



ENTERPRISE CHANGE MANAGEMENT

Duration & Hard Stop Fields and Peer Reviewer Role

VERSION 2.00, REV. 08/26/2022

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.

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1 DURATION & HARD STOP FIELDS

- CREATING THE CHANGE REQUEST

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:

Work Info **Schedule** Change, Backout, and Validation Plan Change Impact Change Manager System Info

Schedule

TIME MUST BE ENTERED IN HH:MM:SS FORMAT & AS MILITARY TIME - 24-hour clock, beginning at midnight (which is 00:00:00). 1:00 AM is 01:00:00 hours, 2:30 AM is 02:30:00 hours, 23:00:00 hours.

Planned Implementation Start Date: 2014-06-28 17:00:00

Implementation Duration: Days 0 Hours 01:00:00

Backout Duration: Days 0 Hours 00:45:00

Validation Duration: Days 0 Hours 01:00:00

Total Duration: Days 00 Hours 02:45:00

Planned Implementation End Date: 2014-06-28 19:45:00

Actual Implementation Start Date:

Actual Implementation End Date:

HARD STOP DATE & TIME: 2014-06-28 19:00:00

Planned Implementation End Date & Time minus Backout Duration = Hard Stop

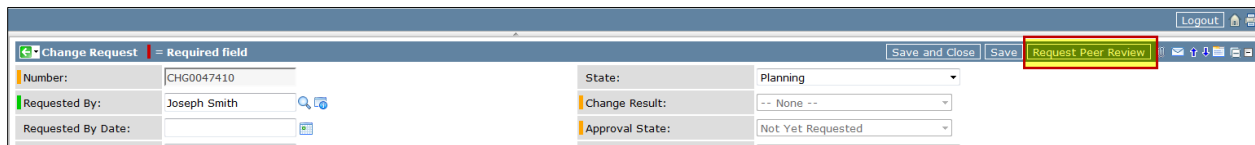
1.3 REQUEST PEER REVIEW BUTTON:

'Request Peer Review' button (see FIGURE 2 below).

After Change Request (CHG) 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 CHG remains in State=Planning during this phase.
- b. Peer must review entire CHG for accuracy and completeness. This includes any attachment, risk assessment responses and conflicts on change calendar.
- 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.

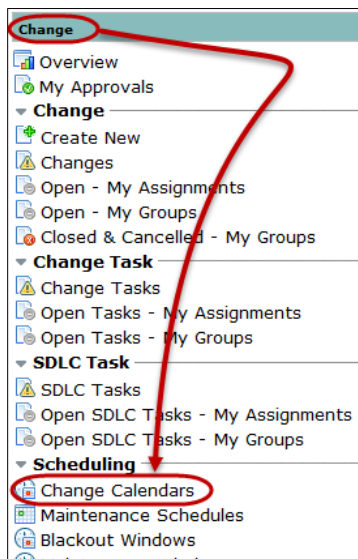
FIGURE 2:



2 PEER REVIEWER ROLE – Step-by-Step:

- Review entire CHG, 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 CHG 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, CHG remains in Planning state, so, working with Assigned To, modify the CHG 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 Change Request (CHG), 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 Change Request (CHG), 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' form with the following fields and values:


- Number: CTASK0013903
- State: Open
- Approval State: Requested (dropdown menu is open showing Requested, Approved, Rejected)
- Change Request: Requested
- Assignment Group: Requester Group
- Assigned To: Jason Lin
- Short Description: Peer Review Task Assigned for Change CHG0047413
- Description: A list of 6 numbered items regarding change request review criteria.
- Work Notes: A text area with the placeholder 'Enter Peer Reviewer work notes here...'

Red annotations in the image include:

- A red circle around the 'Requested' option in the 'Approval State' dropdown menu, with a red arrow pointing to it.
- A red circle around the 'I Signify Agreement' checkbox, with a red arrow pointing to it.
- A red circle around the 'Work Notes' text area.

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 'Change Request' functionality, from role of a Change Request creator to the Peer Reviewer's responsibility.	 3 minutes 29 seconds