

# Calculate License Change Projection Costs

Lab 4.3

15-20 minute

## Lab objectives

You will achieve the following objectives:

- Create and populate a change record
- Request approval of the changes
- Review calculated license change projection costs

**Lab Dependency:** Requires the completion of Lab 1.1 (reconciliation must have been run at least once)

**Required Resources:** None

## Scenario

Beth Anglin, a System Manager at Cloud Dimensions, Ltd. (CloudD), has been asked to make configuration changes to several of the Windows servers in the CloudD environment to improve their performance. The affected servers have multiple software packages installed and the requested configuration changes to those servers may impact the current licensing needs and/or costs.

CloudD uses the ServiceNow Change Management application to manage changes in their environment. Therefore, Beth must document the proposed changes to each server via a change request, so that licensing impacts can be calculated and presented to the team during approval processing.

# Requirements Summary

## User Stories

- STRY040301 – Submit Change Request for Proposed Updates

As a system manager, I need to submit a change request documenting the proposed server configuration changes and calculated licensing impacts prior to change approval and CAB authorization.



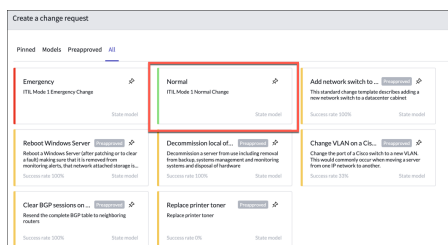
## STRY040301 – Submit Change Request for Proposed Updates

### Section 1 Create a new change request

Beth needs to create a new change request to document the initial proposed change details.



1. Impersonate **Beth Anglin**.
2. Navigate to **Change > Create New**.
3. From the All tab, select **Normal**.



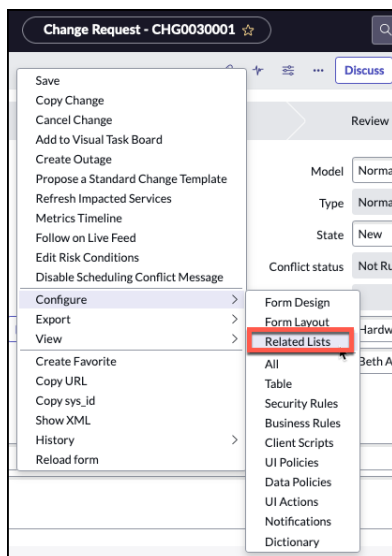
4. Complete the form as follows:
  - Category: **Hardware**
  - Configuration item: **Server-WS10**
  - Priority: **3-Moderate**
  - Short description: **Upgrade server cores and processors**
  - Assignment group: **Hardware**
  - Assigned to: **Beth Anglin**

5. Make note of the **Number**, then click the Additional actions menu in the form header and select **Save**.

## Section 2 Add related list

To more easily view the information needed Beth has requested the Change Projection Summaries related list be added to the Change Request form.

1. End impersonation to return to **System Administrator**.
2. Navigate to **Change > Open** and open the Change Request form using the number you noted earlier.
3. From **Additional Actions** select **Configure > Related Lists**.



4. Select **Change Projection Summary->Change request** and transfer to the Selected column by clicking >.

The screenshot shows a user interface for selecting tasks. It features two main columns: 'Available' on the left and 'Selected' on the right. The 'Available' column contains a list of tasks, with 'Configuration Automation Object->Change Request' at the bottom. The 'Selected' column contains a list of tasks, with 'Change Projection Summary->Change request' highlighted. Between the columns are two buttons: a right arrow (>) and a left arrow (<). Below the 'Available' column is a 'View name:' label and a dropdown menu set to 'Default view'. At the bottom right are 'Cancel' and 'Save' buttons.

Available		Selected
Task->Universal Request		Affected CIs
Testing Task->Parent		Impacted CIs
Testing Task->Universal Request		Approvers
Ticket->Parent		Change Task->Change request
Ticket->Universal Request		Problem->Change request
Time Worked->Task		Incident->Change Request
Training Course Feedback->Parent		Incident->Caused by Change
Training Course Feedback->Universal Request		Release->Parent
Transfer Order Line Subtask->Parent	>	Change Projection Summary->Change request
Transfer Order Line Subtask->Universal Request	<	
Transfer Order Line Task->Parent		
Transfer Order Line Task->Universal Request		
Upgrade History Task->Parent		
Upgrade History Task->Universal Request		
Variables->Task		
Visual Task Board Card->Task		
Configuration Automation Object->Change Request		

View name: Default view

Cancel Save

5. Click **Save**.

## Section 3 Add additional server CIs to change request

Now that Beth Anglin, apply knowledge from the previous steps and open the Change Request form created earlier.



1. As Beth Anglin, apply knowledge from the previous steps and open the Change Request form created earlier.
2. Scroll down to the **Affected CIs** related list.
3. Click **Add**.

4. Filter the list to view all other servers prefaced with **Server-WS**.
5. Select **Server-WS11** and **Server-WS12**, and then click **Add Selected**.

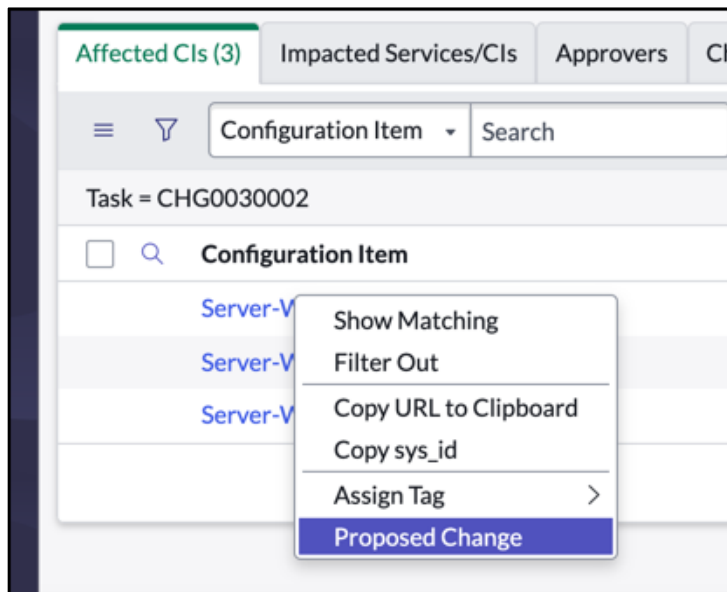
**Note:** The Add Affected CIs dialog box is closed, and you are returned to the Change Request form.

6. Review the list of Affected CIs and ensure all three servers are on the list.

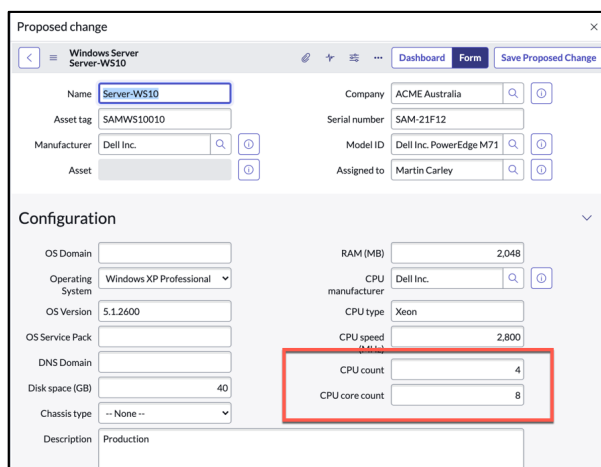
## Section 4 Identify proposed server core changes

Next, Beth needs to identify the specific configuration changes being proposed for each of the servers so the license projection calculator can correctly calculate the potential new license costs.

1. From the Affected CIs related list, right-click the name of the first Configuration Item (i.e., Server-WSnn) in the list, and select **Proposed Change**.



2. When the Proposed change dialog box is displayed, locate the **CPU count** and **CPU core count** fields.



Configuration	
OS Domain	
Operating System	Windows XP Professional
OS Version	5.1.2600
OS Service Pack	
DNS Domain	
Disk space (GB)	40
Chassis type	-- None --
Description	Production
RAM (MB)	2,048
CPU manufacturer	Dell Inc.
CPU type	Xeon
CPU speed (MHz)	2,800
CPU count	4
CPU core count	8

4. Multiply the existing values in these two fields by a factor of 2.
  - $2 \times 4 = 8$  for **CPU count**
  - $2 \times 8 = 16$  for **CPU core count**
5. Update both fields to the newly calculated values.

The screenshot shows a 'Proposed change' dialog box for a Windows Server. The dialog has a title bar with a close button (X) and a breadcrumb trail: '< Windows Server Server-WS10'. Below the breadcrumb are tabs for 'Dashboard' and 'Form', and a 'Save Proposed Change' button. The main content area is divided into two sections: 'General' and 'Configuration'. The 'General' section contains fields for Name (Server-WS10), Asset tag (SAMWS10010), Manufacturer (Dell Inc.), Company (ACME Australia), Serial number (SAM-21F12), Model ID (Dell Inc. PowerEdge M71), and Assigned to (Martin Carley). The 'Configuration' section contains fields for OS Domain, Operating System (Windows XP Professional), OS Version (5.1.2600), OS Service Pack, DNS Domain, Disk space (GB) (40), Chassis type (-- None --), RAM (MB) (2,048), CPU manufacturer (Dell Inc.), CPU type (Xeon), CPU speed (MHz) (2,800), CPU count (8), and CPU core count (16). The 'Save Proposed Change' button is highlighted with a mouse cursor.

Field	Value
Name	Server-WS10
Asset tag	SAMWS10010
Manufacturer	Dell Inc.
Company	ACME Australia
Serial number	SAM-21F12
Model ID	Dell Inc. PowerEdge M71
Assigned to	Martin Carley
OS Domain	
Operating System	Windows XP Professional
OS Version	5.1.2600
OS Service Pack	
DNS Domain	
Disk space (GB)	40
Chassis type	-- None --
RAM (MB)	2,048
CPU manufacturer	Dell Inc.
CPU type	Xeon
CPU speed (MHz)	2,800
CPU count	8
CPU core count	16

6. Click the **Save Proposed Change** button.

**Note:** The Proposed change dialog box is closed, and you are returned to the Change Request form.

7. Repeat steps D.1 through D.5 for the other two servers in the Affected CIs list.

## Section 5 Request approval of the proposed changes

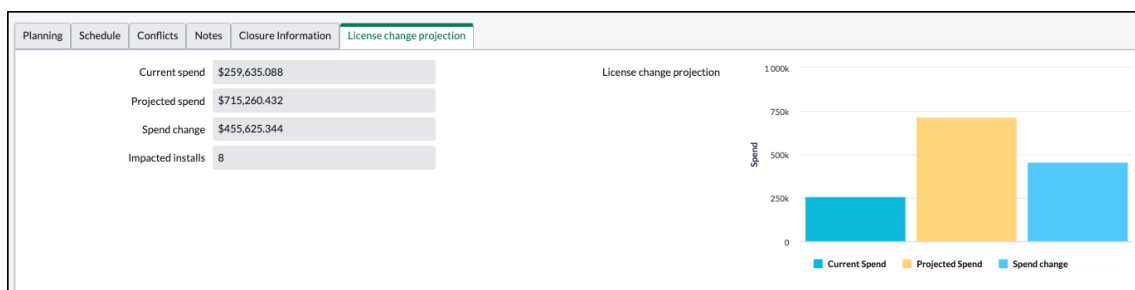
Now that Beth has documented the proposed server configuration changes, they need to request approval and initiate the license change projection calculations.

1. On the Change Request form, click the **Request Approval** button.

The screenshot shows the 'Change Request' form for CHG0030002. The form has a header with navigation icons and buttons for 'Request Approval', 'Update', and 'Delete'. Below the header, there are four text input fields labeled 'Implementation plan', 'Risk and impact analysis', 'Backout plan', and 'Test plan'. Below these fields are three buttons: 'Request Approval', 'Update', and 'Delete'. Further down, there is a 'Related Links' section with a 'Calculate Risk' link. Below that is a 'Configuration Item' search bar. At the bottom, there is a table with the following data:

Configuration Item	Class
Server-WS10	Windows Server
Server-WS12	Windows Server
Server-WS11	Windows Server

2. After a few seconds, click the Additional actions menu in the form header and select **Reload form**.
3. Scroll down and select the **License change projection** tab to review the cost associated with implementing the proposed changes:



4. Navigate to the **Change Projection Summaries** related list and click the record in the **Current spend** column.

The screenshot shows the 'Change Projection Summaries' related list. The table has the following data:

Current spend	Projected spend	Spend change	Impacted installs
\$259,635.088	\$715,260.432	\$455,625.344	8

5. This displays the breakdown by each server that is affected by the change.



6. To view software models that will be impacted click underlined number from the **Impacted installs** column.

Change Projection Summary  
Created 2022-01-14 19:06:22

Change request	CHG0030002
Current spend	\$299,635.088
Projected spend	\$795,260.432
Spend change	\$495,625.344
Impacted installs	8

CI Projection Summaries Affected CI Search Actions on selected rows...

Change projection summary = b2074fe504c18d107f44d975268f112d

Affected CI	Impacted installs	Current spend	Projected spend	Spend change
Server-WS11	<u>2</u>	\$88,215.96	\$266,015.84	\$177,799.88
Server-WS10	<u>3</u>	\$123,203.168	\$352,812.672	\$229,609.504
Server-WS12	<u>3</u>	\$88,215.96	\$176,431.92	\$88,215.96

1 to 3 of 3



***Congratulations! You have completed this lab!***

***You are now ready to begin learning about publishing software to the Service Catalog.***

## Lab takeaways



- What is the value of calculating license change projection costs?
- Why would you need to request an approval?