

Procedure for Onboarding Applications/Business Services to Change Management

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These are the actions required for onboarding a new application/Business Service to the Change Management process.

Initial review session (1 hour) This is a high level review of the DTI Change Management Process including the roles of the change coordinator and approvers.

This should only include application/Business Service owners.

This meeting also includes reviewing this checklist and use cases of the type of production updates performed

Information required from the owner(s) The following is the information needed from the owner(s):

Business Services/Configuration Items (CIs) required based on the system components of this application. This does not include infrastructure components. The information required for each CI is:

Description IT Owner Change Owner Approvers – at least 2, who will not be change coordinators Business owner Executive sponsor

List of names of their team, including developers, to invite to the in depth review of the change management process. List of those who will be the change coordinators

In depth training session (90 minutes) This is a deeper dive in to the change management process, reviewing the process and actions performed in ServiceNow.

This includes making sure all the team members have the necessary access in ServiceNow. The session should be recorded and made available on Teams. Should include developers, SMEs and others involved in developing and deploying changes.

Setup and validate new Business Service CIs and approval groups in ServiceNow The setup will be performed by the change process manager.

The validation will be performed by the owner.

Change Coordinator(s) training (90 minutes) This is for those who will be the change coordinator for this team. This includes reviewing:

Responsibilities of the change coordinator, including the quality of the change records. Steps to perform in ServiceNow. How to request new and update a business service.

Go Live All work is complete, and is now a part of the change management process.