



**University of California
San Francisco**

ENTERPRISE CHANGE MANAGEMENT

Duration & Hard Stop Fields and Peer Reviewer Role

VERSION 1.00, REV. 06/30/2014

The duration and hard stop fields are defined within this document, with an added explanation and details of what the responsibilities are of the Peer Reviewer.

Table of Contents

1	DURATION & HARD STOP FIELDS.....	2
1.1	DURATION FIELDS:	2
1.2	HARD STOP FIELD:.....	2
1.3	REQUEST PEER REVIEW BUTTON:.....	2
2	PEER REVIEWER ROLE – Step-by-Step:	3
2.1	Steps to Close Peer Review task (see FIGURE 4 below):.....	4
2.1.1	If Peer APPROVES the Request for Change RFC, they:.....	4
2.1.2	If Peer REJECTS the Request for Change (RFC), they:	4
3	MORE INFORMATION (Video):.....	4

1 DURATION & HARD STOP FIELDS

- CREATING THE REQUEST FOR CHANGE (RFC):

1.1 DURATION FIELDS:

Enter time needed for all three (3) durations (Implementation, Backout & Validation).

To assist in determining what amount of time to enter in the Duration fields:

FIELD NAME	DESCRIPTION
Implementation Duration	Amount of time needed to implement the change.
Backout Duration	Amount of time needed to backout, if issues, and it should include the amount of time needed to validate (confirm) the backout was successful.
Validation Duration	Amount of time needed to validate AFTER change is in production. Include vendor & customer validation time and any processes that must first run (i.e. overnight or next day batch jobs). Change Request should be left open until validation is completed.

1.2 HARD STOP FIELD:

Auto-populated Hard Stop field on Schedule TAB indicates when Backout should begin.

The duration field's information is also used in determining the Hard Stop time (see FIGURE 1 below).

FIGURE 1:

The screenshot shows the 'Schedule' tab in the Enterprise Change Management system. The 'Schedule' tab is selected, and the 'HARD STOP DATE & TIME' field is highlighted with a red box. A red arrow points from the 'Schedule' tab to the 'HARD STOP DATE & TIME' field. The 'HARD STOP DATE & TIME' field contains the value '2014-06-28 19:00:00'. Below it, the text reads 'Planned Implementation End Date & Time minus Backout Duration = Hard Stop'.

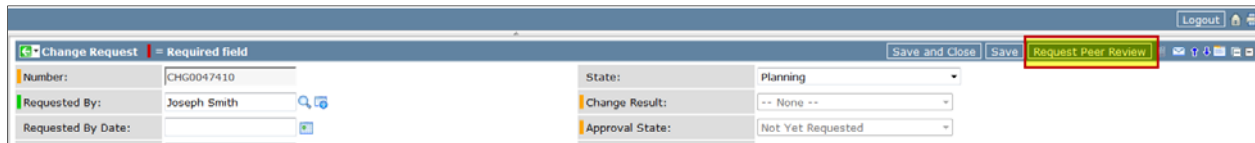
1.3 REQUEST PEER REVIEW BUTTON:

In place of the 'Request Approval' button, there will be a 'Request Peer Review' button (see FIGURE 2 below).

After RFC is created and fully detailed,

- a. Select the 'Request Peer Review' button and a task will be created for the Peer Reviewer.
 - i. Peer will get an email notification that they've been assigned a task. The RFC remains in State=Planning during this phase.
- b. Peer must review RFC for accuracy and completeness.
- c. Working with the "Assigned To", the Peer makes modifications/additions, as necessary, and closes their task **BEFORE** the Group Manager will be alerted to approve the change.

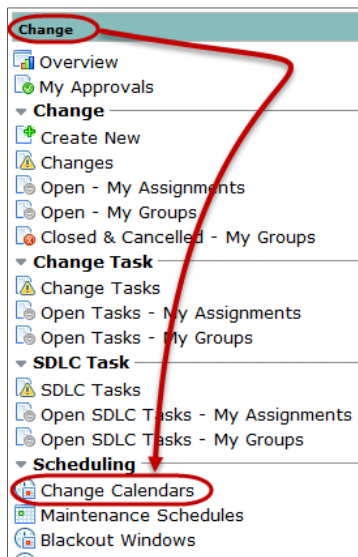
FIGURE 2:



2 PEER REVIEWER ROLE – Step-by-Step:

- Review entire Request for Change (RFC), for sufficient details **and** accuracy (header portion, all TABs and attachments), i.e., are Configuration Item and Stakeholder Notification options correct, etc.?
- Review Change Calendar to ensure no conflicts (see FIGURE 3 below):

FIGURE 3:



- If RFC is Expedited or in a Limited Change/Blackout window, ensure change indicates why it cannot wait for next CAB or why it must proceed during Limited Change/Blackout window.
- While under Peer Review, RFC remains in Planning state, so, working with Assigned To, modify the RFC as necessary.

- Enter notes in Work Log of assigned task as appropriate.

2.1 Steps to Close Peer Review task (see FIGURE 4 below):

2.1.1 If Peer **APPROVES** the Request for Change RFC, they:

- Enter Work Notes, as appropriate
- Check the “I Signify Agreement” checkbox
- Select ‘Save and Close’
- This will set the Approval State to ‘Approved’.
- Peer has option to manually select Approval State=Approved then select ‘Save and Close’.
- Email notification will be auto-sent to the Assigned To, notifying them the Peer task has been closed.
- An Approval request will now be emailed to Group Manager Approver.

2.1.2 If Peer **REJECTS** the Request for Change (RFC), they:

- Enter Work Notes, as appropriate
- Select Approval State=Rejected
- Select ‘Save and Close’
- Email notification will be auto-sent to the Assigned To, notifying them the Peer Task has been Rejected.


FIGURE 4:

The screenshot shows a 'Change Task' window with the following details:

- Number: CTASK0013903
- State: Open
- Approval State: Requested (dropdown menu is open showing Requested, Approved, Rejected)
- Change Request: Requested
- Assignment Group: Requested
- Assigned To: Jason Lin
- Short Description: Peer Review Task Assigned for Change CH50047413
- Description:
 - 1) All fields and attachments of Change Request have been reviewed for accuracy. This includes header portion of the CHG, i.e., Configuration Item and Risk Level selected are correct, etc.
 - 2) Reviewed details of the Change Plan to ensure the technical steps planned are complete and they're included in the Change Request.
 - 3) Reviewed Back Out Plan and Validation Plan to ensure there is sufficient detail to be effective and they're included in the Change Request.
 - 4) Can represent the change during CAB if the Assignee is unable to do so. The peer must be familiar enough with the change to answer any of the questions that may be asked during CAB.
 - 5) Can back up the Assignee during the actual implementation.
 - 6) Fully understand this Change Request may be rejected by management or CAB if information is incorrect or insufficiently documented.
- By Checking This Box, I Signify Agreement with Items 1-6:
- Work Notes: Enter Peer Reviewer work notes here...

3 MORE INFORMATION (Video):

- Watch a short 03:29 video of the new Request Peer Review functionality:

Title	Description	Watch Video
Request Peer Review	This video provides a quick overview of the ServiceNow 'Request Peer Review' functionality, from role of a Change Request creator to the Peer Reviewer's responsibility.	 3 minutes 29 seconds