



Incident, Problem, Change



servicenow®

Managing EHR Disruption at Northstar Health Clinic



IT Service Management

Prepared by

Group 4- MLTI B

Prepared for

Final Project MLTI



MLTI B

OUR TEAM

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Learning Objective

By completing this group activity, students will:

1. Apply ITIL practices across Incident, Problem, Change Management.
2. Create and manage records collaboratively in ServiceNow.
3. Link Incidents to Problems, and Changes.
4. Work together using a shared PDI instance with clear role responsibilities

Scenario

Northstar Health Clinics uses an Electronic Health Record (EHR) system across multiple clinics. This week, clinics have reported:

- Slow EHR page loading
- Login failures during peak hours
- Brief outages lasting several minutes
- “Database not responding” errors

Your IT team must stabilize the EHR service using ITIL processes and ServiceNow tools. The EHR depends on the following components:

- EHR Service (Business Service)
- EHR Application Server
- EHR Database Server

Northstar Health Clinics uses a shared EHR system across multiple clinics, but this week the service has become unstable. Staff report slow page loading, login failures during peak hours, brief outages, and repeated “Database not responding” errors. Because the EHR Business Service depends on the Application Server and Database Server, issues in either component are disrupting patient documentation. The IT team must stabilize the service using ITIL processes and ServiceNow to manage incidents and address the underlying cause quickly.



CI Preparation

During the CI Preparation stage, our team established the required Configuration Items (CIs) as a foundational prerequisite before commencing Incident Management activities in ServiceNow. We ensured the availability of three critical EHR-related CIs—EHR Service (Business Service), EHR Application Server (Application Server), and EHR Database Server (Database Server)—within the CMDB, each with the status set to In Use. Following creation, we validated that all CIs are selectable in the CI lookup field on an Incident record. These CIs will serve as the standard reference for linking all five Incidents, the Problem, the Change, and for establishing CMDB relationships in the subsequent phase of the project.

EHR Service

The screenshot shows the ServiceNow interface for creating a new Configuration Item (CI). The title bar reads "servicenow All Favorites History Workspaces Configuration Item - New Record". The form fields are as follows:

Name	EHR Service
Asset tag	
Assigned to	
Category	Business Service
Fault count	0
Installed	2025-12-05 00:32:58
Install Status	Installed

At the bottom left is a "Submit" button.

EHR Application Service

The screenshot shows the ServiceNow interface for creating a new Configuration Item (CI). The title bar reads "servicenow All Favorites History Workspaces Configuration Item - New Record". The form fields are as follows:

Name	EHR Application Server
Asset tag	
Assigned to	
Category	Application Server
Fault count	
Installed	2025-12-05 18:34:03
Install Status	Installed

A tooltip "Select Installed date and time" is visible over the "Installed" field. At the bottom left is a "Submit" button.



CI Preparation

EHR Database

The screenshot shows the ServiceNow interface for creating a new Configuration Item (CI). The page title is "Configuration Item - New Record". The form fields include:

- Name: EHR Database Server
- Asset Tag: (empty)
- Assigned to: (empty)
- Category: Database Server
- Fault count: 0
- Installed: 2025-12-05 18:35:38
- Install Status: Installed

At the bottom left is a "Submit" button.

All CI Created

The screenshot shows the ServiceNow interface for viewing Configuration Items. The page title is "Configuration Items". The search bar shows "All > Name >= EHR". The table displays the following data:

	Name	Manufacturer	Location	Description	Class	Updated	Maintenance schedule
<input type="checkbox"/>	EHR Application Server	(empty)	(empty)		Configuration Item	2025-12-05 03:11:16	(empty)
<input type="checkbox"/>	EHR Database Server	(empty)	(empty)		Configuration Item	2025-12-05 03:12:34	(empty)
<input type="checkbox"/>	EHR Service	(empty)	(empty)		Configuration Item	2025-12-05 03:10:01	(empty)
<input type="checkbox"/>	Electronic Messaging	(empty)	(empty)		Service	2012-01-21 11:00:12	(empty)



Incident Management

In the Incident Management phase, our team created five incidents in the shared PDI based on the provided email excerpts to reflect real operational impacts on the EHR service. For each record, we captured the reported symptoms, assigned the appropriate Caller, set the specified Priority (P2/P3), selected the correct Configuration Item, and routed the ticket to the relevant Assignment Group. After saving all incidents, we performed the required escalation for Incident 3 (Login Failures) by reassigning it to Application Support – EHR and documenting clear, traceable work notes to ensure proper ownership and timely resolution.

Incident 1 - Performance Degradation (Slow EHR Pages)

Users experienced unusually long load times for patient charts—approximately 30 seconds or more—starting around 8:00 AM. This suggests service strain during peak usage, potentially linked to application performance, database latency, or infrastructure bottlenecks.

Incident 2 - Intermittent Database Connectivity Issues

Staff encountered “Database not responding” messages while scheduling patients and required multiple refresh attempts to continue. This points to unstable database availability or connectivity between the application and database layers.

Incident 3 - Authentication and Access Disruption During Peak Hours

Several staff members were unable to log in between 8:00–9:00 AM and could only access the system after repeated attempts. This indicates potential overload or instability on the application server or authentication services, requiring escalation to Application Support – EHR.

Incident 4 - System Freezing During Clinical Tasks

The EHR froze during lab order entry, directly delaying patient care. The repeated occurrence throughout the week highlights a persistent operational risk and suggests a deeper underlying issue requiring problem investigation.

Incident 5 - Short Service Outage

A brief outage of approximately five minutes around 8:30 AM affected multiple users simultaneously, with widespread error messages. This indicates a temporary loss of service availability likely tied to application server instability or dependent infrastructure disruptions.



Incident Management

New Record | User | ServiceNow - Google Chrome
dev227794.service-now.com/sys_user.do?sys_id=-1&sys_is_list=true&sys_target=...&sysparm_checked_items=8&...

User
New record View: Self Service

To set up the User's password, save the record and then click Set Password.

First name	Dr. Emily	Email	<input type="text"/>
Last name	Carter	Date format	System (yyyy-MM-dd)
Business phone		Time zone	System (America/Los_Angles)
Mobile phone			
Title			

Submit

Related Links

[View linked accounts](#)
[View Subscriptions](#)

INC0010008

servicenow All Favorites History Workspaces Admin Incident - INC0010008

Number: INC0010008
* Caller: Dr. Emily Carter

Category: Inquiry / Help
Subcategory: --None--
Service:
Service offering:
Configuration item: EHR Service

* Short description: EHR running very slow
Description: Patient charts are taking 30 seconds or more to load this morning. Started around 8 AM.

Channel: --None--
State: New
Impact: 2 - Medium
Urgency: 2 - Medium
Priority: 3 - Moderate
Assignment group:
Assigned to:

Related Search Results >

* Notes **Related Records** Resolution Information
Watch list Work notes list
* Work notes Worknotes



Incident Management

INC0010009

servicenow All Favorites History Workspaces Admin Incident - INC0010009

Number: INC0010009
* Caller: Sarah Lopez
Category: Inquiry/Help
Subcategory: --None--
Service:
Service offering:
Configuration item: EHR Database Server
* Short description: Database not responding
Description: "I received a 'Database not responding' message while scheduling patients. I had to refresh twice."

Channel: -- None --
State: New
Impact: 2 - Medium
Urgency: 2 - Medium
Priority: 3 - Moderate
Assignment group:
Assigned to:

Related Search Results >

Notes Related Records Resolution Information

Watch list Work notes list Work notes

INC0010010

servicenow All Favorites History Workspaces Admin Incident - INC0010010

Number: INC0010010
* Caller: John Miller
Category: Software
Subcategory: --None--
Service:
Service offering:
Configuration item: EHR Application Server
* Short description: Staff unable to log in
Description: "Several staff members cannot log in to the EHR between 8-9 AM. They eventually get in after repeated attempts."

Channel: -- None --
State: New
Impact: 2 - Medium
Urgency: 1 - High
Priority: 2 - High
Assignment group:
Assigned to:

Related Search Results >

Notes Related Records Resolution Information

Watch list Work notes list Work notes



Incident Management

INC0010011

Servicenow Incident - INC0010011

Number	INC0010011	Channel	None
* Caller	Dr. Alex Nguyen	State	New
Category	Inquiry / Help	Impact	2 - Medium
Subcategory	-- None --	Urgency	1 - High
Service		Priority	2 - High
Service offering		Assignment group	
Configuration item	EHR Service	Assigned to	
* Short description	EHR freezing during visit The EHR froze when entering lab orders, delaying patient care. This has happened multiple times this week.		
Description			

Related Search Results >

Notes Related Records Resolution Information

Watch list Work notes list

Work notes Work notes

INC0010012

Servicenow Incident - INC0010012

Number	INC0010012	Channel	None
* Caller	Karen Patel	State	New
Category	Inquiry / Help	Impact	2 - Medium
Subcategory	-- None --	Urgency	1 - High
Service		Priority	2 - High
Service offering		Assignment group	
Configuration item	EHR Application Server	Assigned to	
* Short description	EHR Outage The EHR was down for about five minutes today around 8:30 AM. Everyone saw error messages.		
Description			

Related Search Results >

Notes Related Records Resolution Information

Watch list Work notes list

Work notes Work notes



Incident Management

INC0010011

Servicenow Incident - INC0010011

Number	INC0010011	Channel	None
* Caller	Dr. Alex Nguyen	State	New
Category	Inquiry / Help	Impact	2 - Medium
Subcategory	-- None --	Urgency	1 - High
Service		Priority	2 - High
Service offering		Assignment group	
Configuration item	EHR Service	Assigned to	
* Short description	EHR freezing during visit The EHR froze when entering lab orders, delaying patient care. This has happened multiple times this week.		
Description			

Related Search Results >

Notes Related Records Resolution Information

Watch list Work notes list

Work notes Work notes

INC0010012

Servicenow Incident - INC0010012

Number	INC0010012	Channel	None
* Caller	Karen Patel	State	New
Category	Inquiry / Help	Impact	2 - Medium
Subcategory	-- None --	Urgency	1 - High
Service		Priority	2 - High
Service offering		Assignment group	
Configuration item	EHR Application Server	Assigned to	
* Short description	EHR Outage The EHR was down for about five minutes today around 8:30 AM. Everyone saw error messages.		
Description			

Related Search Results >

Notes Related Records Resolution Information

Watch list Work notes list

Work notes Work notes

Problem Management

PRB0040001

servicenow All Favorites History Workspaces Admin Problem - PRB0040001 ⚡

Search | Discuss | Follow | Assess | Update | Delete | ...

New	Assess	Root Cause Analysis	Fix in Progress	Resolved	Closed
Number: PRB0040001 Origin task: <input type="text"/> Category: -- None -- Service: <input type="text"/> Service offering: <input type="text"/> Configuration item: EHR Service	Model: General State: Assess Impact: 2 - Medium Urgency: 1 - High Priority: 2 - High Assignment group: Application Support * Assigned to: Application Support EHR Manager				
* Problem statement: Recurring EHR slowness and login failures. The clinics experienced a series of recurring disruptions in the EHR system, including slow page loading, intermittent database connection failures, and repeated login difficulties during peak hours. Staff also reported that the EHR occasionally froze during patient care activities, further delaying workflows. In addition, a brief outage affected all users simultaneously, indicating instability across the EHR application and database components.					
Related Search Results >					
Notes Analysis Information Resolution Information Other Information					

asses

servicenow All Favorites History Workspaces Admin Problem - PRB0040001 ⚡

Search | Discuss | Follow | Confirm | Mark Duplicate | Cancel | Update | Delete | ...

New	Assess	Root Cause Analysis	Fix in Progress	Resolved	Closed
Number: PRB0040001 Origin task: <input type="text"/> Category: -- None -- Service: <input type="text"/> Service offering: <input type="text"/> Configuration item: EHR Service	Model: General State: Assess Impact: 2 - Medium Urgency: 1 - High Priority: 2 - High Assignment group: Application Support * Assigned to: Application Support EHR Manager				
* Problem statement: Recurring EHR slowness and login failures. The clinics experienced a series of recurring disruptions in the EHR system, including slow page loading, intermittent database connection failures, and repeated login difficulties during peak hours. Staff also reported that the EHR occasionally froze during patient care activities, further delaying workflows. In addition, a brief outage affected all users simultaneously, indicating instability across the EHR application and database components.					
Related Search Results >					
Notes Analysis Information Resolution Information Other Information					



Problem Management

Fix

The screenshot shows the 'Fix' dialog box for a problem record. The 'Cause notes' section contains the text: 'Misconfigured connection settings'. The 'Fix notes' section is empty.

Affected CI's

The screenshot shows the 'Affected CIs' tab for a problem record. The table lists three configuration items:

Configuration Item	Class	Support group	Owned by	Applied	Applied date	Manual proposed change	Updated
EHR Service	Configuration Item	(empty)	(empty)	false	(empty)	false	2025-12-05 04:41:05
EHR Database Server	Configuration Item	(empty)	(empty)	false	(empty)	false	2025-12-05 04:47:59
EHR Application Server	Configuration Item	(empty)	(empty)	false	(empty)	false	2025-12-05 04:47:59



Problem Management

linked incidents

The screenshot shows the ServiceNow Problem Management interface for problem PRB0040001. The main view displays a table of five related incidents, each with details like number, opened date, short description, caller, priority, state, category, assignment group, assigned to, updated date, and updated by.

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0010012	2025-12-05 04:25:48	EHR Outage	Karen Patel	2 - High	New	Inquiry / Help	(empty)	(empty)	2025-12-05 04:48:56	admin
INC0010011	2025-12-05 04:23:57	EHR freezing during visit	Dr. Alex Nguyen	2 - High	New	Inquiry / Help	(empty)	(empty)	2025-12-05 04:48:56	admin
INC0010010	2025-12-05 04:20:58	Staff unable to log in	John Miller	2 - High	New	Software	(empty)	(empty)	2025-12-05 04:48:57	admin
INC0010009	2025-12-05 04:18:54	Database not responding	Sarah Lopez	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2025-12-05 04:48:56	admin
INC0010008	2025-12-05 03:57:44	EHR running very slow	Dr. Emily Carter	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2025-12-05 04:48:56	admin

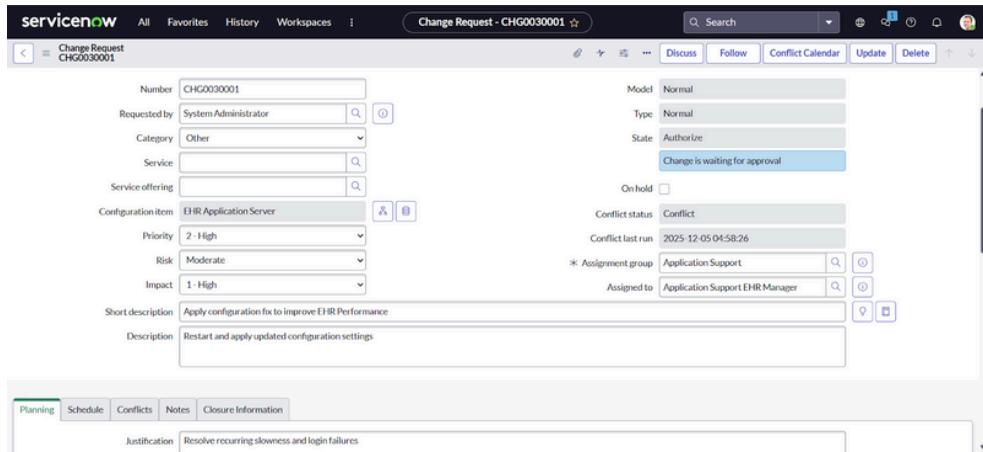
linked change req

The screenshot shows the ServiceNow Problem Management interface for problem PRB0040001. The main view displays a table of one related change request, showing details like number, short description, type, state, planned start date, planned end date, and assigned to.

Number	Short description	Type	State	Planned start date	Planned end date	Assigned to
CHG0030001	Apply configuration fix to improve EHR Performance	Normal	New	(empty)	(empty)	(empty)

Change Management

CHG0030001



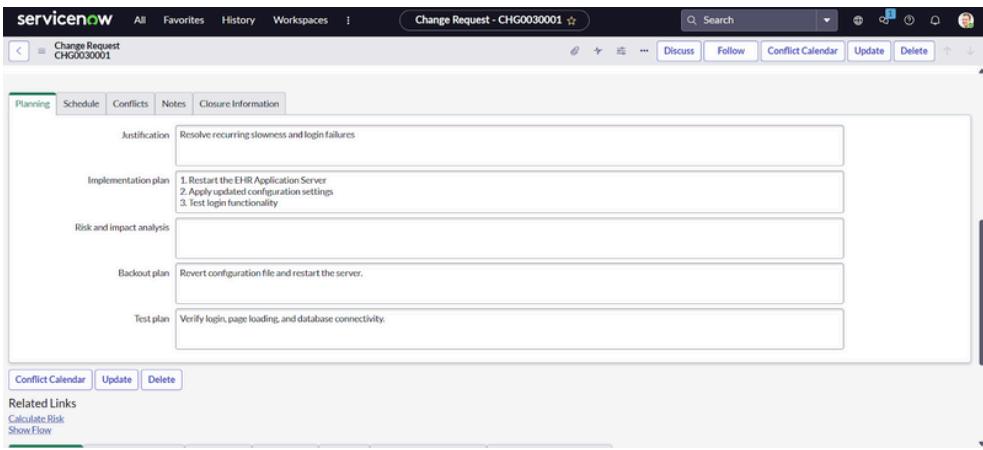
Change Request - CHG0030001

Number	CHG0030001	Model	Normal
Requested by	System Administrator	Type	Normal
Category	Other	State	Authorize
Service		Change is waiting for approval	
Service offering		On hold	<input type="checkbox"/>
Configuration item	EHR Application Server	Conflict status	Conflict
Priority	2 - High	Conflict last run	2025-12-05 04:58:26
Risk	Moderate	* Assignment group	Application Support
Impact	1 - High	Assigned to	Application Support EHR Manager
Short description	Apply configuration fix to improve EHR Performance		
Description	Restart and apply updated configuration settings		

Planning Schedule Conflicts Notes Closure Information

Justification: Resolve recurring slowness and login failures

Approve all approvers in the Approvals related list.



Change Request - CHG0030001

Planning Schedule Conflicts Notes Closure Information

Justification	Resolve recurring slowness and login failures
Implementation plan	1. Restart the EHR Application Server 2. Apply updated configuration settings 3. Test login functionality
Risk and impact analysis	
Backup plan	Revert configuration file and restart the server.
Test plan	Verify login, page loading, and database connectivity.

Conflict Calendar Update Delete

Related Links
[Calculate Risk](#)
[Show Flow](#)



Change Management

Schedule the Change

Planned Start: Sunday at 06:00

Planned End: Sunday at 07:00

Screenshot of the Change Request approval interface:

Approval for: CHG0030001

State	Approver	Assignment group	Comments	Created
No Longer Required	Christen Mitchell	CAB Approval	2025-12-05 04:58:28	
No Longer Required	Howard Johnson	CAB Approval	2025-12-05 04:58:28	
No Longer Required	Ron Kettering	CAB Approval	2025-12-05 04:58:28	
No Longer Required	Bernard Laboy	CAB Approval	2025-12-05 04:58:28	
No Longer Required	Luke Wilson	CAB Approval	2025-12-05 04:58:28	
Approved	cab approver	CAB Approval	2025-12-05 04:58:28	

Screenshot of the Change Request details interface:

Number: CHG0030001
Requested by: System Administrator
Category: Other
Service:
Service offering:
Configuration item: EHR Application Server
Priority: 2 - High
Risk: Moderate
Impact: 1 - High
Short description: Apply configuration fix to improve EHR Performance
Description: Restart and apply updated configuration settings

Screenshot of the Change Request planning interface:

Planned start date and Planned end date are the approved change window

Planned start date: 2025-11-30 06:00:00	Actual start date: <input type="text"/>
Planned end date: 2025-11-30 07:00:00	Actual end date: <input type="text"/>
CAB required: <input type="checkbox"/>	CAB delegate: <input type="text"/>
CAB date/time: <input type="text"/>	CAB recommendation: <input type="text"/>

Change Management

Implementation Plan

Change Request CHG0030001

DESCRIPTION: Restart and apply updated configuration settings.

	Planning	Schedule	Conflicts	Notes	Closure Information
Justification	Resolve recurring slowness and login failures				
Implementation plan	1. Restart the EHR Application Server 2. Apply updated configuration settings 3. Test login functionality				
Risk and impact analysis	The change may cause EHR downtime.				
Backup plan	Revert configuration file and restart the server.				
Test plan	Verify login, page loading, and database connectivity.				

Implementing the Change

Change Request CHG0030001

Flow: New → Assess → Authorize → Scheduled → Implement → Review → Closed → Canceled

Number	CHG0030001	Model	Normal
Requested by	System Administrator	Type	Normal
Category	Other	State	Implement
Service		On hold	<input type="checkbox"/>
Service offering		Conflict status	Conflict
Configuration item	EHR Application Server	Conflict last run	2025-12-05 05:39:48
Priority	2 - High	* Assignment group	Application Support
Risk	Moderate	Assigned to	Application Support EHR Manager
Impact	1 - High		
Short description	Apply configuration fix to improve EHR Performance		
Description	Restart and apply updated configuration settings		

Change Management

CTASK0010003

Change Task
New record

Number	CTASK0010003	Type	Planning
Change request	CHG0030001	State	Open
Configuration item		On hold	<input type="checkbox"/>
Planned start date		Assignment group	Application Support
Planned end date		Assigned to	Application Support EHR Manager
* Short description	Backup Application Server Configuration		
* Description	Perform the configuration of the Backup Application Server as part of the planned change. This includes validating server prerequisites, applying required configuration settings, updating system parameters, and ensuring connectivity with associated components. Document all steps performed and verify that the server is fully operational after configuration. Notify the change owner upon completion.		
<input type="button" value="Notes"/> <input type="button" value="Closure Information"/> Work notes list   Work notes			
<input type="button" value="Submit"/> <input type="button" value="Close Task"/>			

CTASK0010004

Change Task
New record

Number	CTASK0010004	Type	Planning
Change request	CHG0030001	State	Open
Configuration item		On hold	<input type="checkbox"/>
Planned start date		Assignment group	Application Support
Planned end date		Assigned to	Application Support EHR Manager
* Short description	Apply Updated Connection Settings		
* Description	Apply the updated connection settings as defined in the change request. This includes updating configuration parameters, validating connectivity to dependent systems, and ensuring that all affected services operate correctly after the changes are applied. Perform testing to confirm successful implementation and document the results. Notify the change owner once completed.		
<input type="button" value="Notes"/> <input type="button" value="Closure Information"/> Work notes list   Work notes			
<input type="button" value="Submit"/> <input type="button" value="Close Task"/>			



Change Management

CTASK0010005

Change Task
New record

Number	CTASK0010005	Type	Planning
Change request	CHG0030001	State	Open
Configuration item		On hold	<input type="checkbox"/>
Planned start date		Assignment group	Application Support
Planned end date		Assigned to	
* Short description	Test EHR Login and Page Loading		
* Description	Perform validation testing of the EHR application by confirming successful user login and verifying that all primary pages load correctly. Ensure that authentication functions as expected, navigation is responsive, and no errors occur during page rendering. Document all test results and report any issues to the change owner.		
Notes Closure Information			
Work notes list			
Work notes			

Submit Close Task

Affected Cls (1) Impacted Services/Cls Approvers (6) Change Tasks (5) Problems Incidents Fixed By Change Incidents Caused By Change

Change request = CHG0030001

	Number	Short description	Type	State	Planned start date	Planned end date	Assignment group	Assigned to
	CTASK0010001	Post implementation testing	Testing	● Open	(empty)	(empty)	(empty)	(empty)
	CTASK0010002	Implement	Implementation	● Open	(empty)	(empty)	(empty)	(empty)
	CTASK0010003	Backup Application Server Configuration	Planning	● Open	(empty)	(empty)	Application Support	(empty)
	CTASK0010004	Apply Updated Connection Settings	Planning	● Open	(empty)	(empty)	Application Support	(empty)
	CTASK0010005	Test EHR Login and Page Loading	Planning	● Open	(empty)	(empty)	Application Support	(empty)



Change Management

Update Assignment Group, State, and Post Work Notes

Change Task
CTASK0010003

Number	CTASK0010003	Type	Planning
Change request	CHG0030001	State	In Progress
Configuration item	[Search]	On hold	<input type="checkbox"/>
Planned start date	[Calendar]	Assignment group	Application Support
Planned end date	[Calendar]	Assigned to	[Search]
* Short description	Backup Application Server Configuration		
* Description	Perform the configuration of the Backup Application Server as part of the planned change. This includes validating server prerequisites, applying required configuration settings, updating system parameters, and ensuring connectivity with associated components. Document all steps performed and verify that the server is fully operational after configuration. Notify the change owner upon completion.		

Notes Closure Information

Work notes list [A] [B]

Work notes: **Reviewed change requirements and validated server readiness.**

Post

Change Task
CTASK0010004

Number	CTASK0010004	Type	Planning
Change request	CHG0030001	State	In Progress
Configuration item	[Search]	On hold	<input type="checkbox"/>
Planned start date	[Calendar]	Assignment group	Application Support
Planned end date	[Calendar]	Assigned to	[Search]
* Short description	Apply Updated Connection Settings		
* Description	Apply the updated connection settings as defined in the change request. This includes updating configuration parameters, validating connectivity to dependent systems, and ensuring that all affected services operate correctly after the changes are applied. Perform testing to confirm successful implementation and document the results. Notify the change owner once completed.		

Notes Closure Information

Work notes list [A] [B]

Work notes: **Retrieved updated connection parameters from the change record.**

Post

Change Management

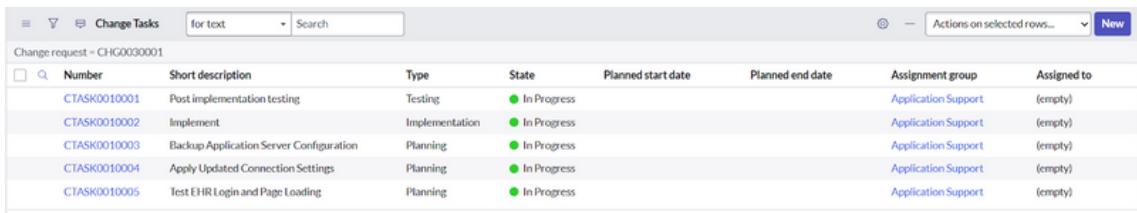
Update Assignment Group, State, and Post Work Notes



The screenshot shows the 'Change Task' update interface. It includes fields for Number (CTASK0010005), Type (Planning), State (In Progress), Assignment group (Application Support), and a large Description area containing a short description and a detailed task description.



The screenshot shows the 'Closure Information' section with a 'Work notes list'. A single work note is listed: 'Completed EHR login testing using a standard test account.' with a 'Post' button below it.



The screenshot shows a list of 'Change Tasks' with the following details:

Number	Short description	Type	State	Planned start date	Planned end date	Assignment group	Assigned to
CTASK0010001	Post implementation testing	Testing	● In Progress			Application Support	(empty)
CTASK0010002	Implement	Implementation	● In Progress			Application Support	(empty)
CTASK0010003	Backup Application Server Configuration	Planning	● In Progress			Application Support	(empty)
CTASK0010004	Apply Updated Connection Settings	Planning	● In Progress			Application Support	(empty)
CTASK0010005	Test EHR Login and Page Loading	Planning	● In Progress			Application Support	(empty)

Change Management

Close Task

Change Task
CTASK0010001

Number	CTASK0010001	Type	Testing
Change request	CHG0030001	State	Closed
Configuration item	[Search]	Assignment group	Application Support
Planned start date	[Calendar]	Assigned to	[Search]
Planned end date	[Calendar]		
* Short description	Post implementation testing		
* Description	Post implementation testing		

Closure Information

* Close code: Successful

* Close notes: The implementation activities were completed successfully. All required updates and configuration changes were applied as defined in the change record. No issues occurred during implementation, and all systems remained stable throughout the process.

Update | Close Task | Delete

Change Task
CTASK0010002

Number	CTASK0010002	Type	Implementation
Change request	CHG0030001	State	Closed
Configuration item	[Search]	Assignment group	Application Support
Planned start date	[Calendar]	Assigned to	[Search]
Planned end date	[Calendar]		
* Short description	Implement		
* Description	Implement.		

Closure Information

* Close code: Successful

* Close notes: Post-implementation testing was performed to validate system functionality after the changes were applied. All tests passed, including connectivity verification, application checks, and service responsiveness. No errors were identified, and the environment is functioning as expected.

Update | Close Task | Delete

Change Management

Close Task

Change Task
CTASK0010003

Number	CTASK0010003	Type	Planning
Change request	CHG0030001	State	Closed
Configuration item	<input type="text"/>	Assignment group	Application Support
Planned start date	<input type="text"/>	Assigned to	<input type="text"/>
Planned end date	<input type="text"/>		
* Short description	Backup Application Server Configuration		
* Description	Perform the configuration of the Backup Application Server as part of the planned change. This includes validating server prerequisites, applying required configuration settings, updating system parameters, and ensuring connectivity with associated components. Document all steps performed and verify that the server is fully operational after configuration. Notify the change owner upon completion.		
<input type="button" value="Notes"/> <input type="button" value="Closure Information"/> Close notes: The Backup Application Server configuration was successfully completed. All required settings were applied and verified. Post-configuration checks confirmed stable operation, proper connectivity, and no errors. The server is functioning as expected.			
<input type="button" value="Update"/> <input type="button" value="Close Task"/> <input type="button" value="Delete"/>			

Change Task
CTASK0010004

Number	CTASK0010004	Type	Planning
Change request	CHG0030001	State	Closed
Configuration item	<input type="text"/>	Assignment group	Application Support
Planned start date	<input type="text"/>	Assigned to	<input type="text"/>
Planned end date	<input type="text"/>		
* Short description	Apply Updated Connection Settings		
* Description	Apply the updated connection settings as defined in the change request. This includes updating configuration parameters, validating connectivity to dependent systems, and ensuring that all affected services operate correctly after the changes are applied. Perform testing to confirm successful implementation and document the results. Notify the change owner once completed.		
<input type="button" value="Notes"/> <input type="button" value="Closure Information"/> Close notes: Updated connection settings were applied successfully. Validation tests confirmed stable connectivity and proper functionality of all dependent services. No issues were encountered following the update, and the system is operating normally.			
<input type="button" value="Update"/> <input type="button" value="Close Task"/> <input type="button" value="Delete"/>			

Change Task
CTASK0010005

Number	CTASK0010005	Type	Planning
Change request	CHG0030001	State	Closed
Configuration item	<input type="text"/>	Assignment group	Application Support
Planned start date	<input type="text"/>	Assigned to	<input type="text"/>
Planned end date	<input type="text"/>		
* Short description	Test EHR Login and Page Loading		
* Description	Perform validation testing of the EHR application by confirming successful user login and verifying that all primary pages load correctly. Ensure that authentication functions as expected, navigation is responsive, and no errors occur during page rendering. Document all test results and report any issues to the change owner.		
<input type="button" value="Notes"/> <input type="button" value="Closure Information"/> Close notes: EHR login and page loading tests were completed with successful results. Authentication functions correctly and all primary pages load without delay or errors. System performance and responsiveness meet expected standards. No issues were found during testing.			
<input type="button" value="Update"/> <input type="button" value="Close Task"/> <input type="button" value="Delete"/>			



Change Management

In the Implementation Notes field, document the outcome of the implementation.

The screenshot displays a software interface for Change Management. At the top, there are tabs for Planning, Schedule, Conflicts, Notes, and Closure Information. The Notes tab is currently selected. Below the tabs, there are two sections: 'Watch list' and 'Work notes list'. The 'Work notes list' section contains a single entry: 'Application Server restarted, configuration updated, and EHR login verified. No performance degradation or errors detected.' There is a checkbox for 'Additional comments (Customer visible)' followed by a 'Post' button. The main area shows a 'Change Request' for 'CHG0030001'. The request is in the 'Review' stage, indicated by a green arrow. The details include:

Number	CHG0030001	Model	Normal
Requested by	System Administrator	Type	Normal
Category	Other	State	Review
Service		On hold	<input type="checkbox"/>
Service offering	EHR Application Server	Conflict status	Conflict
Configuration item		Conflict last run	2025-12-05 06:18:00
Priority	2 - High	* Assignment group	Application Support
Risk	Moderate	Assigned to	Application Support EHR Manager
Impact	1 - High		
Short description	Apply configuration fix to improve EHR Performance		
Description	Restart and apply updated configuration settings		

Below the main view, another 'Notes' tab is shown with a 'Close code' set to 'Successful'. The 'Close notes' section contains the same implementation results message as the top section, along with a note about lessons learned and a closing statement.



Change Management

Change Request CHG0030001

Service	[Search]	On hold	<input checked="" type="checkbox"/> Progresses change to Close state
Service offering	[Search]	Conflict status	Conflict
Configuration item	EHR Application Server	Conflict last run	2025-12-05 06:18:00
Priority	2 - High	* Assignment group	Application Support
Risk	Moderate	Assigned to	Application Support EHR Manager
Impact	1 - High		
Short description	Apply configuration fix to improve EHR Performance		
Description	Restart and apply updated configuration settings		

Planning | Schedule | Conflicts | Notes | **Closure Information**

Close code: Successful

Close notes: Implementation Results: EHR configuration update completed successfully. Login, chart loading, and database connectivity tested with no issues.
Lessons Learned: Peak-hour load testing should be built into the change plan for similar updates.
Close Notes: Change completed within the maintenance window. System verified post implementation and no further incidents reported.

RECORD THE CHANGE ID
Change Number: CHG0030001

Change Request CHG0030001

New ✓	Assess ✓	Authorize ✓	Scheduled ✓	Implement ✓	Review ✓	Closed	Cancelled
Number: CHG0030001	Model: Normal						
Requested by: System Administrator	Type: Normal						
Category: Other	State: Closed						
Service: [Search]	Conflict status: Conflict						
Service offering: [Search]	Conflict last run: 2025-12-05 06:18:00						
Configuration item: EHR Application Server	* Assignment group: Application Support						
Priority: 2 - High	Assigned to: Application Support EHR Manager						
Risk: Moderate							
Impact: 1 - High							
Short description: Apply configuration fix to improve EHR Performance							
Description: Restart and apply updated configuration settings							



Link PDI

Link PDI :

PDI

Username : admin

Password : ZI3ns/5Hgh@Q

We apologize, ma'am. Our PDI encountered an error, so we had to recreate it in a new PDI. In our previous report, it also happened that the PDI section was not included.

Thankyou

