ITSM Class: B

CLASS ACTIVITY WEEK 11

Individual

Name: Muhammad Razan Parisya Putra

NRP: 5026231174

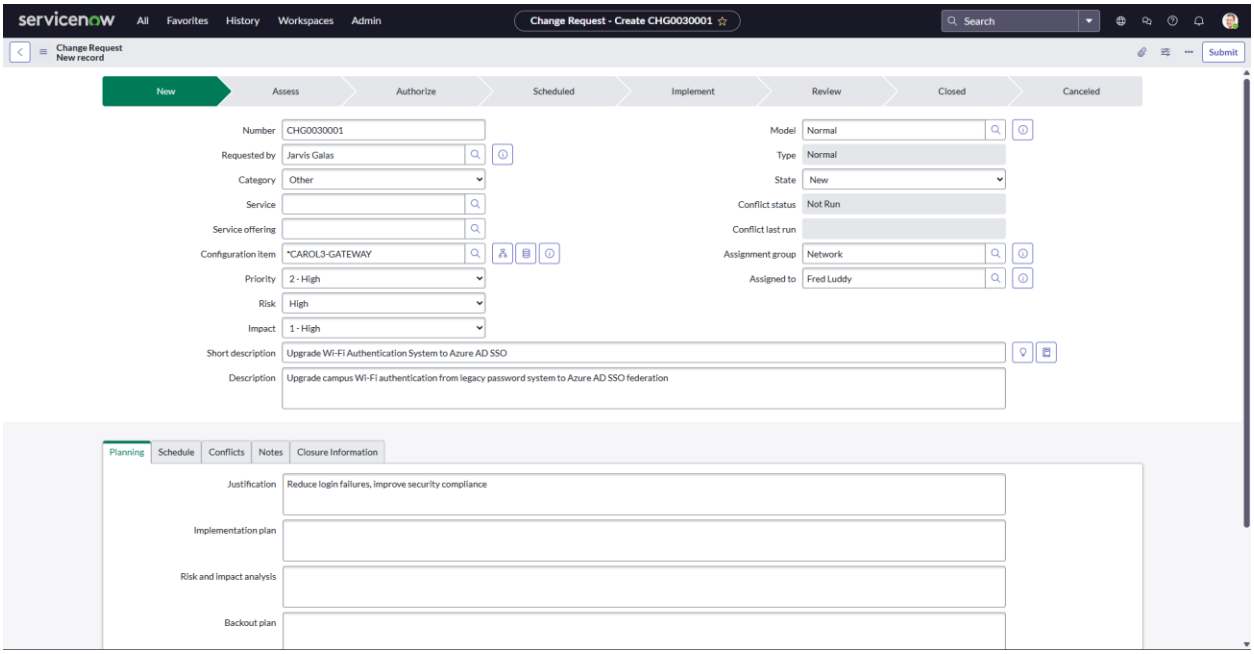
Information Systems Department

Institut Teknologi Sepuluh Nopember

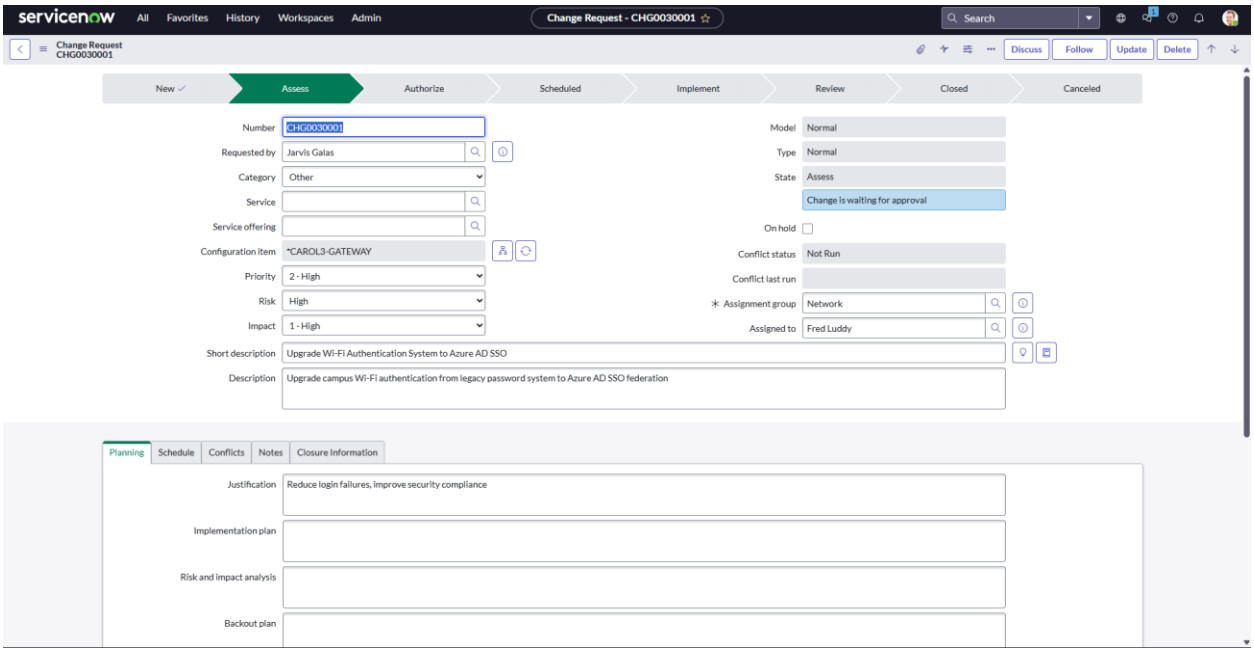
August-December 2025

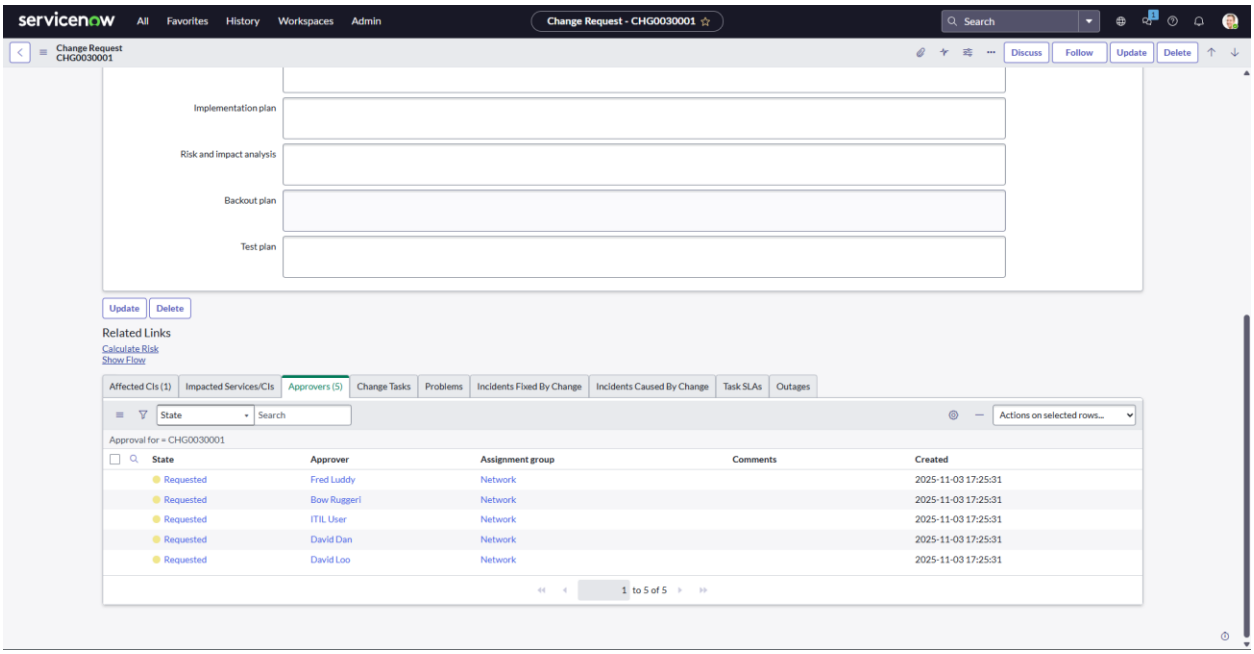
Individual LabWork : Change Management

Stage 1 : New/Assess - Record created

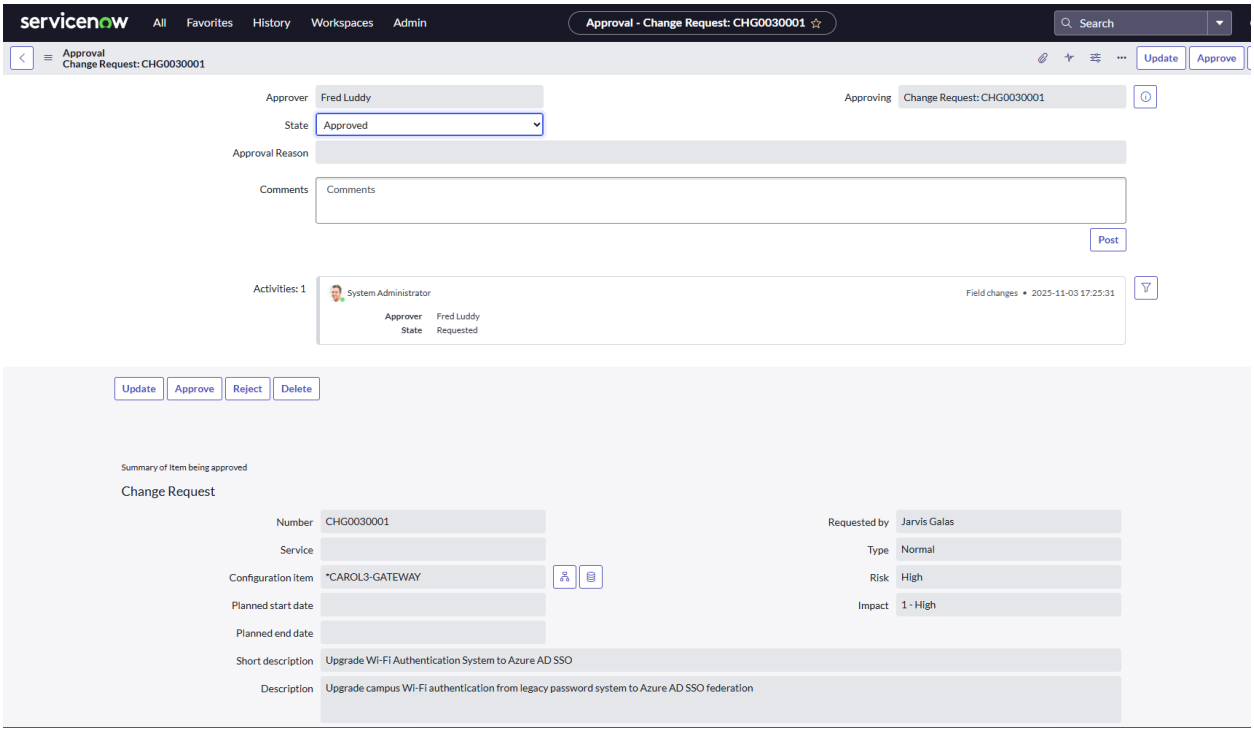


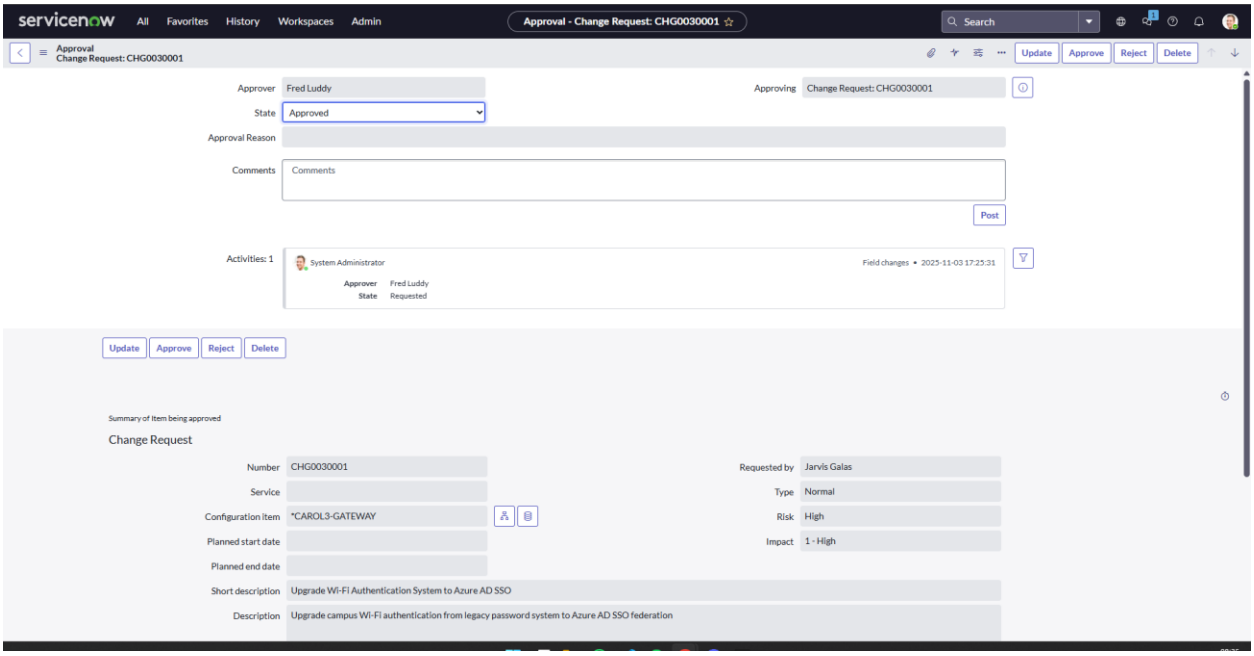
Stage 2 : Authorize - CAB Approval

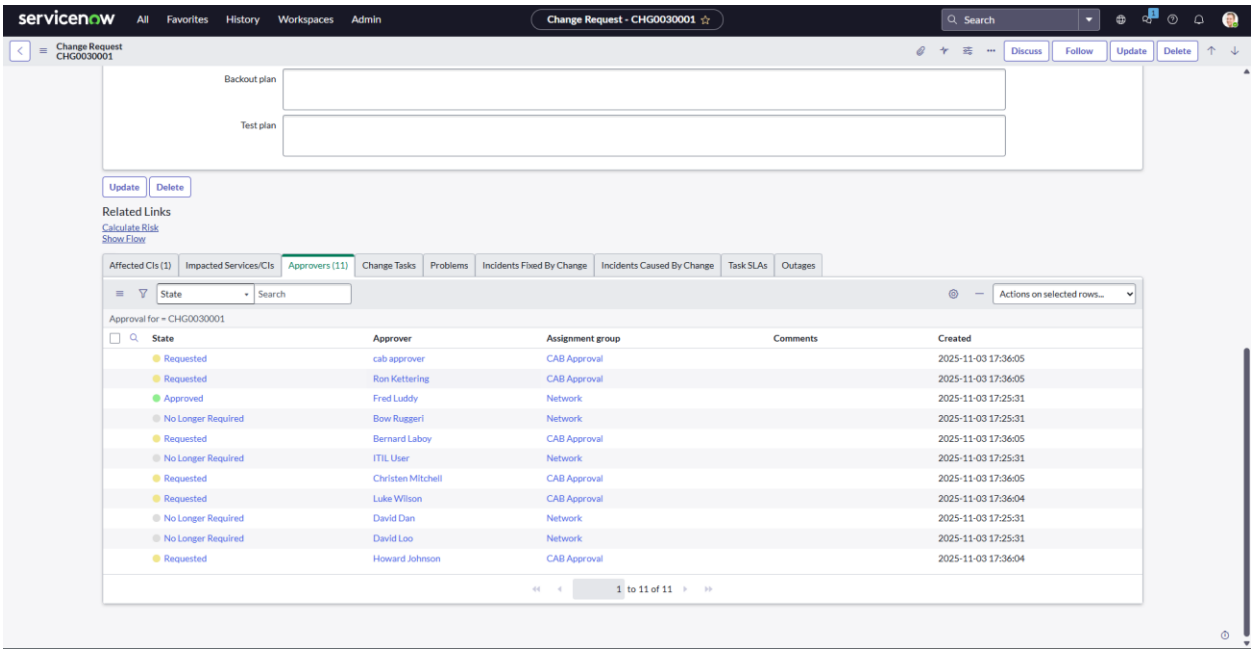


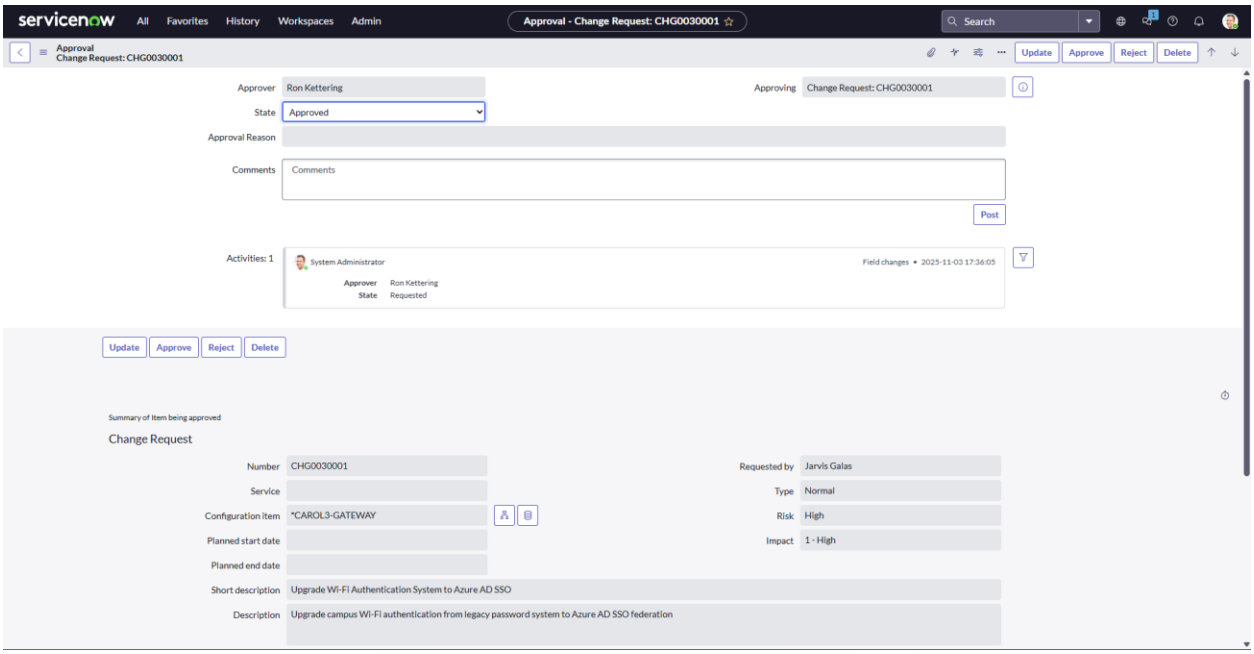


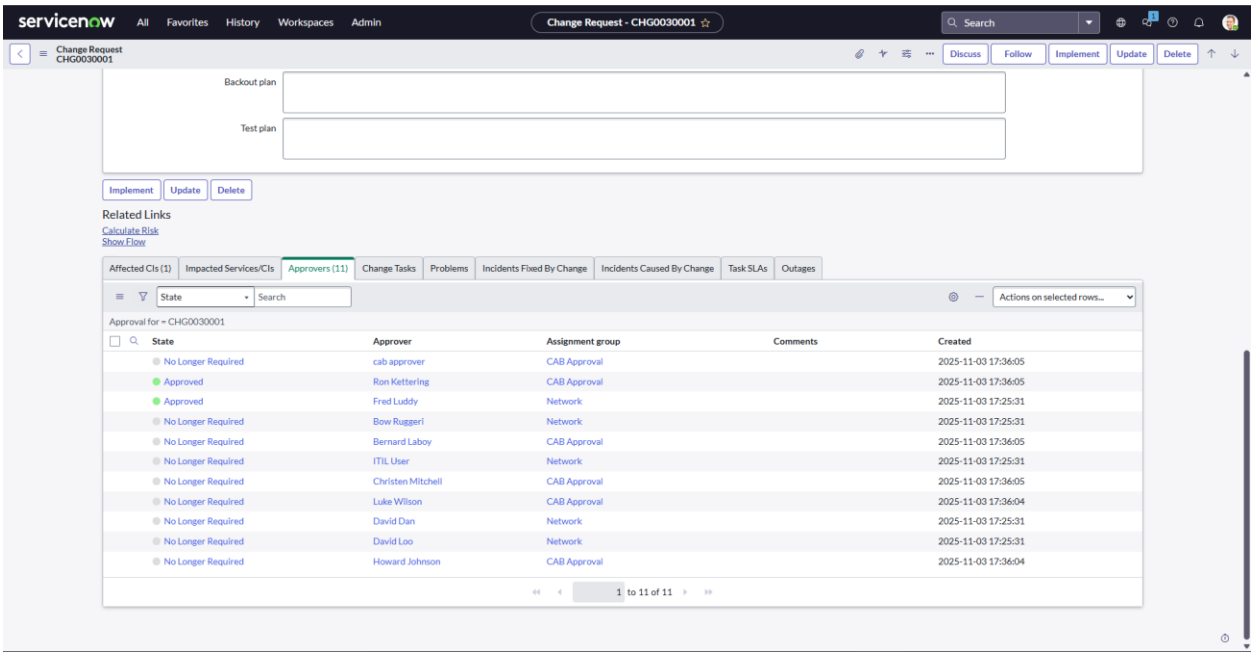
Stage 3 : Scheduled - Change approved

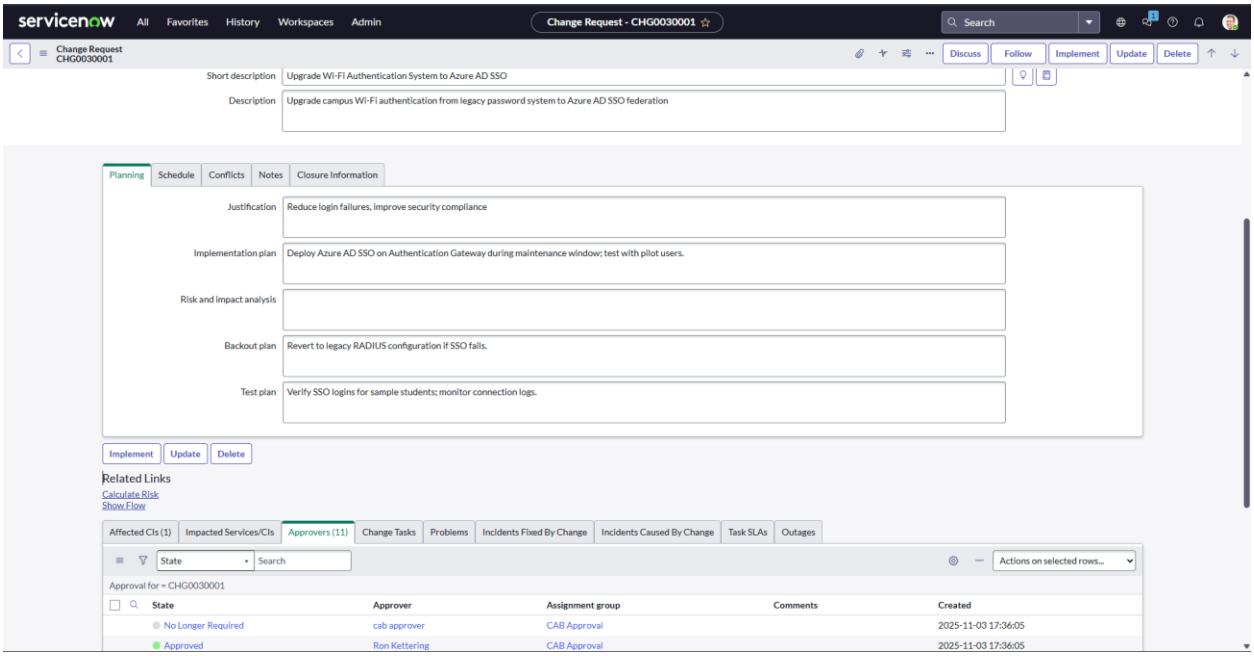


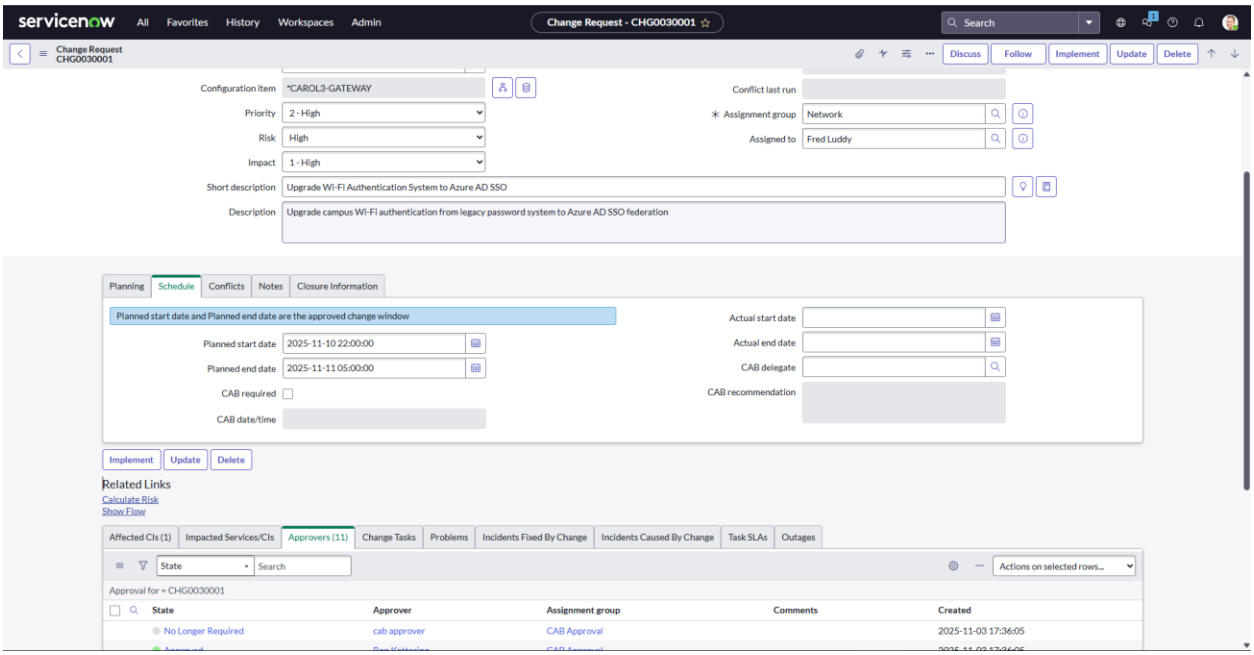

servicenow
All
Favorites
History
Workspaces
Admin
Approval - Change Request: CHG0030001
Search
Approval
Change Request: CHG0030001
Update
Approve
Reject
Delete
Approver
Fred Luddy
Approving
Change Request: CHG0030001
State
Approved
Approval Reason
Comments
Comments
Post
Activities: 1
System Administrator
Field changes • 2025-11-03 17:25:31
Approver Fred Luddy
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
Change Request - CHG0030001
Search
Change Request
CHG0030001
Discuss
Follow
Update
Delete
Backout plan
Test plan
Update
Delete
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
State
Search
Actions on selected rows...
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 Ruggeri
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

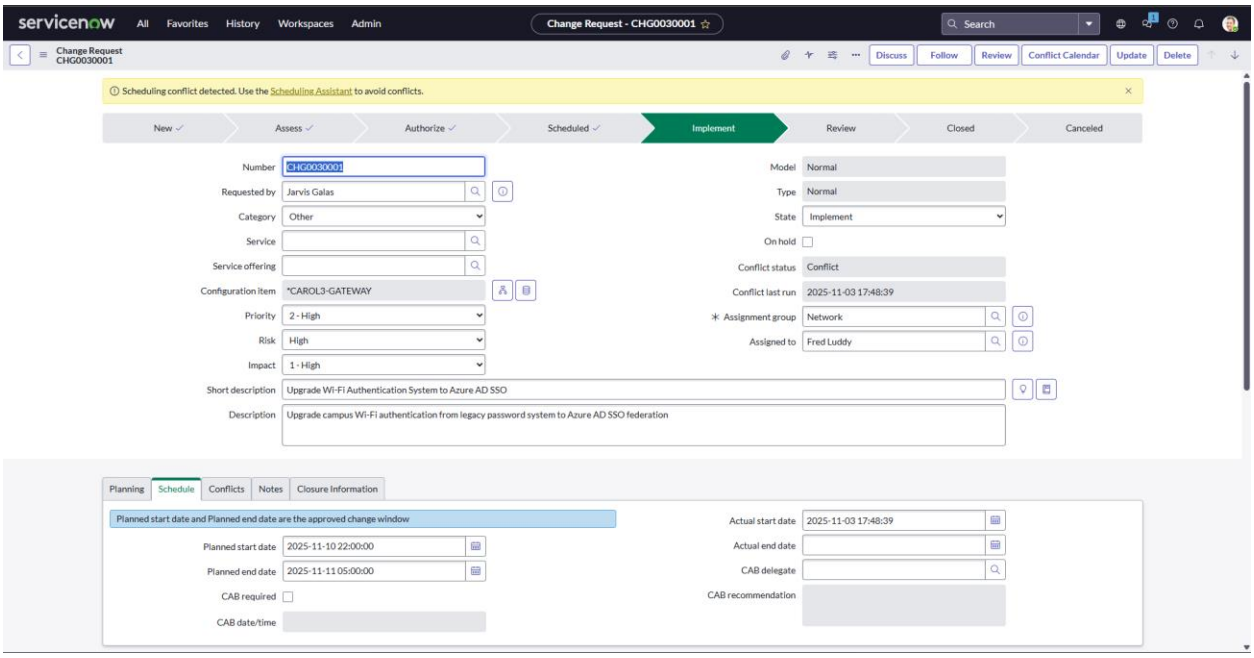

servicenow
All
Favorites
History
Workspaces
Admin
Approval - Change Request: CHG0030001
Search
Approval
Change Request: CHG0030001
Update
Approve
Reject
Delete
Approver
Ron Kettering
Approving
Change Request: CHG0030001
State
Approved
Approval Reason
Comments
Comments
Post
Activities: 1
System Administrator
Field changes • 2025-11-03 17:36:05
Approver Ron Kettering
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

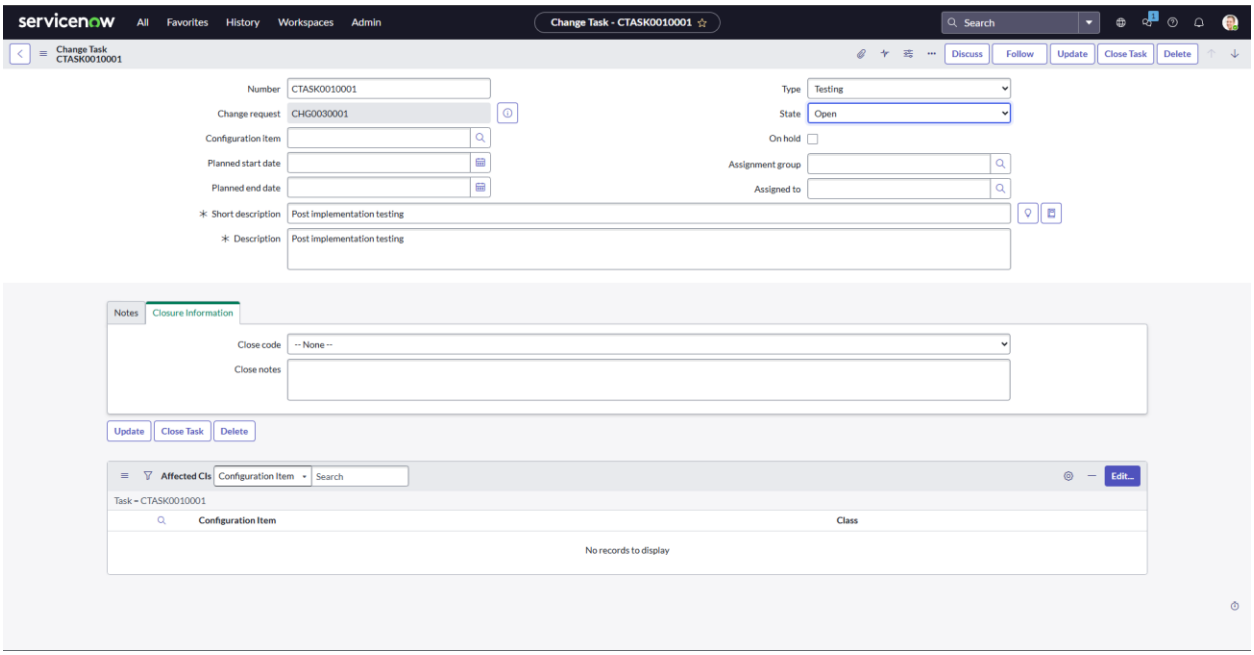

servicenow
All
Favorites
History
Workspaces
Admin
Change Request - CHG0030001
Search
Change Request
CHG0030001
Discuss
Follow
Implement
Update
Delete
Backout plan
Test plan
Implement
Update
Delete
Related Links
Calculate Risk
Show Flow
Affected CIs (1)
Impacted Services/CIs
Approvers (11)
Change Tasks
Problems
Incidents Fixed By Change
Incidents Caused By Change
Task SLAs
Outages
State
Search
Actions on selected rows...
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
Approved
Fred Luddy
Network
2025-11-03 17:25:31
No Longer Required
Bow Ruggeri
Network
2025-11-03 17:25:31
No Longer Required
Bernard Laboy
CAB Approval
2025-11-03 17:36:05
No Longer Required
ITIL User
Network
2025-11-03 17:25:31
No Longer Required
Christen Mitchell
CAB Approval
2025-11-03 17:36:05
No Longer Required
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
No Longer Required
Howard Johnson
CAB Approval
2025-11-03 17:36:04
1 to 11 of 11

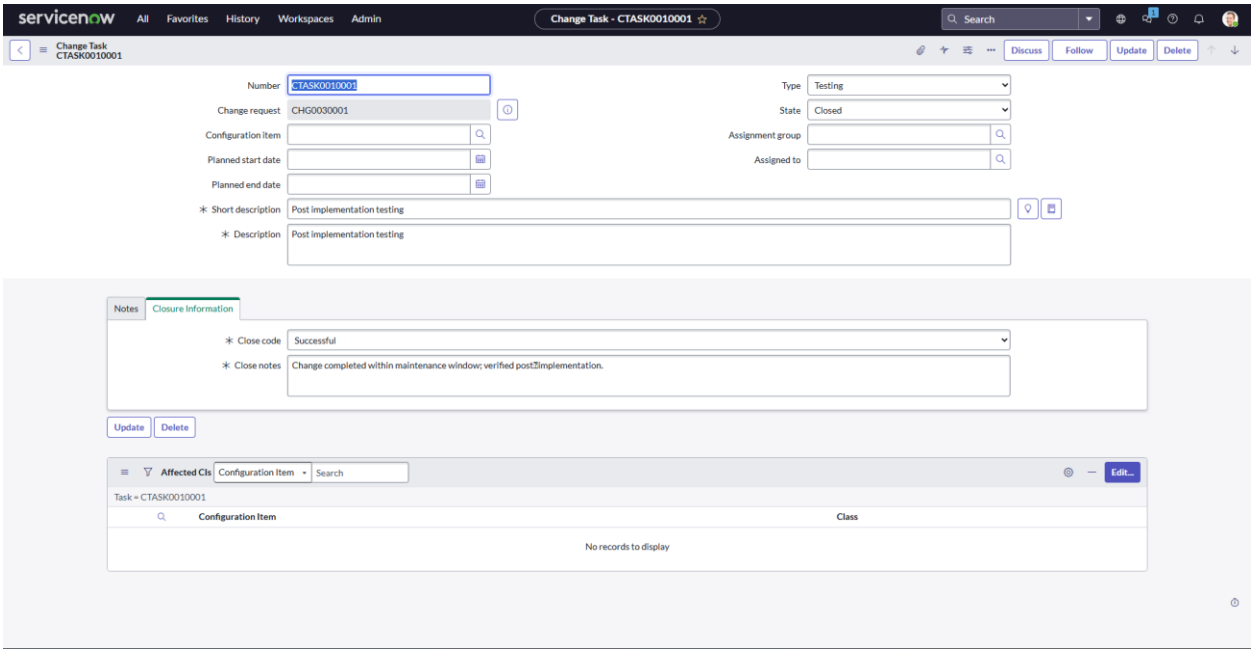


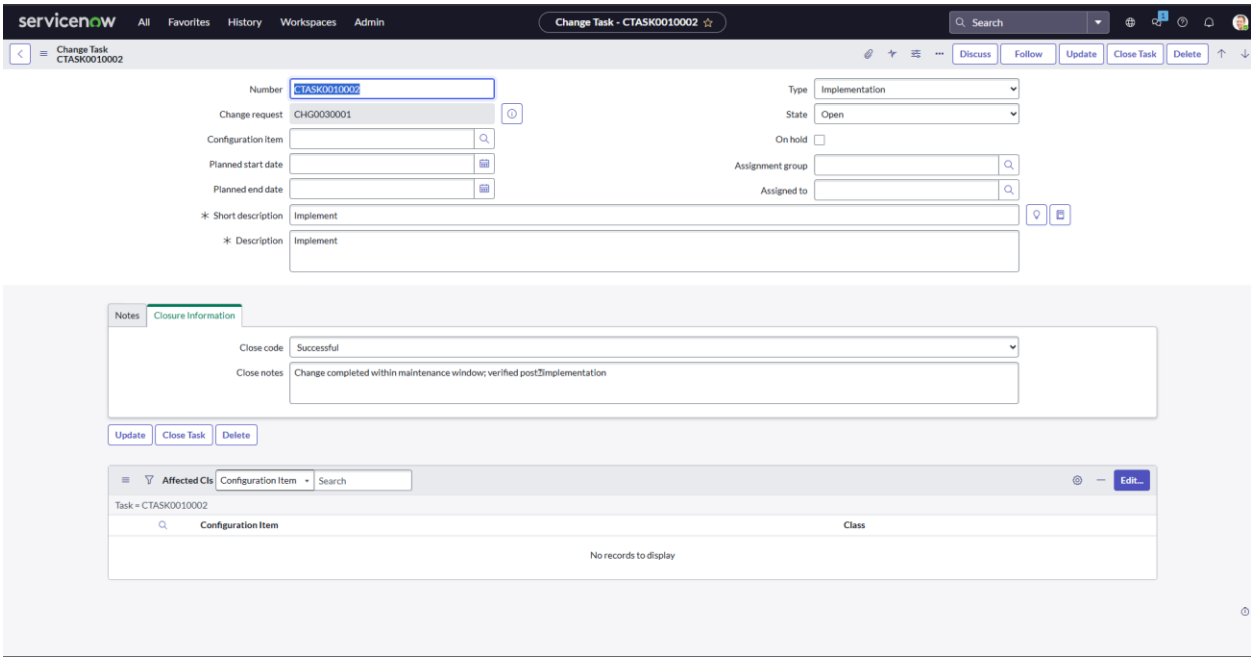


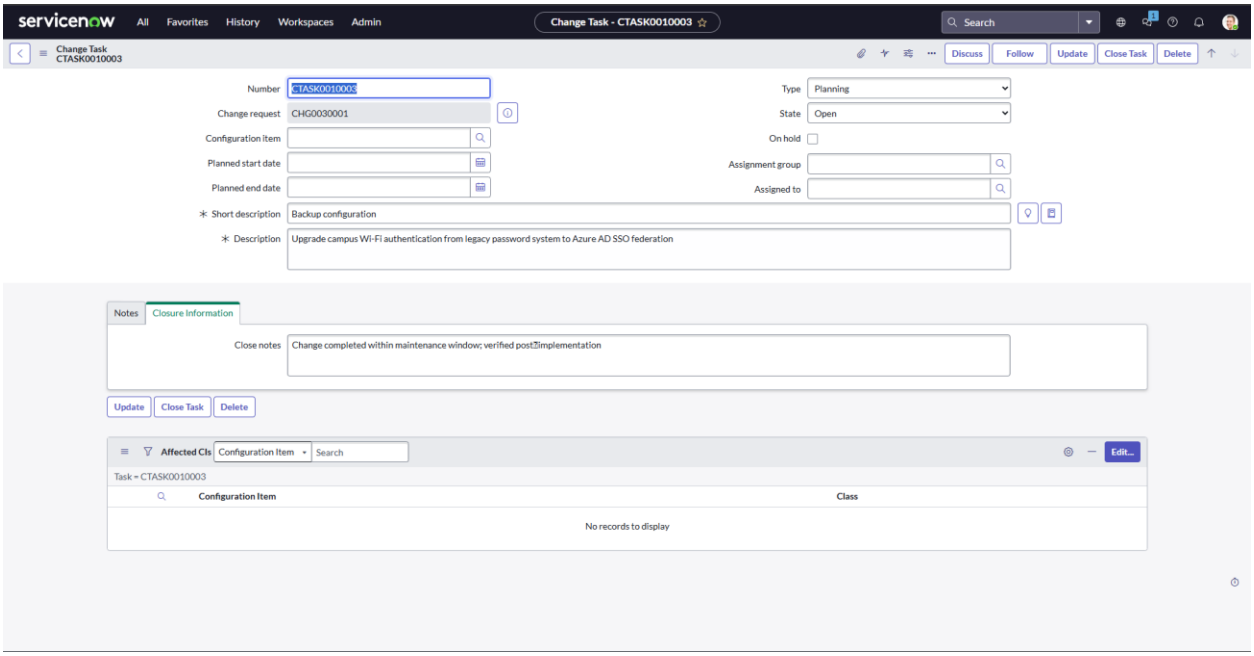
Stage 4 : Implement - Work in Progress

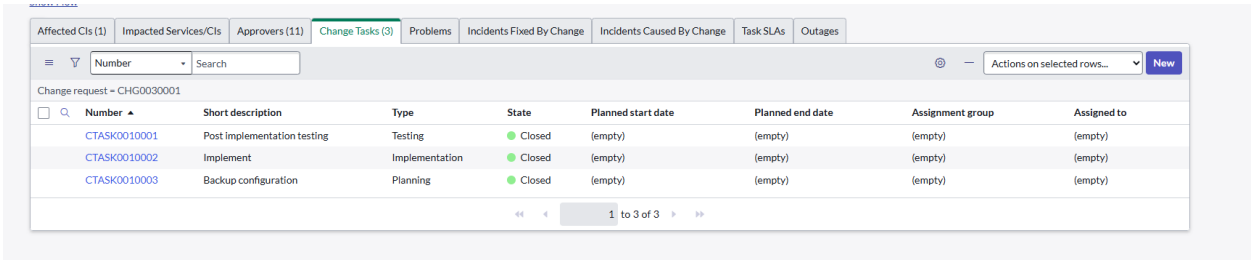

servicenow
All
Favorites
History
Workspaces
Admin
Change Request - CHG0030001
Search
Change Request
CHG0030001
Discuss
Follow
Review
Conflict Calendar
Update
Delete
Scheduling conflict detected. Use the Scheduling Assistant to avoid conflicts.
New
Assess
Authorize
Scheduled
Implement
Review
Closed
Canceled
Number
CHG0030001
Requested by
Jarvis Galas
Category
Other
Service
Service offering
Configuration item
*CAROL3-GATEWAY
Priority
2 - High
Risk
High
Impact
1 - High
Short description
Upgrade Wi-Fi Authentication System to Azure AD SSO
Description
Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation
Model
Normal
Type
Normal
State
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
2025-11-11 05:00:00
CAB required
CAB date/time
Actual start date
2025-11-03 17:48:39
Actual end date
CAB delegate
CAB recommendation


servicenow
All
Favorites
History
Workspaces
Admin
Change Task - CTASK0010001
Search
Change Task
CTASK0010001
Discuss
Follow
Update
Close Task
Delete
Number
CTASK0010001
Change request
CHG0030001
Configuration item
Planned start date
Planned end date
Short description
Post implementation testing
Description
Post implementation testing
Type
Testing
State
Open
On hold
Assignment group
Assigned to
Notes
Closure Information
Close code
-- None --
Close notes
Update
Close Task
Delete
Affected CIs
Configuration Item
Search
Edit...
Task = CTASK0010001
Configuration Item
Class
No records to display

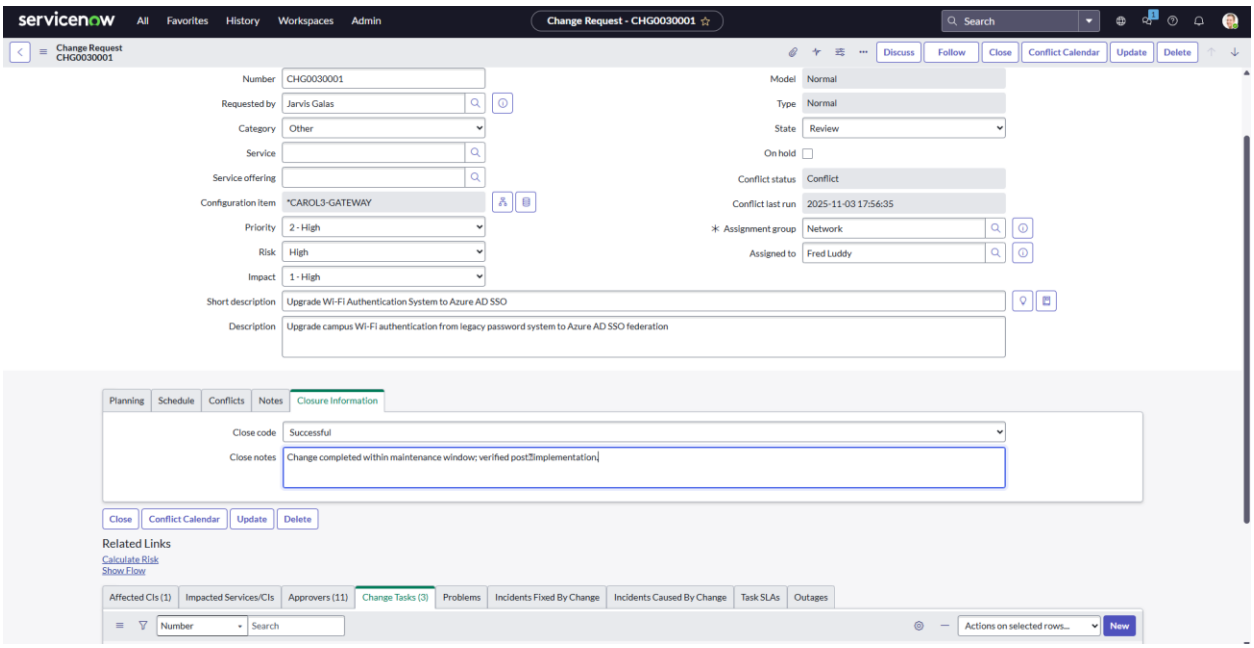

servicenow
All
Favorites
History
Workspaces
Admin
Change Task - CTASK0010001
Search
Change Task
CTASK0010001
Discuss
Follow
Update
Delete
Number
CTASK0010001
Type
Testing
Change request
CHG0030001
State
Closed
Configuration item
Assignment group
Planned start date
Assigned to
Planned end date
Short description
Post implementation testing
Description
Post implementation testing
Notes
Closure Information
Close code
Successful
Close notes
Change completed within maintenance window; verified post-implementation.
Update
Delete
Affected CIs
Configuration Item
Search
Edit...
Task = CTASK0010001
Configuration Item
Class
No records to display


servicenow
All
Favorites
History
Workspaces
Admin
Change Task - CTASK0010002
Search
Change Task
CTASK0010002
Discuss
Follow
Update
Close Task
Delete
Number
CTASK0010002
Type
Implementation
Change request
CHG0030001
State
Open
Configuration item
On hold
Planned start date
Assignment group
Planned end date
Assigned to
Short description
Implement
Description
Implement
Notes
Closure Information
Close code
Successful
Close notes
Change completed within maintenance window; verified post-implementation
Update
Close Task
Delete
Affected CIs
Configuration Item
Search
Edit...
Task = CTASK0010002
Configuration Item
Class
No records to display

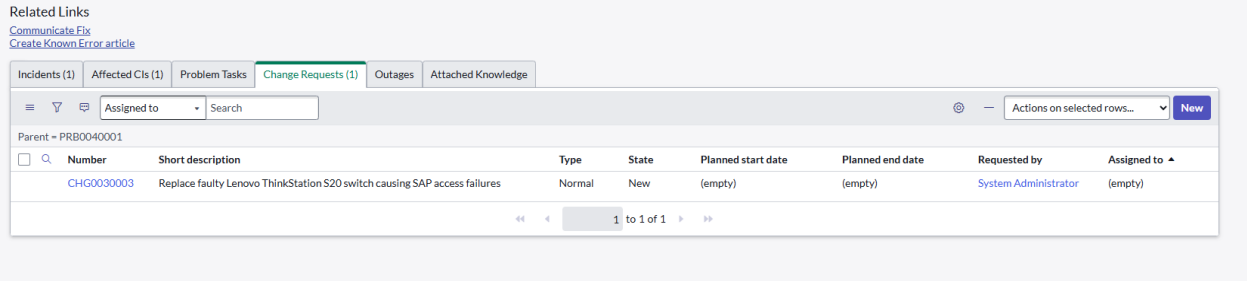


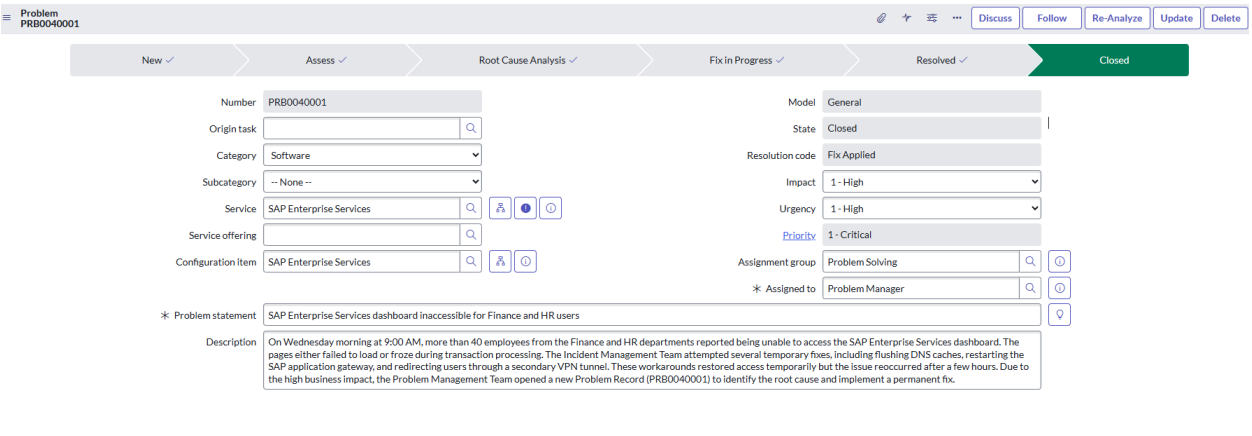


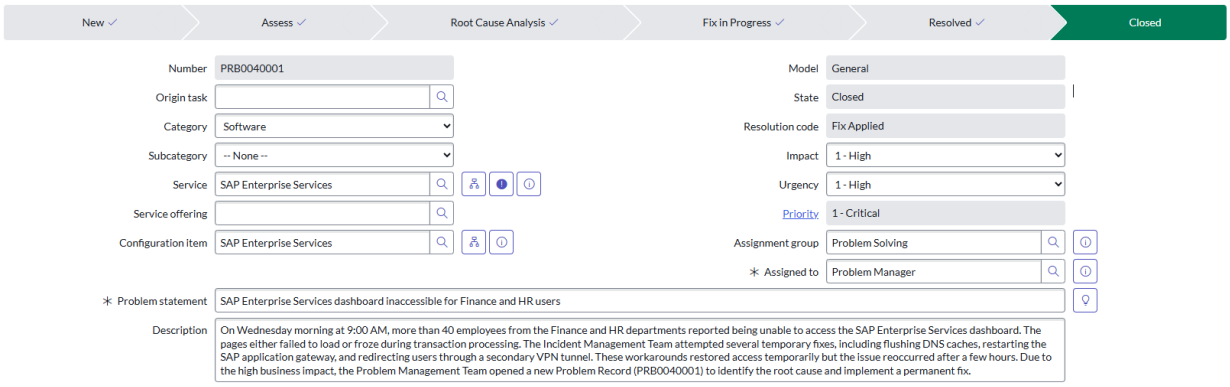
Stage 5 : Review – Verification



Stage 6 : Closed - Final state


Related Links
Communicate Fix
Create Known Error article
Incidents (1)
Affected CIs (1)
Problem Tasks
Change Requests (1)
Outages
Attached Knowledge
Assigned to
Search
Actions on selected rows...
New
Parent = PRB0040001
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
Discuss
Follow
Re-Analyze
Update
Delete
New
Assess
Root Cause Analysis
Fix in Progress
Resolved
Closed
Number
PRB0040001
Origin task
Category
Software
Subcategory
-- None --
Service
SAP Enterprise Services
Service offering
Configuration item
SAP Enterprise Services
Model
General
State
Closed
Resolution code
Fix Applied
Impact
1 - High
Urgency
1 - High
Priority
1 - Critical
Assignment group
Problem Solving
Assigned to
Problem Manager
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
Origin task
Category
Software
Subcategory
-- None --
Service
SAP Enterprise Services
Service offering
Configuration item
SAP Enterprise Services
Model
General
State
Closed
Resolution code
Fix Applied
Impact
1 - High
Urgency
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Priority
1 - Critical
Assignment group
Problem Solving
Assigned to
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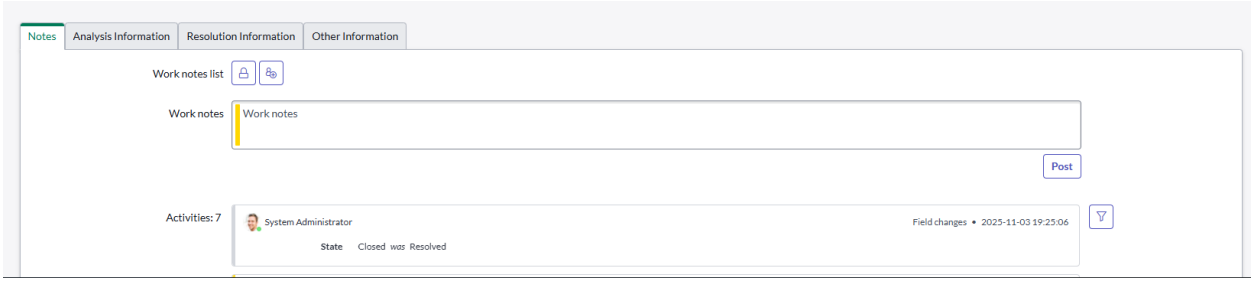

Notes
Analysis Information
Resolution Information
Other Information
Work notes list
Work notes
Work notes
Post
Activities: 7
System Administrator
Field changes • 2025-11-03 19:25:06
State
Closed was Resolved

Group Activity: Problem Management Scenario Creation and Resolution

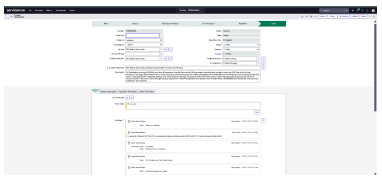
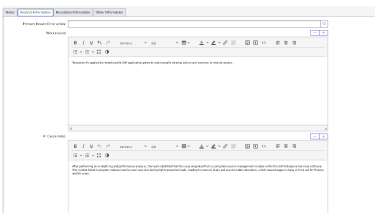
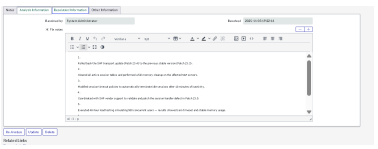
Group 11

1. Ananda Donelly Reksana (5026231149) 2. Muhammad Razan Parisya Putra (5026231174)
3. Astrid Meilendra (5026231183)

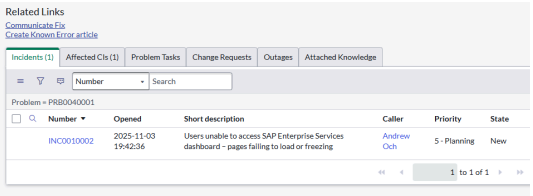
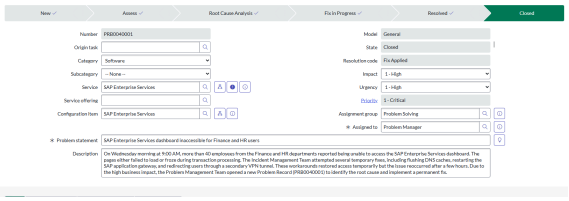
Step 1. Problem Scenario

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 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

https://dev310584.service-now.com/	user : Admin	password:^n4B*rJehO2W