



**Sears Service Now for End User Support
Version-Istanbul**

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Service Now ITIL User Guide

Date	Version Number	Document Changes	Revised By
25 th September 2017	1	Initial Draft	Rashi Kulshreshtha

Purpose

Service-Now is a web-based tool in which Store Users can log Incidents. The requests will then be routed to the appropriate service desk staff and managed appropriately. The primary purpose of the tool is to provide an easy-access self-service tool in which users can request and receive assistance in a timely, consistent, and accurate manner.

Scope

The scope of this document is to define the Incident Management Process, Self-Service and Knowledge Management. The following is a specific list of items that are in scope for this document. Other items not listed here are considered out of scope for this document.

In scope:

- Incident Management Overview
- Incident Definition
- Incident Management Objectives
- Incident Management Policies
- Incident Management Process Flow
- Problem Management Overview
- Problem Management Process Flow
- Knowledge Management Overview
- Knowledge Management Process Flow
- Change Management Overview
- Change Management Process Flow

ITIL Overview

•What is ITIL?

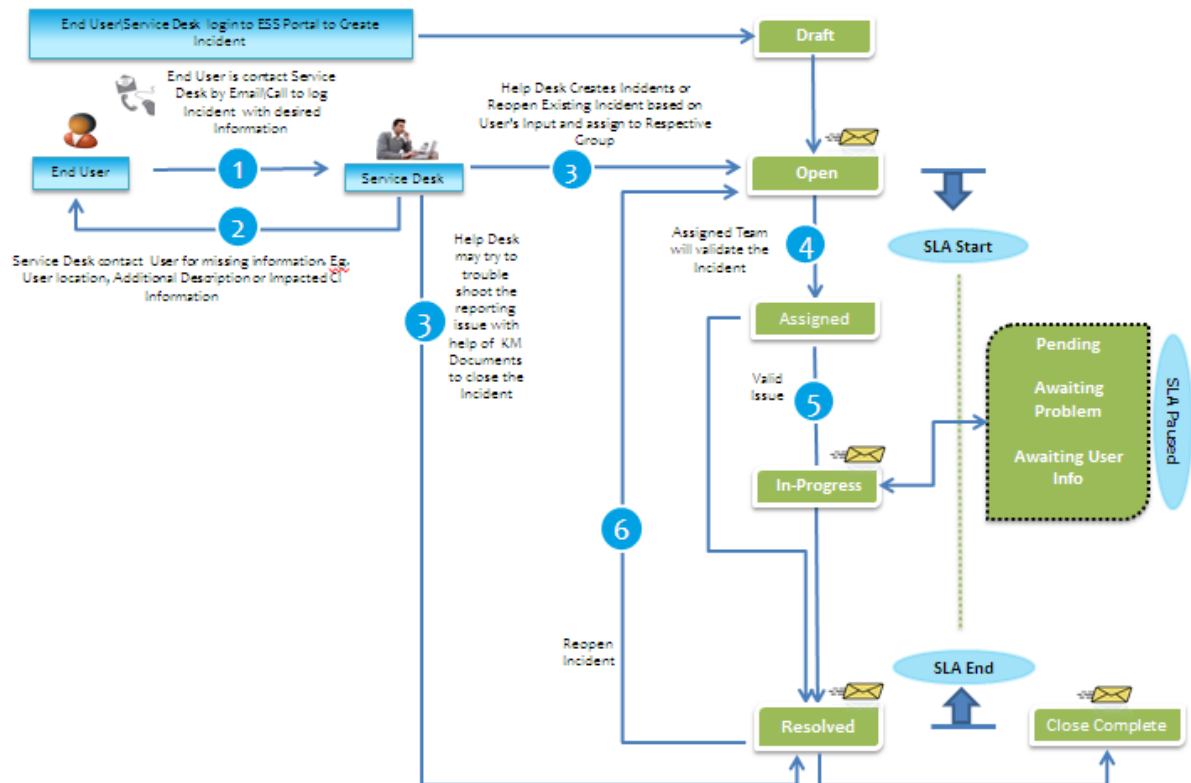
- ITIL® is the only consistent and comprehensive documentation on best practices for IT Service Management. Incident Management, Request Management, Problem Management
- Service Desk falls within Service Operations.

•Why ITIL?

- Describes best practices in IT Service Management
- Includes governance
- Focus on Continual Measurement and Improvement of the IT Service Delivered, from both a business and customer perspective



Incident Cycle Overview



Review of Terminology

Incident - Something is broken

Problem - Something needs to be permanently eliminated from the environment

Change - I need to make a change to the environment

Service Request - I want something

Accessing Service Now

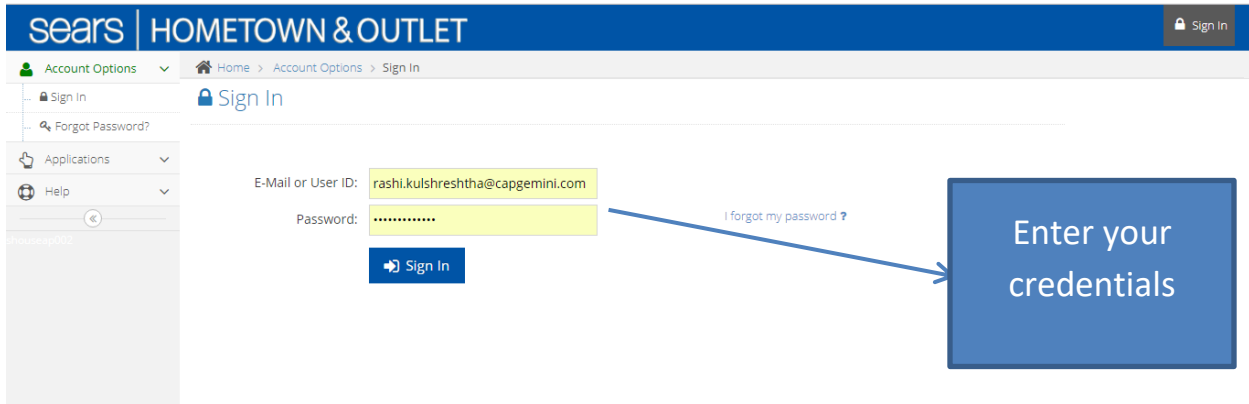
Service Now can be accessed in any web browser.

You can login to Service Now tool

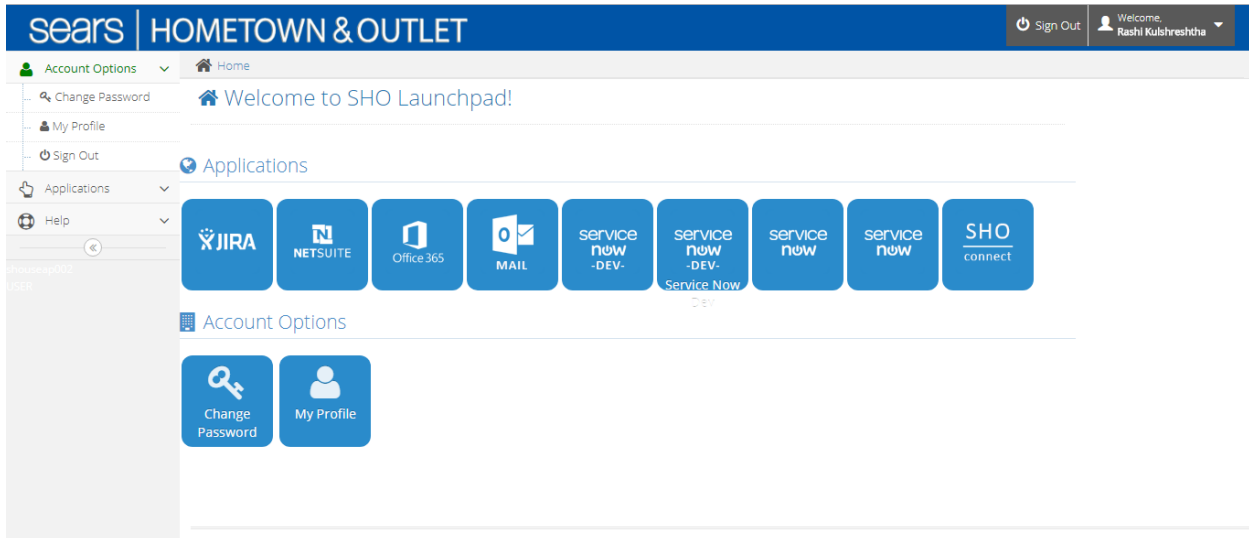
1. By accessing the following link from your web browser by using Single Sign-On :-

URL: <https://login.shos.com/ofis/pages/public/Default.aspx>

This will redirect to Sears Login Page.



Once you enter valid credentials it will redirect to Sears Home Page.



Click on **Service Now** Launchpad. It will redirect you to Service Now homepage.

1. By accessing the following link from your web browser by using credentials :-

URL: <https://remoteitmgmt.service-now.com/login.do>

This will redirect to Service Now Login Page.

Email ID

Password

Login

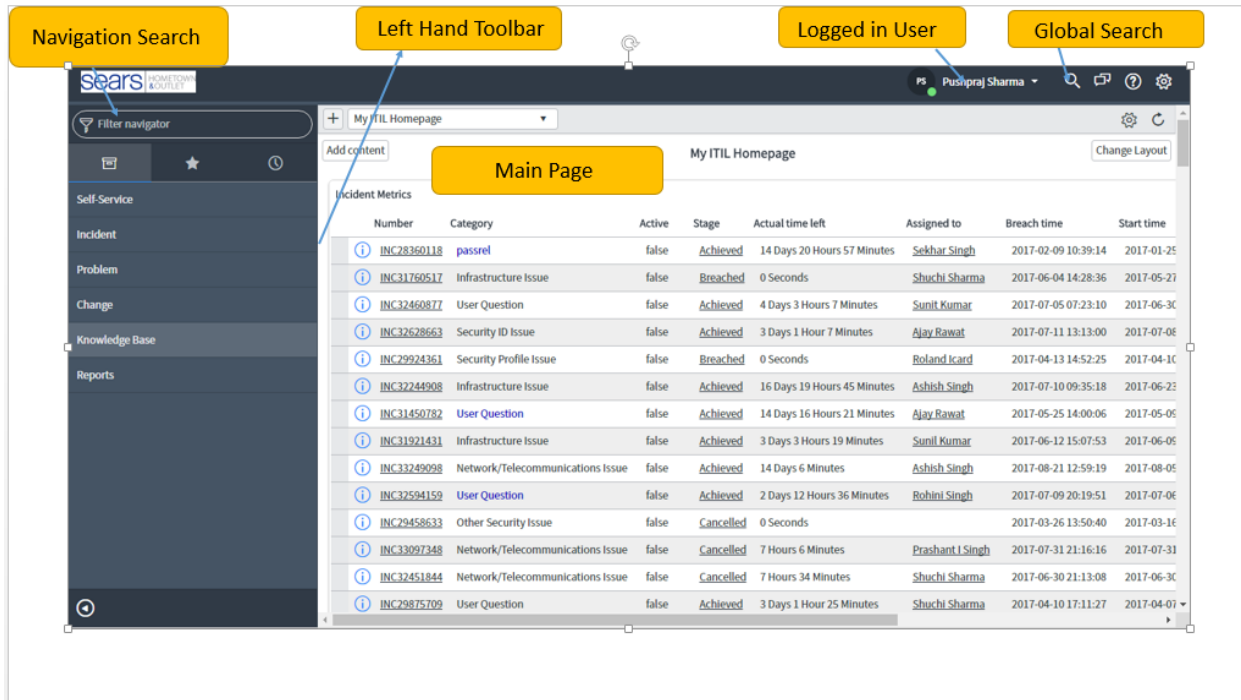
[Use external login](#)

Once you enter valid credentials it will redirect to the Service Now Home Page.

1. Enter your **Email ID** and **Password** mentioned above
2. Press **Enter** or click **Login**.

Home Screen

Once you logged into Service-Now for the first time, Your Home Screen will be as below.
We will now outline the different components of the Home Screen.



The screenshot shows the Service-Now Home Screen with the following components highlighted by yellow boxes and arrows:

- Navigation Search:** Located at the top left, above the filter navigator.
- Left Hand Toolbar:** A vertical sidebar on the left containing links for Self-Service, Incident, Problem, Change, Knowledge Base, and Reports.
- Logged in User:** Located at the top right, showing the user profile 'PS Pushpraj Sharma'.
- Global Search:** A magnifying glass icon at the top right.
- Main Page:** The central area displaying 'My ITIL Homepage' with a table of Incident Metrics.

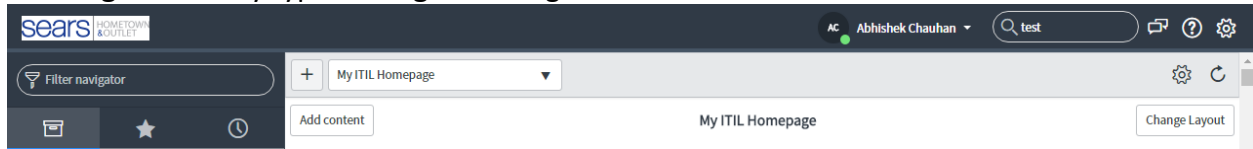
The Incident Metrics table contains the following data:

Number	Category	Active	Stage	Actual time left	Assigned to	Breach time	Start time
INC28360118	passrel	false	Achieved	14 Days 20 Hours 57 Minutes	Sekhar Singh	2017-02-09 10:39:14	2017-01-25
INC31760517	Infrastructure Issue	false	Breached	0 Seconds	Shuchi Sharma	2017-06-04 14:28:36	2017-05-27
INC32460877	User Question	false	Achieved	4 Days 3 Hours 7 Minutes	Sunit Kumar	2017-07-05 07:23:10	2017-06-30
INC32628663	Security ID Issue	false	Achieved	3 Days 1 Hour 7 Minutes	Ajay Rawat	2017-07-11 13:13:00	2017-07-08
INC29924361	Security Profile Issue	false	Breached	0 Seconds	Roland Icard	2017-04-13 14:52:25	2017-04-10
INC32244908	Infrastructure Issue	false	Achieved	16 Days 19 Hours 45 Minutes	Ashish Singh	2017-07-10 09:35:18	2017-06-23
INC31450782	User Question	false	Achieved	14 Days 16 Hours 21 Minutes	Ajay Rawat	2017-05-25 14:00:06	2017-05-05
INC31921431	Infrastructure Issue	false	Achieved	3 Days 3 Hours 19 Minutes	Sunit Kumar	2017-06-12 15:07:53	2017-06-05
INC33249098	Network/Telecommunications Issue	false	Achieved	14 Days 6 Minutes	Ashish Singh	2017-08-21 12:59:19	2017-08-05
INC32594159	User Question	false	Achieved	2 Days 12 Hours 36 Minutes	Rohini Singh	2017-07-09 20:19:51	2017-07-06
INC29458633	Other Security Issue	false	Cancelled	0 Seconds		2017-03-26 13:50:40	2017-03-16
INC33097348	Network/Telecommunications Issue	false	Cancelled	7 Hours 6 Minutes	Prashant I Singh	2017-07-31 21:16:16	2017-07-31
INC32451844	Network/Telecommunications Issue	false	Cancelled	7 Hours 34 Minutes	Shuchi Sharma	2017-06-30 21:13:08	2017-06-30
INC29875709	User Question	false	Achieved	3 Days 1 Hour 25 Minutes	Shuchi Sharma	2017-04-10 17:11:27	2017-04-07

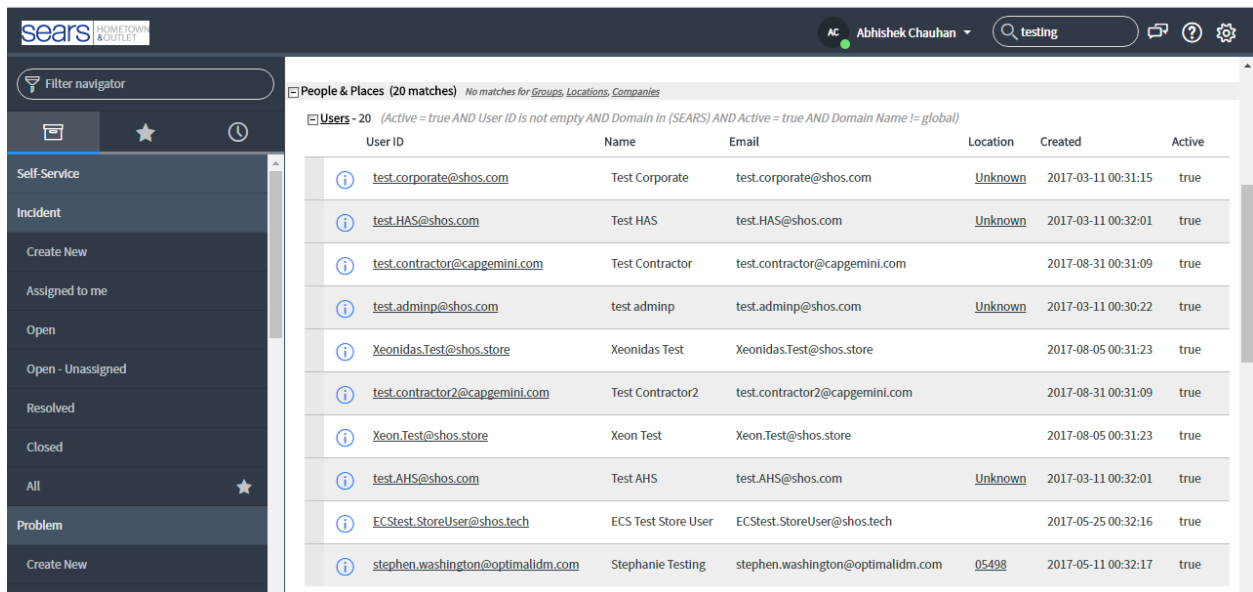
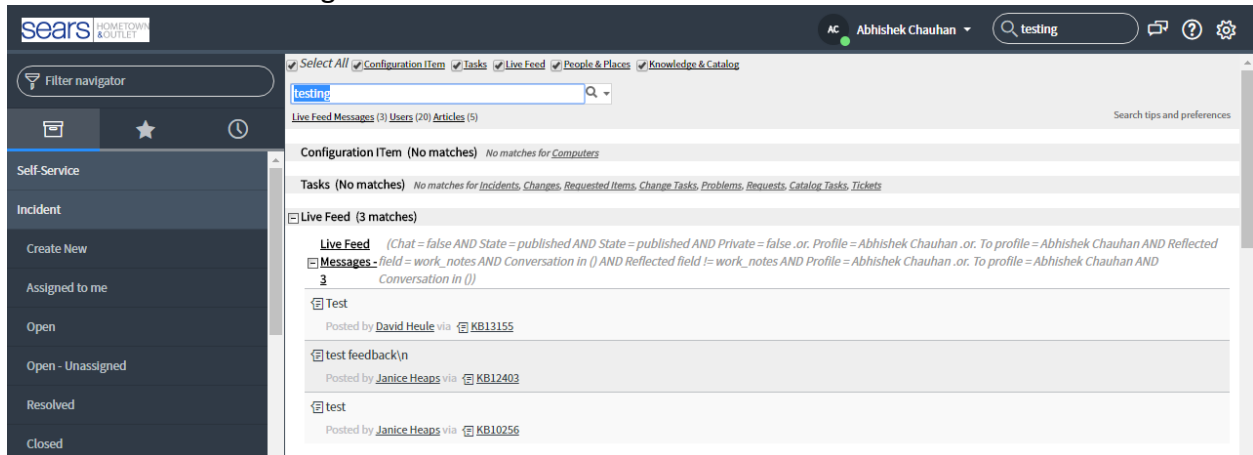
Global Search


The global search can be used to search ALL data within ServiceNow, not just a specific module.

Ex: A user cannot remember a Knowledge number, but remembers the short description has “Testing” in it. They type **testing** into the global search:



To return these following results :





Filter navigator

Self-Service

Incident

Create New

Assigned to me

Open

Open - Unassigned

Resolved

Closed

All

Problem

Create New

Assigned to me

Maximum Error

stephen.washington@optimalidm.com

Stephanie Testing

stephen.washington@optimalidm.com

05498

2017-05-11 00:32:17

true

Knowledge & Catalog (5 matches)

No matches for Questions, Catalog Items

Articles - 5

(Workflow = Published AND Active = true AND Valid to > 2017-09-27 AND Knowledge base Active = true AND Domain Name != global AND Language = English)

Testing

by Shuchi Sharma • Last modified 6 days ago

Testing

2 Views

testing mark public functionality

by Pushpraj Sharma • Last modified 4 weeks ago

Symptoms Describe symptoms here Cause Describe cause here Resolution Describe resolution here

3 Views

NEC REGISTER AND PERIPHERAL TROUBLESHOOTING AND REPLACEMENT INSTRUCTIONS

by Harsh Sinha • Last modified 4 months ago

Symptoms NEC REGISTER AND PERIPHERAL TROUBLESHOOTING AND REPLACEMENT INSTRUCTIONS Cause Advanced Replacement Form Replacement Instructions Advanced Exchange Diagram Resolution Attached are some of the most updated NEC register and peripheral troubleshooting steps and replacement instructions.

SHOS Keyboard Replacement Instructions Final.doc

[rename] [view]

Summary of : SHOS Keyboard Replacement Instructions Final.doc SHOS Keyboard Replacement Instructions Final POS Keyboard Replacement Instructions Keyboard Replacement for POS 1 Trace the Keyboard cable that is plugged into the USB port connected to POS. The Keyboard can be plugged into any of the USB ports. In this example, unplug the Key...

SHOS Mouse Replacement Instructions Final.doc

[rename] [view]

Summary of : SHOS Mouse Replacement Instructions Final.doc SHOS Mouse Replacement Instructions Final POS Mouse Replacement Instructions Mouse Replacement for POS 1 Trace the Mouse cable that is plugged into the USB port connected to POS. USB may be plugged into any of the USB ports. In this example, unplug the Mouse connection from the P...

SHOS POS Scanner Replacement Instructions Final.doc

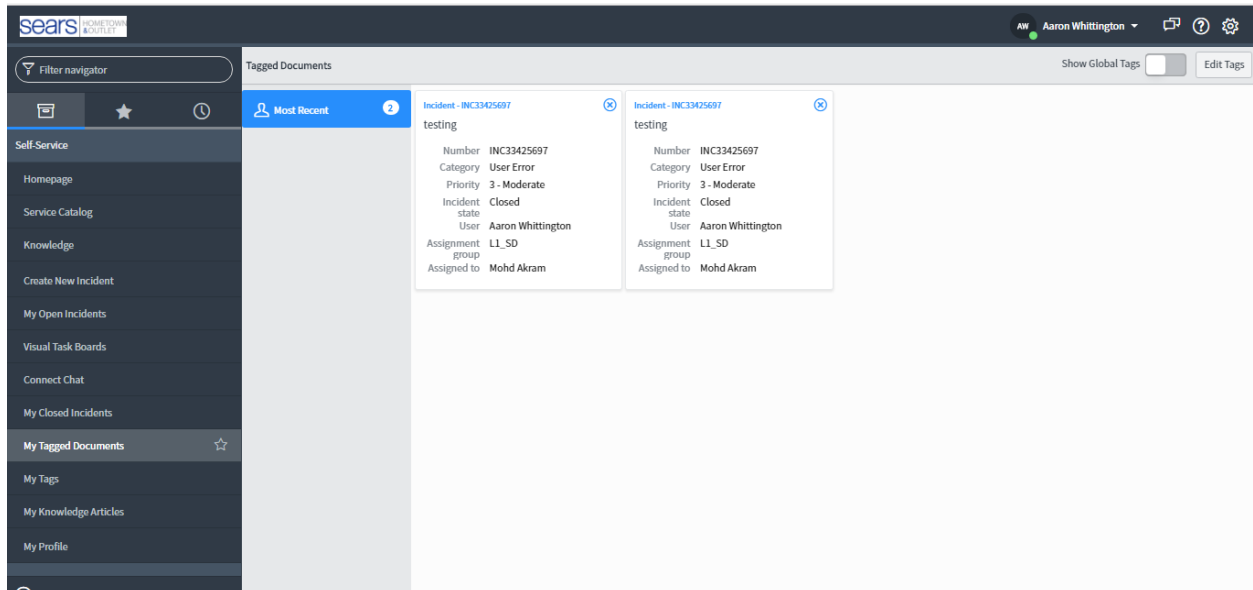
[rename] [view]

Summary of : SHOS POS Scanner Replacement Instructions Final.doc SHOS POS Scanner Replacement Instructions Final POS Scanner Replacement Instructions If the defective POS Scanner is not postmarked within 10 business days of receiving the replacement, the store will be charged the full replacement cost of the unit. Scanner

Capgemini Public

Tagging Documents

Tags enable you to categorize different documents in a ServiceNow instance and then view those documents on one page.

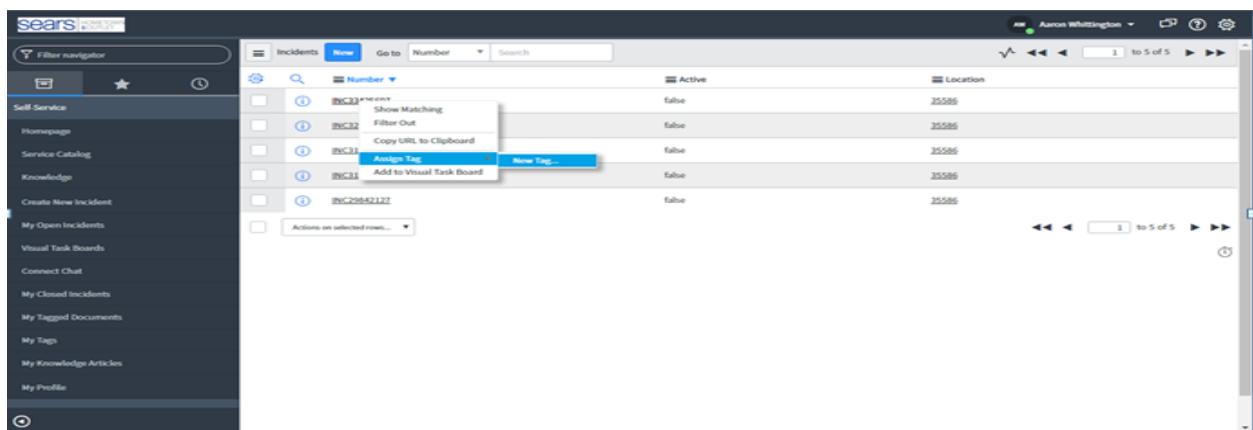


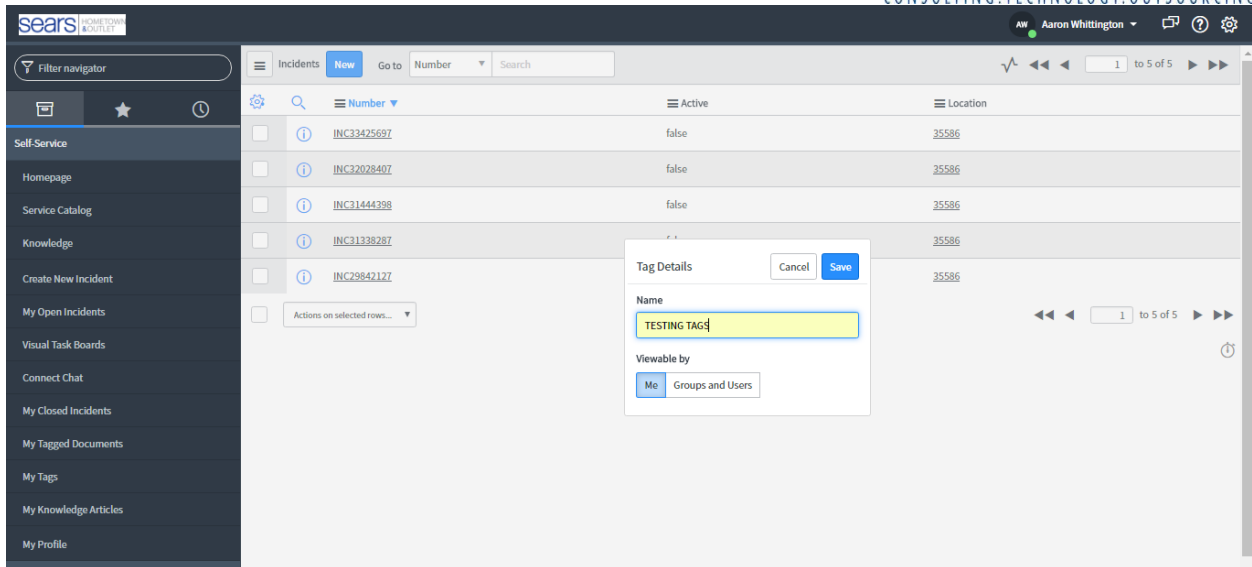
Create Custom Tags

You can create custom tags by following below steps:

1. Click on "My Open Incidents"
2. Right-click on Incident you would like to assign to a new tag
3. Mouse over on "Assign to Tag"
4. Click "New"

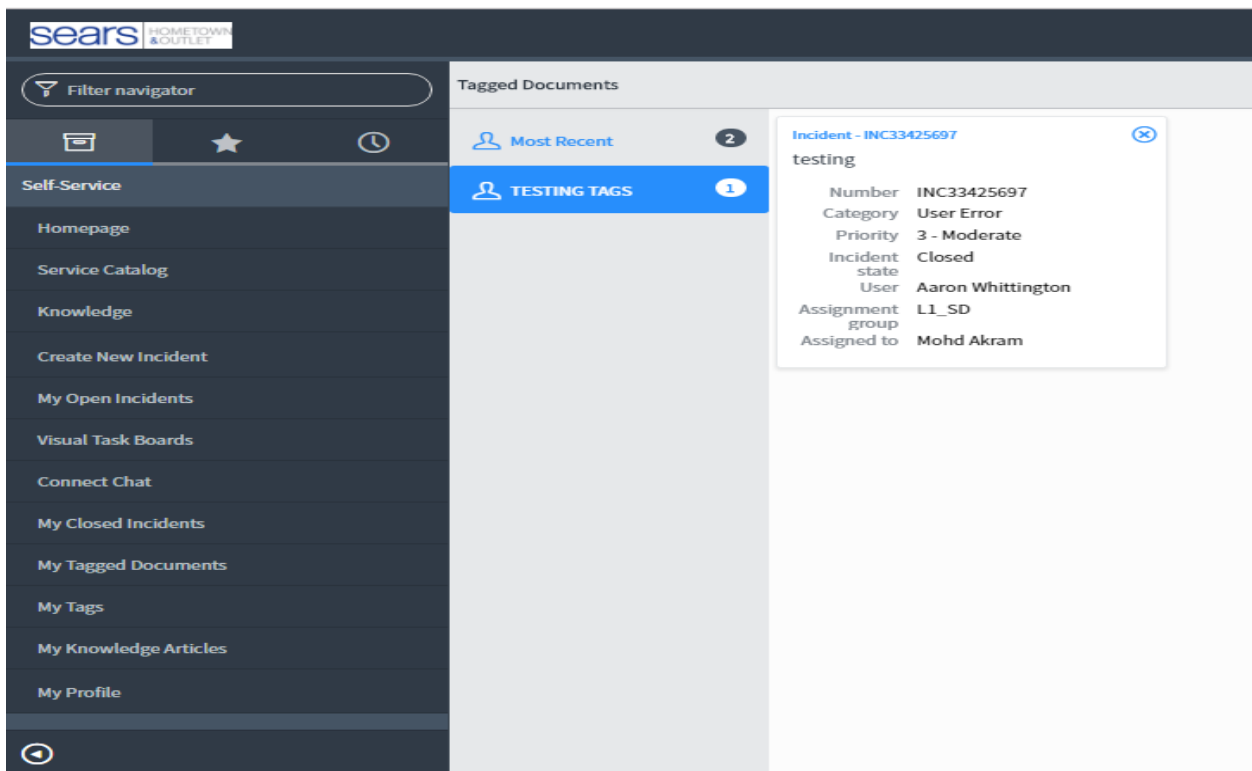
Create new tags and assign the tags to different documents. Then view the tagged documents or edit the tags.





The screenshot shows the 'Incidents' page with a list of incidents. A modal titled 'Tag Details' is open, allowing a user to create or edit a tag. The 'Name' field contains 'TESTING TAGS' and the 'Viewable by' dropdown is set to 'Me'.

Incident Number	Active	Location
INC33425697	false	35586
INC32028407	false	35586
INC31444398	false	35586
INC31338287		35586
INC29842127		35586

The screenshot shows the 'Tagged Documents' page. The 'TESTING TAGS' tag is selected, and a list of incident details is displayed. The details include the incident number, category, priority, state, user, and assignment group.

Tag	Count
Most Recent	2
TESTING TAGS	1

Field	Value
Number	INC33425697
Category	User Error
Priority	3 - Moderate
Incident state	Closed
User	Aaron Whittington
Assignment group	L1_SD
Assigned to	Mohd Akram

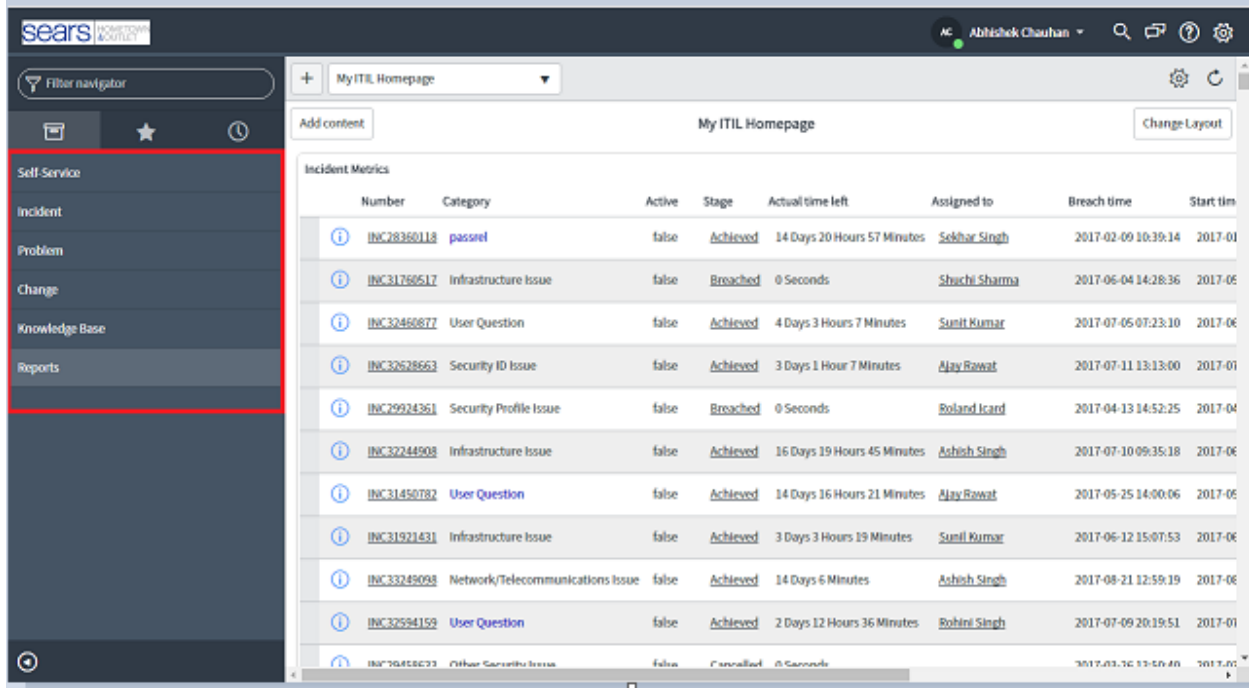
It can be viewed in **My Tagged Documents** with few of incident details.

Left Hand Navigation Bar

The left hand navigation bar will display all Modules and Processes the User has access to.

Key features:

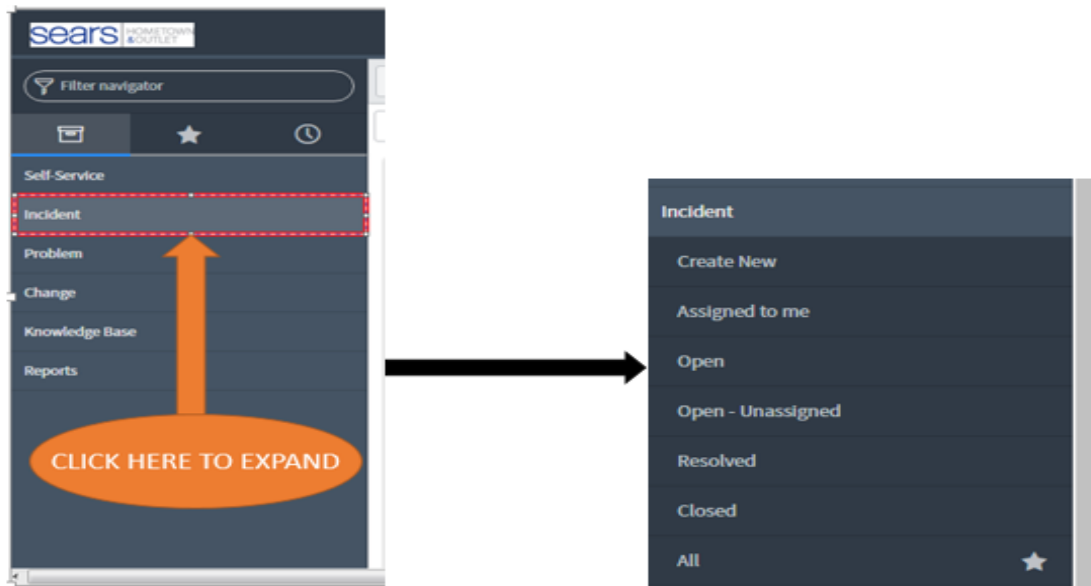
- Clicking any application header will collapse/expand it
- Typing in filter text box will filter out all content that does not have the search terms



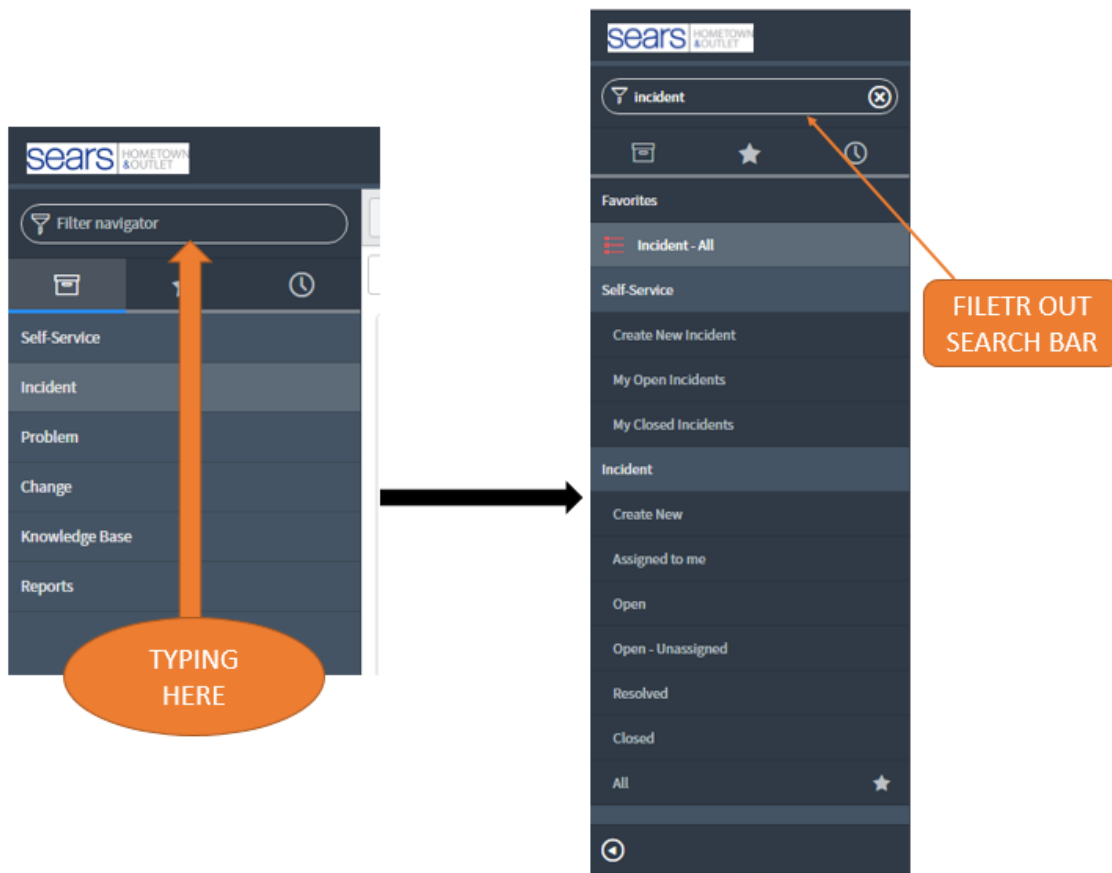
The screenshot shows the Capgemini Public ITIL Homepage. On the left, a navigation bar is visible with a 'Filter navigator' search box and icons for a folder, star, and clock. The navigation bar lists the following modules: Self-Service, Incident, Problem, Change, Knowledge Base, and Reports. The main content area is titled 'My ITIL Homepage' and displays a table of 'Incident Metrics'.

Number	Category	Active	Stage	Actual time left	Assigned to	Breach time	Start time
INC28360118	password	false	Achieved	14 Days 20 Hours 57 Minutes	Sekhar Singh	2017-02-09 10:39:14	2017-01
INC31760517	Infrastructure Issue	false	Breached	0 Seconds	Shuchi Sharma	2017-06-04 14:28:36	2017-06
INC32460877	User Question	false	Achieved	4 Days 3 Hours 7 Minutes	Sunil Kumar	2017-07-05 07:23:10	2017-06
INC32628663	Security ID Issue	false	Achieved	3 Days 1 Hour 7 Minutes	Ajay Rawat	2017-07-11 13:13:00	2017-01
INC29924361	Security Profile Issue	false	Breached	0 Seconds	Boiland Icard	2017-04-13 14:52:25	2017-04
INC32244908	Infrastructure Issue	false	Achieved	16 Days 19 Hours 45 Minutes	Achish Singh	2017-07-10 09:35:18	2017-06
INC31450782	User Question	false	Achieved	14 Days 16 Hours 21 Minutes	Ajay Rawat	2017-05-25 14:00:06	2017-05
INC31921431	Infrastructure Issue	false	Achieved	3 Days 3 Hours 19 Minutes	Sunil Kumar	2017-06-12 15:07:53	2017-06
INC33248098	Network/Telecommunications Issue	false	Achieved	14 Days 6 Minutes	Achish Singh	2017-08-21 12:59:19	2017-06
INC32594159	User Question	false	Achieved	2 Days 12 Hours 36 Minutes	Bahini Singh	2017-07-09 20:19:51	2017-01
INC30458673	Other Security Issues	false	Cancelled	0 Seconds		2017-03-10 13:50:40	2017-01

Expanding



Filtering



Service Now homescreen overview

Incident metrics is the list view of recently opened Incident.









Incident Metrics										
	Number	Category	Active	Stage	Actual time left	Assigned to	Breach time	Start time	Pause time	Pause duration
	INC28360118	passrel	false	Achieved	14 Days 20 Hours 57 Minutes	Sekhar Singh	2017-02-09 10:39:14	2017-01-25 13:39:14	(empty)	
	INC31760517	Infrastructure Issue	false	Breachd	0 Seconds	Shuchi Sharma	2017-06-04 14:28:36	2017-05-27 09:03:00	(empty)	6 Days 6 Hours 25 Mi
	INC32460877	User Question	false	Achieved	4 Days 3 Hours 7 Minutes	Sunit Kumar	2017-07-05 07:23:10	2017-06-30 19:23:10	(empty)	
	INC32628663	Security ID Issue	false	Achieved	3 Days 1 Hour 7 Minutes	Ajay Rawat	2017-07-11 13:13:00	2017-07-08 09:13:00	(empty)	
	INC29924361	Security Profile Issue	false	Breachd	0 Seconds	Roland Icard	2017-04-13 14:52:25	2017-04-10 14:52:25	(empty)	
	INC32244908	Infrastructure Issue	false	Achieved	16 Days 19 Hours 45 Minutes	Ashish Singh	2017-07-10 09:35:18	2017-06-23 13:35:18	(empty)	
	INC31450782	User Question	false	Achieved	14 Days 16 Hours 21 Minutes	Ajay Rawat	2017-05-25 14:00:06	2017-05-09 22:00:06	(empty)	
	INC31921431	Infrastructure Issue	false	Achieved	3 Days 3 Hours 19 Minutes	Sunil Kumar	2017-06-12 15:07:53	2017-06-09 11:07:53	(empty)	
	INC33249098	Network/Telecommunications Issue	false	Achieved	14 Days 6 Minutes	Ashish Singh	2017-08-21 12:59:19	2017-08-05 16:59:19	(empty)	
	INC32594159	User Question	false	Achieved	2 Days 12 Hours 36 Minutes	Rohini Singh	2017-07-09 20:19:51	2017-07-06 17:19:51	(empty)	
	INC29458633	Other Security Issue	false	Cancelled	0 Seconds		2017-03-26 13:50:40	2017-03-16 13:50:40	(empty)	
	INC33097348	Network/Telecommunications Issue	false	Cancelled	7 Hours 6 Minutes	Prashant I Singh	2017-07-31 21:16:16	2017-07-31 09:16:16	(empty)	
	INC32451844	Network/Telecommunications Issue	false	Cancelled	7 Hours 34 Minutes	Shuchi Sharma	2017-06-30 21:13:08	2017-06-30 09:13:08	(empty)	
	INC29875709	User Question	false	Achieved	3 Days 1 Hour 25 Minutes	Shuchi Sharma	2017-04-10 17:11:27	2017-04-07 13:11:27	(empty)	
	INC32458891	User Question	false	Achieved	14 Days 1 Hour 19 Minutes	Ajay Rawat	2017-07-17 13:40:12	2017-06-30 17:40:12	(empty)	

Active incident SLA's for particular user

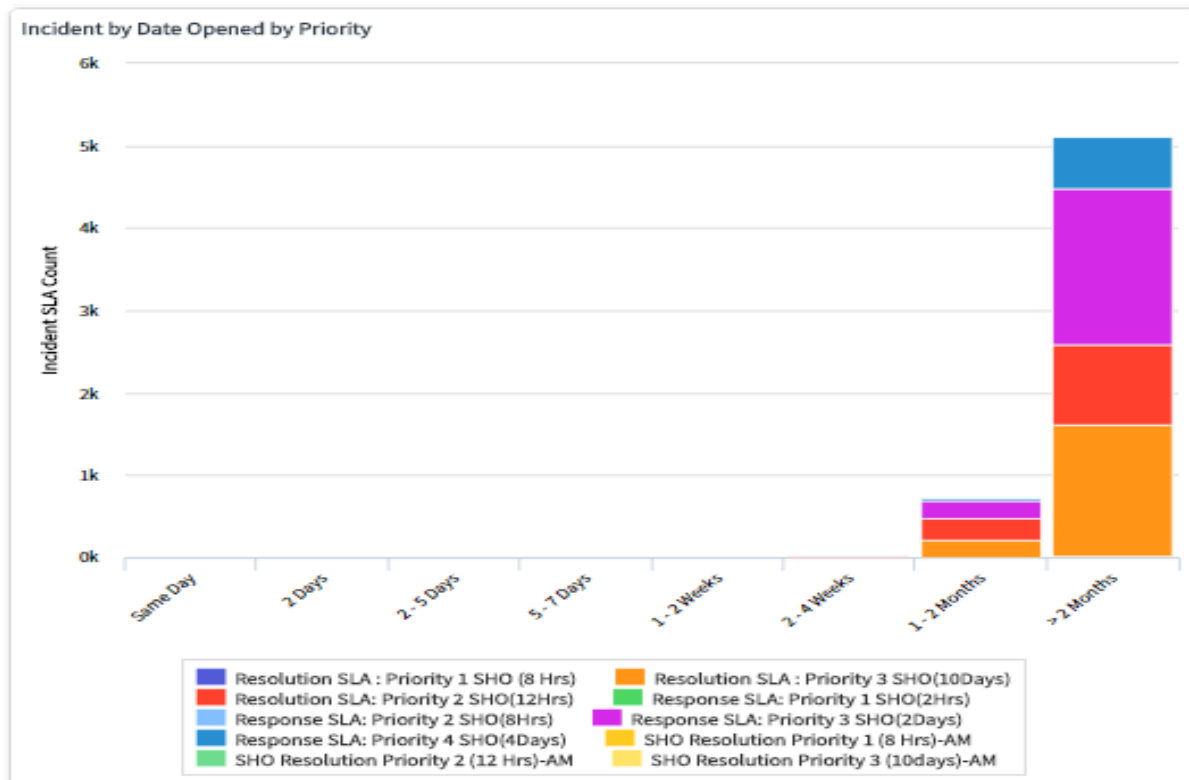
My Active SLA's							
	Number	Category	SLA definition	Stage	Actual elapsed time	State	Active
	INC33458904	Not A Defect	Resolution SLA: Priority 3 SHO(10Days)	In progress	4 Days 19 Hours 47 Minutes	(1)	true
	INC33458904	Not A Defect	Response SLA: Priority 3 SHO(2Days)	Achieved	26 Minutes	(1)	true
	INC33409230	Configuration Defect	Resolution SLA: Priority 1 SHO (8 Hrs)	Breachd	3 Days 21 Hours 44 Minutes	(1)	true
	INC33409230	Configuration Defect	Response SLA: Priority 3 SHO(2Days)	Breachd	11 Days 18 Hours 46 Minutes	(1)	true
	INC33458874	Not A Defect	Resolution SLA: Priority 3 SHO(10Days)	In progress	4 Days 19 Hours 45 Minutes	(1)	true
	INC33458874	Not A Defect	Response SLA: Priority 3 SHO(2Days)	Achieved	34 Minutes	(1)	true
	INC33458874	Not A Defect	Resolution SLA: Priority 3 SHO(10Days)	Achieved	4 Minutes	(1)	true

to 7 of 7

Active Incident SLA's based on group

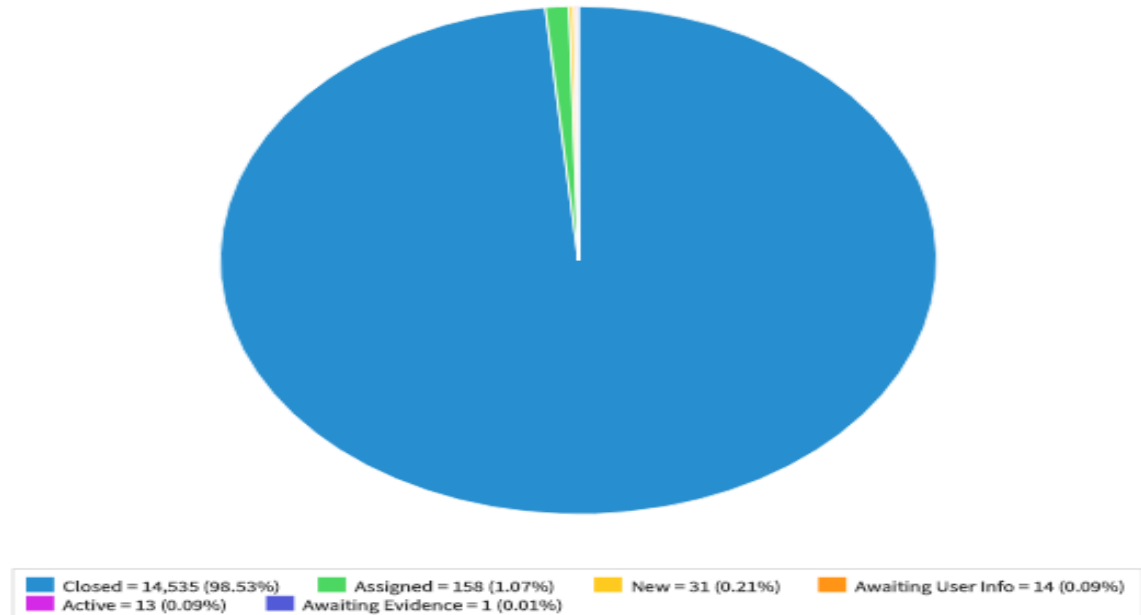
My Groups Active SLAs							
	Number	Category	SLA definition	Stage	Actual elapsed time	Active	Incident state
	INC33229189	User Question	<u>Resolution SLA: Priority 3 SHO(10Days)</u>	<u>Paused</u>	6 Minutes	true	Awaiting User Info
	INC33299272	Network/Telecommunications Issue	<u>Resolution SLA: Priority 3 SHO(10Days)</u>	<u>Breached</u>	48 Days 19 Hours 32 Minutes	true	Assigned
	INC33377680	Network/Telecommunications Issue	<u>Response SLA: Priority 3 SHO(2Days)</u>	<u>Achieved</u>	28 Minutes	true	Assigned
	INC33321600	User Question	<u>Response SLA: Priority 3 SHO(2Days)</u>	<u>Achieved</u>	53 Minutes	true	Assigned
	INC33357540	Infrastructure Issue	<u>Response SLA: Priority 3 SHO(2Days)</u>	<u>Achieved</u>	12 Hours 46 Minutes	true	Assigned
	INC33322539	Other Security Issue	<u>Response SLA: Priority 3 SHO(2Days)</u>	<u>Achieved</u>	8 Minutes	true	Assigned
	INC33364703	Network/Telecommunications Issue	<u>Resolution SLA: Priority 3 SHO(10Days)</u>	<u>Paused</u>	0 Seconds	true	Awaiting User Info
	INC33385007	Infrastructure Issue	<u>Resolution SLA: Priority 3 SHO(10Days)</u>	<u>Breached</u>	45 Days 17 Hours 12 Minutes	true	Assigned

Incident by date opened by priority



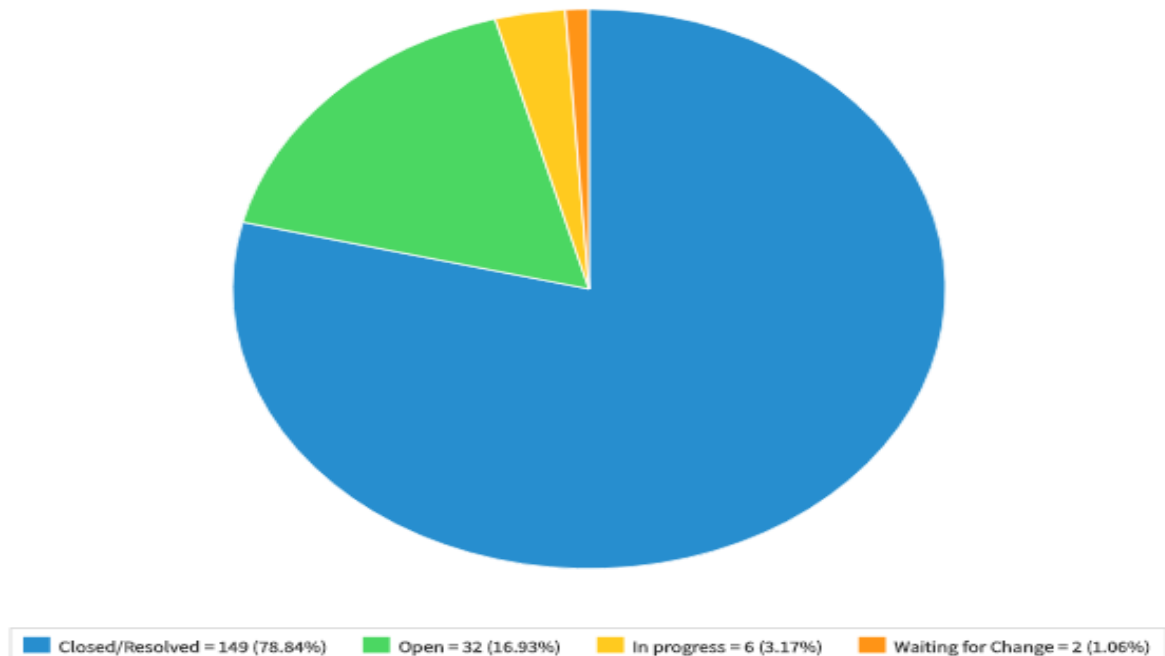
Incident Count based on Incident state

Incident Count



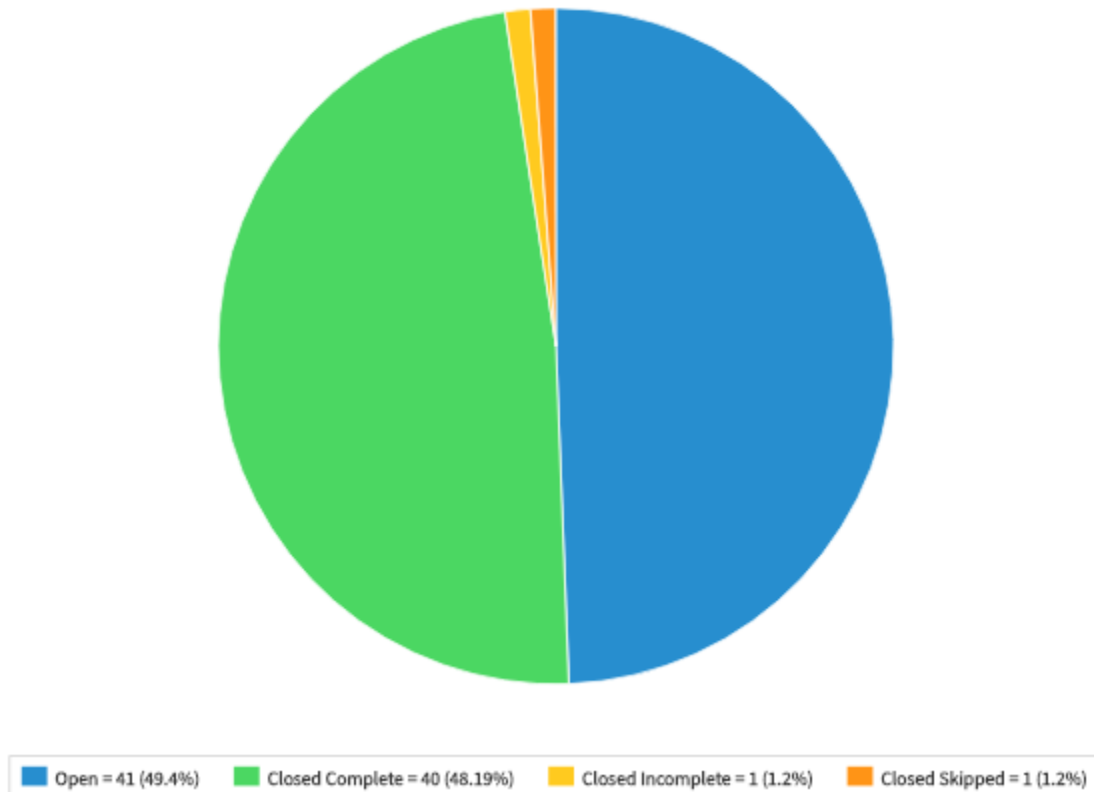
Problem Count based on Problem type

Problem Count




Change Count based on change state


Change Count





User Settings


You can find banner tool options by clicking on “gear icon ()” provided on right side of the page.
The popup window appears.


System Settings

 General

 Theme

 Lists

 Forms

 Notifications

Accessibility enabled ☐

Compact the user interface ☐

Compact list date/time ☐

Home

☒ Homepages

☐ Dashboards

Date/Time


☒ Calendar

☐ Time Ago

☐ Both

Language

English

Printer friendly version 

What is an Incident

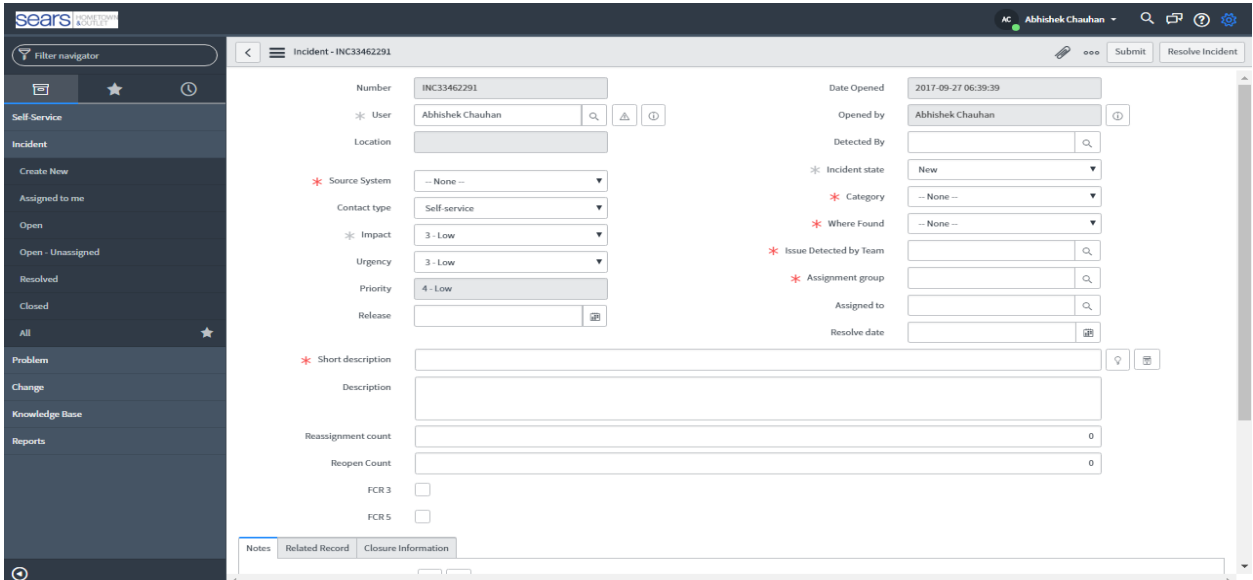
An Incident is an unplanned interruption to a technology service or reduction in quality of a technology service. Failure of a Configuration Item or product that has not yet impacted service is also an incident.

An incident should be logged when there is an Issue or problem, such as a disruption in proper functioning of a Store Service.

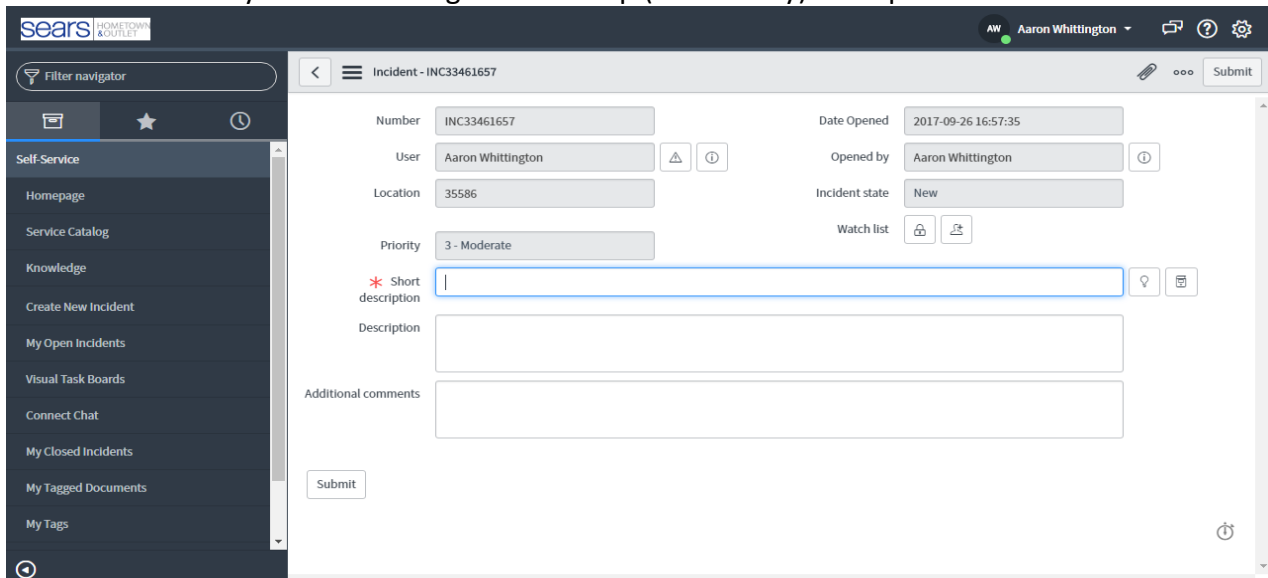
Once an incident is logged, a member of the Service Desk Team will resolve the issue remotely and send follow-up notifications as appropriate. The incident resolution process is below as well as the notifications users will receive throughout the incident lifecycle:

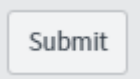
Creating a New Incident

1. Login to Service-Now, and select the “Create New Incident” from Incident module.



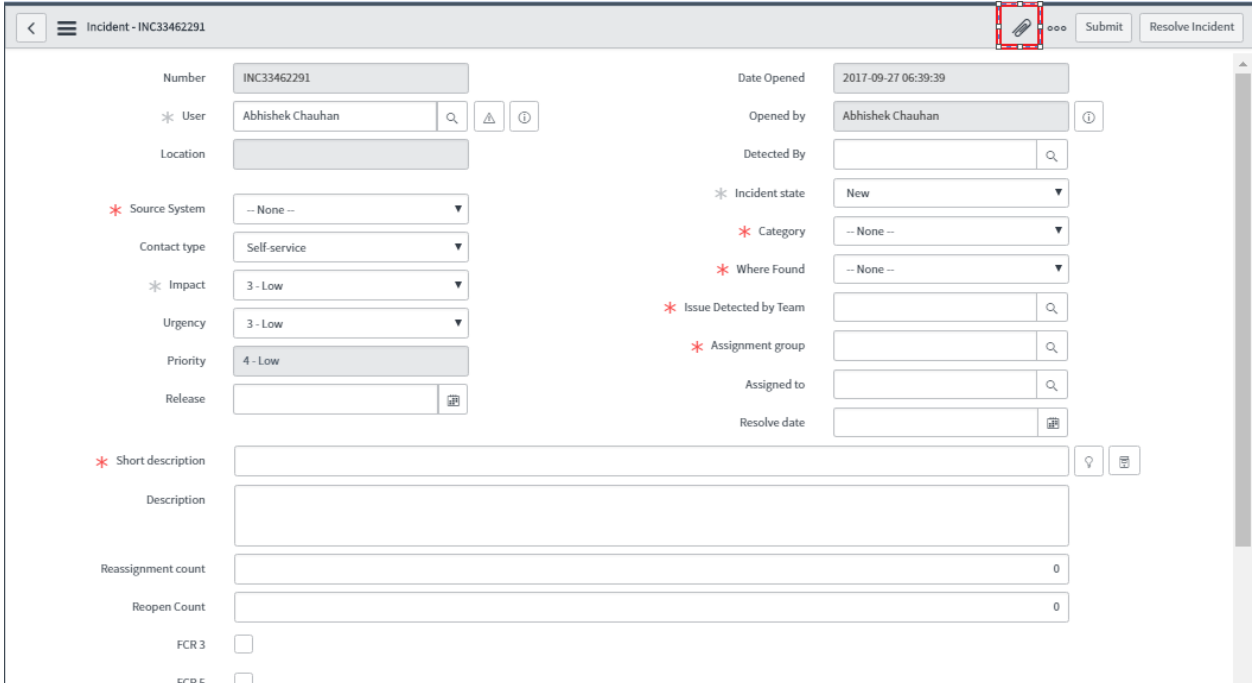
2. Fill in Suggested Source System, Short Description, Category, Where Found, Issue detected by team and Assignment Group (Mandatory) and optional fields as well.



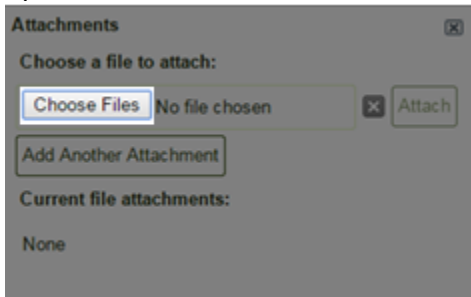
3. Click  Button to Submit the Incident.
4. Incident will get created.
5. An email will be sent to the user when a ticket is opened on their behalf.

Upload attachments to Incident

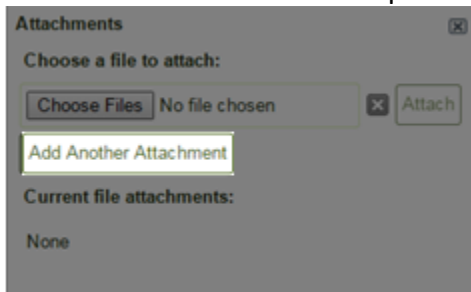
1. Click on the attachment button and a dialogue box will appear. Attachment button will appear on right corner of Incident form.



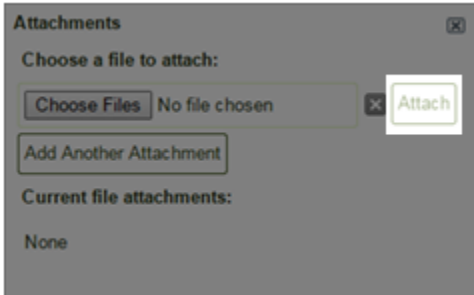
2. From the pop-up window click “Choose Files” and navigate to the file which you want to upload.



3. You can upload multiple files in one of the following ways
Select multiple files at the same time.
- Add each file on a separate line. Click “Add another Attachment”, and then click “Browse” on the next line. Repeat until all desired files are selected.

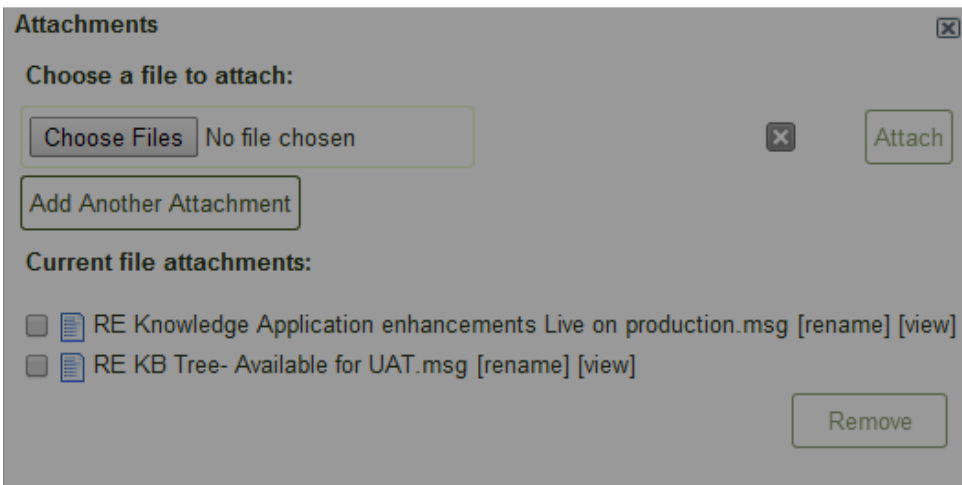


- Click “Attach”.



The image shows a small dialog box titled "Attachments" with a close button (X) in the top right corner. Inside the dialog, there is a section "Choose a file to attach:" which contains a "Choose Files" button, the text "No file chosen", and an "Attach" button. Below this is an "Add Another Attachment" button. At the bottom, there is a section "Current file attachments:" which currently displays "None".

- Attached files will appear in the “Current file attachments” list and at the top of the form.



The image shows the same "Attachments" dialog box, but now it contains two files in the "Current file attachments:" list. Each file entry has a checkbox, a document icon, the file name, and links for "[rename]" and "[view]". The files are "RE Knowledge Application enhancements Live on production.msg" and "RE KB Tree- Available for UAT.msg". A "Remove" button is located at the bottom right of the dialog.

How to Manage Incident Tickets

Incident Tickets go through the following life cycle:

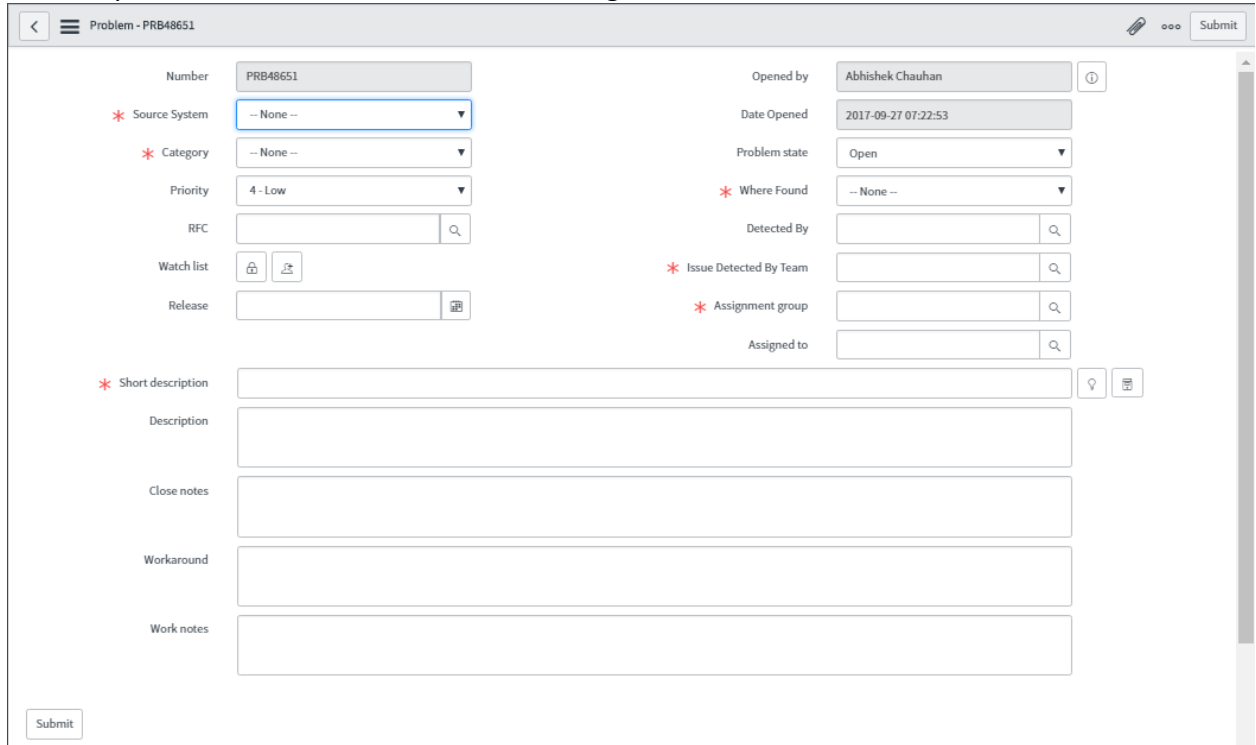


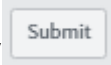
What is Problem

Problem Management helps to identify the cause of an error in the IT infrastructure that is usually reported as occurrences of related incidents. Resolving a problem means fixing the error that will stop these incidents from occurring in the future. While Incident Management deals with fighting symptoms to incidents, Problem Management seeks to remove the causes of incidents permanently from the IT infrastructure

Creating a New Problem

1. Login to Service-Now, and select the “Create New Problem” from Problem module, or else problem can be raised from an existing Incident.

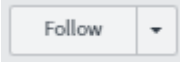



2. Fill all the mandatory and optional fields.
3. Click on () button to submit the problem ticket.
4. All the activities performed on the ticket can be tracked from activity stream.

Activity



System	2017-03-01 08:38:23
✉ Email sent	
Subject:	Your Problem: PRB47663 has been closed.
From:	Service Desk
To:	sunit.kumar@capgemini.com
	Show email details
System	2017-03-01 08:37:42
✉ Email sent	
Subject:	Problem PRB47663 - Work Notes added : Needs alerts in NetSuite for the 855 and 810
From:	Service Desk
To:	daniel.winchell@capgemini.com
	Show email details
System	2017-02-24 02:38:06
✉ Email sent	
Subject:	Problem PRB47663 - Work Notes added : Needs alerts in NetSuite for the 855 and 810
From:	Service Desk
To:	daniel.winchell@capgemini.com
	Show email details

5. Upload an attachment following the same procedure as mentioned in Incident process.
6. Follow a problem ticket by clicking on () button
7. If problem ticket needs to be updated, change the required information and click on () button. The ticket will be updated accordingly.

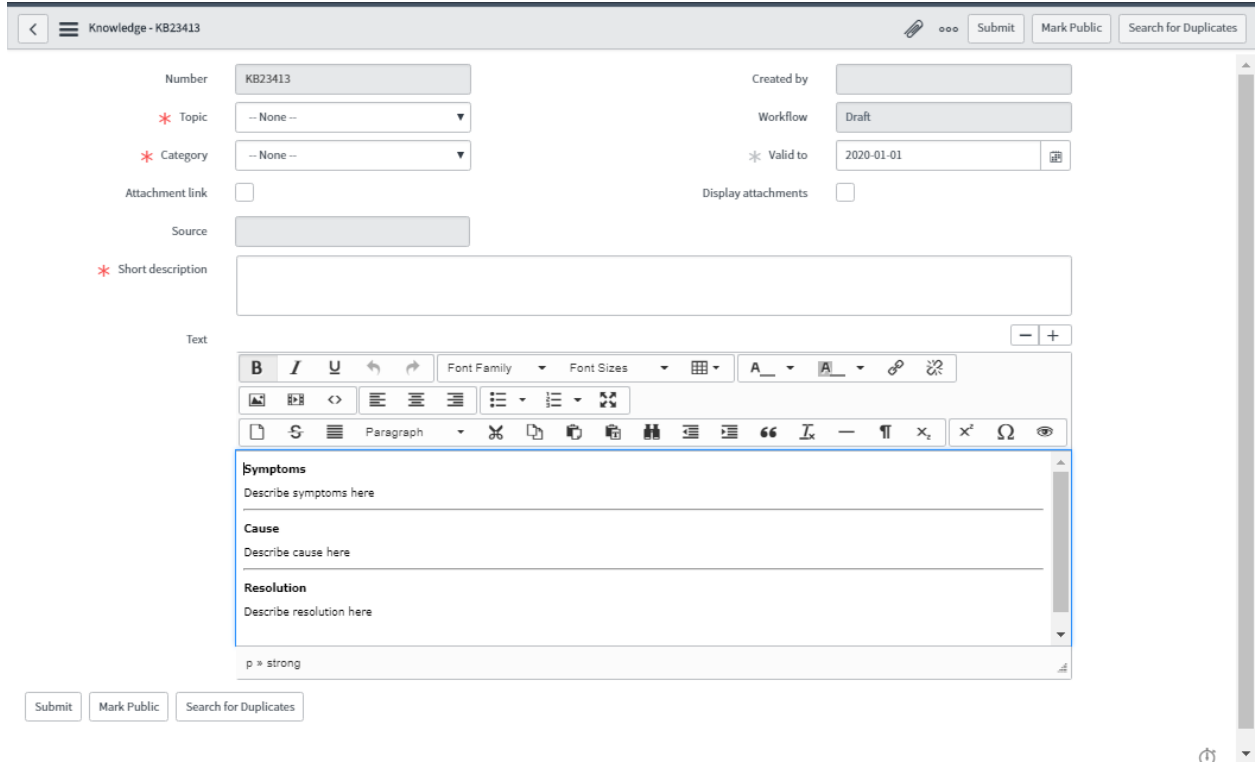
How to Manage Problem Tickets

Problem Tickets go through the following life cycle:



Creating a Knowledge Article

1. Login to Service-Now, and select the “Create New knowledge” from knowledge module.



Knowledge - KB23413

Number: KB23413

Created by: [Empty]

Workflow: Draft

Valid to: 2020-01-01

Display attachments: ☐

Attachment link: ☐

Source: [Empty]

Short description: [Empty]

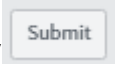
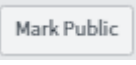
Text:

Symptoms
Describe symptoms here

Cause
Describe cause here

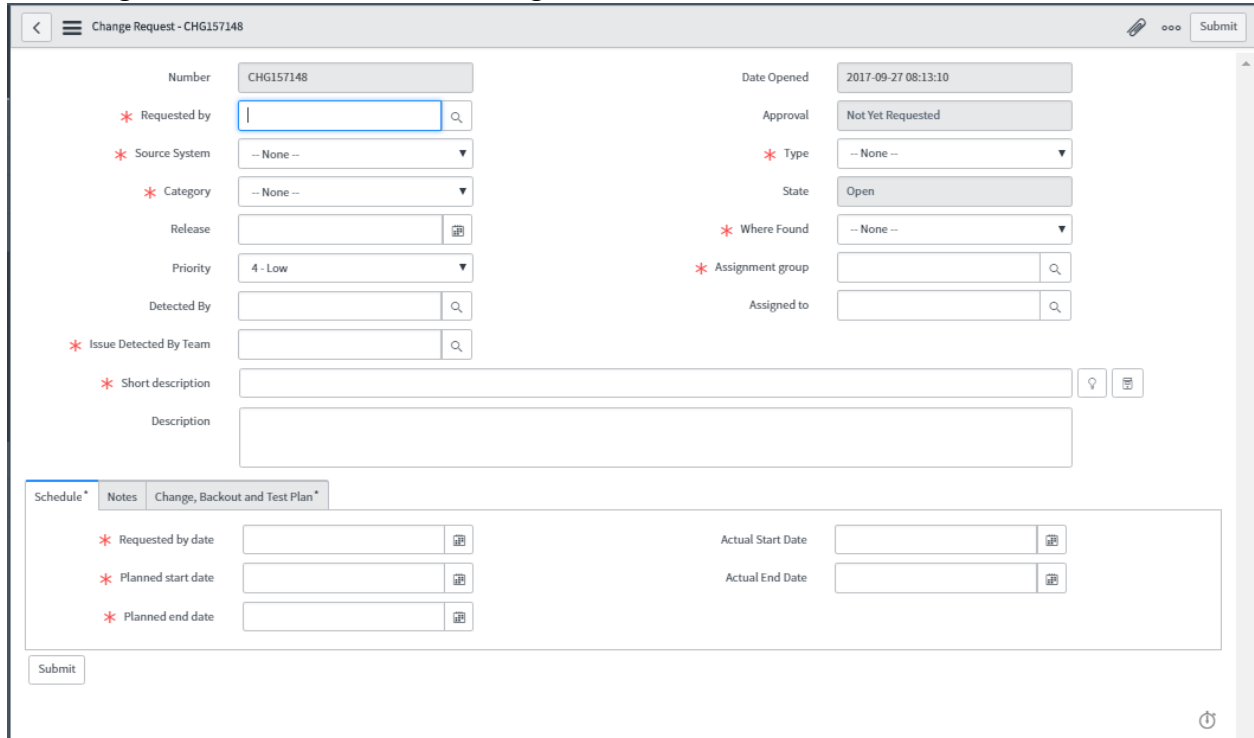
Resolution
Describe resolution here

Submit Mark Public Search for Duplicates

2. Fill all the mandatory, optional fields and required text in the test field.
3. Click on () button to submit the problem ticket.
4. The article can be marked public by clicking on () button.
5. Upload an attachment following the same procedure as mentioned in Incident process.

Creating a New Change

1. Login to Service-Now, and select the "Create New Change" from change module, or else change can be raised from an existing Incident.



Change Request - CHG157148

Number: CHG157148

Date Opened: 2017-09-27 08:13:10

* Requested by: [Search]

Approval: Not Yet Requested

* Source System: -- None --

* Type: -- None --

* Category: -- None --

State: Open

Release: [Search]

* Where Found: -- None --

Priority: 4 - Low

* Assignment group: [Search]

Detected By: [Search]

Assigned to: [Search]

* Issue Detected By Team: [Search]

* Short description: [Text]

Description: [Text]

Schedule* | Notes | Change, Backout and Test Plan*

* Requested by date: [Text]

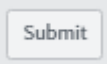
Actual Start Date: [Text]

* Planned start date: [Text]

Actual End Date: [Text]

* Planned end date: [Text]

Submit

2. Fill all the mandatory and optional fields.
3. Click on () button to submit the change ticket.
4. If it is a normal and emergency change, then an approval is triggered to requested by manager.
5. Once the manager approves the change, again approvals are triggered to all the assignment group members.
6. After receiving approval from manager and group member, change tasks (Plan, Build, test and Implement) are created.

Change Tasks (4) | Approvers (4) | Incidents

Change Tasks | **New** | Go to: Number | Search

Change request = CHG151811

	Number	Short description	State	Assignment group	Assigned to	Opened Date	Work end
	CTASK77247	Planning Task	Closed Complete			2017-02-22 09:24:20	2017-02-22 09:24:38
	CTASK77248	Build Task	Closed Complete			2017-02-22 09:24:20	2017-02-22 09:24:39
	CTASK77249	Test Task	Closed Complete			2017-02-26 09:24:20	2017-02-22 09:24:39
	CTASK77250	Implementation Task	Closed Complete			2017-02-27 09:24:20	2017-02-22 09:24:40


Actions on selected rows...

7. On completing all the tasks, change request state automatically changes to **closed complete**.
8. If change any one of the change tasks are rejected, change request state changes to **closed incomplete**.
9. All the activities performed on the ticket can be tracked from activity stream.

Activity



System 2017-04-21 14:27:59

 Email sent


Subject: The Change Request: CHG151161 has been assigned to you.

From: Service Desk

To: divya.dhawan@capgemini.com

[Show email details](#)

System 2017-03-29 04:31:30

 Email sent


Subject: The Change Request: CHG151161 has been assigned to you.

From: Service Desk

To: robert.rojas@capgemini.com

[Show email details](#)

System 2017-01-25 13:15:17

 Email sent

Subject: The Change Request: CHG151161 has been assigned to you.

From: Service Desk

To: robert.rojas@capgemini.com

[Show email details](#)

10. Upload an attachment following the same procedure as mentioned in Incident process.

11. Follow a change ticket by clicking on () button.

12. If change ticket needs to be updated, change the required information and click on (



) button. The ticket will be updated accordingly.