

NORTHSTAR HEALTH CLINICS - EHR DISRUPTION SCENARIO

PREPARED FOR

FINAL PROJECT MLTI

PRESENTED BY

GROUP 3 - MLTI B



**INCIDENT,
PROBLEM,
CHANGE**



DECEMBER 2025

servicenow

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Summary

Improving service performance through structured ITIL workflows and collaborative ServiceNow execution.

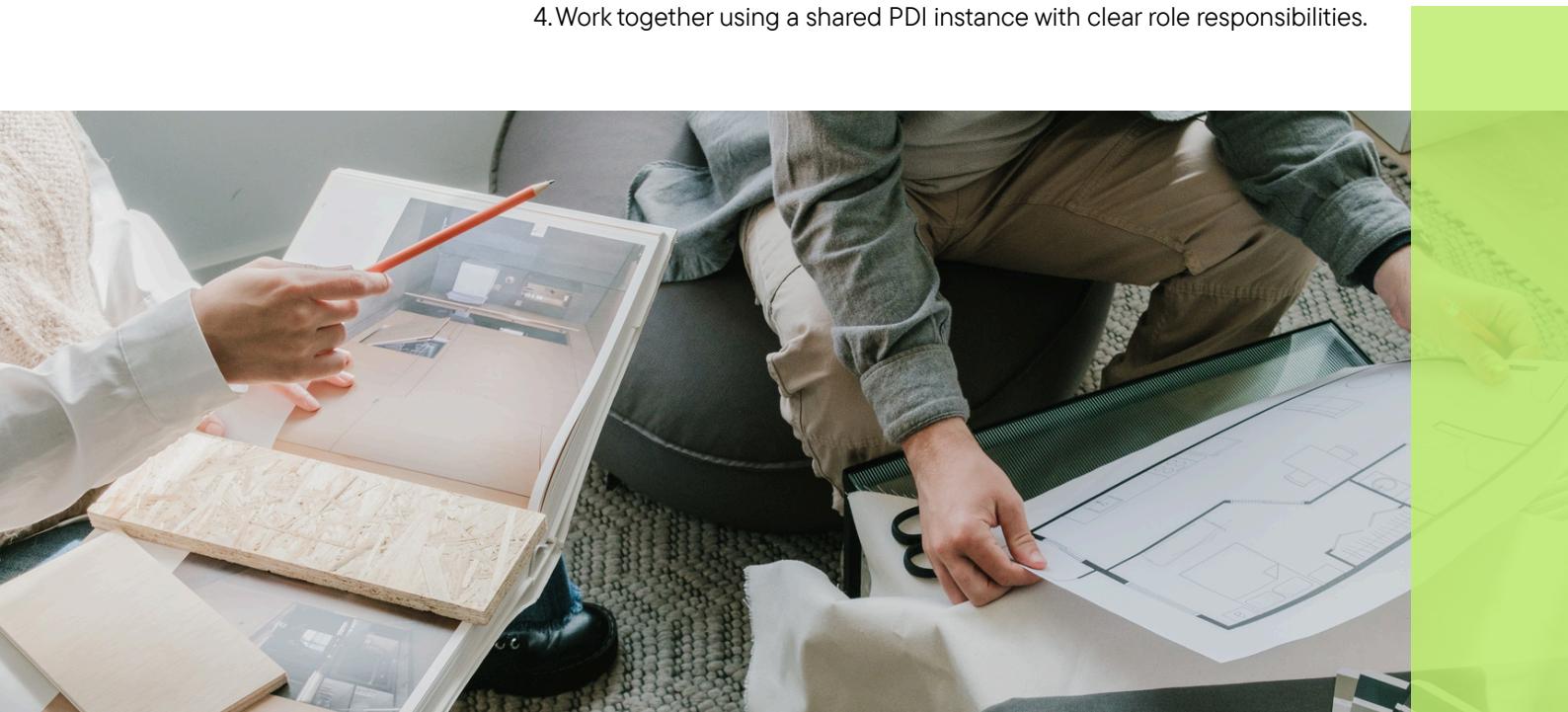
INTRODUCTION

This report documents our group's implementation of ITIL practices, specifically Incident Management, Problem Management, and Change Management to stabilize the Electronic Health Record (EHR) system used by Northstar Health Clinics. Throughout this activity, we worked collaboratively in a shared ServiceNow Personal Developer Instance (PDI) to create, manage, and link records that reflect real operational disruptions. The objective of this report is to present how we applied ITIL processes in a practical scenario, demonstrate our use of ServiceNow tools, and show how structured ITSM practices help restore service performance.

LEARNING OBJECTIVES

By completing this activity, we will be able to:

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 relies on an enterprise-wide EHR system that has recently shown multiple performance issues. Clinics reported slow page loading, login failures during peak hours, short outages, and intermittent “Database not responding” errors. These disruptions affect patient care workflows and must be addressed promptly. The EHR system depends on three key components: the EHR Service (Business Service), the EHR Application Server, and the EHR Database Server. Our team analyzed the incidents affecting these components and followed ITIL guidelines to identify root causes and implement a permanent fix.

Group Roles

To support effective collaboration, each member of our group assumed a designated ITIL role. **William Bryan** served as the Incident Manager, responsible for recording and managing all incidents related to the EHR disruptions. **Gusti Gratia** acted as the Problem Manager, leading root cause analysis and consolidating the incidents into a single problem record. **Kayla Putri** took the role of Change Manager, overseeing the planning, scheduling, and implementation of the Normal Change required to resolve the issue.



WILLIAM BRYAN

5026231011

Incident Manager

William Bryan

GUSTI GRATIA

5026231097

Problem Manager

Gusti Gratia

KAYLA PUTRI

5026231158

Change Manager

Kayla Putri

While each of us had specific responsibilities, we worked together throughout the entire process to ensure consistency and accuracy in the records.

Each role played a critical part in ensuring smooth coordination across Incident, Problem, and Change Management activities. Through clear task division and consistent communication, our team was able to manage disruptions effectively and maintain record accuracy within the ServiceNow environment.

Configuration Item (CI) Preparation



Before managing the incidents, problems, and changes, we created the required Configuration Items (CIs) in our ServiceNow PDI because they were not available by default. We added three CIs: EHR Service, EHR Application Server, and EHR Database Server and set each to “Installed” to represent the active components of the EHR environment. These CIs were then verified in the lookup fields to ensure they could be properly linked to all related records throughout the activity.

CI Created

EHR Service

The screenshot shows the ServiceNow interface for creating a Configuration Item (CI) named "EHR Service". The page title is "EHR Service | Configuration Item". The top navigation bar includes links for TA - DSA, ASSIGNMENTS, ABMAS, TA - SAP, and BIONIX. The main content area displays the following fields:

Name	EHR Service
Asset tag	
Assigned to	
Category	Business Service
Fault count	0
Installed	2025-12-02 08:11:50
Install Status	Installed

Below the form, there are buttons for "Open in CMDB Workspace", "Update", and "Delete". A "Related Links" section includes a "Subscribe" link.

EHR Application Server

The screenshot shows the ServiceNow interface for creating a new Configuration Item (CI) named "EHR Application Server". The page title is "New Record | Configuration Item". The top navigation bar includes links for TA - DSA, ASSIGNMENTS, ABMAS, TA - SAP, and BIONIX. The main content area displays the following fields:

Name	EHR Application Server
Asset tag	
Assigned to	
Category	Application Server
Fault count	0
Installed	2025-12-02 08:16:01
Install Status	Installed

Below the form, there is a "Submit" button.

CI Created

EHR Database Server

The screenshot shows the ServiceNow interface for creating a new Configuration Item (CI). The title bar says "EHR Database Server". The top navigation bar includes links for TA - DSA, ASSIGNMENTS, ABMAs, TA - SAP, and BIONIX. The main content area is titled "Configuration Item - EHR Database Server". The form fields are as follows:

Name	EHR Database Server
Asset tag	
Assigned to	
Category	Database Server
Fault count	0
Installed	2025-12-02 08:17:30
Install Status	Installed

Below the form are buttons for "Open in CMDB Workspace", "Update", and "Delete". A "Related Links" section with a "Subscribe" link is also present.

ALL CI CREATED

The screenshot shows the ServiceNow interface for viewing Configuration Items. The title bar says "Configuration Items". The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and a search bar. The main content area displays a table of Configuration Items:

All	Name	Manufacturer	Location	Description	Class	Updated	Maintenance schedule
	EHR Application Server	(empty)	(empty)		Configuration Item	2025-12-01 17:17:01	(empty)
	EHR Database Server	(empty)	(empty)		Configuration Item	2025-12-01 17:18:01	(empty)
	Unknown	(empty)	(empty)	This CI is referenced by all duplicate C...	Configuration Item	2019-03-05 13:54:31	(empty)
	EHR Service	(empty)	(empty)		Configuration Item	2025-12-01 17:15:29	(empty)
	SAP AppSRV01	IBM	4193 University Avenue, San Diego, CA		AIX Server	2025-07-27 17:25:57	(empty)
	SAP AppSRV02	IBM	4193 University Avenue, San Diego, CA		AIX Server	2025-07-27 17:26:28	(empty)
	CMS App FLX	(empty)	(empty)		Application	2010-11-25 03:13:47	Weekends
	Java Application Server FLX	(empty)	San Diego		JavaServer	2011-08-02 04:14:10	Application FLX

Incident Management



Our team created five incident records in ServiceNow based on the issues reported by clinic staff, including slow page loading, database errors, login failures, system freezes, and a brief outage. Each incident was assigned the appropriate priority, configuration item, and assignment group, with Incident 3 escalated to the Application Support EHR team as required. These incidents formed the basis for identifying patterns and linking them to a single Problem record in the next stage of the ITIL process.

Incident Created



1

SLOW EHR PAGES

The EHR pages were loading very slowly, with patient charts taking more than 30 seconds to open starting around 8 AM. This suggests a performance degradation within the EHR Service.

2

DATABASE CONNECTION ERROR

The user received a “Database not responding” message while scheduling patients and had to refresh multiple times. This indicates a temporary connectivity or responsiveness issue with the EHR Database Server.

3

LOGIN FAILURES

Multiple staff members were unable to log in between 8–9 AM and only gained access after repeated attempts. This points to an authentication or application-level issue on the EHR Application Server and requires escalation to Application Support – EHR.

4

EHR FREEZES DURING PATIENT CARE

The EHR froze while a doctor was entering lab orders, disrupting patient care. This recurring issue indicates instability in the EHR Service throughout the week.

5

FIVE-MINUTE OUTAGE

The EHR was completely unavailable for about five minutes at around 8:30 AM, with error messages appearing for all users. This reflects a significant outage affecting the EHR Application Server and overall system availability.

Incident 1 – Slow EHR Pages

Create Caller for Incident 1

servicenow All Favorites History : User - Dr. Emily Carter star Search dropdown

User Dr. Emily Carter

User ID	NSC-01	Email	emily@example.com
First name	Dr. Emily	Identity type	-
Last name	Carter	Language	-- None --
Title		Calendar integration	Outlook
Department		Time zone	System (America/Los_Angeles)
Password needs reset	<input type="checkbox"/>	Date format	System (yyyy-MM-dd)
Locked out	<input type="checkbox"/>	Business phone	
Active	<input checked="" type="checkbox"/>	Mobile phone	
Internal Integration User	<input type="checkbox"/>	Photo	Click to add...

[Update](#) [Set Password](#) [Delete](#)

Related Links
[View linked accounts](#)
[View Subscriptions](#)
[Reset a password](#)

Create New Incident - Incident 1 (INC0010007)

servicenow All Favorites History Workspaces : Incident - Create INC0010007 star Search dropdown

Incident New record View: Self Service

Number	INC0010007	Opened	2025-12-01 17:20:18
* Caller	Dr. Emily Carter	Closed	
Watch list	 	Urgency	3 - Low
* Short description	EHR running very slow		
Related Search Results >			
Additional comments (Customer visible)	Patient charts are taking 30 seconds or more to load this morning. Started around 8 AM.		

[Submit](#) [Resolve](#)

Incident 1 – Slow EHR Pages

Incident 1 (INC0010007) from Incident Manager POV

This screenshot shows the ServiceNow Service Operations Workspace for Incident 1 (INC0010007). The incident is titled "EHR running very slow". The "Compose" section contains a work note: "Investigating reported EHR performance degradation since 17:20, reviewing server load, database responsiveness, and network latency to identify the cause." The "Record Information" panel shows the caller is Dr. Emily Carter (NHC-01, 17:00:20 America/Los_Angeles). The "Activity" panel lists several events, including field changes and configuration item updates. The "Impact" section shows 1 affected class and 0 impacted services/assets.

This screenshot shows the same ServiceNow Service Operations Workspace for Incident 1 (INC0010007). The "Record Information" panel now indicates the last update was by William Bryan Pangestu (2025-12-01 18:03:09). The "SLAs and timings" section shows a green bar for the Resolution SLA. The "Activity" panel includes a work note from William Bryan Pangestu stating, "Investigating reported EHR performance degradation since 17:20, reviewing server load, database responsiveness, and network latency to identify the cause." The "Impact" section remains the same, showing 1 affected class and 0 impacted services/assets.

Incident 2 – Database Connection Error

Create Caller for Incident 2

servicenow All Favorites History Admin : User - Sarah Lopez ⭐

User ID: NSC-02 Email: sarah@example.com

First name: Sarah Identity type: -

Last name: Lopez Language: -- None --

Title: Calendar integration: Outlook

Department: Time zone: System (America/Los_Angeles)

Password needs reset: Date format: System (yyyy-MM-dd)

Locked out: Business phone:

Active: Mobile phone:

Internal Integration User: Photo: Click to add...

Update Set Password Delete

Related Links
View linked accounts
View Subscriptions
Reset a password

Create New Incident - Incident 2 (INC0010008)

servicenow All Favorites History Workspaces : Incident - Create INC0010008 ⭐

Number: INC0010008 Opened: 2025-12-01 17:39:52

* Caller: Sarah Lopez Closed:

Watch list: Urgency: 3 - Low

State: New

* Short description: Database not responding

Related Search Results >

Additional comments (Customer visible): I received a 'Database not responding' message while scheduling patients. I had to refresh twice.

Submit Resolve

Incident 2 - Database Connection Error

Incident 2 (INC0010008) from Incident Manager POV

The screenshot shows the ServiceNow Service Operations Workspace. The main area displays the details of Incident 2 (INC0010008), which is titled "Database not responding". The incident has a priority of 3 - Moderate and an urgency of 2 - Medium. It was opened on 2025-12-01 17:39:52. The service involved is EHR Database Server. The impact is listed as 2 - Medium. The assignment group is empty. In the "Compose" window, a message is being drafted to investigate the database non-responsiveness. The "Record Information" panel shows the caller is Sarah Lopez (SL) and the record was last updated by System Administrator on 2025-12-01 17:43:44. The "Activity" panel shows a recent update from System Administrator.

Incident 2 (INC0010008) from Incident Manager POV

The screenshot shows the ServiceNow Service Operations Workspace. The main area displays the details of Incident 2 (INC0010008), which is titled "Database not responding". The incident has a priority of 3 - Moderate and an urgency of 2 - Medium. It was opened on 2025-12-01 17:39:52. The service involved is EHR Database Server. The impact is listed as 2 - Medium. The assignment group is empty. In the "Compose" window, a message is being drafted to investigate the database non-responsiveness. The "Record Information" panel shows the caller is Sarah Lopez (SL) and the record was last updated by William Bryan Pangestu on 2025-12-01 18:06:14. The "Activity" panel shows a recent update from William Bryan Pangestu.

Incident 3 – Login Failures (Escalation Required)

Create Caller for Incident 3

servicenow All Favorites History Admin User - John Miller Search

User ID: NSC-08, First name: John, Last name: Miller, Title: , Department: , Password needs reset: , Locked out: , Active: , Email: john@email.com, Identity type: -, Language: -- None --, Calendar integration: Outlook, Time zone: System (America/Los_Angeles), Date format: System (yyyy-MM-dd), Business phone: , Mobile phone: , Photo: Click to add...

Update Set Password Delete

Related Links: View linked accounts, View Subscriptions, Reset a password

Create New Incident - Incident 3 (INC0010004)

servicenow All Favorites History Workspaces Admin Incident - Create INC0010004 Search

Number: INC0010004, * Caller: John Miller, Watch list: , Opened: 2025-12-01 17:19:09, Closed: , Urgency: 2 - Medium, State: New

* Short description: Login Failures (Escalation Required)

Additional comments (Customer visible): Subject: Staff unable to log in.
Message: "Several staff members cannot log in to the EHR between 8-9 AM. They eventually get in after repeated attempts."
Recommended C1: EHR Application Server
Priority: P2
This incident must be escalated to Application Support - EHR.

Submit Resolve

Incident 3 – Login Failures (Escalation Required)

Incident 3 (INC0010004) from Incident Manager POV

This screenshot shows the ServiceNow Service Operations Workspace for Incident 3 (INC0010004). The incident details are as follows:

- Short description:** Login Failures (Escalation Required)
- Description:** Several users experienced intermittent login failures to the EHR between 08:00-09:00 AM, requiring multiple attempts before successful access. Initial indication points to a temporary authentication service issue.
- Number:** INC0010004
- Priority:** 2 - High
- Opened:** 2025-12-01 17:19:09
- Impact:** 2 - Medium
- State:** New
- Urgency:** 1 - High

The Impact section shows a summary for the EHR Application Server.

Compose: Work notes:
"Login issue confirmed. Logs show intermittent authentication errors during 08:00-09:00 AM. Coordinating with system admin to review server status and identify the cause."

Record Information: Last updated by System Administrator 2025-12-01 17:40:41. SLAs and timings: No matching SLA. Resolution SLA: 24hr 00m. Caller: John Miller (INC-001) 17:53:07 America/Los_Angeles. Recent incidents, Recent interactions, Assigned assets.

This screenshot shows the ServiceNow Service Operations Workspace for Incident 3 (INC0010004). The incident details are as follows:

- Short description:** EHR Freezes During Patient Care
- Description:** EHR system intermittently freezes when entering lab orders, causing delays during patient care. Issue has occurred several times this week and affects workflow during active patient visits. Further investigation is required to determine the source of the performance degradation.
- Number:** INC0010009
- Priority:** 2 - High
- Opened:** 2025-12-01 17:40:48
- Impact:** 2 - Medium
- State:** New
- Urgency:** 1 - High

The Impact section shows a summary for the EHR Service.

Compose: Work notes:
"Issue confirmed with caller. EHR experienced freezing while entering lab orders, resulting in delayed patient workflow. Initial check shows no system-wide outage, but performance logs indicate brief spikes in processing time. Coordinating with system administrator to review EHR server performance and identify any recurring latency or resource issues."

Record Information: Last updated by William Bryan Pangestu 2025-12-01 18:17:17. SLAs and timings: No matching SLA. Resolution SLA: 24hr 42min. Caller: Alex Nguyen (INC-001) 18:17:19 America/Los_Angeles. Recent incidents, Recent interactions, Assigned assets.

Incident 3 – Login Failures (Escalation Required)

Escalate Incident to App Support EHR Assignment Group

The screenshot shows a ServiceNow interface for a login failure incident. The main area displays fields for Impact, Assignment (set to Application Support - EHR), Related Records (Parent Incident, Problem), Cause (Probable cause), and Resolution (Resolution code set to None). The Activity panel shows a message from William Bryan Pangestu about a login issue and a message from the System Administrator regarding staff unable to log in. The Record Information panel provides SLA and timeliness details.

This action involves escalating the incident to the Application Support – EHR assignment group for further investigation and resolution. The escalation is performed when initial troubleshooting indicates that the issue is related to EHR application behavior, configuration, or performance and requires specialized expertise. Once assigned, the EHR support team will review the incident details, analyze logs or error patterns, and proceed with the appropriate corrective actions to restore normal system functionality.

Incident 4 – EHR Freezes During Patient Care

Create Caller for Incident 4

servicenow All Favorites History : User - Dr. Alex Nguyen ☆ Search

User ID: NSC-05 First name: Alex Last name: Nguyen Title: (NSC-05) Department:

Email: alex@email.com Identity type: - Language: -- None -- Calendar integration: Outlook Time zone: System (America/Los_Angeles) Date format: System (yyyy-MM-dd) Business phone: Mobile phone:

Password needs reset: Locked out: Active: Internal Integration User:

Related Links
[View linked accounts](#)
[View Subscriptions](#)
[Reset a password](#)

Create New Incident - Incident 4 (INC0010009)

servicenow All Favorites History Workspaces Admin Incident - Create INC0010009 ☆

Number: INC0010009 * Caller: Dr. Alex Nguyen Watch list:

Opened: 2025-12-01 17:40:48 Closed:

Urgency: 2 - Medium State: New

* Short description: EHR Freezes During Patient Care

Additional comments (Customer visible):
Subject: EHR freezing during visit
Message: "The EHR froze when entering lab orders, delaying patient care. This has happened multiple times this week."
Recommended Ctl: EHR Service
Priority: P2

Incident 4 – EHR Freezes During Patient Care

Incident 4 (INC0010009) from Incident Manager POV

servicenow All Favorites History Workspaces

INC0010004 INC0010009

EHR Freezes During Patient Care

Compose

Work notes

Issue confirmed with caller. EHR experienced freezing while entering lab orders, resulting in delayed patient workflow. Initial check shows no system-wide outage, but performance logs indicate brief spikes in processing time. Coordinating with system administrator to review EHR server performance and identify any recurring latency or resource issues.

Additional comments (Customer visible)

Enter your Additional comments (Customer visible) here

To: Dr. Alex Nguyen
Cc: System Administrator
Subject: EHR freezing during visit

Record Information

Last updated by System Administrator 2025-12-01 17:45:25

SLAs and timings

Response SLA: No matching SLA Resolution SLA: Link

Caller

DN: Dr. Alex Nguyen (NHC-005)
10:10:27 America/Los_Angeles

Recent incidents > Recent interactions > Assigned assets >

Assigned to

This incident has not been assigned yet

Impact

Impact Summary

Business Impact

Configuration item: EHR Service

Service offering

Impact 2 - Medium

The EHR froze when entering lab orders, delaying patient care. This has happened multiple times this week.

Activity

Work notes

Additional comments (Customer visible)

Email

Enter your Work notes here

Post Work notes

Work notes • 2025-12-01 18:17:17

Issue confirmed with caller. EHR experienced freezing while entering lab orders, resulting in delayed patient workflow. Initial check shows no system-wide outage, but performance logs indicate brief spikes in processing time. Coordinating with system administrator to review EHR server performance and identify any recurring latency or resource issues.

Work notes • 2025-12-01 18:13:14

Impact: 2 - Medium was 3 - Low
Priority: 2 - High was 4 - Low

Work notes • 2025-12-01 18:13:14

Configuration item: EHR Service was Empty

System Administrator

Additional comments • 2025-12-01 17:45:25

Subject: EHR freezing during visit
Message: "The EHR froze when entering lab orders, delaying patient care. This has happened multiple times this week."
Recommended CI: EHR Service

Priority: 2 - Medium was 4 - Low

System Administrator

Opened by: System Administrator

Incident state: New

Impact: 3 - Low

Priority: 4 - Low

Record Information

Last updated by System Administrator 2025-12-01 18:48:03

SLAs and timings

Response SLA: No matching SLA Resolution SLA: Broken

Caller

DN: Alex Nguyen (NHC-005)
21:53:14 America/Los_Angeles

Recent incidents > Recent interactions > Assigned assets >

Assigned to

This incident has not been assigned yet

Assign to me

View additional collaborators

TA - DSA ASSIGNMENTS ABMAS TA - SAP BIONIX

servicenow All Favorites History Workspaces

INC0010009

EHR Freezes During Patient Care

Compose

Work notes

Additional comments (Customer visible)

Email

Enter your Work notes here

Post Work notes

Work notes • 2025-12-01 18:17:17

Issue confirmed with caller. EHR experienced freezing while entering lab orders, resulting in delayed patient workflow. Initial check shows no system-wide outage, but performance logs indicate brief spikes in processing time. Coordinating with system administrator to review EHR server performance and identify any recurring latency or resource issues.

Work notes • 2025-12-01 18:13:14

Impact: 2 - Medium was 3 - Low
Priority: 2 - High was 4 - Low

Work notes • 2025-12-01 18:13:14

Configuration item: EHR Service was Empty

System Administrator

Additional comments • 2025-12-01 17:45:25

Subject: EHR freezing during visit
Message: "The EHR froze when entering lab orders, delaying patient care. This has happened multiple times this week."
Recommended CI: EHR Service

Priority: 2 - Medium was 4 - Low

System Administrator

Opened by: System Administrator

Incident state: New

Impact: 3 - Low

Priority: 4 - Low

Record Information

Last updated by System Administrator 2025-12-01 18:48:03

SLAs and timings

Response SLA: No matching SLA Resolution SLA: Broken

Caller

DN: Alex Nguyen (NHC-005)
21:53:14 America/Los_Angeles

Recent incidents > Recent interactions > Assigned assets >

Assigned to

This incident has not been assigned yet

Assign to me

View additional collaborators

Incident 5 – Five-Minute Outage

Create Caller for Incident 5

servicenow All Favorites History Admin : User - Karen Patel star Search grid info refresh undo redo more update set password delete up down

User ID: NSC-10
First name: Karen
Last name: Patel
Title: location
Department: search
Password needs reset:
Locked out:
Active:
Internal Integration User:

Email: karen@example.com envelope
Identity type:
Language: -- None -- dropdown
Calendar integration: Outlook dropdown
Time zone: System (America/Los_Angeles) dropdown
Date format: System (yyyy-MM-dd) dropdown
Business phone:
Mobile phone:
Photo: Click to add... camera

update set password delete

Related Links
[View linked accounts](#)
[View Subscriptions](#)
[Reset a password](#)

Create New Incident - Incident 5 (INC0010006)

servicenow All Favorites History : Incident - INC0010006 star Search grid info refresh undo redo more discuss follow update resolve delete up down

Number: INC0010006
* Caller: Karen Patel search location info
Watch list: lock unlock

* Short description: Five-Minute Outage location

Related Search Results >

Additional comments (Customer visible): Additional comments (Customer visible) post

Activities: 2

System Administrator: The EHR was down for about five minutes today around 8:30 AM. Everyone saw error messages.

Additional comments • 2025-12-01 17:26:38 location

Incident 5 – Five-Minute Outage

Incident 5 (INC0010006) from Incident Manager POV

This screenshot shows the ServiceNow Service Operations Workspace for Incident 5 (INC0010006). The main view displays the incident summary, impact, and activity logs. A compose panel is open, showing work notes and additional comments. The record information panel on the right shows the caller (Karen Patel), SLAs and timings, and assignment status.

Summary

- Short description: Five-Minute Outage
- Number: INC0010006
- Opened: 2025-12-01 17:20:08
- State: New
- Priority: 2 - High
- Impact: 1 - High
- Urgency: 2 - Medium

Impact

Impact Summary

- Business Impact: Configuration item (EHR Application Server)
- Service: Service offering
- Affected CIs: 0
- Impacted Services/CIs: 0

Compose

Work notes *

Incident investigation in progress, confirmed a five-minute EHR outage around 8:30 AM with system-wide error messages reported by users.

Additional comments (Customer visible)

Enter your Additional comments (Customer visible) here

Email

To: Karen Patel (X)

Cc: System Administrator (X)

Subject: EHR outage

The EHR was down for about five minutes today around 8:30 AM. Everyone saw error messages.

Draft saved

Send email

Record Information

Last updated by William Bryan Pangestu 2025-12-01 17:39:52

SLAs and timings

Response SLA: No matching SLA

Resolution SLA: 0-24 hrs

View all SLAs

Caller

Karen Patel (X) 17:49:58 America/Los_Angeles

Contact

Recent incidents >

Recent interactions >

Assigned assets >

Assigned to

This Incident has not been assigned yet

Assign to me

View additional collaborators

This screenshot shows the ServiceNow Service Operations Workspace for Incident 5 (INC0010006). The main view displays the incident summary, impact, and activity logs. A compose panel is open, showing work notes and additional comments. The record information panel on the right shows the caller (Karen Patel), SLAs and timings, and assignment status.

Summary

- Short description: Five-Minute Outage
- Number: INC0010006
- Opened: 2025-12-01 17:20:08
- State: New
- Priority: 2 - High
- Impact: 1 - High
- Urgency: 2 - Medium

Impact

Impact Summary

- Business Impact: Configuration item (EHR Application Server)
- Service: Service offering
- Affected CIs: 1
- Impacted Services/CIs: 0
- Assets: 0

Cause

No cause has been identified yet.

Resolution

Incident is not resolved yet.

Compose

Work notes

Additional comments (Customer visible)

Email

Enter your Work notes here

Activity

William Bryan Pangestu (X) 2025-12-01 18:02:11

Priority: 2 - High was 3 - Moderate

Configuration item: EHR Application Server was Empty

Impact: 1 - High was 3 - Low

William Bryan Pangestu (X) 2025-12-01 18:03:11

Incident investigation in progress, confirmed a five-minute EHR outage around 8:30 AM with system-wide error messages reported by users.

William Bryan Pangestu (X) 2025-12-01 17:39:32

Priority: 3 - Moderate was 4 - Low

System Administrator (X) 2025-12-01 17:24:38

The EHR was down for about five minutes today around 8:30 AM. Everyone saw error messages.

System Administrator (X) 2025-12-01 17:29:18

Opened by: System Administrator

Opened state: New

Impact: 3 - Low

Priority: 4 - Low

Record Information

Last updated by System Administrator 2025-12-01 18:02:02

SLAs and timings

Response SLA: No matching SLA

Resolution SLA: 0-24 hrs

View all SLAs

Caller

Karen Patel (X) 21:55:33 America/Los_Angeles

Contact

Recent incidents >

Recent interactions >

Assigned assets >

Assigned to

This Incident has not been assigned yet

Assign to me

View additional collaborators

Problem Management



We created a single Problem record to consolidate all five incidents, documenting the overall impact, urgency, and affected EHR service. After progressing the record through the Problem workflow, we identified the root cause as resource exhaustion during peak hours, applied a temporary workaround, and defined a permanent fix to reconfigure the EHR Application Server. Finally, we linked all related incidents, the affected CIs, and later the associated Change Request to ensure complete traceability across the ITIL process.

Create Problem

Create New Problem

servicenow All Favorites History Workspaces Admin Problem - Create PRB0040006 ⚡ Search

New Assess Root Cause Analysis Fix in Progress Resolved Closed

Number	PRB0040006	Model	General
Origin task		State	New
Category	-- None --	Impact	1 - High
Service		Urgency	2 - Medium
Service offering		Priority	2 - High
Configuration item	EHR Service	Assignment group	Application Support - EHR
* Problem statement		Assigned to	
Recurring EHR slowness and login failures			
Description 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			

Assess Problem

servicenow All Favorites History Workspaces Admin Problem - PRB0040006 ⚡ Search

New ✓ Assess Root Cause Analysis Fix in Progress Resolved Closed

Number	PRB0040006	Model	General
Origin task		State	Assess
Category	-- None --	Impact	1 - High
Service		Urgency	2 - Medium
Service offering		Priority	2 - High
Configuration item	EHR Service	Assignment group	Application Support - EHR
* Problem statement		Assigned to	
Recurring EHR slowness and login failures		Application Support EHR Manager	
Description 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.			

Root Cause Analysis

Root Cause Analysis

This screenshot shows the ServiceNow interface for a Root Cause Analysis (RCA) problem. The top navigation bar includes links for All, Favorites, History, Workspaces, and Admin. The main title is "Problem - PRB0040006". The status bar at the bottom indicates the current step is "Root Cause Analysis".

Problem Details:

- Number: PRB0040006
- Origin task: (empty)
- Category: -- None --
- Service: (empty)
- Service offering: (empty)
- Configuration item: EHR Service
- Model: General
- State: Root Cause Analysis
- Impact: 1 - High
- Urgency: 2 - Medium
- Priority: 2 - High
- Assignment group: Application Support - EHR
- Assigned to: Application Support EHR Manager

Description: 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.

Analysis Information:

- Primary Known Error article: (empty)
- Workaround:

Refreshing the page may restore functionality; access stabilizes outside peak hours.
- Cause notes:

Misconfigured connection settings

Proposed Fix

Fix Notes

Fix

State: Fix in Progress

* Cause notes:

Misconfigured connection settings

* Fix notes:

Restart and reconfigure the EHR Application Server to optimize performance.

Cancel OK

servicenow All Favorites History Workspaces Admin Problem - PRB0040006

New Assess Root Cause Analysis Fix in Progress Resolved Closed

Number: PRB0040006
Origin task:
Category: -- None --
Service:
Service offering:
Configuration item: EHR Service
Model: General
State: Fix In Progress
Impact: 1 - High
Urgency: 2 - Medium
Priority: 2 - High
Assignment group: Application Support - EHR
* Assigned to: Application Support EHR Manager

* Problem statement: Recurring EHR slowdown and login failures
Description: The clinic 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 >

Linked

Affected CIs

Incidents | Affected CIs (3) | Problem Tasks | Change Requests | Outages | Attached Knowledge

Task = PRB0040006

Configuration Item	Class	Support group	Owned by	Applied	Applied date	Manual proposed change	Updated
EHR Application Server	Configuration Item	(empty)	(empty)	false	(empty)	false	2025-12-04 02:59:54
EHR Database Server	Configuration Item	(empty)	(empty)	false	(empty)	false	2025-12-04 02:59:54
EHR Service	Configuration Item	(empty)	(empty)	false	(empty)	false	2025-12-04 02:40:48

Linked Incidents

Incidents (5) | Affected CIs (1) | Problem Tasks | Change Requests | Outages | Attached Knowledge

Problem = PRB0040003

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0010006	2025-12-01 17:20:08	Five-Minute Outage	Karen Patel	● 2 - High	New	Inquiry/Help	(empty)	(empty)	2025-12-01 18:48:03	admin
INC0010007	2025-12-01 17:20:18	EHR running very slow	Dr. Emily Carter	● 3 - Moderate	New	Inquiry/Help	(empty)	(empty)	2025-12-01 18:48:03	admin
INC0010004	2025-12-01 17:19:09	Login Failures (Escalation Required)	John Miller	● 2 - High	New	Inquiry/Help	Application Support - EHR	(empty)	2025-12-01 18:48:03	admin
INC0010008	2025-12-01 17:39:52	Database not responding	Sarah Lopez	● 3 - Moderate	New	Inquiry/Help	(empty)	(empty)	2025-12-01 18:48:03	admin
INC0010009	2025-12-01 17:40:48	EHR Freezes During Patient Care	Alex Nguyen	● 2 - High	New	Inquiry/Help	(empty)	(empty)	2025-12-01 18:48:03	admin

Linked Change Requests

Related Links
[Communicate Fix](#)
[Create Known Error article](#)

Incidents (5) | Affected CIs (3) | Problem Tasks | Change Requests (1) | Outages | Attached Knowledge

Parent = PRB0040003

Number	Short description	Type	State	Planned start date	Planned end date	Requested by	Assigned to
CHG0030005	Apply configuration fix to improve EHR performance	Normal	Review	2025-12-07 06:00:00	2025-12-07 07:00:00	System Administrator	(empty)

Close Problem

Resolve Problem

servicenow All Favorites History Workspaces Admin Problem - PRB0040006 Search Discuss Follow Complete Re-Analyze Update Delete

New Assess Root Cause Analysis Fix in Progress Resolved Closed

Number PRB0040006 Origin task Category -None- Service Service offering Configuration item

Model General State Resolved Resolution code Fix Applied Impact 1- High Urgency 2- Medium Priority 2- High

* Problem statement Recurring EHR slowness and login failures

Description 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.

Notes Analysis Information Resolution Information Other Information

Primary Known Error article Workaround Refreshing the page may restore functionality; access stabilizes outside peak hours.

* Cause notes

Close Problem

servicenow All Favorites History Workspaces Admin Problem - PRB0040006 Search Discuss Follow Re-Analyze Update Delete

New Assess Root Cause Analysis Fix in Progress Resolved Closed

Number PRB0040006 Origin task Category -None- Service Service offering Configuration item

Model General State Closed Resolution code Fix Applied Impact 1- High Urgency 2- Medium Priority 2- High

* Problem statement Recurring EHR slowness and login failures

Description 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.

Notes Analysis Information Resolution Information Other Information

Primary Known Error article Workaround

* Cause notes

Re-Analyze Update Delete

Change Management



This change request outlines the end-to-end process for implementing a permanent configuration fix to improve EHR system performance. The activity includes creating a Normal Change, completing required fields, obtaining approvals, scheduling the change window, and defining the implementation, test, and back-out plans. During the implementation phase, three tasks are executed: backing up the server configuration, applying updated connection settings, and testing EHR login and page loading. Once implementation is completed, notes are documented and the change is advanced to the Review state, where results, lessons learned, and closure details are recorded. The change is then formally closed and the Change ID documented for reporting purposes.

Create the Change Request

Create a Change Request

Servicenow All Favorites History Workspaces Admin

Create a change request

Pinned Models Preapproved All

Emergency (ITIL: Mode 1 Emergency Change) State model

Normal (ITIL: Mode 1 Normal Change) State model

Complete the following fields

Servicenow All Favorites History Workspaces Admin

Change Request - Create CHG0030005

New Assess Authorize Scheduled Implement Review Closed Canceled

Number: CHG0030005
Requested by: System Administrator
Category: Other
Service offering:
Configuration item: EHR Application Server
Priority: 2 - High
Risk: Moderate
Impact: 1 - High
Model: Normal
Type: Normal
State: New
Conflict status: Not Run
Assignment group: Application Support - EHR
Assigned to:

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
Implementation plan:
Risk and impact analysis:
Backout plan:
Test plan:

Approvals (Authorize)

Approve all approvers in the Approvals related list.

The screenshot shows a ServiceNow interface for managing approvals. At the top, there are buttons for 'Update' and 'Delete'. Below that is a section for 'Related Links' with options like 'Calculate Risk' and 'Show Flow'. A navigation bar includes tabs for 'Affected Cls (1)', 'Impacted Services/Clis', 'Approvers (6)', 'Change Tasks', 'Problems', 'Incidents Fixed By Change', 'Incidents Caused By Change', 'Task SLAs', and 'Outages'. The 'Approvers (6)' tab is selected. A search bar allows filtering by 'State' (set to 'Requested') or 'Search' terms. The main content area displays a table of approvers:

State	Approver	Assignment group	Comments	Created
Requested	Christen Mitchell	CAB Approval		2025-12-01 19:09:29
Requested	cab approver	CAB Approval		2025-12-01 19:09:29
Requested	Howard Johnson	CAB Approval		2025-12-01 19:09:29
Requested	Luke Wilson	CAB Approval		2025-12-01 19:09:29
Requested	Bernard Laboy	CAB Approval		2025-12-01 19:09:29
Requested	Ron Kettering	CAB Approval		2025-12-01 19:09:29

Below this, the main page header shows 'servicenow' and the title 'Change Request - CHG0030005'. There are buttons for 'Implement', 'Update', and 'Delete'. A 'Related Links' section includes 'Calculate Risk' and 'Show Flow'. The 'Approvers (6)' tab is selected again. A search bar filters by 'State' (set to 'Approved') or 'Search' terms. The main content area displays a table of approvers:

State	Approver	Assignment group	Comments	Created
No Longer Required	Christen Mitchell	CAB Approval		2025-12-01 19:09:29
Approved	cab approver	CAB Approval		2025-12-01 19:09:29
No Longer Required	Howard Johnson	CAB Approval		2025-12-01 19:09:29
No Longer Required	Luke Wilson	CAB Approval		2025-12-01 19:09:29
No Longer Required	Bernard Laboy	CAB Approval		2025-12-01 19:09:29
No Longer Required	Ron Kettering	CAB Approval		2025-12-01 19:09:29

Schedule the Change

Planned Start: Sunday at 06:00

Planned End: Sunday at 07:00

servicenow All Favorites History Workspaces : Change Request - CHG0030005 ⚡ Search

New ✓ Assess ✓ Authorize ✓ Scheduled Implement Review Closed Canceled

Number	CHG0030005	Model	Normal
Requested by	System Administrator	Type	Normal
Category	Other	State	Scheduled
Service		On hold	<input type="checkbox"/>
Service offering		Conflict status	Not Run
Configuration item	EHR Application Server	Conflict last run	
Priority	2 - High	* Assignment group	Application Support - EHR
Risk	Moderate	Assigned to	
Impact	1 - High		
Short description	Apply configuration fix to improve EHR performance		
Description	Restart and apply updated configuration settings		

Implementation Plan

servicenow All Favorites History Workspaces : Change Request - CHG0030005 ⚡ Search

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
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 brief EHR downtime and potential login or performance issues if the new configuration does not apply correctly.
Backout plan	Revert configuration file and restart the server.
Test plan	Verify login, page loading, and database connectivity.

Review Conflict Calendar Update Delete

Implementing the Change

Implement Stage

servicenow All Favorites History Workspaces : Change Request - CHG0030005 ⚡ Search

Change Request CHG0030005

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

Number	CHG0030005	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	2025-12-04 01:33:15
Priority	2 - High	* Assignment group	Application Support - EHR
Risk	Moderate	Assigned to	
Impact	1 - High		
Short description	Apply configuration fix to improve EHR performance		
Description	Restart and apply updated configuration settings		

Change Tasks, Create New - CTASK0010006

servicenow All Favorites History Workspaces Admin Change Task - Create CTASK0010006 ⚡ Search

Change Task New record

Number	CTASK0010006	Type	Planning
Change request	CHG0030005	State	Open
Configuration item		On hold	<input type="checkbox"/>
Planned start date		Assignment group	
Planned end date		Assigned to	
* Short description	Backup Application Server Configuration		
* Description	This task involves performing a scheduled backup of the application server configuration to ensure system reliability, recoverability, and compliance with internal IT policies. The activity includes validating the current configuration state, exporting and securing configuration files, and storing them in the designated backup repository. The backup helps preserve critical settings in case of system failure, misconfiguration, or future restoration needs.		

Notes Closure Information

Work notes list

Work notes

Submit Close Task

Change Task

Change Tasks, Create New - CTASK0010007

servicenow All Favorites History Workspaces Admin Change Task - Create CTASK0010007 Search

Change Task New record

Number	CTASK0010007	Type	Planning
Change request	CHG0030005	State	Open
Configuration item		On hold	<input type="checkbox"/>
Planned start date		Assignment group	
Planned end date		Assigned to	
* Short description	Apply Updated Connection Settings		
* Description	This task involves applying the updated connection settings to the system to ensure proper communication between application components and backend services. The activity includes validating the new parameters, updating configuration files or system variables, and performing necessary service restarts or connectivity tests to confirm that the updated settings are functioning correctly.		
Notes	Closure Information		
Work notes list			
Work notes			

Submit Close Task

Change Tasks, Create New - CTASK0010008

servicenow All Favorites History Workspaces Admin Change Task - Create CTASK0010008 Search

Change Task New record

Number	CTASK0010008	Type	Planning
Change request	CHG0030005	State	Open
Configuration item		On hold	<input type="checkbox"/>
Planned start date		Assignment group	
Planned end date		Assigned to	
* Short description	Test EHR Login and Page Loading		
* Description	This task involves testing the Electronic Health Record (EHR) system to verify successful user login and proper page loading performance. The activity includes validating authentication flow, ensuring that dashboards and key modules load correctly, and confirming that no errors or delays occur during navigation. The test ensures system stability and readiness for end-user access.		
Notes	Closure Information		
Work notes list			
Work notes			

Submit Close Task

Change Assignment Group and State

Change Task Overview - State Open

Affected CIs (1)	Impacted Services/CIs	Approvers (6)	Change Tasks (5)	Problems	Incidents Fixed By Change	Incidents Caused By Change	Task SLAs	Outages																																																						
<input type="checkbox"/> <input type="button" value="Number"/> <input type="text" value="Search"/> Actions on selected rows... <input type="button" value="New"/>																																																														
Change request = CHG0030005																																																														
<table border="1"><thead><tr><th><input type="checkbox"/></th><th>Number</th><th>Short description</th><th>Type</th><th>State</th><th>Planned start date</th><th>Planned end date</th><th>Assignment group</th><th>Assigned to</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td>CTASK0010004</td><td>Post implementation testing</td><td>Testing</td><td>Open</td><td>(empty)</td><td>(empty)</td><td>(empty)</td><td>(empty)</td></tr><tr><td><input type="checkbox"/></td><td>CTASK0010005</td><td>Implement</td><td>Implementation</td><td>Open</td><td>(empty)</td><td>(empty)</td><td>(empty)</td><td>(empty)</td></tr><tr><td><input type="checkbox"/></td><td>CTASK0010006</td><td>Backup Application Server Configuration</td><td>Planning</td><td>Open</td><td>(empty)</td><td>(empty)</td><td>(empty)</td><td>(empty)</td></tr><tr><td><input type="checkbox"/></td><td>CTASK0010007</td><td>Apply Updated Connection Settings</td><td>Planning</td><td>Open</td><td>(empty)</td><td>(empty)</td><td>(empty)</td><td>(empty)</td></tr><tr><td><input type="checkbox"/></td><td>CTASK0010008</td><td>Test EHR Login and Page Loading</td><td>Planning</td><td>Open</td><td>(empty)</td><td>(empty)</td><td>(empty)</td><td>(empty)</td></tr></tbody></table>									<input type="checkbox"/>	Number	Short description	Type	State	Planned start date	Planned end date	Assignment group	Assigned to	<input type="checkbox"/>	CTASK0010004	Post implementation testing	Testing	Open	(empty)	(empty)	(empty)	(empty)	<input type="checkbox"/>	CTASK0010005	Implement	Implementation	Open	(empty)	(empty)	(empty)	(empty)	<input type="checkbox"/>	CTASK0010006	Backup Application Server Configuration	Planning	Open	(empty)	(empty)	(empty)	(empty)	<input type="checkbox"/>	CTASK0010007	Apply Updated Connection Settings	Planning	Open	(empty)	(empty)	(empty)	(empty)	<input type="checkbox"/>	CTASK0010008	Test EHR Login and Page Loading	Planning	Open	(empty)	(empty)	(empty)	(empty)
<input type="checkbox"/>	Number	Short description	Type	State	Planned start date	Planned end date	Assignment group	Assigned to																																																						
<input type="checkbox"/>	CTASK0010004	Post implementation testing	Testing	Open	(empty)	(empty)	(empty)	(empty)																																																						
<input type="checkbox"/>	CTASK0010005	Implement	Implementation	Open	(empty)	(empty)	(empty)	(empty)																																																						
<input type="checkbox"/>	CTASK0010006	Backup Application Server Configuration	Planning	Open	(empty)	(empty)	(empty)	(empty)																																																						
<input type="checkbox"/>	CTASK0010007	Apply Updated Connection Settings	Planning	Open	(empty)	(empty)	(empty)	(empty)																																																						
<input type="checkbox"/>	CTASK0010008	Test EHR Login and Page Loading	Planning	Open	(empty)	(empty)	(empty)	(empty)																																																						
1 to 5 of 5 < > >>																																																														

Update Assignment Group, State, and Post Work Notes CTASK0010004

Properties	History	Workspaces	Admin	Change Task - CTASK0010004 ☆		Search	
<input type="button" value="Number"/> <input type="text" value="CTASK0010004"/>	<input type="button" value="Type"/> <input type="text" value="Testing"/>	<input type="button" value="Change request"/> <input type="text" value="CHG0030005"/>	<input type="button" value="State"/> <input type="text" value="In Progress"/>	<input type="checkbox"/> On hold	<input type="button" value="Assignment group"/> <input type="text" value="Application Support - EHR"/>	<input type="button" value="Assigned to"/>	
<input type="button" value="Configuration item"/> <input type="text"/>	<input type="button" value="Planned start date"/> <input type="text"/>	<input type="button" value="Planned end date"/> <input type="text"/>	<input type="checkbox"/> <input type="text" value="Short description"/> Post implementation testing	<input type="checkbox"/> <input type="text" value="Description"/> This task involves conducting post-implementation testing to verify that all changes deployed to the system are functioning as expected. The testing confirms system stability, validates key functions, checks for errors or regressions, and ensures that the implemented updates meet operational requirements.	<input type="button" value="Discuss"/>	<input type="button" value="Follow"/>	<input type="button" value="Update"/>
Information							
Work notes list <input type="button" value="New"/> <input type="button" value="Edit"/>							
Work notes <input type="text" value="Verified that the deployed changes were successfully applied."/> <input type="button" value="Post"/>							

Change Assignment Group and State

Update Assignment Group, State, and Post Work Notes CTASK0010005

Change Task - CTASK0010005 ★

Number: CTASK0010005 Type: Implementation

Change request: CHG0030005 State: In Progress

Configuration item:

Planned start date:

Planned end date:

* Short description: Implement

* Description: This task involves implementing the approved changes or configurations into the production environment. The activity includes applying the required updates, validating successful deployment, and ensuring that the system operates correctly after implementation.

Information

Work notes list

Work notes: Applied the required changes to the designated system/environment.

Post

Update Assignment Group, State, and Post Work Notes CTASK0010006

Change Task - CTASK0010006 ★

Number: CTASK0010006 Type: Planning

Change request: CHG0030005 State: In Progress

Configuration item:

Planned start date:

Planned end date:

* Short description: Backup Application Server Configuration

* Description: This task involves performing a scheduled backup of the application server configuration to ensure system reliability, recoverability, and compliance with internal IT policies. The activity includes validating the current configuration state, exporting and securing configuration files, and storing them in the designated backup repository. The backup helps preserve critical settings in case of system failure, misconfiguration, or future restoration needs.

Information

Work notes list

Work notes: Reviewed current application server configuration before backup.

Change Assignment Group and State

Update Assignment Group, State, and Post Work Notes CTASK0010007

Change Task - CTASK0010007

Number	CTASK0010007	Type	Planning
Change request	CHG0030005	State	In Progress
Configuration item		On hold	<input type="checkbox"/>
Planned start date		Assignment group	Application Support - EHR
Planned end date		Assigned to	
* Short description	Apply Updated Connection Settings		
* Description	This task involves applying the updated connection settings to the system to ensure proper communication between application components and backend services. The activity includes validating the new parameters, updating configuration files or system variables, and performing necessary service restarts or connectivity tests to confirm that the updated settings are functioning correctly.		
Information			
Work notes list	View Edit		
Work notes	Reviewed updated connection parameters provided for implementation. Post		

Update Assignment Group, State, and Post Work Notes CTASK0010008

Change Task - CTASK0010008

Number	CTASK0010008	Type	Planning
Change request	CHG0030005	State	In Progress
Configuration item		On hold	<input type="checkbox"/>
Planned start date		Assignment group	Application Support - EHR
Planned end date		Assigned to	
* Short description	Test EHR Login and Page Loading		
* Description	This task involves testing the Electronic Health Record (EHR) system to verify successful user login and proper page loading performance. The activity includes validating authentication flow, ensuring that dashboards and key modules load correctly, and confirming that no errors or delays occur during navigation. The test ensures system stability and readiness for end-user access.		
Information			
Work notes list	View Edit		
Work notes	Verified successful authentication and access to the EHR dashboard.		

Close Task

In the screenshot below, we differentiate between groups, some after pressing Close Task and some before

Change Task Overview - State In Progress

Affected CIs (1)	Impacted Services/CIs	Approvers (6)	Change Tasks (5)	Problems	Incidents Fixed By Change	Incidents Caused By Change	Task SLAs	Outages

Change request ~ CHG0030005

Number	Short description	Type	State	Planned start date	Planned end date	Assignment group	Assigned to
CTASK0010004	Post Implementation testing	Testing	In Progress	(empty)	(empty)	Application Support - EHR	(empty)
CTASK0010005	Implement	Implementation	In Progress	(empty)	(empty)	Application Support - EHR	(empty)
CTASK0010006	Backup Application Server Configuration	Planning	In Progress	(empty)	(empty)	Application Support - EHR	(empty)
CTASK0010007	Apply Updated Connection Settings	Planning	In Progress	(empty)	(empty)	Application Support - EHR	(empty)
CTASK0010008	Test EHR Login and Page Loading	Planning	In Progress	(empty)	(empty)	Application Support - EHR	(empty)

1 to 5 of 5

Close Task - CTASK0010004

W	All	Favorites	History	Workspaces	Admin	Change Task - CTASK0010004	Search	Discuss	Follow	Update	Close Task	
0004												
<p>Number: CTASK0010004 Change request: CHG0030005 Configuration item: <input type="text"/> Planned start date: <input type="text"/> Planned end date: <input type="text"/> Short description: Post implementation testing Description: This task involves conducting post-implementation testing to verify that all changes deployed to the system are functioning as expected. The testing confirms system stability, validates key functions, checks for errors or regressions, and ensures that the implemented updates meet operational requirements.</p>												
<p>Closure Information</p> <p>Close code: Successful Close notes: Post-implementation testing was completed successfully. All deployed changes functioned as expected, with no errors, regressions, or performance issues detected. Key features operated normally, and the system remains stable and fully compliant with operational requirements.</p>												
<p>Notes</p> <p>Update Close Task Delete</p>												

Close Task

In the screenshot below, we differentiate between groups, some after pressing Close Task and some before

Close Task - CTASK0010005

This screenshot shows the 'Change Task' details for task CTASK0010005. The task is of type 'Implementation' and state 'Closed'. It is assigned to the 'Application Support - EHR' group. The short description is 'Implement' and the detailed description states: 'This task involves implementing the approved changes or configurations into the production environment. The activity includes applying the required updates, validating successful deployment, and ensuring that the system operates correctly after implementation.' The closure information indicates a 'Successful' close code and notes that the implementation was completed successfully with no errors.

Notes **Closure Information**

* Close code: Successful
* Close notes: The implementation was completed successfully. All approved changes were applied as planned, and post-deployment validation confirmed that the system is functioning normally. No errors or issues were observed, and the environment remains stable after the implementation.

Update Close Task Delete

Close Task - CTASK0010006

This screenshot shows the 'Change Task' details for task CTASK0010006. The task is of type 'Planning' and state 'Closed'. It is assigned to the 'Application Support - EHR' group. The short description is 'Backup Application Server Configuration' and the detailed description states: 'This task involves performing a scheduled backup of the application server configuration to ensure system reliability, recoverability, and compliance with internal IT policies. The activity includes validating the current configuration state, exporting and securing configuration files, and storing them in the designated backup repository. The backup helps preserve critical settings in case of system failure, misconfiguration, or future restoration needs.'

Close Task

In the screenshot below, we differentiate between groups, some after pressing Close Task and some before

Close Task - CTASK0010007

Items History Workspaces Admin Change Task - CTASK0010007 ⚡ Search Discuss Follow Update Close Task

Number	CTASK0010007	Type	Planning
Change request	CHG0030005	State	In Progress
Configuration item		On hold	<input type="checkbox"/>
Planned start date		Assignment group	Application Support - EHR
Planned end date		Assigned to	
* Short description	Apply Updated Connection Settings		
* Description	This task involves applying the updated connection settings to the system to ensure proper communication between application components and backend services. The activity includes validating the new parameters, updating configuration files or system variables, and performing necessary service restarts or connectivity tests to confirm that the updated settings are functioning correctly.		

Close Task - CTASK0010008

Items History Workspaces Admin Change Task - CTASK0010008 ⚡ Search Discuss

Number	CTASK0010008	Type	Planning
Change request	CHG0030005	State	Closed
Configuration item		Assignment group	Application Support - EHR
Planned start date		Assigned to	
Planned end date			
* Short description	Test EHR Login and Page Loading		
* Description	This task involves testing the Electronic Health Record (EHR) system to verify successful user login and proper page loading performance. The activity includes validating authentication flow, ensuring that dashboards and key modules load correctly, and confirming that no errors or delays occur during navigation. The test ensures system stability and readiness for end-user access.		

Implementation Notes

Change Task Overview - State Closed

Number	Short description	Type	State	Planned start date	Planned end date	Assignment group	Assigned to
CTASK0010004	Post implementation testing	Testing	Closed	(empty)	(empty)	Application Support - EHR	(empty)
CTASK0010005	Implement	Implementation	Closed	(empty)	(empty)	Application Support - EHR	(empty)
CTASK0010006	Backup Application Server Configuration	Planning	Closed	(empty)	(empty)	Application Support - EHR	(empty)
CTASK0010007	Apply Updated Connection Settings	Planning	Closed	(empty)	(empty)	Application Support - EHR	(empty)
CTASK0010008	Test EHR Login and Page Loading	Planning	Closed	(empty)	(empty)	Application Support - EHR	(empty)

Make an Implementation Notes and Post

Watch list Work notes list

Work notes "Updated configuration settings were applied and the application server was restarted successfully. Connectivity and functionality checks completed with no errors. System performance remained stable with no degradation observed."

Additional comments (Customer visible) Post

Review and Closure



During the Review and Closure stage, we verified that the change was implemented effectively and produced the intended results. All closure fields were completed, including a summary of implementation outcomes, key lessons learned, and the assigned close code. The change was confirmed to have been executed successfully within the maintenance window, with system functionality validated and no follow-up incidents reported. After ensuring the state was set to Closed and the close code indicated success, the record was formally closed in the Change module.

Close Task

Review Steps

Servicenow Change Request - CHG0030005

Scheduling conflict detected. Use the [Scheduling Assistant](#) to avoid conflicts.

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

Number: CHG0030005	Model: Normal
Requested by: System Administrator	Type: Normal
Category: Other	State: Review
Service:	On hold: <input checked="" type="checkbox"/>
Service offering:	Conflict status: Conflict
Configuration item: EHR Application Server	Conflict last run: 2025-12-04 01:37:19
Priority: 2 - High	* Assignment group: Application Support - EHR
Risk: Moderate	Assigned to:
Impact: 1 - High	
Short description: Apply configuration fix to improve EHR performance	
Description: Restart and apply updated configuration settings	

Scroll down to the Closure Information section and complete the required fields

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.

Buttons: Close, Conflict Calendar, Update, Delete

Close Task

Close Change

Change Request - CHG0030005

New Assess Authorize Scheduled Implement Review Progresses change to Close state Closed Canceled

Number: CHG0030005	Model: Normal
Requested by: System Administrator	Type: Normal
Category: Other	State: Review
Service:	On hold: <input type="checkbox"/>
Service offering:	Conflict status: Conflict
Configuration item: EHR Application Server	Conflict last run: 2025-12-04 01:37:19
Priority: 2-High	* Assignment group: Application Support - EHR
Risk: Moderate	Assigned to:
Impact: 1-High	
Short description: Apply configuration fix to improve EHR performance	
Description: Restart and apply updated configuration settings	

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.

Close Conflict Calendar Update Delete

Change Request - CHG0030005

New Assess Authorize Scheduled Implement Review Closed Canceled

Number: CHG0030005	Model: Normal
Requested by: System Administrator	Type: Normal
Category: Other	State: Closed
Service:	Conflict status: Conflict
Service offering:	Conflict last run: 2025-12-04 01:37:19
Configuration item: EHR Application Server	* Assignment group: Application Support - EHR
Priority: 2-High	Assigned to:
Risk: Moderate	
Impact: 1-High	
Short description: Apply configuration fix to improve EHR performance	
Description: Restart and apply updated configuration settings	

Closure Information

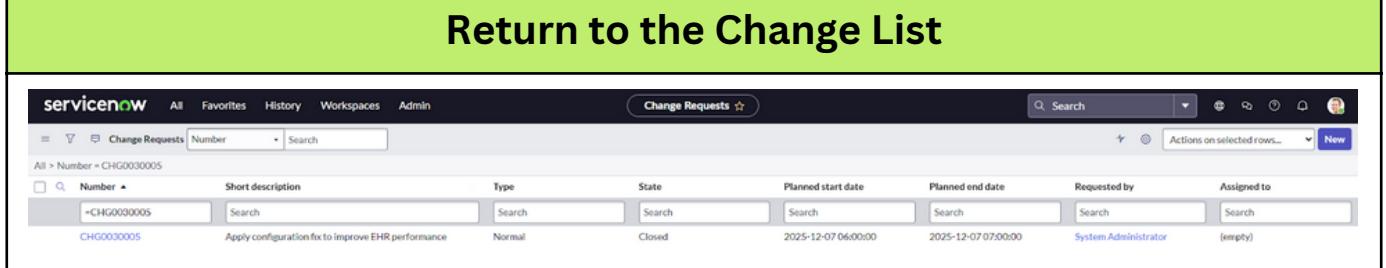
* Close code: Successful

* 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.

Conflict Calendar Update Delete

Change ID and PDI Link

Return to the Change List



A screenshot of the ServiceNow Change Requests list. The top navigation bar includes 'servicenow' and links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Change Requests'. A search bar with placeholder 'Search' is on the right. Below the header is a table with columns: Number, Short description, Type, State, Planned start date, Planned end date, Requested by, and Assigned to. One row is visible, showing CHG0030005, 'Apply configuration fix to improve EHR performance', Normal, Closed, 2025-12-07 06:00:00, 2025-12-07 07:00:00, System Administrator, and (empty).

RECORD THE CHANGE ID

Change Number: CHG0030005

PDI Link: <https://dev292954.service-now.com/>
Username: Admin
Password: @cj*XVn0II3C

Collaborative ITIL practices successfully improved overall EHR performance.

CONCLUSION

Through this final project, our team successfully applied core ITIL practices, Incident Management, Problem Management, and Change Management, within a real-world EHR disruption scenario at Northstar Health Clinics. By collaboratively working in a shared ServiceNow PDI, we were able to record and manage five related incidents, consolidate them into a single problem, perform structured root cause analysis, and implement a permanent fix through a well-planned Normal Change. The use of accurate Configuration Items, clear role delegation, and end-to-end traceability across all records demonstrated how ITIL workflows help restore service stability, reduce recurring issues, and improve overall system performance. This activity strengthened our understanding of ITSM best practices and showcased the importance of coordinated processes in maintaining reliable and efficient healthcare technology services.



THANKS



INCIDENT, PROBLEM, CHANGE

