

Work Aide for Rollback of Changes

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The purpose of this work aide is to define the guidelines for performing rollbacks of changes implemented.

Normal change records

Requirements of the change record:

The rollback must be performed within 5 business days of the change implementation. Only updates implemented for this change record can be rolled back. New items cannot be added.

If any of the above requirements are not met, a new change record must be created and approved.

If the ServiceNow calculated Risk level is Moderate or High, then an eCAB is required.

Documentation and notification steps:

Document the rollback steps and results in the Work Notes section of the change record or a Rollback task. Notify the necessary stakeholders (e.g., application owners, Service Desk), and Change Process Manager of the rollback once complete. Update the Closed status of the change record to "Completed with Issues" if it is a partial rollback and "Completed Unsuccessfully" if it is a full rollback.

Partial rollbacks

If one or more, but not all the change implementation tasks, need to be rolled back, all the above guidelines would apply. The additional requirement is to confirm the rollback of the task(s) will not adversely impact applications or configuration items which have been implemented. If this cannot be confirmed, then all the related change implementation tasks must be rolled back together.