DAILY OPERATIONAL REVIEW
PENDING CHANGE ANALYSIS MODEL

The "Daily Operational Review - Pending Change Analysis Model" is designed to assist users in tracking ServiceNow Changes tickets that are in a Pending status, awaiting resolution and closure. This model leverages Pending Ticket Analysis to enable the IT Infrastructure Service Management Team to identify and monitor all Changes tickets that remain approved by the CAB Members.

A ***Change Request*** is a formal proposal for an alteration to any component of an IT service or its associated documentation. This process is part of the broader Change Enablement practice, which aims to ensure that changes are made efficiently and with minimal risk to the existing services. Handling a Change Request include Submission, Review and Assessment, Approval, and Implementation. A request for change (RFC) is submitted, detailing the need and objectives. Then the change request is reviewed to assess its potential impacts, risks, and benefits, going forward based on the assessment, the change is either approved, rejected, or returned for further clarification. Once approved, the change is implemented according to the planned schedule. After implementation, the change is reviewed to ensure it has achieved its objectives and to identify any lessons learned

This model provides a systematic approach to identifying pending requests, allowing the team to prioritize and address them promptly. It helps in categorizing requests based on their assignment groups, which streamlines the process of tracking and managing them. By doing so, the team can ensure that no request is overlooked and that all pending issues are resolved in a timely manner. The DOR Pending Request Model also aids in maintaining accountability within the IT Infrastructure Service Management Team, aligning with ITIL best practices.

Procedure:

1. Extract the “Pending” and “In Progress” Request Tickets from the field Change State on ServiceNow.

2. In the field “Created”, select the condition “before”, Tomorrow and pull the data for the corresponding Pending and In Progress Tickets.

3. By selecting any of the columns, right-click to show a drop-down list, select “Export”, choose “Excel”, and download the dataset.

4. Import the above Python Script on Colab by loading the dataset on its applications drive.

5. In the Change Request Pending Tickets Dataset, calculate the Age of the Changes by importing the formula from the attribute “Planned end date”.

6. Run and execute the end-to-end tailored Model code.

7. View the Pending Tickets Output in a Table View outlined by the Attributes of “Assignment Group” in the Row by “Age” aggregated in “Count” in the Column.

“In the Pending Change DOR, the IT Service Management team should follow up on tickets that are only in the Pending state for 1 or more days. Tickets created less than 1 day (24 hours) ago are not considered.”

Key Advantages:

By regularly monitoring the status of pending Changes tickets, which already has a planned end date metric, the team can modify the changes and enhance the tools or any service’s quality by various changes processes such as Change Advisory Board approvals, and technical tools intervention for Customized configuration changes ensuring changes are promptly met with SLAs enabling the IT infrastructure remains efficient and reliable.