

ITSM Class: B

CLASS ACTIVITY WEEK 11

Individual

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Information Systems Department

Institut Teknologi Sepuluh Nopember

August-December 2025

Individual LabWork : Change Management

Stage 1 : New/Assess - Record created

The screenshot shows the ServiceNow Change Request Create screen. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Change Request - Create CHG0030001'. The main area has a horizontal progress bar with stages: 'New' (green), 'Assess' (yellow), 'Authorize' (light blue), 'Scheduled' (light green), 'Implement' (light orange), 'Review' (light purple), 'Closed' (light grey), and 'Canceled' (light grey). The 'Assess' stage is currently active. The form fields include:

Number	CHG0030001	Model	Normal
Requested by	Jarvis Galas	Type	Normal
Category	Other	State	New
Service		Conflict status	Not Run
Service offering		Conflict last run	
Configuration item	*CAROL3-GATEWAY	Assignment group	Network
Priority	2 - High	Assigned to	Fred Luddy
Risk	High		
Impact	1 - High		
Short description	Upgrade Wi-Fi Authentication System to Azure AD SSO		
Description	Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation		

Below the form is a 'Planning' tabbed section with four tabs: Planning, Schedule, Conflicts, Notes, and Closure information. The 'Planning' tab is selected. It contains four text input fields:

- Justification: Reduce login failures, improve security compliance.
- Implementation plan: (empty)
- Risk and impact analysis: (empty)
- Backout plan: (empty)

Stage 2 : Authorize - CAB Approval

The screenshot shows the ServiceNow Change Request screen for record CHG0030001. The top navigation bar and title bar are identical to the previous screenshot. The progress bar shows the 'Assess' stage is now completed, and the 'Authorize' stage is active (blue). The form fields are the same as in Stage 1, with the addition of a 'Change is waiting for approval' message in the 'On hold' field:

Number	CHG0030001	Model	Normal
Requested by	Jarvis Galas	Type	Normal
Category	Other	State	Assess
Service		Conflict status	Not Run
Service offering		Conflict last run	
Configuration item	*CAROL3-GATEWAY	* Assignment group	Network
Priority	2 - High	Assigned to	Fred Luddy
Risk	High		
Impact	1 - High		
Short description	Upgrade Wi-Fi Authentication System to Azure AD SSO		
Description	Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation		

The 'Planning' tabbed section is visible below the form, containing the same four fields as in Stage 1.

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001

Implementation plan

Risk and impact analysis

Backout plan

Test plan

[Update](#) [Delete](#)

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

Affected Cls (1)	Impacted Services/Clis	Approvers (5)	Change Tasks	Problems	Incidents Fixed By Change	Incidents Caused By Change	Task SLAs	Outages
≡	State	Search						
Approval for : CHG0030001								
<input type="checkbox"/>	State	Approver	Assignment group	Comments	Created			
● Requested	Fred Luddy	Network		2025-11-03 17:25:31				
● Requested	Bow Ruggeri	Network		2025-11-03 17:25:31				
● Requested	ITIL User	Network		2025-11-03 17:25:31				
● Requested	David Dan	Network		2025-11-03 17:25:31				
● Requested	David Loo	Network		2025-11-03 17:25:31				

1 to 5 of 5

Stage 3 : Scheduled - Change approved

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

Approver: Fred Luddy

State: Approved

Approval Reason:

Comments: Comments

[Post](#)

Activities: 1

System Administrator	Approver: Fred Luddy	Field changes • 2025-11-03 17:25:31
	State: Requested	

[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
Planned end date:	
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	

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

Approval Change Request: CHG0030001

Approver	Fred Luddy	Approving	Change Request: CHG0030001
State	Approved		
Approval Reason			
Comments	Comments		
Post			
Activities: 1		System Administrator	
		Approver	Fred Luddy
		State	Requested
Field changes • 2025-11-03 17:25:31			

[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
Planned end date			
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		

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001

Change Request

Backout plan	
Test plan	

[Update](#) [Delete](#)

Related Links

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

Affected Cls (1)	Impacted Services/Cls	Approvers (11)	Change Tasks	Problems	Incidents Fixed By Change	Incidents Caused By Change	Task SLAs	Outages																																																																																																
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Approval for - CHG0030001

State	Approver	Assignment group	Comments	Created
Requested	cab approver	CAB Approval		2025-11-03 17:36:05
Requested	Ron Kettering	CAB Approval		2025-11-03 17:36:05
Approved	Fred Luddy	Network		2025-11-03 17:25:31
No Longer Required	Bow Ruggel	Network		2025-11-03 17:25:31
Requested	Bernard Laboy	CAB Approval		2025-11-03 17:36:05
No Longer Required	ITIL User	Network		2025-11-03 17:25:31
Requested	Christen Mitchell	CAB Approval		2025-11-03 17:36:05
Requested	Luke Wilson	CAB Approval		2025-11-03 17:36:04
No Longer Required	David Dan	Network		2025-11-03 17:25:31
No Longer Required	David Loo	Network		2025-11-03 17:25:31
Requested	Howard Johnson	CAB Approval		2025-11-03 17:36:04

1 to 11 of 11

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

Approval Change Request: CHG0030001

Approver	Ron Kettering	Approving	Change Request: CHG0030001	Update	Approve	Reject	Delete
State	Approved						
Approval Reason							
Comments	<input type="text" value="Comments"/>						
Post							
Activities: 1		System Administrator				Field changes • 2025-11-03 17:36:05	
		Approver Ron Kettering State Requested				View	
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
Planned end date			
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		

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001

Change Request

Backout plan		Discuss	Follow	Implement	Update	Delete
Test plan						
Implement Update Delete						

Related Links

[Calculate Risk](#)

[Show Flow](#)

Affected Cls (1)	Impacted Services/Clis	Approvers (11)	Change Tasks	Problems	Incidents Fixed By Change	Incidents Caused By Change	Task SLAs	Outages																																																												
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servicenow All Favorites History Workspaces Admin Change Request - CHG0030001 ⚡

Change Request CHG0030001

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.
Risk and Impact analysis	
Backup plan	Revert to legacy RADIUS configuration if SSO fails.
Test plan	Verify SSO logins for sample students; monitor connection logs.

Related Links

- Calculate Risk
- Show Flow

Affected Cls (1) **Impacted Services/Cls** **Approvers (11)** **Change Tasks** **Problems** **Incidents Fixed By Change** **Incidents Caused By Change** **Task SLAs** **Outages**

Approval for = CHG0030001

State	Approver	Assignment group	Comments	Created
No Longer Required	cab approver	CAB Approval		2025-11-03 17:36:05
Approved	Ron Kettering	CAB Approval		2025-11-03 17:36:05

Implement **Update** **Delete**

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001 ⚡

Change Request CHG0030001

Configuration item *CAROL3-GATEWAY

Priority 2 - High

Risk High

Impact 1 - High

Conflict last 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

Planning

Planned start date and Planned end date are the approved change window	Actual start date
Planned start date 2025-11-10 22:00:00	Actual end date
Planned end date 2025-11-11 05:00:00	CAB delegate
CAB required	CAB recommendation
CAB date/time	

Related Links

- Calculate Risk
- Show Flow

Affected Cls (1) **Impacted Services/Cls** **Approvers (11)** **Change Tasks** **Problems** **Incidents Fixed By Change** **Incidents Caused By Change** **Task SLAs** **Outages**

Approval for = CHG0030001

State	Approver	Assignment group	Comments	Created
No Longer Required	cab approver	CAB Approval		2025-11-03 17:36:05
Approved	Ron Kettering	CAB Approval		2025-11-03 17:36:05

Stage 4 : Implement - Work in Progress

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

Step	Action	Status
New		Assess
Assess		Authorize
Authorize		Scheduled
Scheduled		Implement
Implement		Review
Review		Closed
Closed		Canceled

Change Request - CHG0030001

Number: CHG0030001

Requested by: Jarvis Galas

Category: Other

Service: [Search]

Service offering: [Search]

Configuration item: *CAROL3-GATEWAY

Priority: 2 - High

Risk: High

Impact: 1 - High

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

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

Model: Normal

Type: Normal

State: Implement

On hold:

Conflict status: Conflict

Conflict last run: 2025-11-03 17:48:39

* Assignment group: Network

Assigned to: Fred Luddy

Planning **Schedule** **Conflicts** **Notes** **Closure Information**

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

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

Planned end date: 2025-11-10 05:00:00

CAB required:

Actual start date: 2025-11-03 17:48:39

Actual end date: [Search]

CAB delegate: [Search]

CAB recommendation: [Search]

Change Task - CTASK0010001

Number: CTASK0010001

Change request: CHG0030001

Configuration item: [Search]

Planned start date: [Search]

Planned end date: [Search]

Type: Testing

State: Open

On hold:

Assignment group: [Search]

Assigned to: [Search]

* Short description: Post implementation testing

* Description: Post implementation testing

Notes **Closure Information**

Close code: -- None --

Close notes: [Text Area]

Affected CIs Configuration Item Search

Task - CTASK0010001

Configuration Item Class

No records to display

servicenow All Favorites History Workspaces Admin Change Task - CTASK0010001

Number: CTASK0010001 Change request: CHG0030001 Configuration item: Planned start date: Planned end date:

Type: Testing State: Closed Assignment group: Assigned to:

* Short description: Post implementation testing
* Description: Post implementation testing

Closure Information

* Close code: Successful
* Close notes: Change completed within maintenance window; verified post implementation.

Notes

Update Delete

Affected CIs Configuration Item Search

Task = CTASK0010001 Configuration Item Class No records to display

servicenow All Favorites History Workspaces Admin Change Task - CTASK0010002

Number: CTASK0010002 Change request: CHG0030001 Configuration item: Planned start date: Planned end date:

Type: Implementation State: Open On hold: Assignment group: Assigned to:

* Short description: Implement
* Description: Implement

Closure Information

* Close code: Successful
* Close notes: Change completed within maintenance window; verified post implementation.

Notes

Update Close Task Delete

Affected CIs Configuration Item Search

Task = CTASK0010002 Configuration Item Class No records to display

servicenow All Favorites History Workspaces Admin Change Task - CTASK0010003

Number: CTASK0010003 Type: Planning State: Open

Change request: CHG0030001 Configuration item: On hold:

Planned start date: Planned end date: Assignment group: Assigned to:

* Short description: Backup configuration

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

Closure Information

Close notes: Change completed within maintenance window; verified post-implementation

Update Close Task Delete

Affected CIs Configuration Item Search

Task - CTASK0010003 Configuration Item Class

No records to display

Affected CIs (1) Impacted Services/CIs Approvers (11) Change Tasks (3) Problems Incidents Fixed By Change Incidents Caused By Change Task SLAs Outages

Number Search Actions on selected rows... New

Change request = CHG0030001

Number	Short description	Type	State	Planned start date	Planned end date	Assignment group	Assigned to
CTASK0010001	Post implementation testing	Testing	Closed	(empty)	(empty)	(empty)	(empty)
CTASK0010002	Implement	Implementation	Closed	(empty)	(empty)	(empty)	(empty)
CTASK0010003	Backup configuration	Planning	Closed	(empty)	(empty)	(empty)	(empty)

1 to 3 of 3

Stage 5 : Review – Verification

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001

Number: CHG0030001 Model: Normal

Requested by: Jarvis Galas Type: Normal

Category: Other State: Review

Service: On hold:

Service offering: Conflict status: Conflict

Configuration item: *CAROL3-GATEWAY Conflict last run: 2025-11-03 17:56:35

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

Closure Information

Close code: Successful

Close notes: Change completed within maintenance window; verified post-implementation

Close Conflict Calendar Update Delete

Related Links
Calculate Risk
Show Flow

Affected CIs (1) Impacted Services/CIs Approvers (11) Change Tasks (3) Problems Incidents Fixed By Change Incidents Caused By Change Task SLAs Outages

Number Search Actions on selected rows... New

Stage 6 : Closed - Final state

Related Links

- Communicate Fix
- Create Known Error article

Incidents (1)	Affected Cls (1)	Problem Tasks	Change Requests (1)	Outages	Attached Knowledge																
<input type="button" value="Assigned to"/> <input type="text" value="Search"/> <input type="button" value="Actions on selected rows..."/> <input type="button" value="New"/>																					
Parent = PRB0040001																					
<table border="1"> <thead> <tr> <th>Number</th> <th>Short description</th> <th>Type</th> <th>State</th> <th>Planned start date</th> <th>Planned end date</th> <th>Requested by</th> <th>Assigned to</th> </tr> </thead> <tbody> <tr> <td>CHG0030003</td> <td>Replace faulty Lenovo ThinkStation S20 switch causing SAP access failures</td> <td>Normal</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>System Administrator</td> <td>(empty)</td> </tr> </tbody> </table>						Number	Short description	Type	State	Planned start date	Planned end date	Requested by	Assigned to	CHG0030003	Replace faulty Lenovo ThinkStation S20 switch causing SAP access failures	Normal	New	(empty)	(empty)	System Administrator	(empty)
Number	Short description	Type	State	Planned start date	Planned end date	Requested by	Assigned to														
CHG0030003	Replace faulty Lenovo ThinkStation S20 switch causing SAP access failures	Normal	New	(empty)	(empty)	System Administrator	(empty)														
1 to 1 of 1																					

Problem PRB0040001

New → Assess → Root Cause Analysis → Fix in Progress → Resolved → Closed

Number	PRB0040001	Model	General
Origin task	<input type="text"/>	State	Closed
Category	Software	Resolution code	Fix Applied
Subcategory	-- None --	Impact	1 - High
Service	SAP Enterprise Services	Urgency	1 - High
Service offering	<input type="text"/>	Priority	1 - Critical
Configuration item	SAP Enterprise Services	Assignment group	Problem Solving
* Problem statement	SAP Enterprise Services dashboard inaccessible for Finance and HR users		
Description	On Wednesday morning at 9:00 AM, more than 40 employees from the Finance and HR departments reported being unable to access the SAP Enterprise Services dashboard. The pages either failed to load or froze during transaction processing. The Incident Management Team attempted several temporary fixes, including flushing DNS caches, restarting the SAP application gateway, and redirecting users through a secondary VPN tunnel. These workarounds restored access temporarily but the issue reoccurred after a few hours. Due to the high business impact, the Problem Management Team opened a new Problem Record (PRB0040001) to identify the root cause and implement a permanent fix.		

New → Assess → Root Cause Analysis → Fix in Progress → Resolved → Closed

Number	PRB0040001	Model	General
Origin task	<input type="text"/>	State	Closed
Category	Software	Resolution code	Fix Applied
Subcategory	-- None --	Impact	1 - High
Service	SAP Enterprise Services	Urgency	1 - High
Service offering	<input type="text"/>	Priority	1 - Critical
Configuration item	SAP Enterprise Services	Assignment group	Problem Solving
* Problem statement	SAP Enterprise Services dashboard inaccessible for Finance and HR users		
Description	On Wednesday morning at 9:00 AM, more than 40 employees from the Finance and HR departments reported being unable to access the SAP Enterprise Services dashboard. The pages either failed to load or froze during transaction processing. The Incident Management Team attempted several temporary fixes, including flushing DNS caches, restarting the SAP application gateway, and redirecting users through a secondary VPN tunnel. These workarounds restored access temporarily but the issue reoccurred after a few hours. Due to the high business impact, the Problem Management Team opened a new Problem Record (PRB0040001) to identify the root cause and implement a permanent fix.		

Notes Analysis Information Resolution Information Other Information

Work notes list Aa Bb

Work notes Work notes Post

Activities: 7 System Administrator State: Closed was Resolved Field changes • 2025-11-03 19:25:06 Y

Group Activity: Problem Management Scenario Creation and Resolution

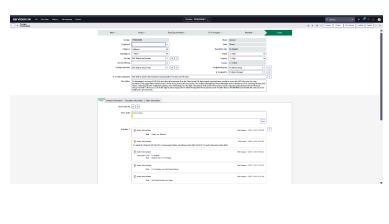
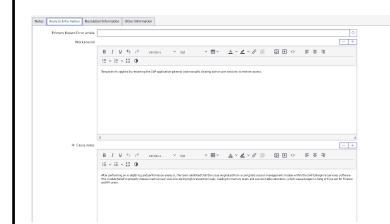
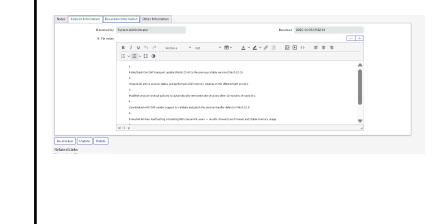
Group 11

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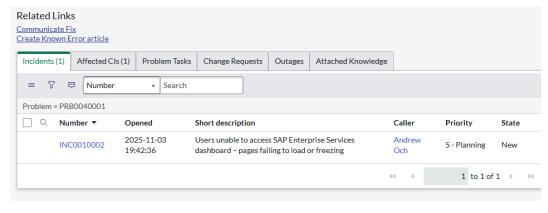
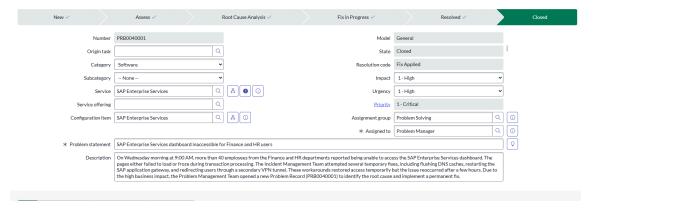
Step 1. Problem Scenario

On Wednesday morning, around 9:00 AM, over 40 employees in the Finance and HR departments reported they could not access the SAP Enterprise Services dashboard. Pages either failed to load or froze midway through transaction processing. The *Incident Management Team* performed several quick actions, flushing DNS caches, restarting the SAP application gateway, and temporarily redirecting users through a secondary VPN tunnel, but these measures only worked for a few hours. Due to the high impact on critical business processes, the *Problem Management Team* opened a Problem Record (PRB0040001) to perform deeper investigation and eliminate the root cause.

Step 2. Implement the Scenario in ServiceNow

Problem Closed	Workaround & Root Cause	Solution
		

Step 3. Link Related Records

Related Incident	Change Request
	

Step 4. Analyze and Report

- Scenario summary: >40 Finance & HR users experienced timeouts/freezes in SAP Enterprise Services, triggering Problem Record PRB0040001 for deeper investigation.
- Root cause: A defect in the SAP session-management module introduced by Patch 23.4 left idle sessions uncleared, causing memory leaks and session table saturation.
- Workaround: Restart the SAP application gateway and manually purge active/idle sessions to temporarily restore access.
- Permanent resolution: Roll back to 23.3, apply vendor hotfix 23.5, tighten timeout (10 min), validate via 48-hour load test + monitoring.
- Link to Change & CMDB: Execute via a Change Request (CAB approval, back-out plan, PIR) and relate the Problem to affected CIs in the CMDB (SAP App Server/Gateway/DB) with Known Error and updated patch levels to maintain Incident → Problem → Change traceability.

PDI Link

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