

Meeting Information	
Meeting:	ServiceNow patch lessons learned
Date and Time:	
Place	
Meeting Facilitator:	
Meeting Objective:	Discuss and document lessons learned from ServiceNow patch

Participant	Attend?	Participant	Attend?

#	Agenda Item	Notes
1	Were any new incidents or issues introduced as a result of the patch?	
2	What items could have been planned better or identified ahead of time?	
3	What changes to the validation process could have improved the outcome?	
4	What additional support could ServiceNow have offered?	
5		

#	Action Item or Issue Description	Owner	Date Opened	Priority			
				Showstopper	High	Medium	Low
1							
2							
3							
4							
5							
6							