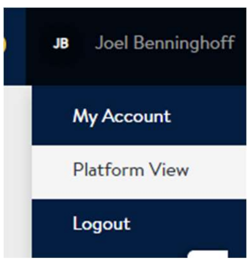
Lucernex Change Request Process

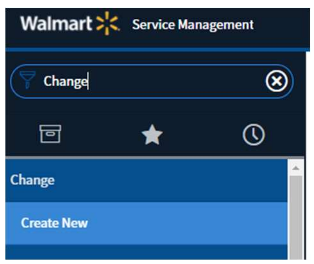
Helpful Links

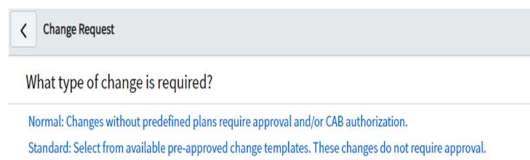
- How to create a Normal Change
- ServiceNow Change Management 101

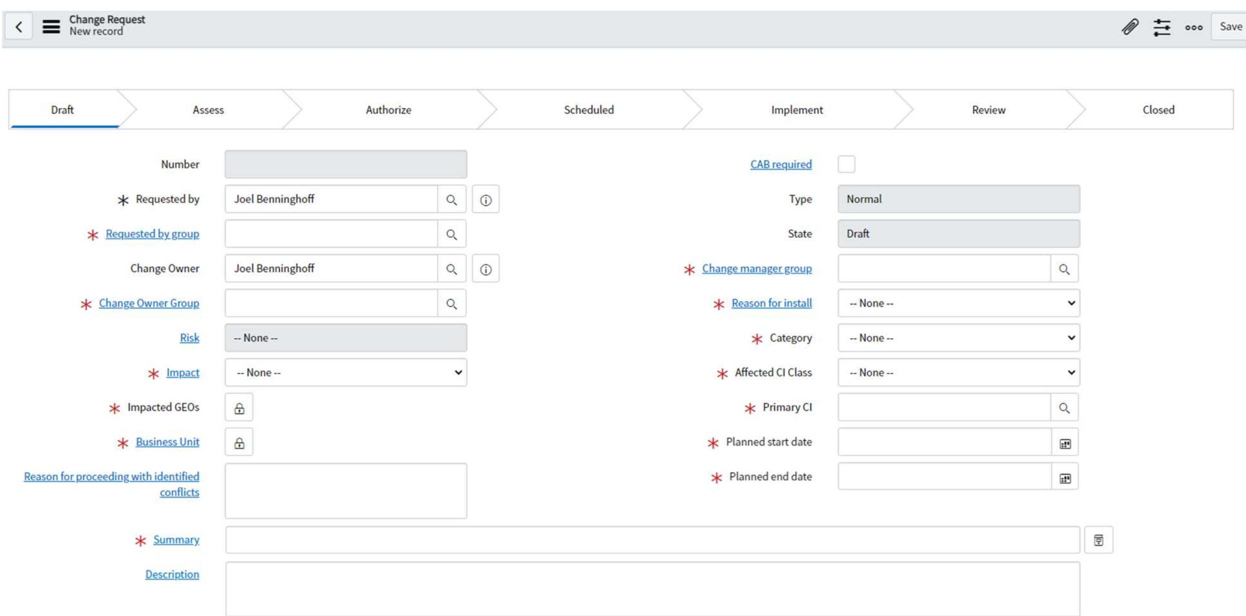
Step 1. Create New Change Request

Go to ServiceNow platform view, type 'Change' in the application filter navigator and click 'Create New'. Select "Normal" for change type. A blank change request form view will appear.









Step 2. Complete Required Fields – DRAFT State

All fields with a RED ASTERICK must be populated before the record can be saved. Once the first save has been completed, the Change Request will get CHG#### number and the second set of tabs will appear at the very bottom of the Change Request.

Key fields

- CAB Required = unchecked (systematically populated based on the Calculated Risk of High) as it was determined by the Risk Assessment
- Requested by = associate creating the change request
- Type = “Normal”
- Requested by group = “Lucernex – Admins”
- State = systematically populates the current state of the change request
- Change Owner = associate requesting/owning the change request
- Change manager group = “Change Managers – US”
- Change Owner Group = “Lucernex – Admins”
- Reason for install
    - NEW INSTALL – first version or first-time deployment
    - ENHANCEMENT – an update is needed to an already installed item
    - PREVENTATIVE MAINTENANCE – planned routine maintenance
    - INVESTIGATION/WALKTHROUGH – nothing is being installed or adjusted; it is just for a visual look
    - BOUNCE/RESTART – nothing is being installed or adjusted; it is just a down and up
    - FIX – REACTIVE – any items done to immediately fix an item or stop impact
    - FIX – PROACTIVE – any items that need done to prevent an incident/impact
- Risk = populated by filling out Risk Assessment
- Category = “Application”
- Impact = “4 – Minor”
- Affected CI Class = “Business Application”
- Impacted GEOs = “US”
- Primary CI = “Lucernex”
- Business Unit = “Home Office”
- Planned start date = date in the future; allow enough time to ensure proper approvals prior to start date
- Reason for proceeding with identified conflicts = this field is not required unless conflict is found after Risk Assessment is completed; enter why change is required if conflicts are discovered due to other change tickets or change is during a change freeze/focus period
- Planned end date = allow enough time to finish the change; 5 days or less
- Summary = high-level summary of the work to be performed, for example:
    - Lucernex Integration | AP | Modify Scheduled Job
    - Lucernex Integration | ELM | Modify Location Master Details
    - Lucernex Integration | Vendor Master | Add AR Vendors
    - Lucernex Configuration | AP | Add New Fields to Contracts Table
    - Lucernex Configuration | User Security | Update Portfolio Membership
    - Lucernex Configuration | User Security | Change Contract Approval Limits for User

- Description = details of the work to be performed; include
  - "Why" is the change necessary (i.e., Adding field to track the date when payment transaction is sent to SAP to help business with research and troubleshooting)
  - "Where" the change is being made (i.e., Contracts table)
  - "What" is being changed (i.e., Contracts > Payment Info > Transactions – WMT Payment Transactions – RE Portfolio list layout)
  - "Who" is making the change or is impacted by the change; describe whether the change impacts other systems (i.e., EAI, SAP) or is an internal configuration change to Lucernex

Step 3. Save Ticket and Complete Tabs – DRAFT State

After completing step 2, hit Save button in upper-right corner. Complete the set of tabs at the very bottom of the change request.

- Tab – Affected CIs = add "Lucernex" as the Configuration Item
- Tab – Impacted Services/CIs = add any additional Services that will indirectly receive this modification (uncommon)
- Tab – Outages = document when the known outage will be occurring (uncommon)
- Tab – Impacted Sites/Depts = N/A; Lucernex changes will only affect Home Office
- Tab – Change Tasks = additional tasks can be added for other groups to work as part of change; two tasks are created by default for 1) Implementation assigned to the Change Owner Group, and 2) Validation assigned to the Requested Group on the Change Ticket

When complete, click the Assess button in the upper-right corner to move to the next state.

Step 3. Change Ticket to ASSESS State

There are two separate steps to complete while in the ASSESS state. The Implementing Group will enter the implementation plan, backout plan, validation plan, and evidence of testing. The IT Requester / Change Owner will the approvers and complete the risk assessment for the change.

The Implementing Group will add their install, validation, and backout plans. The actual steps should be listed in these fields. Scripts and images should be reserved for attachments. DO NOT enter "See Attachment" in the plan fields.

- Tab – Planning = document high-level change steps. Detailed steps, screen prints, and/or scripts should be in an attachment.

- ### Implementation plan

Summary statement (300 character limit) — **IMPLEMENTATION PLAN** field is to document the steps it will take to implement the modification.

Business answer

- DO NOT put Code in this field
- DO NOT put SQL in this field
- DO NOT put Scripts in this field
- See Attachment is acceptable for the actual Scripts, SQL, Code, Attributes, or Screen Prints

Example

1. Take a Backup - see attachment "1" for how to do the backup and where to store the backup
2. Send Communication that the modification has started - see attachment "comms" for who to communicate to.
3. Turn notifications off - see attachment "2" for how to turn notifications off
4. Take box down - see attachment "3" for how to take the box down
5. Submit the script to alter setting- see attachment "4" for that first script.
6. Submit the script to validate the alteration was successful - see attachment "4" for that second script and attachment "5" for what the screen should look like and not look like.
7. Turn notifications on - see attachment "2" for how to turn notifications on.
8. Send Communication that the modification is complete - see attachment "comms" for who to communicate to.

- ### Backout plan

Summary statement (300 character limit) — **BACKOUT PLAN** field is to document the steps it will take to implement the modification.

Business answer

- DO NOT put Code in this field
- DO NOT put SQL in this field
- DO NOT put Scripts in this field
- See Attachment is acceptable for the actual Scripts, SQL, Code, Attributes, or Screen Prints

Example #1 backout is possible

1. Send Communication that the modification is being backed out - see attachment "comms" for who to communicate to.
2. If notifications are on, turn them off - see attachment "2" for how to turn notifications off
3. If box is up, take box down - see attachment "3" for how to take the box down
4. Restore the Backup - see attachment "1" for how to restore the backup and where that backup was stored
5. Submit the script to validate the backout was successful - see attachment "4" for that third script and attachment "6" for what the screen should look like and not look like.
6. Turn notifications on - see attachment "2" for how to turn notifications on.
7. Send Communication that the backout is complete - see attachment "comms" for who to communicate to.

Example #2 backout is NOT possible (remediation plan)

1. Send Communication that remediation is in progress - see attachment "comms" for who to communicate to.
2. Get Fred Jones to assist
3. Take data dump and store it - see attachment "7" for how to do the data dump and where that data dump is to be stored
4. Add additional space
5. Submit the script to validate the remediation worked - see attachment "4" for that fourth script and attachment "6" for what the screen should look like and not look like.
6. Turn notifications on - see attachment "2" for how to turn notifications on.
7. Send Communication that the modification is complete - see attachment "comms" for who to communicate to.

- Validation plan

Summary statement (300 character limit) — **VALIDATION PLAN** field is to document the steps it will take to validate the modification is doing what is expected to.

Business answer

- DO NOT put Code in this field
- DO NOT put SQL in this field
- DO NOT put Scripts in this field
- See Attachment is acceptable for the actual Scripts, SQL, Code, Attributes, or Screen Prints

Example

1. Wait for communication that the modification has been installed.
2. Log on to the system
3. Submit a new ticket in that system and get it to it's final state.
4. Update an existing ticket
5. Communicate any issues to the point of contact
6. Communicate that validation is done.

- Include attachments / screen shots as needed

- Tab – Evidence of Testing
  - Production Readiness Checklist Signed Off = "Yes"
  - Functional testing passed = checked
  - Install steps were tested = checked
  - JIRA # for functional testing = if applicable otherwise, blank
  - Backout steps were tested = checked
  - Technical testing passed = checked
  - Remediation steps were tested = checked
  - JIRA # for technical testing = if applicable otherwise, blank
  - Validation steps were tested = checked
  - Testing screenshots
  - Quality Assurance (QA) results attached
  - User Acceptance Testing (UAT) results attached
- Tab – Conflicts
  - Conflict status = system populated
  - Conflict last run = system populated
- Tab – Notes
  - Add work notes if needed
  - Check "Additional comments (Customer visible)" if work note should be shared with customer

While the Implementing Group is completing the tabs above, the IT Requester / Change Owner should complete the following:

- Approvers – add Group approvals via the Group Approvals tab, and/or individual approval via the Approvers tab.

Summary statement (300 character limit) Are you being informed that you must add a Group Approval or an Individual Approval to your Change Ticket? This article will help guide you on how to do that:

Business answer

- **The Change Request MUST be in Assess state.** The Approval tabs will not appear among the Second set of tabs until the Change Ticket is in the Assess state.

Individual Approval

- Select the Approvers tab
  - Click the EDIT button - this will take you to the Edit Members screen
  - Type the name of the person in the Collection field.
    - If you cannot find the person using the method above, try the below steps
      - On the Advanced search, in the 1st filter drop down and select "User ID" from the list
      - Change the 2nd filter drop down, select "is"
      - Enter the UserId of the person you are wanting to add
      - Select the "Run Filter" button
  - Once the person's name appears in the box below the Collection field
    - A Double click on the name in the big box on the left side and it will automatically add it to the big box on the right
    - If you did not do a double click, you will need to click on the ">" arrow button to add that individual to the big box on the right
  - Click SAVE button - this will take you back to the change form

Group Approval

- On this **Group Approvals** tab, click the **NEW** button. This action will open up a separate window.
- In this separate window, you will need to select a Group in the **ASSIGNMENT GROUP** field this can be done by either
  - the type ahead logic
  - or by clicking on the **Magnifier glass** which will open a pop-up search window
    - once you have selected a group, the search window will automatically close.
- Still in the separate window, now click the **SAVE** button. Once you have clicked the **SAVE** button, it will appear like nothing has occurred - BUT IT HAS!
  - Now click the ServiceNow's **Back Arrow** button in the left corner of the screen to go back to the top of your Change Record.
- Scroll back down to the second set of tabs to see the addition of the Group Approval to the **Group Approvals** tab.
  - This action will also expand the individuals listed on the **Approvals** tab with all the members of the added group approval.
    - Only one of the individuals within that group have to approve/reject to complete the Group Approval.

- Risk Assessment – complete the risk assessment by clicking the Risk Assessment button in the upper-right corner. Once the Risk Assessment is complete, the conflict checker will systematically run. If a conflict was found, the "Reason for proceeding with identified conflicts" must be populated.

Step 4. Change Ticket is in AUTHORIZE state

Once ALL approvals have been received, the change ticket will systematically advance to the SCHEDULED state.

- Do not install a modification unless the change ticket is in IMPLEMENT state and within the planned install window
- If anyone REJECTED their pending approval, the change ticket will systematically go back to the ASSESS state and all existing approvals will have to be obtained again.
- Any updates/alternations can only be made while the change ticket is in ASSESS state. Do make an update, click the RESET CHANGE button – all existing approvals will have to be obtained again.

Step 5. Change Ticket is in SCHEDULED state

Once the Planned Start Date is reached, the change ticket will systematically advance to the IMPLEMENT state.

- Alterations to a change ticket can only be made while the change ticket is in ASSESS state.
- Once in IMPLEMENT state, the RESET CHANGE button is no longer available.

Step 6. Change Ticket is in IMPLEMENT state

Once in IMPLEMENT state the actual install can be started. The ACTUAL START date field is systematically populated. The Change Tasks will be activated so they can be worked.

- Place the task you are going to work on in WORK IN PROGRESS state
- The Assigned To field must be populated before the tool will allow a task to be placed in a WORK IN PROGRESS state
- Once the task is completed, the task must be manually marked as CLOSED. All tasks should be CLOSED at or before the Planned End date.
- All anomalies must be documented within the WORK NOTES of the Task Ticket and/or Change Ticket. These anomalies will help determine what type of CLOSED CODE should be selected.
- One ALL the change tasks are in a CLOSED state, the Change Ticket will systematically advance to the REVIEW state.

Step 7. Change Ticket is in REVIEW state

If no implementation work occurred, the Change Ticket should be CANCELLED before it is moved to CLOSED state. The ACTUAL END date field is systematically populated.

To ensure your Change Ticket will not appear on the Management's Scorecard, it should be manually advanced to the CLOSE state within 5 business dates of the ACTUAL END date.

The IT Requester / Change Owner must manually:

- Populate the Close Notes field – this should describe what happened during the install (good, bad, or indifferent)
- Select the CLOSE CODE
    - SUCCESSFUL – everything went as planned
    - SUCCESSFUL WITH ISSUES (*impacts scorecard)
        - Some or all install occurred, but plan had to be altered
        - A partial backout occurred
        - A partial rollback occurred
        - Only part of the modification stated was installed
    - UNSUCCESSFUL (*impacts scorecard)

    - Full backout occurred
    - Full rollback occurred
    - The install caused impact that was not expected
- If SUCCESSFUL WITH ISSUES or UNSUCCESSFUL was selected for the close code, another field called CLOSE CODE REASON will appear.
- Lastly, click the CLOSE button in the upper-right corner of the Change Ticket.

Congratulations! You have now completed your Change Ticket.