

Change Management (Office 365)

(User Manual)



By
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Table of Contents

Introduction	3
Scope & Objective	3
Add-in Overview.....	3
Features:	4
Configuring Chronodat Change Management (Office 365) Add-in.....	5
Navigation.....	12
Navigating to the Dashboard	12
Hiding the Left Navigation	12
Creating a New Change Request.....	13
Assigning a Change Request	13
Dashboards	15
Global Dashboard.....	19
Approving /Rejecting Change Requests:	21
My Requests.....	22
Document Repository.....	22
Using the Team Calendar.....	23
Security	23

Introduction

The introduction section of the document describes the scope and objective of Chronodat Change Management (Office 365) Add-in.

Scope & Objective

Change Management is one of the most important elements in IT Service Management (ITSM), which helps organizations in ensuring that the prevalent processes and procedures are employed when making any changes to IT infrastructure. Every organization needs a thorough understanding of its environment in order to be able to adapt to change whilst fully utilizing and minimizing risks of any changes to the environment. Chronodat Change Management (Office 365) software add-in is the perfect tool to help your organization with in-depth analysis, understanding and assistance in minimizing risk to your IT and non-IT environments.

Add-in Overview

Chronodat Change Management (Office 365) software employs a strict change process through the provision of on-demand capabilities for the creation, assessment, approval and implementation of environment changes. This includes preset processes and workflows that are all IT Service Management (ITSM) compliant.

Chronodat Change Management (Office 365) software add-in is purpose built for a hitch-free integration of Change Management and Project Management features through On-Premise or Office 365 SharePoint Online. This software stands out for three major reasons: easy configuration, user-friendly interface, and robust features. The results are immediate.

Features:

- Fully configurable, preset sample email templates as well as integrated workflows for notifying the change proprietor, assignee, approver, and requestor as the case may be.
- Preset Change Categories and Change Sub-Categories that can be configured in accordance with the needs of your organization.
- Our built-in dashboards are color-coded for quick reporting and metrics. They are built to require absolutely no configuration. There is a main Dashboard for all existing change requests as well a dashboard “personal views” for each team member indicating Approved and Rejected requests. The Dashboard provides information on:
 - ✓ The 10 most recent updates to change requests ranked by status;
 - ✓ Pie Chart indicating Active and Closed change requests;
 - ✓ Bar Chart indicating Change Status, ranked according to priority;
 - ✓ Bell Curve Chart that indicates Change Status according to Project;
 - ✓ Grid indicating Change Status according to members it was Assigned;
 - ✓ The 5 most recent updates to Change Requests listed without any ranking
- Absolute and transparent control over change execution through change status updates indicating which are approved, open, in review, in progress or completed.
- A preset Change Prefix for easy identification and management of change requests.
- Fully customizable add-in logo for branding purposes.
- Fully configurable, preset Change Types, such as Emergency, Routine, Expedited, etc. All Change Types are capable of being amended to suit the needs of your organization.
- Predetermined, fully customizable Risk Levels marked using terms like Minor, Major, and Significant
- A quick, powerful search engine capable of easily finding change requests
- Export options available into formats such as PDF, CSV, and Excel amongst others.
- Setup provisions for a designated Support Contact for Change Sub-Categories.
- A repository for storage, upload, sharing and use of Project Team documents

Configuring Chronodat Change Management (Office 365) Add-in

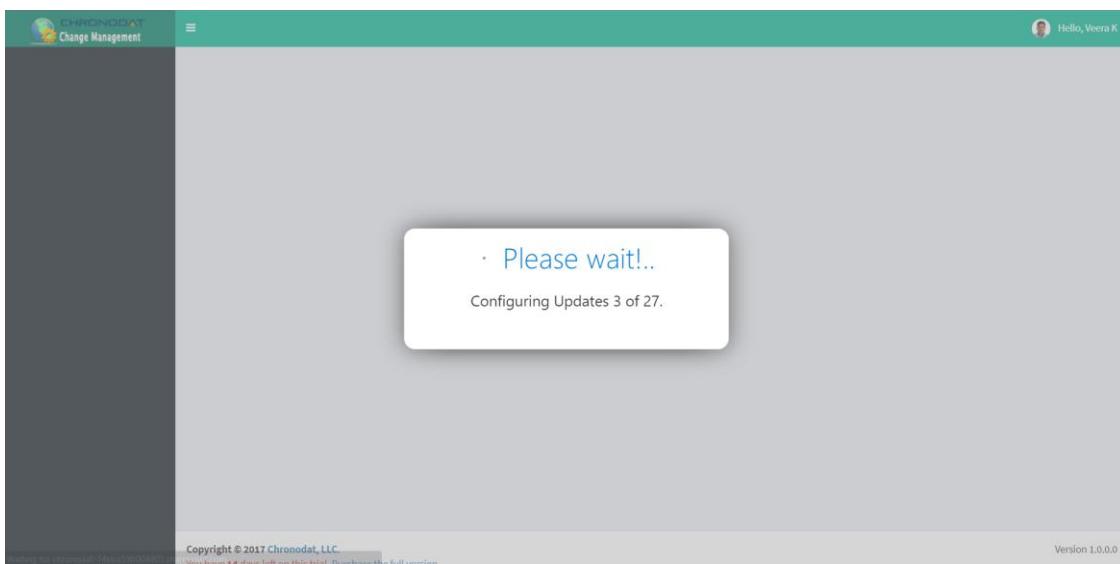
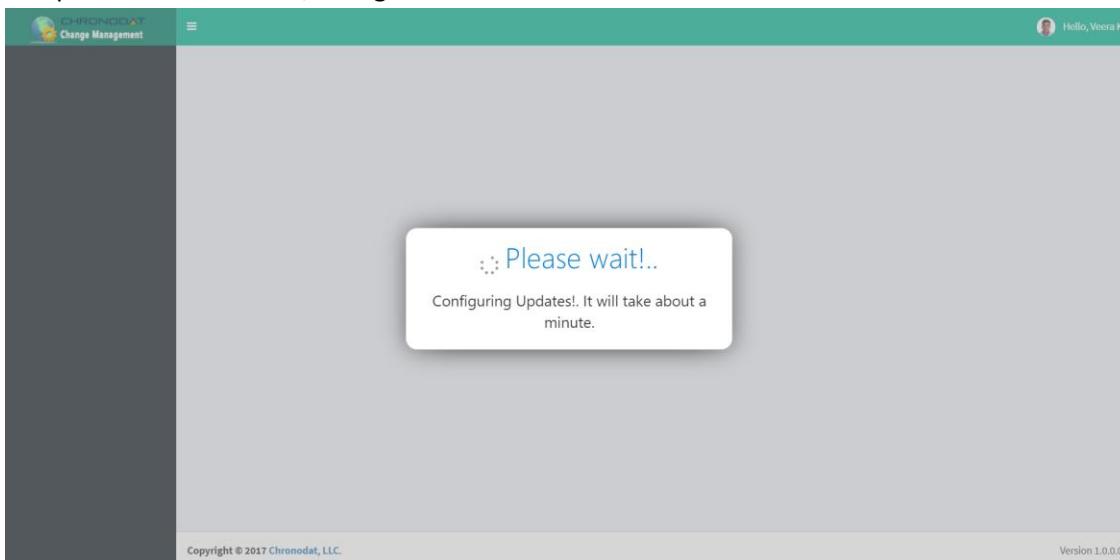
1. Click Change Management (Office 365).



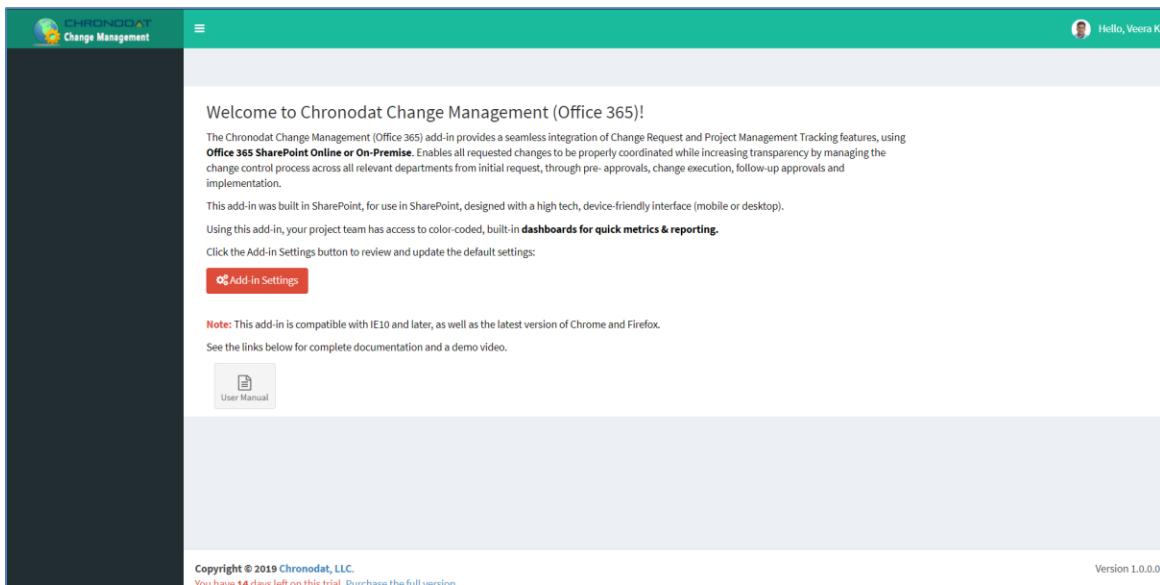
Change Management
(Office 365)

new!

2. On first run, add-in configures default settings. Please wait for about 30 – 60 seconds to complete the installation/configuration.



- Click the red button to review the Add-in Settings.



- On the **General** tab, enter the name you want for your Chronodat Change Management (Office 365)add-in (it will display on screens such as the Dashboard).

- Select who can access the Settings page.

Click each tab below, and review the General and Email Notification specifications.

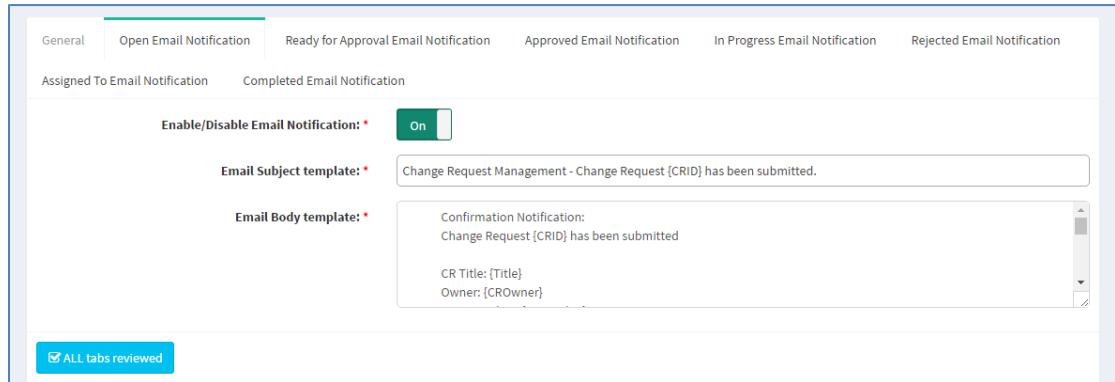
Available fields for each 'Notification' tab: CRID, Title, LinkTitle, ChangeStatus, Priority, AssignedTo, RiskLevel, ChangeCategory, ChangeSubCategory, CreatedBy, Created, ModifiedBy, Modified.

General	Open Email Notification	Ready for Approval Email Notification	Approved Email Notification	In Progress Email Notification	Rejected Email Notification
Assigned To Email Notification	Completed Email Notification				
App Name: *	Chronodat Change Request Management				
Change Request ID (Prefix): *	CR-2016-				
Settings Page access granted to (Admin) *	Developer Site Owners				
Add-in Logo URL: (Width: 165px; Height: 54px) *	./Images/CRMLogo.png				
Add-in Mini Logo URL: (Width: 28px; Height: 54px) *	./Images/support-32.png				

ALL tabs reviewed

- Click the next tab in sequence. You may be tempted to press **Save**, but you need to finish reviewing all the other tabs. If you do, however, click **Save**, you can always quickly get back to this screen by clicking **Settings > Add-in Settings**. This tab allows you to configure the email that will be sent to the user after submitting a **Change Request**.
 - If you don't want the user to receive an email, just click **Disable**. If you do want the user to receive an email, leave the default.

- The first field is how the **subject line** will display in the email to the user. You can either change the text, or leave the default.
- Notice how the Subject contains {CRID}. Not only can you use that field, but a host of other fields, which are listed in the blue bar above.
- The next field contains the text in the **body** of the email to the user. Again, use the available fields listed in the blue bar, and configure the text however you like!



6. When finished, click the next tab in sequence. This tab is very similar, but it's for the email that the user sees when the Change Request has moved to **Ready for Approval**.
 - Again, you can turn it off by clicking **Disable**.
 - Configure the subject line in this field. Remember you can use the available fields in the blue bar above.
 - Configure the body of the email in this field.
7. The rest of the tabs function the same way.
 - This tab is for the email sent when the Change Request has been **Approved**.
 - This tab is for the email sent when the Change Request has been **In Progress**.
 - This tab is for the email sent when the Change Request has been **Rejected**.
 - This tab is for the email sent when the Change Request has been **Completed**.
8. Once you're finished reviewing all the tabs, click the blue button at the bottom. *As mentioned before, you can always go back and make some adjustments if you change your mind! Just click Settings > Add-in Settings.*
9. Now Add-in redirects to Dashboard page (Empty Dashboard).
10. Next, you click **Settings > Categories**. This screen is for defining the high-level Categories that your change requests will be listed under. You can add a new Category by clicking **New Item**, or edit the Categories that are listed by clicking Edit this list. I'll show you both.
 - **New Item** > I'll enter **Hardware**, then click **Save**.

The screenshot shows a 'GLOBAL NAVIGATION' sidebar on the left with the following items:

- Dashboard
- Change Requests
- Projects
- Clients
- Settings** (selected)
- Add-in Settings
- Clients
- Projects
- Change Types
- Categories**
- Sub-Categories
- Risk Levels

The main 'BROWSE' area is titled 'Change Categories' with a sub-link 'Manage Categories'. It features a 'New item or edit this list' button. Below it is a search bar with 'Current View' and a 'Find an item' input field. The list of categories is as follows:

Category	Actions
Hardware *	... (ellipsis)
Software *	... (ellipsis)
Network *	... (ellipsis)

- I'll now click **Edit this list**. To make changes, click the ellipses beside an item. I want **Other/General** to say just **Other**, so I'll click the ellipses beside it, **Edit Item**, remove the unwanted text, **Save**, then click **Stop editing this list**.
11. Next, you click **Sub-Categories**. Since we just defined our high-level Categories, now we want to define their Sub-Categories, and designate a Project Support Contact for each.
- Remember we saw **Hardware**, **Software**, etc.? Well, notice how there is **Install Monitor** and **Replace RAM** under **Hardware**. **Install MS Office**, **Re-Image User Machine** under **Software**. You get the idea.
 - You make changes the same way – you click **New Item** or **Edit this list**.
 - Beside each item, you need to designate a default **Support Contact** so that anytime a change request is put in under this Category & Sub-Category, it will automatically be assigned to that person, and he or she will receive an email notification (along with the user) when a new change request is submitted.

	Edit	Title	Category	Support Contact
<input type="checkbox"/>		Desktop Installation *	... Hardware	<input type="checkbox"/> Anuradha Edla
<input type="checkbox"/>		Replace RAM *	... Hardware	<input type="checkbox"/> Anuradha Edla
<input type="checkbox"/>		Install MS Office *	... Software	<input type="checkbox"/> Venkat Kolan
<input type="checkbox"/>		Re-Image User Machine *	... Software	<input type="checkbox"/> Venkat Kolan
<input type="checkbox"/>		Replace Cable *	... Network	<input type="checkbox"/> Chronodat Support
<input type="checkbox"/>		Increase Bandwidth *	... Network	<input type="checkbox"/> Chronodat Support

- If your Support Team is already part of a SharePoint group, you can assign that SharePoint group as your Support Team in Change Management (Office 365), which we'll see more about in the **Security** section of this video.
 - I'll go through one example: click the ellipses, **Edit Item**, I'll enter Lee, I'll select **John Lee, Save**, then click **Stop editing this list**.
 - You would then continue with the remaining items in the list in the same way.
12. Now that we've defined the Categories, Sub-Categories, and designated Support Contacts, we want to configure the Risk Levels and Change Types, so I'll click **Riske Levels and Change Types** on the left navigation and update accordingly.

13. Update Projects Information

Project	Start Date	Target End Date	Actual End Date	Team Members	Project Lead	Client	Status	Progress (%)
Everest DOM	6/7/2016	11/16/2017		Veera K, Chris Brown, Jennifer Glover, Joseph Smith	Anuradha Edla	RamCo	Active	15
GHMC Transport	11/8/2015	11/16/2017		Jennifer Glover, Joseph Smith, Chris Brown, Veera K	Anuradha Edla	PowerSys	Active	55
GMR DC	9/5/2015	3/13/2017		Nita Daniel, John Lee, Joseph Smith	Anuradha Edla	SolorData	Active	75
Metro System	9/6/2016	11/22/2017		Anuradha Edla, John Lee, Nita Daniel, Jennifer Glover	John Lee	Chronodat	Active	25

Projects View:

Project Name	Team Members	Project Lead	Project Progress	Start Date	Target End Date	Client	Status
GMR DC	Veera K, Chris Brown, Jennifer Glover, Joseph Smith	Joseph Smith	75% Complete	8/8/2016	11/12/2017	SolorData	Active
Everest DOM	Veera K, Chris Brown, Jennifer Glover, Joseph Smith	Joseph Smith	15% Complete	8/15/2016	11/9/2016	RamCo	Active
GHMC Transport	Veera K, Chris Brown, Jennifer Glover, Joseph Smith	Jennifer Glover	55% Complete	5/16/2016	11/12/2016	PowerSys	Active
Metro System	Veera K, Chris Brown, Jennifer Glover, Joseph Smith	John Lee	25% Complete	9/6/2016	8/17/2017	Chronodat	Active

Showing 1 to 4 of 4 entries

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14. Update Clients Information

GLOBAL NAVIGATION

- Dashboard
- Change Requests
- Projects
- Clients
- Settings
 - Add-in Settings
 - Clients**
 - Projects
 - Change Types
 - Categories
 - Sub-Categories
 - Risk Levels

BROWSE

All Clients Manage Clients

Add New/Edit Client

+ new item or edit this list

Current View ... Find an item

	Edit	Title	Client Contact	Email	Phone
	RamCo *	John Smith	john.smith@ramco.com	281-888-1234	
	PowerSys *	John Lee	john.lee@powersys.com	281-888-5678	
	SolorData *	Nita Daniel	nita.daniel@ramco.com	281-888-6789	
	Chronodat *	Peter Steven	peter.steven@chronodat.com	281-888-0000	

Clients View:

All Clients Manage Clients

Developer Site > Home > All Clients

	Show 10 rows	Column visibility	Copy	CSV	Excel	PDF	Print	Search: <input type="text"/>
View/Edit		Client Name	Contact	Email	Phone	Modified		
		RamCo	John Smith	john.smith@ramco.com	281-888-1234	37 minutes ago		
		PowerSys	John Lee	john.lee@powersys.com	281-888-5678	37 minutes ago		
		SolorData	Nita Daniel	nita.daniel@ramco.com	281-888-6789	37 minutes ago		
		Chronodat	Peter Steven	peter.steven@chronodat.com	281-888-0000	37 minutes ago		

Showing 1 to 4 of 4 entries

Previous **1** Next

Navigation

General Navigation

Navigation options are found in the left margin. The arrows function as a toggle, and indicate more menu items below. There are 3 sections: a **Global** section for viewing ALL change requests, a **User** section for viewing your own Change Requests, and a section for **Team Documents** and a **Team Calendar**. We'll be going through each of these items in more detail.

Navigating to the Dashboard

You can click the **Home** (house) icon at the top right, the **Change Management (Office 365)** icon at the top left, or **Dashboard** in the left navigation to go to the Dashboard. All 3 methods take you to the same place.

Hiding the Left Navigation

You can click the 'bar' icon at the top left (next to **Create New CR**) to hide the left navigation, thus widening the information on the page that is currently displayed.

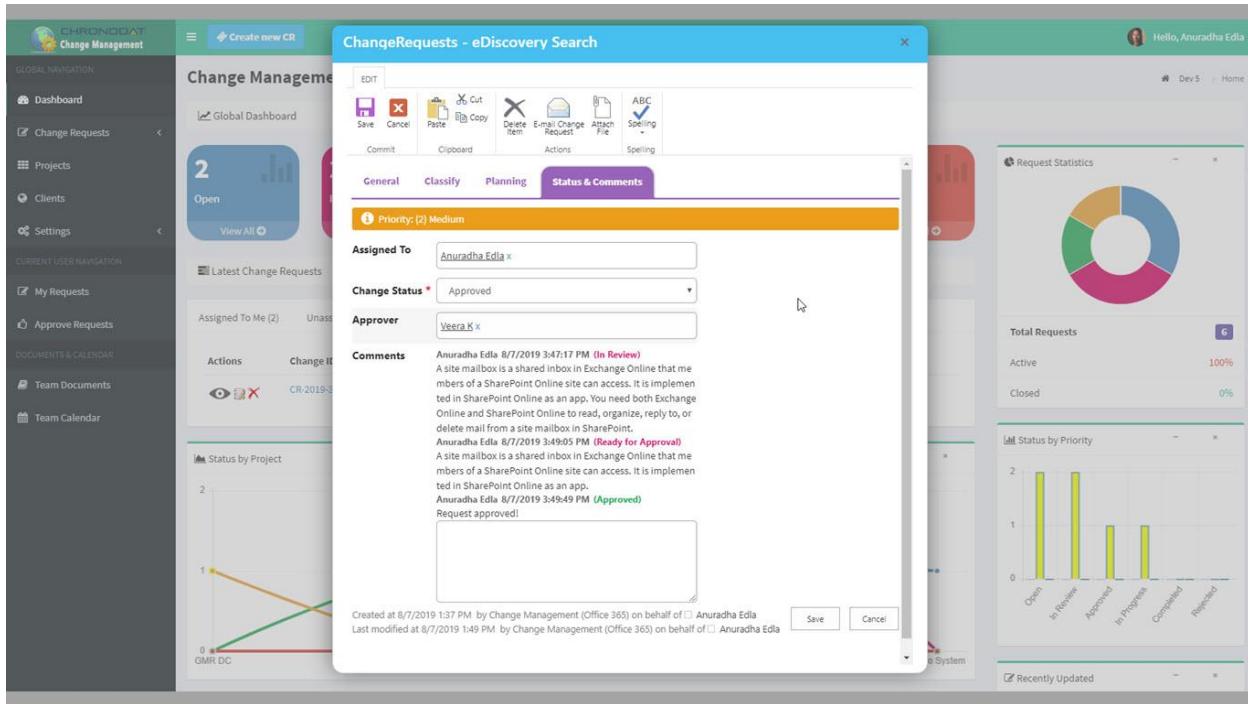
Creating a New Change Request

Now that we've covered the basic navigation, let's create a Change Request. Click the **Create New CR** button at the top left. Complete the fields (required fields are indicated by a red asterisk), then click **Submit**.

The screenshot shows the 'New Request' interface in ServiceNow. At the top, there are three tabs: 'EDIT', 'FORMAT TEXT' (which is selected), and 'INSERT'. Below the tabs is a rich text editor toolbar with various icons for paste, clipboard, source, bold, italic, underline, font, paragraph, styles, edit source, select, and convert to XHTML/Markup. The main content area has two tabs: 'General' (selected) and 'Classify'. In the 'General' tab, there is a yellow banner indicating the priority: '(2) Medium'. Below it, the 'Title *' field contains the text 'Deploy version 2.0 HR app to Azure'. The 'Change Description *' field also contains the same text. Under 'Priority', a dropdown menu shows '(2) Medium'. Under 'Owner *', a dropdown menu shows 'Veera K'. At the bottom right are two buttons: a green 'Submit' button and a white 'Cancel' button.

Assigning a Change Request

- Change Requests are automatically assigned to the team Contact defined in the Sub-Categories list.
- You can, however, *manually* assign a different Support Contact to the Change Request.
- If a Support Contact is not defined, the Change Request will be assigned to the user who creates the Change Request.



Open the Change Request by clicking on the **Change Request ID**. Click **Edit Item**, then enter a Project team member under **Assigned To** (just start typing the first few letters of the last name), then click **Save**.

Change Request Owner and Support Contact receive email notifications.

Change Request Management - Change Request CR-2016-14 has been submitted.

CM Change Request Management <no-reply@sharepointonline.com>
Today, 5:11 PM
Anuradha Edla

Confirmation Notification:
Change Request CR-2016-14 has been submitted

CR Title: Find Number of content databases
Owner: Anuradha Edla
Requested By: Veera K
Summary: The maximum number of content databases per farm is 500. With 500 content databases per web application, end user operations such as opening the site or site collections are not affected. But administrative operations such as creating a new site collection will experience decrease in performance. We recommend that you use Windows PowerShell to manage the web application when a large number of content databases are present, because the management interface might become slow and difficult to navigate.

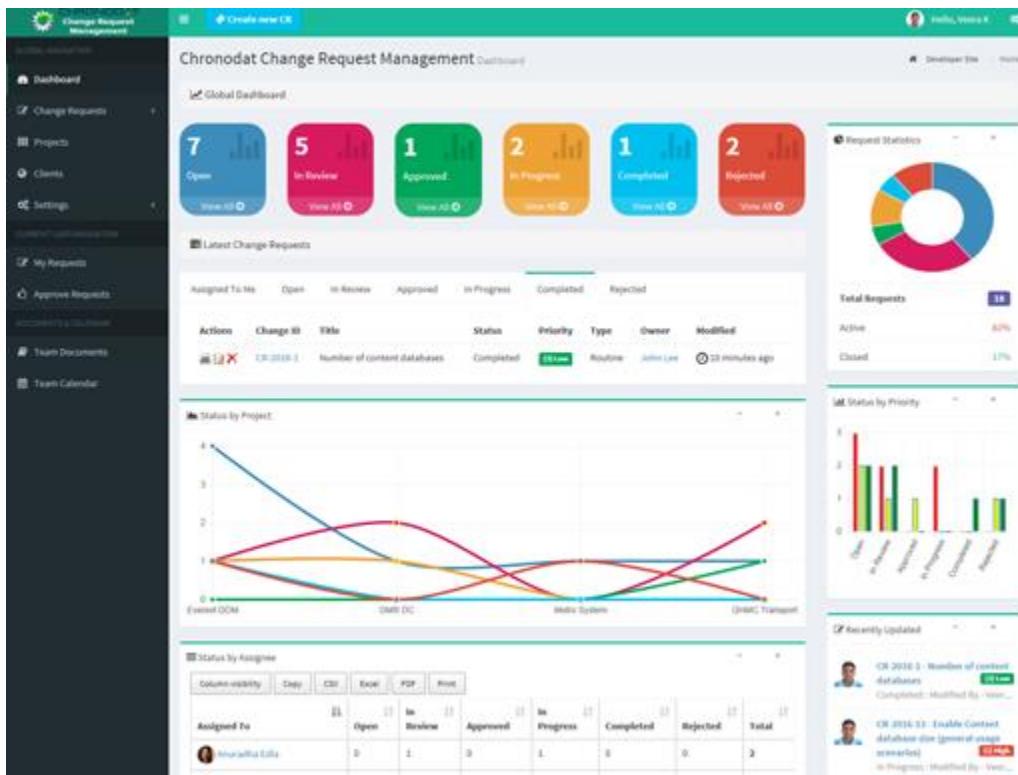
Status: Open
Category:
Urgency: (1) High

RiskLevel:

To view the request details:
[Find Number of content databases](#)

Dashboards

We understand the **importance of reporting**, so forget your Excel spreadsheets and the manual work of chasing down unresolved Change Requests. The Dashboards will give you your reporting statistics.

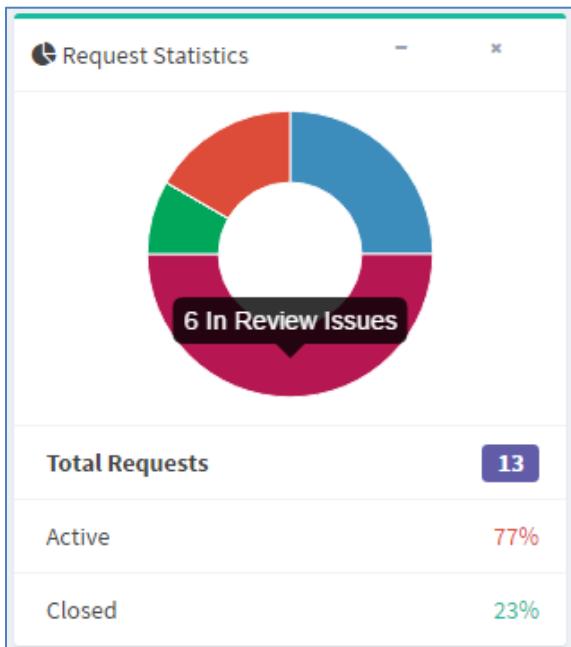


The large boxes on the top match the tabs below it. Scroll through the tabs to see the respective Change Requests for each Status. The list contains the latest **10 Change Requests** for each Status.

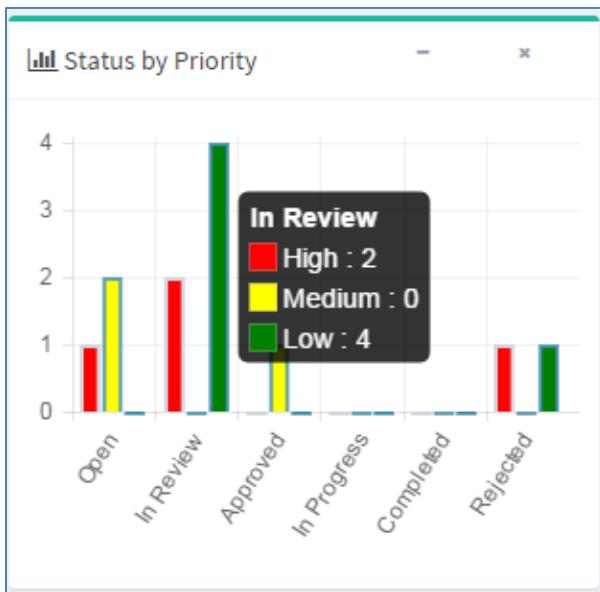
Notice the **pie chart** on the right, which gives you a visual of the **Active vs. Closed** Change Requests, and quickly lets you see that there are a lot more Change Requests that are **Active** than **Closed**.

Active = Open + In Review + Approved + In Progress

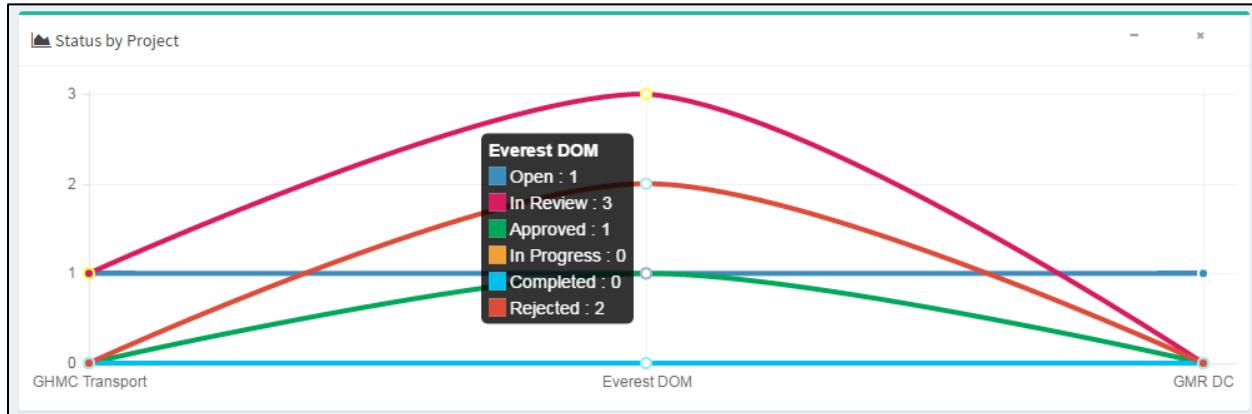
Closed = Completed + Rejected + Canceled



The **bar chart** gives you a quick assessment **by Priority** for each Status. Red indicates High, Yellow is Medium, and Green is Low priority. So for the Open status, 4 tickets are **High** priority. For **In Progress**, 3 are Low priority, and so on.



Below the Change Requests is a **bell curve chart**, by **Projects**. Hover over the labels at the bottom to see a popup with more information about them. Focusing on the **Project labels** at the bottom, you will see that the majority of Change Requests have been **Software** Change Requests (if you look on the left, there have been 4 Change Requests), and very few Change Requests have been submitted for **Phones**.



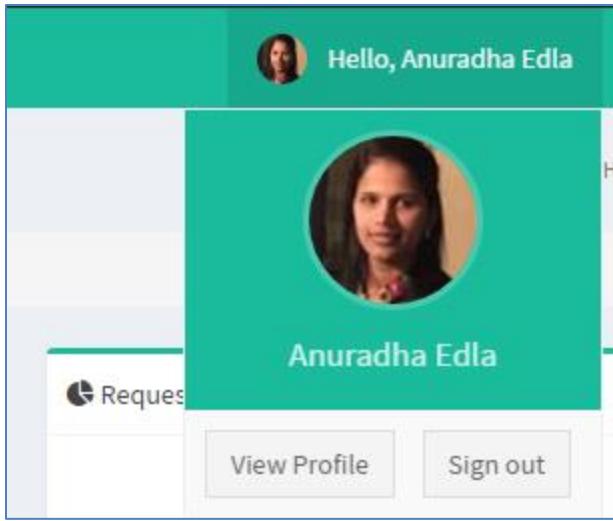
The grid below shows you Change Requests **by Assigned To**. This display quickly lets you know how your staff is doing with regard to the Change Requests assigned to each member. You can quickly assess that **John Lee** has the bulk of the Change Requests assigned to him. This display lets you quickly see who might be overloaded or not have enough work, and you can make any necessary adjustments.

Status by Assignee		Open	In Review	Approved	In Progress	Completed	Rejected	Total
Assigned To								
Anuradha Edla		1	0	0	0	0	0	1
Chris Brown		1	2	0	0	0	0	3
John Lee		1	1	1	0	0	1	4
Kim Marklund		0	1	0	0	0	1	2
Total		3	4	1	0	0	2	10

Notice the buttons at the top left. These are for exporting the grid.

- **Copy** copies the table to the Clipboard.
- **CSV** means comma-separated values, and is just the raw, unformatted data
- **Excel** puts the grid in an Excel file, so that you can take advantage of the filtering, and formatting features that Excel provides
- **PDF** exports the grid as a PDF file, and **Print** is for printing the grid

If you want to change your avatar or edit your profile in any way, click on the name, it displays a menu option “View Profile”, click on view profile and a SharePoint profile page will display. Click the **Back** button on your browser to return.



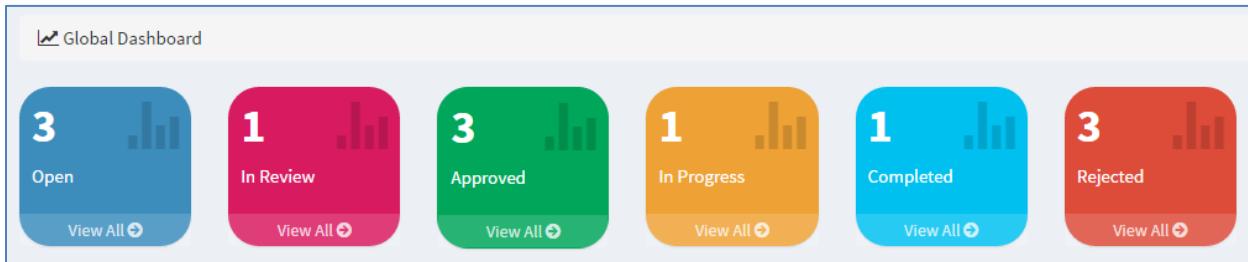
The last area to point out is the **Recently Updated Change Requests** on the right. These are the 5 most recently updated Change Requests, regardless of Priority or Status.

A screenshot of a list titled "Recently Updated". It contains five entries, each with a small profile picture, a title, a priority level in a colored box, and a status message. The entries are:

- CR-2016-9 - Find Maximum size of the content database (3) Low
Approved : Modified By - Chris Brown
- CR-2016-2 - List view threshold for auditors and administrators (1) High
Approved : Modified By - Chris Brown
- CR-2016-4 - Maximum size of the content database (3) Low
Approved : Modified By - Chris Brown
- CR-2016-3 - Coauthoring in Word and PowerPoint for .docx, .pptx and .ppsx files (2) Medium
Completed : Modified By - Chris Brown
- CR-2016-10 - Find Site collections per content database (3) Low
In Progress : Modified By - Chris Brown

[View All Change Requests](#)

Global Dashboard



The list of Change Requests in the middle is the latest **10 Change Requests**. If you want to view **ALL Change Requests** under a particular Status, click **View All** below it.

Latest Change Requests								
Assigned To Me	Open	In Review	Approved	In Progress	Completed	Rejected		
Actions	Change ID	Title		Status	Priority	Type	Owner	Modified
	CR-2016-12	Increase Content database size (all usage scenarios)		Open	(2) Medium	Emergency	John Lee	⌚ 22 minutes ago
	CR-2016-13	Enable Content database size (general usage scenarios)		Open	(1) High	Emergency	Anuradha Edla	⌚ 22 minutes ago
	CR-2016-7	250,000 per site collection/250,000 per farm		Open	(2) Medium	null	Chris Brown	⌚ 22 minutes ago

The page that displays shows all Change Requests for this Status in a grid layout, sorted by **Modified Date**. Notice the same **Export** options at the top left that we just saw, which shows the consistency in the add-in. There is also a **Search** box at the top right, plus buttons at the bottom right for paging forward and backward.

Change Requests - Open												Developer Site	> Home	> Change Requests - Open
Actions		Change ID	Title	Status	Priority	Type	Category	Client	Project	Assigned To	Modified	Search:		
		CR-2016-13	Enable Content database size (general usage scenarios)	Open	(1) High	Emergency		SolorData	GMR DC	Anuradha Edla	⌚ 26 minutes ago			
		CR-2016-7	250,000 per site collection/250,000 per farm	Open	(2) Medium	null		RamCo	Everest DOM	Chris Brown	⌚ 26 minutes ago			
Showing 1 to 2 of 2 entries												Previous	1	Next

You can change how many rows of data display by clicking the button at the top left. The default is **10**, but you can select **25, 50, or All**.

An **Edit** icon is located to the left of each Change Request, which opens a form for the Change Request, already in **Edit mode**. The **Delete** icon deletes the Change Request, right from this screen.

Actions	Change ID	Title	Status	Priority	Type
	CR-2016-13	Enable Content database size (general usage scenarios)	Open	(1) High	Emergency
	CR-2016-7	250,000 per site collection/250,000 per farm	Open	(2) Medium	null

If you click **Change ID**, it takes you to the same form, but you're in **View mode**. You can, however, click **Edit Item** to make a change.

Comments section in the Change Request form keeps track of Change Requests history logs. Support team members can update or delete their own comments.

The screenshot shows the Change Management interface. A modal dialog titled "ChangeRequests - eDiscovery Search" is open, overlaid on a dashboard. The modal contains fields for "Assigned To" (Anuradha Edla), "Change Status" (Approved), "Approver" (Veera K), and a "Comments" section with a rich text area. The comments area contains a note about a site mailbox being shared between Exchange Online and SharePoint Online. The background dashboard features a "Request Statistics" chart and other data visualizations.

The column headings are sortable. Just click a heading. For example, let's say we want to sort the grid according to **Category**, so I'll click that heading. You can refine it further by Ascending or Descending order – just click the icon beside the heading.

Actions	Change ID	Title	Status	Priority	Type	Category	Client	Project	Assigned To	Modified
---------	-----------	-------	--------	----------	------	----------	--------	---------	-------------	----------

There is also a handy **Print** icon next to each line for quick printing of an individual Change Request.

You can search for Change Requests with the Search field at the top right. Enter your search criteria here - just start typing – there is no need to click <Enter>. You can search for any text or number, and the Search looks in all columns.



A screenshot of a search interface. It features a rectangular input field with a thin black border. Inside the field, the word "Search:" is written in a small, dark font, followed by a placeholder "Search" in a slightly smaller font. The entire input field is set against a light gray background.

Approving /Rejecting Change Requests:

Once a Change Request has been changed to a Status of **Ready for Approved**, it can be **Approved** or **Rejected**.

My Requests

Click **My Requests** to see your own individual requests.

The screenshot shows a 'My Requests' page titled 'Manage Change Requests'. On the left is a navigation sidebar with 'Dashboard', 'Change Requests', 'Projects', 'Clients', 'Settings', and 'CURRENT USER NAVIGATION' sections containing 'My Requests' and 'Approve Requests'. The main area has a header with 'Show 10 rows', 'Column visibility', 'Copy', 'CSV', 'Excel', 'PDF', 'Print', and a search bar. A table lists one entry: CR-2016-13, 'Enable Content database size (general usage scenarios)', Status: Open, Priority: High, Type: Emergency, Category: SolorData, Client: GMR DC, Project: Anuradha Edla, Assigned To: About an hour ago. Below the table, it says 'Showing 1 to 1 of 1 entries'. At the bottom are 'Previous', '1', and 'Next' buttons.

Document Repository

- You can upload & store documents for the Project team to share and use.
- Click **Team Documents**.

The screenshot shows a 'Team Documents' page titled 'Manage Documents'. The top navigation includes 'BROWSE', 'Add New/Edit Document', and 'More'. Below is a toolbar with 'New', 'Upload', 'Sync', 'Share', and a dropdown menu. A search bar says 'Find a file'. Filter options include 'Current View', 'Edit', 'Name', 'Modified', 'Modified By', 'Request Category', 'Request Sub-Category', 'Project', and 'Client'. A large central area says 'Drag files here to upload'.

- To create a new Word document from where you are right now, click **New**.
- You can upload a document right to this location by using the **Upload** button. Click Choose File, navigation to the file location, click **Open**, and then **OK**. Fill out the fields in the form (required fields are indicated with an asterisk), then click Check In. Now you see your file in the list.
- Instead of clicking **Upload**, you can also drag & drop files from Windows Explorer right onto the page. I'll demonstrate that now: with Windows Explorer open, this is the file I want to upload, so I'll click it, then drag my cursor over the Change Management (Office 365)add-in, then just let go of the mouse. Now you see it in the list. You can see that it's checked out, meaning that it's still in a draft format, and no one else can edit it. If you are ready to check it in, click the ellipses beside it > click it again > **Advanced > Check In**.
- You can create folders, and create or upload documents under them. Just click **New > New Folder**.

Using the Team Calendar

- You can maintain a Team calendar in Chronodat. Click **Team Calendar**.

The screenshot shows the 'Team Calendar' page with a light blue header bar containing the title 'Team Calendar' and a link 'Manage Events'. Below the header is a search bar with the placeholder 'Add New/Edit Event' and a magnifying glass icon. A button labeled '+ new event or edit this list' is visible. Underneath the search bar are several filter buttons: 'Edit Title', 'Start Time', 'End Time', 'Location', 'Request Category', 'Request Sub-Category', and 'All Day Event'. To the right of these filters is a refresh icon. A message at the bottom states 'There are no items to show in this view of the "Calendar" list.'

- To add an event to the Calendar, click **New event**.
- You could add a Team social event, system outages, freeze periods in your business (for example, no modifications can be made to any business applications during the December holidays), and so on.
- You can also upload a file to be added as an attachment to the event. You see the attachment only if you click on the event to view it.

You can click **Edit this list** to see a Quick Edit view, for making bulk updates in a spreadsheet-like view.

Security

The Change Management (Office 365) add-in contains configurable access levels. Security is maintained by the Chronodat Admin, who can grant access by:

- Creating a **new Security group**
- Using any **existing SharePoint group** in the Parent site
- Creating access for a View-Only user