

ITSM Class: B

CLASS ACTIVITY WEEK 11

Individual

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Individual LabWork : Change Management

1. Stage 1 : New/Assess - Record created

The screenshot shows the ServiceNow 'Change Request - Create' form for record CHG0030001. The form is in the 'New' stage, with a progress bar showing stages: New, Assess, Authorize, Scheduled, Implement, Review, Closed, and Canceled. The form fields are organized into two columns. The left column contains fields for Number (CHG0030001), Requested by (Jarvis Galas), Category (Network), Service, Service offering, Configuration item (*CAROL3-GATEWAY), Priority (2 - High), Risk (High), Impact (1 - High), Short description (Upgrade Wi-Fi Authentication System to Azure AD SSO), and Description (Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation). The right column contains fields for Model (Normal), Type (Normal), State (New), Conflict status (Not Run), Conflict last run, Assignment group (Network), and Assigned to (Fred Luddy). At the bottom, there are tabs for Planning, Schedule, Conflicts, Notes, and Closure Information. The Planning tab is active, showing a Justification field (Reduce login failures, improve security compliance) and an Implementation plan field. A 'Submit' button is located in the top right corner.

Fill in RFC fields and submit

2. Stage 2 : Authorize - CAB Approval

The screenshot shows the 'Authorize' stage of the ServiceNow Change Request form. The 'Approvers (5)' tab is selected, displaying a table of approvers. The table has columns for State, Approver, Assignment group, Comments, and Created. The table shows 5 rows of data, all with a 'Requested' state and an 'Approval for = CHG0030001' header. The 'Created' column shows dates from 2025-11-03 17:26:04 to 2025-11-03 17:26:04. The table is paginated, showing 1 to 5 of 5 rows.

State	Approver	Assignment group	Comments	Created
Requested	Fred Luddy	Network		2025-11-03 17:26:04
Requested	David Dan	Network		2025-11-03 17:26:03
Requested	David Loo	Network		2025-11-03 17:26:04
Requested	Bow Ruggeri	Network		2025-11-03 17:26:04
Requested	ITIL User	Network		2025-11-03 17:26:04

servicenow All Favorites History Workspaces Admin Approval - Change Request: CHG0030001

Approval - Change Request: CHG0030001

Approver: Fred Luddy Approving: Change Request: CHG0030001

State: Approved

Approval Reason:

Comments: Comments

Post

Activities: 1

System Administrator

Field changes • 2025-11-03 17:26:04

Approver: Fred Luddy
State: Requested

Update Approve Reject Delete

Summary of Item being approved

Change Request

Number: CHG0030001 Requested by: Jarvis Galas

Service: Configuration Item: *CAROL3-GATEWAY Type: Normal

Risk: High

Planned start date: Impact: 1 - High

servicenow All Favorites History Workspaces Admin Approval - Change Request: CHG0030001

Approval - Change Request: CHG0030001

Approver: Bernard Laboy Approving: Change Request: CHG0030001

State: Approved

Approval Reason:

Comments: Comments

Post

Activities: 1

System Administrator

Field changes • 2025-11-03 17:26:53

Approver: Bernard Laboy
State: Requested

Update Approve Reject Delete

Summary of Item being approved

Change Request

Number: CHG0030001 Requested by: Jarvis Galas

Service: Configuration Item: *CAROL3-GATEWAY Type: Normal

Risk: High

Planned start date: Impact: 1 - High

Related Links

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

Affected CIs (1)	Impacted Services/CIs	Approvers (11)	Change Tasks	Problems	Incidents Fixed By Change	Incidents Caused By Change	Task SLAs	Outages
Approval for = CHG0030001								
State	Approvers (11)	Assignment group	Comments	Created				
Approved	Fred Luddy	Network		2025-11-03 17:26:04				
No Longer Required	David Dan	Network		2025-11-03 17:26:03				
Approved	Bernard Laboy	CAB Approval		2025-11-03 17:26:53				
No Longer Required	Ron Kettering	CAB Approval		2025-11-03 17:26:53				
No Longer Required	David Loo	Network		2025-11-03 17:26:04				
No Longer Required	Bow Ruggeri	Network		2025-11-03 17:26:04				
No Longer Required	Howard Johnson	CAB Approval		2025-11-03 17:26:53				
No Longer Required	Christen Mitchell	CAB Approval		2025-11-03 17:26:53				
No Longer Required	Luke Wilson	CAB Approval		2025-11-03 17:26:53				
No Longer Required	ITIL User	Network		2025-11-03 17:26:04				
No Longer Required	cab approver	CAB Approval		2025-11-03 17:26:53				

Approve all approvers; move to Scheduled.

3. Stage 3 : Scheduled - Change approved

The screenshot shows the ServiceNow interface for a Change Request (CHG0030001) in the 'Scheduled' stage. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The stage bar shows 'New', 'Assess', 'Authorize', 'Scheduled' (active), 'Implement', 'Review', 'Closed', and 'Canceled'. The form is divided into two columns. The left column contains fields for 'Number' (CHG0030001), 'Requested by' (Jarvis Galas), 'Category' (Network), 'Service', 'Service offering', 'Configuration item' (*CAROL3-GATEWAY), 'Priority' (2 - High), 'Risk' (High), 'Impact' (1 - High), 'Short description' (Upgrade Wi-Fi Authentication System to Azure AD SSO), and 'Description' (Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation). The right column contains fields for 'Model' (Normal), 'Type' (Normal), 'State' (Scheduled), 'On hold' (checkbox), 'Conflict status' (Not Run), 'Conflict last run', '* Assignment group' (Network), and 'Assigned to' (Fred Luddy). Below the form is a tabbed interface with 'Planning', 'Schedule', 'Conflicts', 'Notes', and 'Closure Information'. The 'Schedule' tab is active, showing a 'Planned start date and Planned end date are the approved change window' message. The 'Planned start date' is 2025-11-10 22:00:00 and the 'Planned end date' is 2025-11-11 05:00:00. Other fields include 'Actual start date', 'Actual end date', 'CAB delegate', 'CAB required' (checkbox), 'CAB date/time', and 'CAB recommendation'. At the bottom are 'Implement', 'Update', and 'Delete' buttons.

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001

Change Request CHG0030001

Discuss Follow Implement Update Delete

New Assess Authorize **Scheduled** Implement Review Closed Canceled

Number CHG0030001

Requested by Jarvis Galas

Category Network

Service

Service offering

Configuration item *CAROL3-GATEWAY

Priority 2 - High

Risk High

Impact 1 - High

Short description Upgrade Wi-Fi Authentication System to Azure AD SSO

Description Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation

Model Normal

Type Normal

State Scheduled

On hold

Conflict status Not Run

Conflict last run

* Assignment group Network

Assigned to Fred Luddy

Planning Schedule Conflicts Notes Closure Information

Justification Reduce login failures, improve security compliance

Implementation plan

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

Planned start date 2025-11-10 22:00:00

Planned end date 2025-11-11 05:00:00

CAB required

CAB date/time

Actual start date

Actual end date

CAB delegate

CAB recommendation

Implement Update Delete

Set Planned Start Date and Planned End Date.

The screenshot shows the ServiceNow interface for a Change Request (CHG0030001) in the 'Planning' stage. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The stage bar shows 'New', 'Assess', 'Authorize', 'Scheduled', 'Implement', 'Review', 'Closed', and 'Canceled'. The form is divided into two columns. The left column contains fields for 'Number' (CHG0030001), 'Requested by' (Jarvis Galas), 'Category' (Network), 'Service', 'Service offering', 'Configuration item' (*CAROL3-GATEWAY), 'Priority' (2 - High), 'Risk' (High), 'Impact' (1 - High), 'Short description' (Upgrade Wi-Fi Authentication System to Azure AD SSO), and 'Description' (Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation). The right column contains fields for 'Model' (Normal), 'Type' (Normal), 'State' (Scheduled), 'On hold' (checkbox), 'Conflict status' (Not Run), 'Conflict last run', '* Assignment group' (Network), and 'Assigned to' (Fred Luddy). Below the form is a tabbed interface with 'Planning', 'Schedule', 'Conflicts', 'Notes', and 'Closure Information'. The 'Planning' tab is active, showing a 'Planned start date and Planned end date are the approved change window' message. The 'Planned start date' is 2025-11-10 22:00:00 and the 'Planned end date' is 2025-11-11 05:00:00. Other fields include 'Actual start date', 'Actual end date', 'CAB delegate', 'CAB required' (checkbox), 'CAB date/time', and 'CAB recommendation'. At the bottom are 'Implement', 'Update', and 'Delete' buttons.

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001

Change Request CHG0030001

Discuss Follow Implement Update Delete

New Assess Authorize Scheduled Implement Review Closed Canceled

Number CHG0030001

Requested by Jarvis Galas

Category Network

Service

Service offering

Configuration item *CAROL3-GATEWAY

Priority 2 - High

Risk High

Impact 1 - High

Short description Upgrade Wi-Fi Authentication System to Azure AD SSO

Description Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation

Model Normal

Type Normal

State Scheduled

On hold

Conflict status Not Run

Conflict last run

* Assignment group Network

Assigned to Fred Luddy

Planning Schedule Conflicts Notes Closure Information

Justification Reduce login failures, improve security compliance

Implementation plan Deploy Azure AD SSO on Authentication Gateway during maintenance window; test with pilot users.

Risk and impact analysis

Backout plan Revert to legacy RADIUS configuration if SSO fails.

Test plan Verify SSO logins for sample students; monitor connection logs.

Implement Update Delete

Fill plans and test details.

4. Stage 4 : Implement - Work in Progress

servicenow All Favorites History Workspaces Admin **Change Request - CHG0030001** Search

Change Request CHG0030001 Discuss Follow Review Conflict Calendar Update Delete

New ✓ Assess ✓ Authorize ✓ Scheduled ✓ **Implement** Review Closed Canceled

Number: CHG0030001
Requested by: Jarvis Galas
Category: Network
Service:
Service offering:
Configuration item: *CAROL3-GATEWAY
Priority: 2 - High
Risk: High
Impact: 1 - High
Model: Normal
Type: Normal
State: Implement
On hold: ☐
Conflict status: Conflict
Conflict last run: 2025-11-03 17:40:25
* Assignment group: Network
Assigned to: Fred Luddy
Short description: Upgrade Wi-Fi Authentication System to Azure AD SSO
Description: Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation

Planning Schedule Conflicts Notes Closure Information

Justification: Reduce login failures, improve security compliance
Implementation plan: Deploy Azure AD SSO on Authentication Gateway during maintenance window; test with pilot users.

servicenow All Favorites History Workspaces Admin **Change Task - CTASK0010003** Search

Change Task CTASK0010003 Discuss Follow Update Close Task Delete

Number: CTASK0010003
Change request: CHG0030001
Configuration item:
Planned start date:
Planned end date:
Type: Testing
State: Open
On hold: ☐
Assignment group:
Assigned to:
* Short description: Test Authentication
* Description: Perform authentication testing to verify that the login process functions correctly and securely. This includes confirming that valid credentials grant access, invalid credentials are rejected, and multi-factor or single sign-on mechanisms (if applicable) operate as expected. Document all test results and report any issues or anomalies discovered during testing.

Notes Closure Information

Close code: -- None --
Close notes:
Update Close Task Delete

Affected CIs Configuration Item Search Edit...

Task = CTASK0010003

Configuration Item	Class
No records to display	

servicenow

AllFavoritesHistoryWorkspacesAdmin

Change Request - CHG0030001

Search

FollowUpdateDelete

Change TaskCTASK0010001

NumberCTASK0010001

Change requestCHG0030001

Configuration item

Planned start date

Planned end date

TypeTesting

StateClosed

Assignment group

Assigned to

* Short descriptionPost implementation testing

* DescriptionPost implementation testing

Notes

Closure Information

* Close codeSuccessful

* Close notesImplementation executed successfully

UpdateDelete

Affected CIs

Configuration Item

Search

Actions on selected rows...

Edit...

Task = CTASK0010001

Configuration Item

Class

No records to display

servicenow

AllFavoritesHistoryWorkspacesAdmin

Change Task - CTASK0010002

Search

DiscussFollowUpdateDelete

Change TaskCTASK0010002

NumberCTASK0010002

Change requestCHG0030001

Configuration item

Planned start date

Planned end date

TypeImplementation

StateClosed

Assignment group

Assigned to

* Short descriptionImplement

* DescriptionImplement

Notes

Closure Information

* Close codeSuccessful

* Close notesImplementation executed successfully

UpdateDelete

Affected CIs

Configuration Item

Search

Edit...

Task = CTASK0010002

Configuration Item

Class

No records to display

servicenow

AllFavoritesHistoryWorkspacesAdmin

Change Task - CTASK0010003

Search

DiscussFollowUpdateClose TaskDelete

Change TaskCTASK0010003

NumberCTASK0010003

Change requestCHG0030001

Configuration item

Planned start date

Planned end date

TypeTesting

StateClosed

Assignment group

Assigned to

* Short descriptionTest Authentication

* DescriptionPerform authentication testing to verify that the login process functions correctly and securely. This includes confirming that valid credentials grant access, invalid credentials are rejected, and multi-factor or single sign-on mechanisms (if applicable) operate as expected. Document all test results and report any issues or anomalies discovered during testing.

Notes

Closure Information

* Close codeSuccessful

* Close notesImplementation executed successfully

UpdateClose TaskDelete

Affected CIs

Configuration Item

Search

Edit...

Task = CTASK0010003

Configuration Item

Class

No records to display

Document implementation and results

5. Stage 5 : Review - Verification

The screenshot shows the ServiceNow interface for a Change Request (CHG0030001) in the 'Review' stage. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The breadcrumb trail shows the request is in the 'Review' stage. The form is divided into two main sections: 'Details' and 'Implementation'. The 'Details' section includes fields for Number (CHG0030001), Requested by (Jarvis Galas), Category (Network), Service, Service offering, Configuration item (*CAROL3-GATEWAY), Priority (2 - High), Risk (High), Impact (1 - High), Model (Normal), Type (Normal), State (Review), On hold (unchecked), Conflict status (Conflict), Conflict last run (2025-11-03 17:49:34), * Assignment group (Network), and Assigned to (Fred Luddy). The 'Implementation' section includes a Short description (Upgrade Wi-Fi Authentication System to Azure AD SSO) and a Description (Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation). Below the form, there are tabs for Planning, Schedule, Conflicts, Notes, and Closure Information. The 'Closure Information' tab is active, showing a Close code (Successful) and Close notes (Change completed within maintenance window; verified postimplementation). At the bottom, there are buttons for Close, Conflict Calendar, Update, and Delete.

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001

Change Request CHG0030001

New Assess Authorize Scheduled Implement Review Closed Canceled

Number CHG0030001

Requested by Jarvis Galas

Category Network

Service

Service offering

Configuration item *CAROL3-GATEWAY

Priority 2 - High

Risk High

Impact 1 - High

Model Normal

Type Normal

State Review

On hold

Conflict status Conflict

Conflict last run 2025-11-03 17:49:34

* Assignment group Network

Assigned to Fred Luddy

Short description Upgrade Wi-Fi Authentication System to Azure AD SSO

Description Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation

Planning Schedule Conflicts Notes Closure Information

Justification Reduce login failures, improve security compliance

Implementation plan Deploy Azure AD SSO on Authentication Gateway during maintenance window; test with pilot users.

Planning Schedule Conflicts Notes Closure Information

Close code Successful

Close notes Change completed within maintenance window; verified postimplementation.

Close Conflict Calendar Update Delete

Record results, close code, lessons

6. Stage 6 : Closed - Final state

The screenshot shows the ServiceNow interface for the same Change Request (CHG0030001) in the 'Closed' stage. The top navigation bar and breadcrumb trail are the same. The 'Closed' stage is highlighted in the top navigation bar. The form fields are similar to the previous stage, but the State is now 'Closed'. The 'Implementation' section includes a Short description (Upgrade Wi-Fi Authentication System to Azure AD SSO) and a Description (Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation). Below the form, there are tabs for Planning, Schedule, Conflicts, Notes, and Closure Information. The 'Schedule' tab is active, showing a Planned start date (2025-11-10 22:00:00) and an Actual start date (2025-11-03 17:40:25). At the bottom, there are buttons for Follow, Conflict Calendar, Update, and Delete.

servicenow All Favorites History Workspaces Admin Change Requests

Change Request CHG0030001

New Assess Authorize Scheduled Implement Review Closed Canceled

Number CHG0030001

Requested by Jarvis Galas

Category Network

Service

Service offering

Configuration item *CAROL3-GATEWAY

Priority 2 - High

Risk High

Impact 1 - High

Model Normal

Type Normal

State Closed

On hold

Conflict status Conflict

Conflict last run 2025-11-03 17:49:34

* Assignment group Network

Assigned to Fred Luddy

Short description Upgrade Wi-Fi Authentication System to Azure AD SSO

Description Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation

On hold reason

Planning Schedule Conflicts Notes Closure Information

Planned start date 2025-11-10 22:00:00

Actual start date 2025-11-03 17:40:25

Follow Conflict Calendar Update Delete

servicenow

AllFavoritesHistoryAdmin

Change Requests

Search

Change Requests

Number

Search

Actions on selected rows...

New

All > Active = false

<input type="checkbox"/>	Number	Short description	Type	State	Planned start date	Planned end date	Requested by	Assigned to
<input type="checkbox"/>	CHG0030001	Upgrade Wi-Fi Authentication System to Azure AD SSO	Normal	Closed	2025-11-10 22:00:00	2025-11-11 05:00:00	Jarvis Galas	Fred Luddy

Mark complete and note Change ID : **CHG0030001**

Lab Report - Group 3

By: William Bryan P. (5026231011), Gusti Gratia D. (5026231097), Kayla Putri M. (5026231158)

Problem Scenario: Network Outage in Online Learning System

After a recent reconfiguration of the university's core wireless network system, students and lecturers began experiencing widespread disconnections and significant latency when using the Learning Management System (LMS) and other online services. The issue appeared immediately after the network team deployed a new firmware update on the *ny8500-nbxs08* wireless controller intended to improve bandwidth management. However, the update introduced unstable VLAN routing and caused intermittent packet loss, leading to session timeouts during online classes, assessments, and file uploads. The disruption affected all major academic platforms including LMS, video conferencing tools, and internal email systems. As the outage persisted, academic operations were delayed, lecturers were unable to deliver online lectures, and students could not access materials or submit assignments. Initial analysis suggests a misconfiguration conflict caused by the firmware upgrade, severely impacting service availability and requiring urgent resolution to restore network stability.

The root cause of the issue was identified as unstable routing loops and VLAN misconfigurations introduced after a recent firmware upgrade on the main wireless controller (*ny8500-nbxs08*). As a temporary workaround, the affected VLAN routes were manually disabled, and traffic was rerouted through backup switches to restore partial connectivity for critical services. The permanent resolution involved performing a full firmware reinstallation, correcting VLAN mappings, and validating routing table configurations to ensure network stability. This problem is directly linked to Change and Configuration Management, as the initial fault originated from an undocumented change in the network firmware, and the resolution required updating the CMDB configuration items and implementing controlled change procedures to prevent similar incidents in the future.

Fill in Problem Record details

Add Closure Information

Number	Short description	Type	State	Planned start date	Planned end date	Requested by	Assigned to
CHG0000003	Network Controller Firmware Upgrade for LMS Connectivity Stability	Normal	Closed	2025-11-06 22:00:00	2025-11-07 04:00:00	System Administrator	Fred Luddy

Configuration item	Class	Support group	Owned by	Applied	Applied date	Manual proposed change	Updated
ny8500-nbxs08	Network Gear	(empty)	(empty)	false	(empty)	false	2025-11-03 19:42:13

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
INCD000001	2025-11-03 19:28:41	Students and lecturers disconnected from LMS during online class sessions	William Bryan	3 - Critical	In Progress	Network	(empty)	Bernard Laboy	2025-11-03 19:35:19

Link related records (Incidents, Change Request, Affected CI)

PDI Link: <https://dev292954.service-now.com/>

Username: admin

Password: @cj*XVn0II3C