

ITSM Class: B

CLASS ACTIVITY WEEK 11

Individual

Name: Gusti Gratia Delpiera

NRP: 5026231097

Information Systems Department
Institut Teknologi Sepuluh Nopember
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Individual LabWork : Change Management

1. Stage 1 : New/Assess - Record created

The screenshot shows the 'Change Request - Create CHG0030001' page in ServiceNow. The 'Assess' stage is highlighted. The form contains the following data:

Field	Value
Number	CHG0030001
Requested by	Jarvis Galas
Category	Network
Service	[empty]
Service offering	[empty]
Configuration item	*CAROL3 GATEWAY
Priority	2 - High
Risk	High
Impact	1 - High
Model	Normal
Type	Normal
State	New
Conflict status	Not Run
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

Below the form, there are tabs for Planning, Schedule, Conflicts, Notes, and Closure Information. The Notes tab is active, showing the justification: "Reduce login failures, improve security compliance".

Fill in RFC fields and submit

2. Stage 2 : Authorize - CAB Approval

The screenshot shows the 'Approver' list page for Change Request CHG0030001. The table displays the following data:

Affected Cls (1)	Impacted Services/Clis	Approvers (5)	Change Tasks	Problems	Incidents Fixed By Change	Incidents Caused By Change	Task SLAs	Outages
Approval for = CHG0030001								
<input type="checkbox"/>	<input type="checkbox"/>	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

Approver: Fred Luddy State: Approved Approving: Change Request: CHG0030001

Approval Reason:

Comments: Comments Post

Activities: 1 System Administrator Approver: Fred Luddy State: Requested Field changes • 2025-11-03 17:26:04

Update Approve Reject Delete

Summary of Item being approved

Change Request

Number	CHG0030001	Requested by	Jarvis Galas
Service		Type	Normal
Configuration item	*CAROL3-GATEWAY	Risk	High
Planned start date		Impact	1-High

Update Approve Reject Delete

Summary of Item being approved

Change Request

Number	CHG0030001	Requested by	Jarvis Galas
Service		Type	Normal
Configuration item	*CAROL3-GATEWAY	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 Search Actions on selected rows...

State	Approver	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 Ruggier	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

1 to 11 of 11

Approve all approvers; move to Scheduled.

3. Stage 3 : Scheduled - Change approved

The screenshot shows the ServiceNow Change Request interface for change number CHG0030001. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Change Request - CHG0030001'. Below the title is a breadcrumb trail: 'Change Request > CHG0030001'. A horizontal progress bar at the top indicates the current stage: 'New' (grey), 'Assess' (grey), 'Authorize' (grey), 'Scheduled' (green, indicating the current stage), 'Implement' (grey), 'Review' (grey), 'Closed' (grey), and 'Cancelled' (grey). The main form contains various fields: Number (CHG0030001), Requested by (Jarvis Galas), Category (Network), Service (empty), Service offering (empty), Configuration item (*CAROL3-GATEWAY), Priority (2 - High), Risk (High), Impact (1 - High), Model (Normal), Type (Normal), State (Scheduled), On hold (unchecked), Conflict status (Not Run), Conflict last run (empty), Assignment group (Network), Assigned to (Fred Luddy), 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). Below the main form are two tabs: 'Planning' (selected) and 'Schedule'. The 'Planning' tab contains fields for Justification (Reduce login failures, improve security compliance) and Implementation plan (empty). The 'Schedule' tab contains fields for Planned start date (2025-11-10 22:00:00), Planned end date (2025-11-11 05:00:00), Actual start date (empty), Actual end date (empty), CAB delegate (empty), and CAB recommendation (empty). At the bottom of the 'Schedule' tab are buttons for 'Implement', 'Update', and 'Delete'.

Set Planned Start Date and Planned End Date.

The screenshot shows the 'Planning' tab of the ServiceNow Change Request interface. It contains several sections: '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' (empty), 'Backout plan' (Revert to legacy RADIUS configuration if SSO fails.), and 'Test plan' (Verify SSO logins for sample students; monitor connection logs.). At the bottom of the tab are buttons for 'Implement', 'Update', and 'Delete'.

Fill plans and test details.

4. Stage 4 : Implement - Work in Progress

Change Request - CHG0030001

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

Change Task - CTASK0010003

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 Close code: -- None --
Close notes:

Update | Close Task | Delete

Affected Cls: Configuration Item | Search | Edit...

Task = CTASK0010003 | Configuration Item | Class | No records to display

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001

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

Notes **Closure Information**

* Close code	Successful
* Close notes	Implementation executed successfully

Affected CIs Configuration Item Search

Task = CTASK0010001

No records to display

servicenow All Favorites History Workspaces Admin Change Task - CTASK0010002

Number	CTASK0010002	Type	Implementation
Change request	CHG0030001	State	Closed
Configuration item		Assignment group	
Planned start date		Assigned to	
Planned end date			
* Short description	Implement		
* Description	Implement		

Notes **Closure Information**

* Close code	Successful
* Close notes	Implementation executed successfully

Affected CIs Configuration Item Search

Task = CTASK0010002

No records to display

servicenow All Favorites History Workspaces Admin Change Task - CTASK0010003

Number	CTASK0010003	Type	Testing
Change request	CHG0030001	State	Closed
Configuration item		Assignment group	
Planned start date		Assigned to	
Planned end date			
* 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	Successful
* Close notes	Implementation executed successfully

Affected CIs Configuration Item Search

Task = CTASK0010003

No records to display

Document implementation and results

5. Stage 5 : Review - Verification

The screenshot shows the ServiceNow Change Request interface for a request titled 'Change Request - CHG0030001'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Search', and various action buttons like 'Discuss', 'Follow', 'Close', 'Conflict Calendar', 'Update', and 'Delete'. A progress bar at the top indicates the request is in the 'Review' stage. The main form contains the following data:

Number	CHG0030001	Model	Normal
Requested by	Jarvis Galas	Type	Normal
Category	Network	State	Review
Service		On hold	<input type="checkbox"/>
Service offering		Conflict status	Conflict
Configuration item	*CAROL3-GATEWAY	Conflict last run	2025-11-03 17:49:34
Priority	2 - High	* Assignment group	Network
Risk	High	Assigned to	Fred Luddy
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		

Below the main form, there are tabs for 'Planning', 'Schedule', 'Conflicts', 'Notes', and 'Closure Information'. The 'Closure Information' tab is active, showing:

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

At the bottom of the closure information section are buttons for 'Close', 'Conflict Calendar', 'Update', and 'Delete'.

Record results, close code, lessons

6. Stage 6 : Closed - Final state

The screenshot shows the ServiceNow Change Request interface for the same request, now in the 'Closed' state. The top navigation bar and progress bar remain the same. The main form data is identical to the previous screenshot. The 'Closure Information' tab is still active, showing:

- Close code: Successful
- Close notes: Change completed within maintenance window, verified postimplementation.

At the bottom of the closure information section are buttons for 'Close', 'Conflict Calendar', 'Update', and 'Delete'.

Below the closure information, there are tabs for 'Planning', 'Schedule', 'Conflicts', 'Notes', and 'Closure Information'. The 'Schedule' tab is active, showing the following start dates:

- Planned start date: 2025-11-10 22:00:00
- Actual start date: 2025-11-03 17:40:25

The screenshot shows the ServiceNow interface for managing change requests. The top navigation bar includes links for All, Favorites, History, Admin, and a search bar labeled "Change Requests". Below the search bar is a toolbar with icons for search, refresh, and user profile. A dropdown menu "Actions on selected rows..." is open. The main content area displays a table titled "Change Requests" with the following data:

	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.

This screenshot shows the 'Problem - Create' screen in ServiceNow. The 'Number' field is set to PRB0040001. The 'Origin task' dropdown is set to 'Problem New record'. The 'Category' is 'Network', 'Subcategory' is 'Wireless', 'Service' is 'ny8500-nbxs08', and 'Configuration item' is also 'ny8500-nbxs08'. The 'Description' field contains a detailed text about a network outage affecting the LMS platform.

Fill in Problem Record details

Incidents (1)		Affected CIs (1)	Problem Tasks	Change Requests (1)	Outages	Attached Knowledge
Parent = PRB0040001						
<input type="checkbox"/>	Number	CHG0030003	Short description	Type	State	Planned start date
		Network Controller Firmware Upgrade for LMS Connectivity Stability	Normal	Closed	2025-11-04 22:00:00	2025-11-07 04:00:00

Incidents (1)		Affected CIs (1)	Problem Tasks	Change Requests	Outages	Attached Knowledge
Task = PRB0040001						
<input type="checkbox"/>	Configuration Item	ny8500-nbxs08	Class	Support group	Owned by	Applied
		Network Gear	(empty)	(empty)	false	(empty)

This screenshot shows the 'Change Request - Create' screen in ServiceNow. The 'Number' field is CHG0030003. The 'Requested By' is 'System Administrator'. The 'Category' is 'Network', 'Service' is 'ny8500-nbxs08', and 'Configuration item' is 'ny8500-nbxs08'. The 'Description' field contains a text about upgrading the wireless controller to resolve packet loss and session drop issues.

Add Closure Information

Incidents (1)		Affected CIs (1)	Problem Tasks	Change Requests	Outages	Attached Knowledge
Problem = PRB0040001						
<input type="checkbox"/>	Number	INC0010001	Opened	Caller	Priority	State
		2025-11-03 19:28:41	Students and lecturers disconnected from LMS during online class sessions	William Bryan	1 - Critical	In Progress

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

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