Adding and Utilizing the Caused by Change Field in Incident and Task Forms

Standard Operating Procedure (SOP)

Title: Adding and Utilizing the "Caused by Change" Field in Incident and Task Forms

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Table of Contents Purpose Scope Process Details Acronyms Roles & Responsibilities

Purpose

To document the standard process for utilizing the "Caused by Change" field on Incident and Service Catalog Task forms in ServiceNow to link incidents to associated change requests and improve root cause tracking and post-change impact analysis.

Scope

This SOP applies to all engineers and support personnel involved in incident management and root cause analysis within the FME ServiceNow Production Instance.

Process Details

Process steps:

1. When investigating an incident or catalog task, the engineer must determine if the issue was caused by a recent change to the production environment.

2. If the incident is determined to be caused by a change (e.g., via deployment, story release, or configuration update), the engineer must populate the "Caused by Change" field with the appropriate Change Request record.

3. The engineer should verify that the Change Request is correct by confirming the change window and scope align with the timing and behavior of the reported issue.

4. In the Resolution notes of the incident or task, the engineer must document the following: - Summary of troubleshooting steps taken - Root cause analysis (including specific changes that led to the issue) - Corrective actions implemented - Confirmation that the issue has been resolved

5. If multiple changes contributed to the issue, prioritize the most likely primary cause for the "Caused by Change" field, and document the others in the Resolution notes.

6. If the issue was due to a change that deviated from what was expected or tested (e.g., misconfiguration, unexpected dependency), highlight that explicitly in the documentation to inform future improvement of change validation processes.

7. Save and close the incident or task once documentation is complete.

Acronyms

Term

Description

CI

Configuration Item

SOP

Standard Operating Procedure

Roles & Responsibilities

Role

Responsibility

Owner Details

Support Engineer

Identify and populate the "Caused by Change" field, document root cause and troubleshooting

Assigned support team for the affected service

Change Manager

Ensure that accurate change records exist and support traceability

ITSM Change Management team

Platform Team

Maintain functionality of the "Caused by Change" field on forms

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