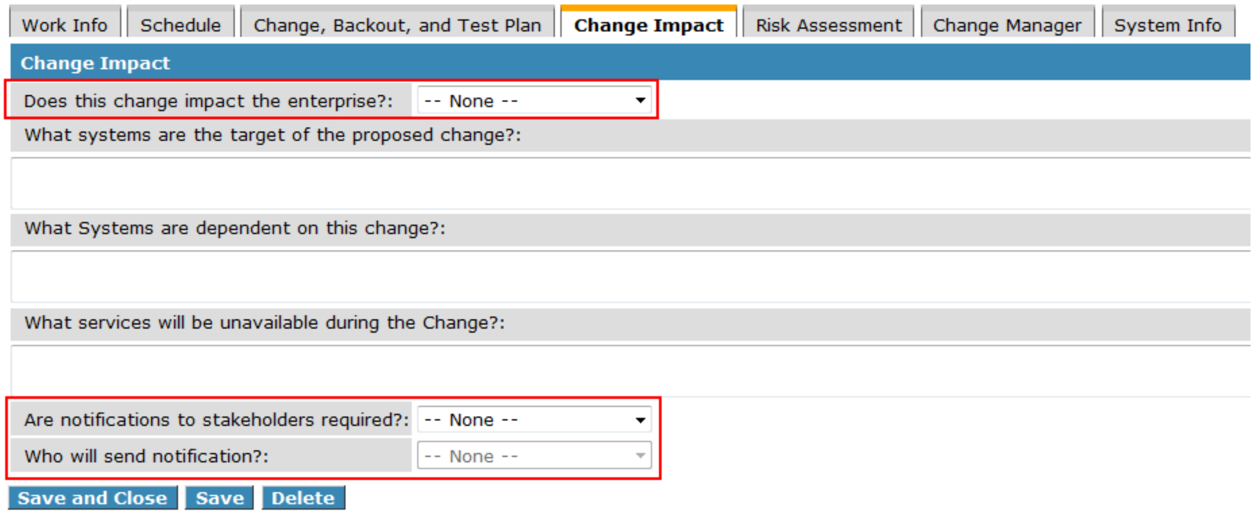
1. The **Implementation Time:**, **Backout Time:** and the **Validation Time:** fields have been added. One of these fields is required in order to advance past the "Planning" state.

2. The **Duration:** field has been added and automatically adds the sum of the **Implementation Time:**, **Backout Time:** and the **Validation Time:** fields.

3. The **Planned End Date:** field has been changed and is automatically calculated. This field adds the **Duration:** field to the **Planned Start Date:** field.

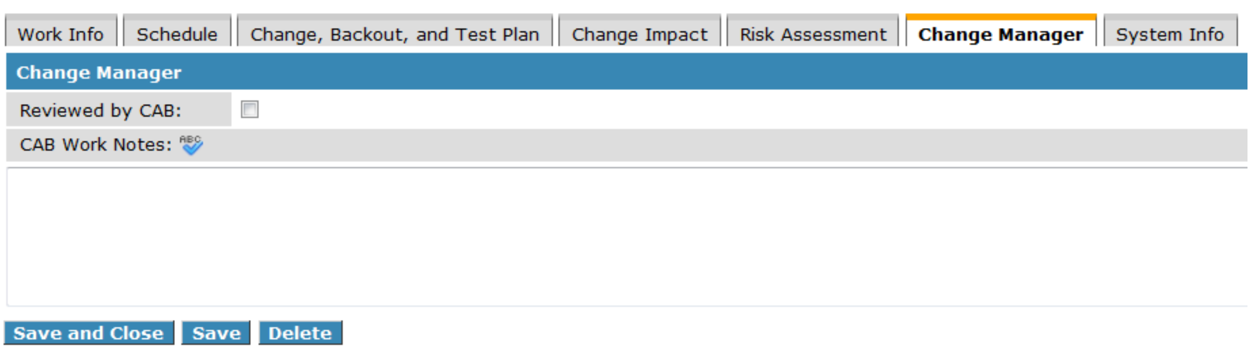
4. The **Why is this change being Expedited?** Question is now visible at all times and has moved from the Work Info tab to the Schedule tab.

Change Form – Middle Section - Change Impact tab



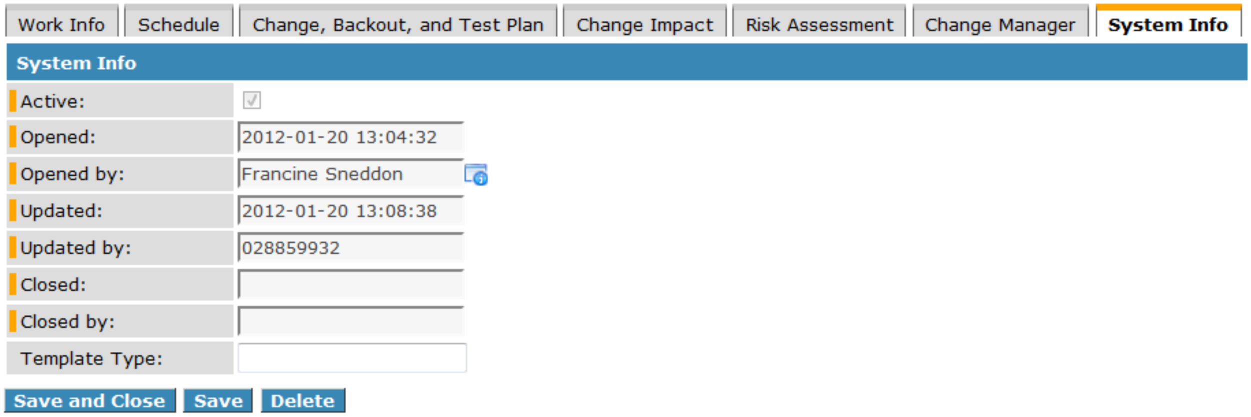
1. When the **Does this change impact the enterprise?:** field value is equal to "Yes", the Planned Start Date: and Planned End Date: (Schedule Tab) is checked against all Blackout calendars (Ex. ITS, MC and ISU). If the change ticket is set to occur during a blackout period, the **IT Director Approver: (6)** field is required for Comprehensive and Expedited Comprehensive change types.
2. The **Does this change impact APeX?:** field has been removed.
3. When the **Are notifications to stakeholders required?:** question is answered "No", the **Who will send notification?:** question is not required. If the question is answered "Yes", the **Who will send notification?:** question is required.

Change Form – Middle Section - Change Manager tab



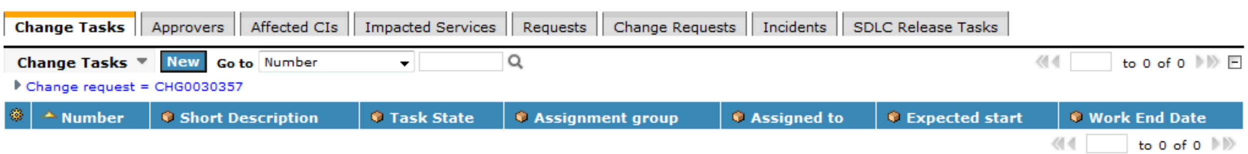
1. The **Change Manager** tab has been added. The two new fields located in this tab are manually completed by the Change Manager.

Change Form – Middle Section - System Info tab



1. The **Template Type:** field has been added. When a template is applied, the template change type is indicated in this field (ex. Routine).

Change Form – Bottom Section - Change Tasks tab

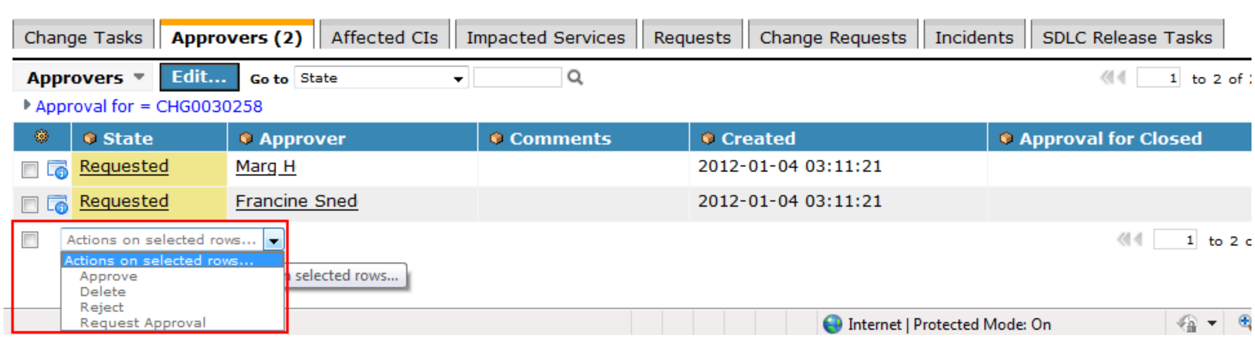


1. In the Change Tasks tab, a **Post Implementation Review (PIR) task** is now only required for Emergency tickets and all other change tickets where the **Change Result:** field value is not equal to "Successful".

2. For **Post Implementation Review (PIR) tasks** where the **Change Result:** field value is not equal to "Successful", the **Assigned To:** (of the PIR Task) is equal to the **Group Manager Approver:** field value.

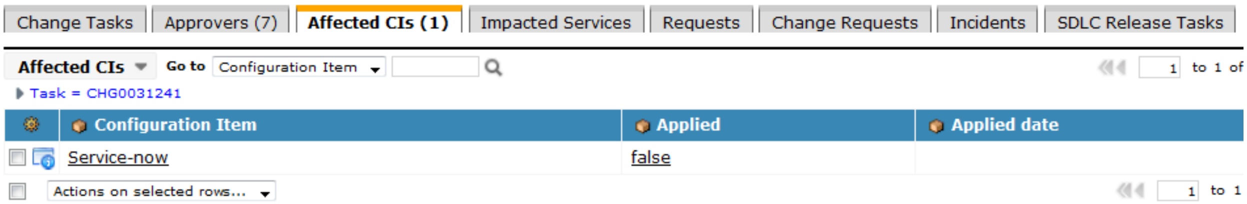
3. When an attachment is added to a Change Task (Change Tasks tab), the Activity section is now updated with the date and time the attachment was added. If the attachment is added before the Save button has been clicked when the **State: (12)** field is equal to "Open", the date and time is not added to the activity log.

Change Form – Bottom Section - Approvers tab



1. In the Approvers: tab, a user can no longer select from the "Actions on selected rows…" drop-down field.

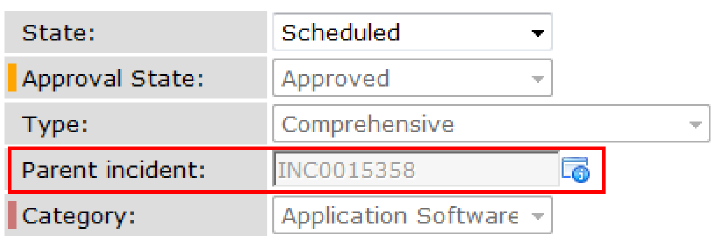
Change Form – Bottom Section – Affected CIs tab



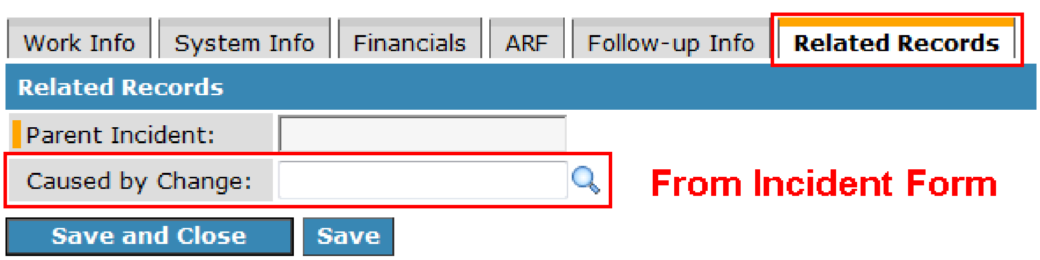
1. The Affected CIs tab is automatically populated with the value entered in the **Configuration Item (20)** field (located in the top left of the main change form).

Change Form – Bottom Section - Incidents tab

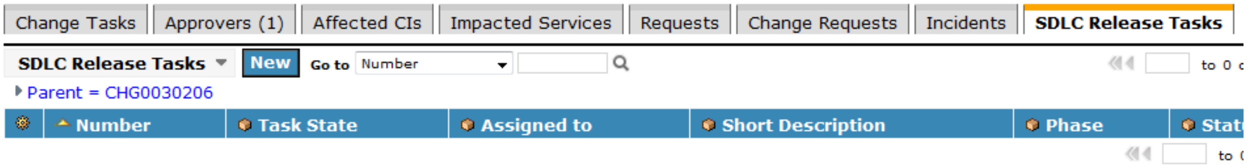
1. There are no longer two Incident tabs.
   - This tab is used for the creation of new Incidents and to relate them to the Change ticket.
   - For changes that are created for resolving an Incident ticket, a user can complete the **Parent Incident: (16)** field at the top right of the main Change form.



   - For changes that result in the creation of new incidents, a user can complete **Caused by Change:** field located in the Related Records tab of the Incident form.

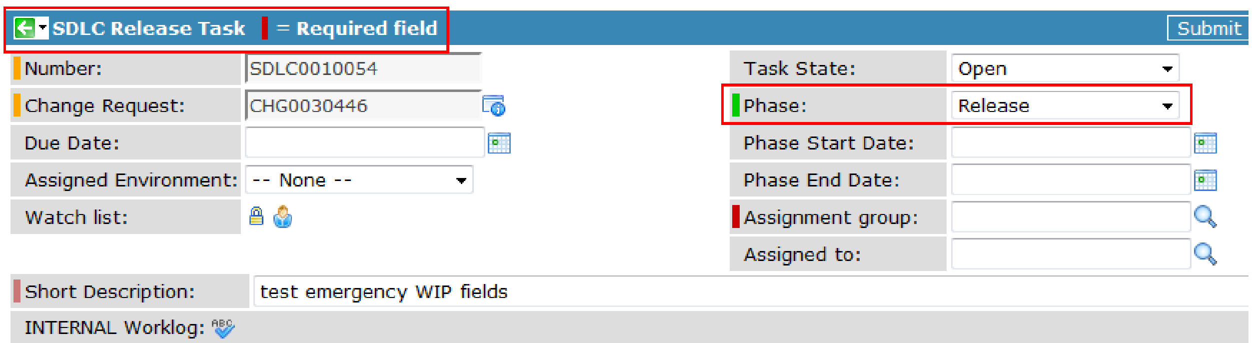


Change Form – Bottom Section – SDLC Release Tasks tab



1. When an attachment is added to the SDLC Release Task (SDLC Release Tasks tab), the Activity section is now updated with the date and time the attachment was added. If the attachment is added before the Save button has been clicked when the **Task State:** field is equal to "Open", the date and time is not added to the activity log.

2. The SDLC Release Tasks form, where the **Phase:** field is equal to the "Release" value, has been modified to be more user-friendly.



3. The format of the email of the SDLC Release Tasks, where the **Phase:** field is equal to the "Release" value, has been modified to be more user-friendly.