



# **ENTERPRISE IT CHANGE MANAGEMENT**

## **CHANGE REQUEST (CHG) FORM – FIELDS DEFINED**

VERSION 3.00, REV. 08/25/2022

Each field on the Change Request (CHG) form is defined within this document, with an explanation of what the responsibilities are and what should be selected or entered, from CHG creation through closure.

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1.1 Header Section of Change Request (CHG) Form			
FIELD	Mandatory Field (Y/N)	CHG STATE When Field is	DESCRIPTION
Number	Y	Draft	Unique Change Request number assigned by ServiceNow
Requested By	Y	Draft	Often the Assigned To or Customer. Auto-populates individual's name who's logged into ServiceNow, but <i>actual</i> requestor name (who requested the work) should be entered here.
Peer Reviewer	Y	Planning	<ul style="list-style-type: none"> <li>○ Reviews all fields, attachments and Risk Assessment responses of Change Request for accuracy.</li> <li>○ Reviews the step-by-step details of the change plan to ensure the technical steps planned are complete and change is correct, <u>and</u> they're included in the Change Request.</li> <li>○ Reviews the step-by-step procedures of back out and validation plans to ensure there is sufficient detail to be effective <u>and</u> they're included in the Change Request.</li> <li>○ Can represent the change during CAB if the Assignee is unable to do so.</li> </ul>
Group Manager Approver	Y	Planning	<p>Evaluates a change less on a technical level and more on a logistical level and for the accuracy of its content.</p> <ul style="list-style-type: none"> <li>○ All of the required documentation is in the change request and is of sufficient quality to be presented to the CAB or ECAB, if, expedited change.</li> <li>○ The assignee has the skill set required to successfully implement the change, that the assignee is available, and that the assignee knows that they are scheduled to implement the change.</li> <li>○ Impact to the environment is fully assessed.</li> <li>○ There are no scheduling conflicts, for example:                             <ul style="list-style-type: none"> <li>● First or last day of the month</li> <li>● Peak usage time</li> <li>● Restricted windows</li> </ul> </li> <li>○ Business owner approvals are recorded in the change request.</li> <li>○ Communication requirements and lead times are being met.</li> </ul>

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FIELD	Mandatory Field (Y/N)	CHG STATE When Field is Mandatory	DESCRIPTION
IT Director Approver	N*	Planning	* Mandatory for Limited Change Windows or Expedited Changes. The Director should review what is being done and evaluate the higher risk of the change against business benefit. A Director's approval is an acceptance of risk on behalf of the business.
CAB Group	Y	Planning	Auto-populates dependent on Assignment Group
CAB Date	Y	Planning	Auto-populates by ServiceNow
Watch List	N	N/A	Enter email address(es) of those to be notified of activity on CHG
Group List	N	N/A	Enter Assignment Group names to be notified of activity on CHG
Locations Impacted	Y	Planning	What location(s) are potentially impacted (directly or indirectly) or benefits from this Change Request. Select all that apply from the lookup table.  <b>NOTE:</b> If "All Users" or "BCH Oakland" is selected, the "Group List" field auto-populates with "BCH_OAK_TCC-Core" and ServiceNow sends them awareness email, CHG is added to BCH Oakland report and CHG gets added to BCH Oakland Change Calendar.
Risk Assessment	Y	Planning	Button at far top right of CHG form, next to Save button. Risk value (Low, Moderate, High) is auto-calculated and populated in Risk field, based on responses to list of risk assessment questions. Must be completed before 'Request Peer Review' button will be seen next to it.
State	Y	Draft	State field documents the current state of a CHG and will progress through a sequence of steps until it reaches a terminating status (Closed or Cancelled).  Change implementation is not to proceed until State=Scheduled.
Cancellation Reason	Y	Cancelled	If State=Cancelled, this pick-list field is required to be completed before CHG can be cancelled and closed.

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FIELD	Mandatory Field (Y/N)	CHG STATE When Field is Mandatory	DESCRIPTION
Change Result	Y	Closed	<p>A Result Code records the results of the change. A code other than <i>Successful</i> is considered an exception. Result codes include:</p> <ul style="list-style-type: none"> <li>• Successful – Change completed as presented</li> <li>• Backed-out – Backout was required (a new CHG must be opened, if a backed out Change is rescheduled).</li> <li>• Completed with Issues – Problems encountered during the change or the change completed beyond the Planned Implementation End Time</li> <li>• Incomplete – Some of the change implemented.</li> </ul> <p>Assigned To and Group Manager Approver must participate in a Post Implementation Review (PIR) for all Emergency or Latent changes and changes that were Backed-Out, Incomplete, or Completed with Issues.</p>
Approval State	Y	Draft	<p>Documents the approval status of change: Not Yet Requested, Requested, CAB Requested, Approved, Rejected</p> <p>When the first approval is received, the next approver is notified, and appears in the Approvers TAB found at the bottom of the change form.</p> <p>Not Yet Requested = CHG is in Draft or Planning and during Peer Review step            Requested = Pending Group Manager or IT Director Approval            CAB Requested = Pending review and scheduling by CAB            Approved = Approved by CAB or IT Director, if Expedited, or if Emergency or Latent CHG is scheduled.            Rejected = CHG rejected at some step</p>
Type	Y	Draft	<p>Identifies change type: Normal, Expedited, Emergency, Latent or Standard</p> <p>Participation by Assigned To and Group Manager Approver is required in a Post Implementation Review (PIR) for all Emergency or Latent changes and changes that were Backed-Out, Incomplete or Completed with Issues.</p>
Related Incident	N	N/A	<p>Links an Incident with change. If an open high or critical incident entered, field noted below (Is this an Emergency Change?) becomes editable to allow an Emergency Change.</p>

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FIELD	Mandatory Field (Y/N)	CHG STATE When Field is Mandatory	DESCRIPTION
Is this an Emergency Change?	N*	N/A	Selecting 'Yes' will convert change to Type=Emergency, which is auto-approved. Assigned To and Group Manager Approver must participate in a Post Implementation Review (PIR) for all emergency changes.  * Mandatory when Related Incident field contains open high or critical Incident.
Parent	N	N/A	Field is only visible and will be auto-populated, if CHG is created off another form, i.e., INCxxxxxx or TASKxxxxxx populates from an Incident (INC ticket) or RITM (request item) form.
Category	Y	Draft	Identifies category of Configuration Item(s) impacted: Application Software, Documentation, Hardware, Network, System Software, Telephony and Website
Action	N	N/A	Identifies action taken on Configuration Item: Modification, Uninstall, Regression, Install/Upgrade, Enhancement, SQL Update, Data Mover Script
Reason	N	N/A	Identifies the Reason for the change: Regression, Compliance, Vendor Fix, User Request, Standard, Defect, Maintenance
Configuration Item (CI)	Y	Draft	Identify the Configuration items (CIs) that will be added, removed, or modified that are documented in the Configuration Management Database (CMDB). If multiple CIs impacted, they should be listed in [Affected CIs] TAB found at bottom of change.
Requires CI Update?	N	N/A	Select Yes, if CI needs to be updated in the CMDB, i.e., decommissioning a server.  If Yes selected, a change task is created. The task must be closed before the CHG can be closed.
Risk	Y	Planning	High, Moderate, Low. Risk Assessment button found at far top right of CHG form, next to Save button, must be completed prior to Request Peer Review can be selected. Risk value is auto-calculated and populated in this field, based on responses.
Assignment Group	Y	Draft	Group responsible for completing the change

FIELD	Mandatory Field (Y/N)	CHG STATE When Field is Mandatory	DESCRIPTION
Assigned To	Y	Planning	Individual responsible for completing the change.  They are usually the CHG submitter and must ensure fields provide sufficient detail (i.e., step-by-step process of the change, backout and validation plans are entered, and they review their CHG schedule against change calendar to ensure no conflicts prior to scheduling CHG).
<b>1.2 Work Info TAB</b>			
Short Description	Y	Draft	Used to summarize what is being changed. The field can be pulled into reports, so should be clear and concise.
Why is this Change Being Implemented?	Y	Draft	Used to describe the change in more detail. Describe the business reason or technical reason for the change. Include the benefits seen by implementing it and risks by not implementing the change.
Worklog	N	N/A	Used to provide updates or next steps that add value to IT and the customer. Worklog should be updated throughout the change window, especially for changes that span over multiple days, and updated again before closing the change.
<b>1.3 Schedule TAB</b>			
Planned Implementation Start Date	Y	Planning	Start Date & Time of the change, using 24-hour clock to enter the time.  CHG Submitter must review their change's schedule against the change calendar to ensure no conflicts before completing this field and stakeholders, including other IT personnel needed for the CHG, must approve the date/time prior to coming to scheduling or coming to CAB.
Implementation Duration	Y	Planning	Amount of time needed to implement the change. Must take care to enter time correctly, i.e., do not enter seconds when minutes were intended, or minutes when hours were intended.

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FIELD	Mandatory Field (Y/N)	CHG STATE When Field is Mandatory	DESCRIPTION
Backout Duration	Y	Planning	Amount of time needed to roll-back if issues.
Validation Duration	Y	Planning	Amount of time needed to validate AFTER change in production. Include vendor and customer validation time. If validation cannot complete until an overnight process runs, that entire time should be included in the change and CHG left open until validation completed.
Total Duration	Y	Planning	Implementation + Backout + Validation = Total Duration. Auto-calculated and entered by ServiceNow.
Planned Implementation End Date	Y	Planning	Planned Implementation Start Date & Time plus Implementation + Backout + Validation Duration = Planned Implementation End Date & Time. Auto-calculated and entered by ServiceNow.
Why is this Change being Expedited & Can't Wait for next CAB Mtg?	Y	Planning	If change cannot wait to be presented at next CAB meeting, reason to expedite must be entered. Whenever possible, CHGs should <b>NOT</b> be expedited, but presented at CAB as a Normal CHG, which allows for more awareness and more thorough review.
Actual Implementation Start Date	Y	Closed	At start of change, CHG should be moved to State=Work in Progress <b>and</b> Actual Implementation Start Date & Time entered. This allows all of IT to know the change is underway and when it <i>actually</i> started.  Do not just mirror what is entered in the Planned Implementation Start Date & Time field, unless CHG <i>actually</i> started at that time.
Actual Implementation End Date	Y	Closed	At end of change, worklog is to be updated with change related notes and it's to move to State=Closed <b>and</b> Actual Implementation End Date & Time entered. This allows all of IT to know the change completed.  Do not just mirror what is entered in the Planned Implementation Start Date & Time field, unless CHG <i>actually</i> started at that time.



FIELD	Mandatory Field (Y/N)	CHG STATE When Field is Mandatory	DESCRIPTION
HARD STOP DATE & TIME	Y	Draft	This is read-only and auto-calculated field: Planned Implementation End Date & Time minus Backout Duration = Hard Stop.  The date/time seen is when CHG implementor should begin backout procedures in order to remain within the change window.
<b>1.4 Change, Backout, and Validation Plan TAB</b>			
Change Plan	Y	Planning	The step-by-step process of Change Plan should include enough detail to explain what will be done; can be accompanied by attachment.
Backout Plan (if backout not possible, what is the Remediation Plan?)	Y	Planning	The step-by-step process of Backout Plan should include the trigger that will be used by the assignee to transition from the implementation to the back out procedure.  Ensure there is sufficient detail to be effective and include enough time for validation after backout completed.
Validation Plan	Y	Planning	The step-by-step process of Validation Plan should include steps to verify that the change fulfilled the technical and business objectives. It should also include steps to verify that existing functionality was not unintentionally affected. If others are to be involved with validation, include that info; i.e., customer and other IT Personnel names.
<b>1.5 Change Impact TAB</b>			
What Customers are Potentially Impacted (directly or indirectly) by this Change?	Y	Planning	Describe specifically what locations, end users, business organization, and/or departments that will be impacted by this change either directly or indirectly. Specifically, who is benefiting from the change.  <b>IMPORTANT NOTE:</b> If Service Desk notification needed, indicate if announcement needs to be emailed to users or post on IT Status Page only.

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FIELD	Mandatory Field (Y/N)	CHG STATE When Field is Mandatory	DESCRIPTION
What Systems are the Target of the Proposed Change?	Y	Planning	Describe what systems are targeted or touched by this change? For example: "QC3MAEWAD001, QC3MAEWAD801, Remote.ucsfmedicenter.org"
What services or applications are impacted by this change?	Y	Planning	<ul style="list-style-type: none"> <li>• Describe what systems, services, or applications will be affected, listing any other systems dependent on this change, i.e., Interfaces/Apollo/Muse/Computrition, or write 'NONE', if no other systems dependent.</li> <li>• Identify anything that will not be available.</li> <li>• And, will there be any customer disruption, downtime or pause?</li> </ul> <p>EXAMPLE: "Users will intermittently be unable to log into remote.ucsf.edu between the hours 2am-4am. Users connecting to Apex from the desktop Citrix client will be unaffected. Two 5-minute downtimes, at approx. 2:30am &amp; 3:30am, with work being done during regular downtime maintenance window."</p>
Will there be a planned outage (full or partial) during this	Y	Planning	YES or NO question. If redundancy in place and no downtime anticipated, then select 'No'.
Are Notifications to Stakeholders Required?	Y	Planning	<p>Have customers and stakeholders been notified and approved the change, including date/time of work to be performed and will be available for bridge line and validation, as necessary? This includes other IT Personnel/IT Teams that are engaged to assist with the change.</p> <p>If unnecessary to notify, select 'No'.</p>
Who Will Send Notification?	Y*	Planning	<p>Submitter or Service Desk:</p> <ul style="list-style-type: none"> <li>• By Submitter: You or someone you're working with. i.e., business application owner, will notify customers/users</li> <li>• Service Desk: They will send notification to customers or post on IT Status Page. If selected, a task is automatically created and assigned to Service Desk.</li> <li>• CAB attendance required minimum 3-business days before CHGs start date if Service Desk notif requested.</li> </ul> <p>* Mandatory field when notifications to stakeholders are required.</p>

FIELD	Mandatory Field (Y/N)	CHG STATE When Field is Mandatory	DESCRIPTION
<b>1.6 Change Manager TAB</b>			
Change Manager Override	N	N/A	Only used by Change Manager. Allows Change Manager to make minor modification to Change Requests, i.e., modify Change Result of closed change.
Change Manager Override Reason	N	N/A	Only used by Change Manager. Used in conjunction with Change Manager Override field
Reviewed by CAB	N	N/A	Checkbox field not currently used. Flags CHG discussed during CAB, whether scheduled or not.
CAB Work Notes	N*	N/A	Only used by Change Manager. Used during or after CAB to enter additional notes about the CHG. * Mandatory field when Change Manager Override used.
<b>1.7 System Info TAB</b>			
Active	Y	When CHG is not Closed or Cancelled	Used by ServiceNow, read only. Field is 'checked' when CHG is not Closed or Cancelled.
Copied CHG	N	Draft, when CHG is Copied	Auto-populates with CHG # of Change Request that was copied.

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FIELD	Mandatory Field (Y/N)	CHG STATE When Field is Mandatory	DESCRIPTION
Opened	Y	Draft	Used by ServiceNow, read only. Date/time CHG created
Opened By (Name)	Y	Draft	Used by ServiceNow, read only. Individual that opened CHG
Updated	Y	Draft	Used by ServiceNow, read only. Last date/time CHG updated
Updated By (Name)	Y	Draft	Used by ServiceNow, read only. Individual that performed last update
Closed	Y	Closed or Cancelled	Used by ServiceNow, read only. Date/time CHG closed
Closed By (Name)	Y	Closed or Cancelled	Used by ServiceNow, read only. Individual that closed CHG
Template Type	N*	Draft	Used by ServiceNow, read only. If template used, template's name entered here. * Mandatory field (automatically populated) when template is selected.
Template Reference (Do Not Remove From Template)	N	N/A	Selectable by anyone to reference a template's name that was used, i.e., Template Type=Standard, Template Reference=Standard Tableau Dashboard Maintenance
Heightened Alert	N	N/A	Used by ServiceNow, read only. Box is automatically checked if CHG is being Planned to occur during a Heightened Alert-Critical Event window.

FIELD	Mandatory Field (Y/N)	CHG STATE When Field is Mandatory	DESCRIPTION
<b>1.8 Tabs at Bottom of Request for Change Form</b>			
Change Tasks TAB	N*	N/A	<p>Found at bottom of the change. Any change task(s) created must be completed/closed before ticket can be closed.</p> <p>* Automatically created as necessary. EXAMPLES: a) Peer Review task created on all Normal CHGs and <i>some</i> Standard CHGs b) Post Implementation Review (PIR) task created for Assignment Group Manager; c) Auto-created task for IT Service Desk to send user notification; d) Task to update CI.</p>
Approvers TAB	Y	Requested	<p>Auto-created. After Peer Reviewer closes their task, an approval email is sent to Group Manager, then IT Director, where applicable:</p> <ul style="list-style-type: none"> <li>• Group Manager: Sent for every CHG</li> <li>• IT Director: Sent for every Expedited CHG</li> </ul> <p>Once all approvals obtained, the CHG state will automatically change to 'Scheduled' and the change may implemented within the approved Planned Implementation Start and End date and time.</p>
Affected CIs TAB	Y*	Draft	<p>All additional CIs impacted should be identified and entered here while State=Draft or Planning.</p> <p>* The primary CI in CHG header CI field is auto-populated here.</p>
Change Requests TAB	N	N/A	Allows for linking additional CHGs to a change.
Incidents TAB	N	N/A	Reflects Incidents Caused by Change.
Requested Items TAB	N	N/A	Used by/for Projects. Linking Requests to Changes.
SDLC Release Tasks	N	N/A	Used by/for software development lifecycle.

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FIELD	Mandatory Field (Y/N)	CHG STATE When Field is Mandatory	DESCRIPTION
Enhancement or Defects TAB	N	N/A	Used by ServiceNow Admin Group and any Application Development Team.
Vulnerability Groups	N	N/A	Links Vulnerability Groups to their respective Change Request created from the vulnerability response application.
Assessment Instances	N	N/A	Risk Assessment responses and metrics can be viewed here.