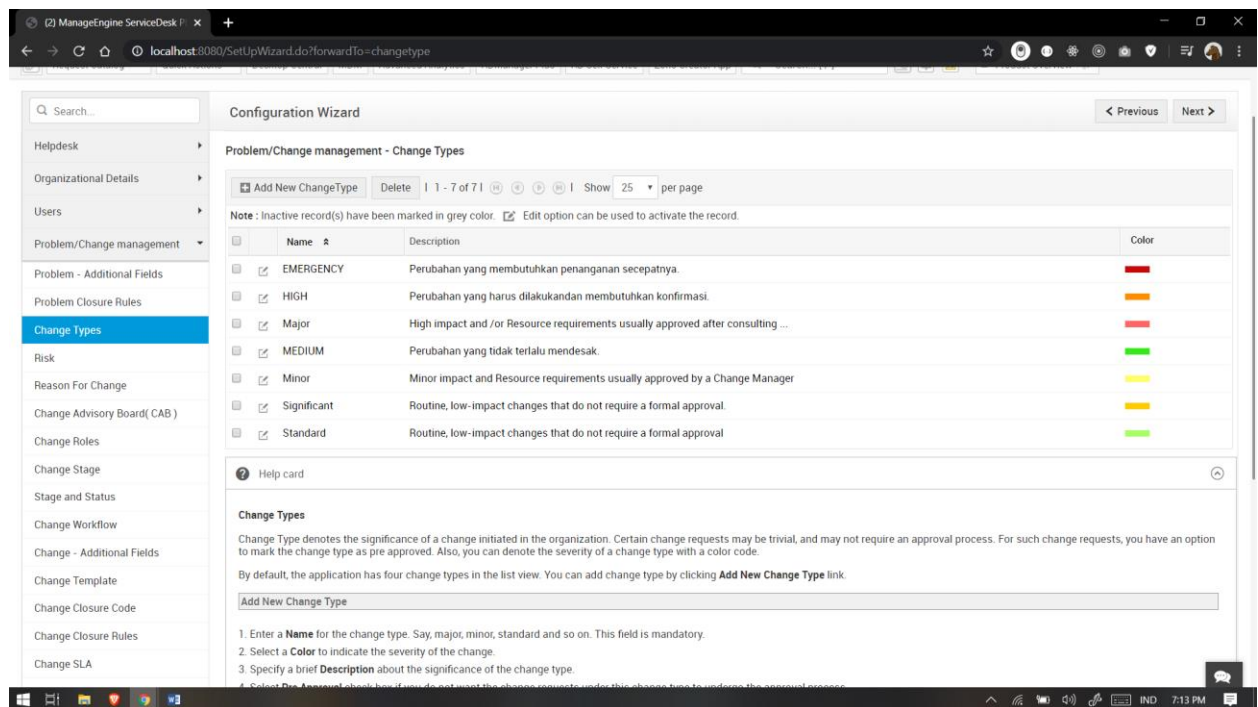
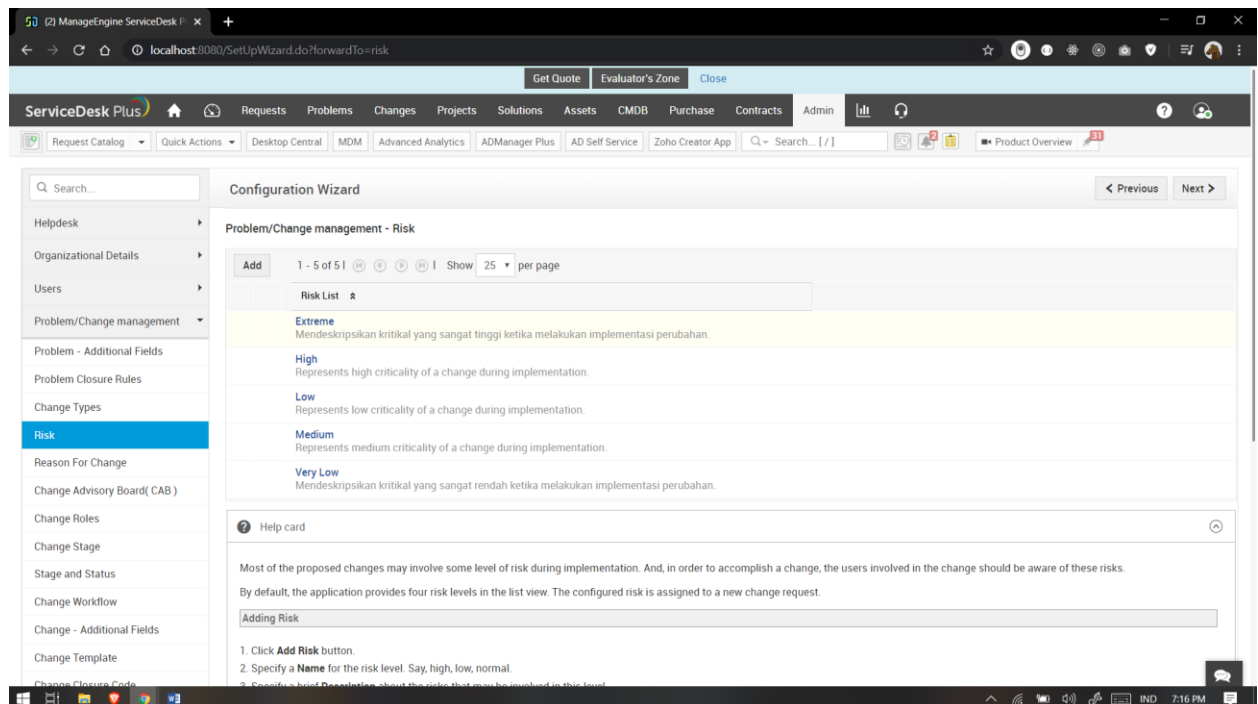


## 1. Change Type



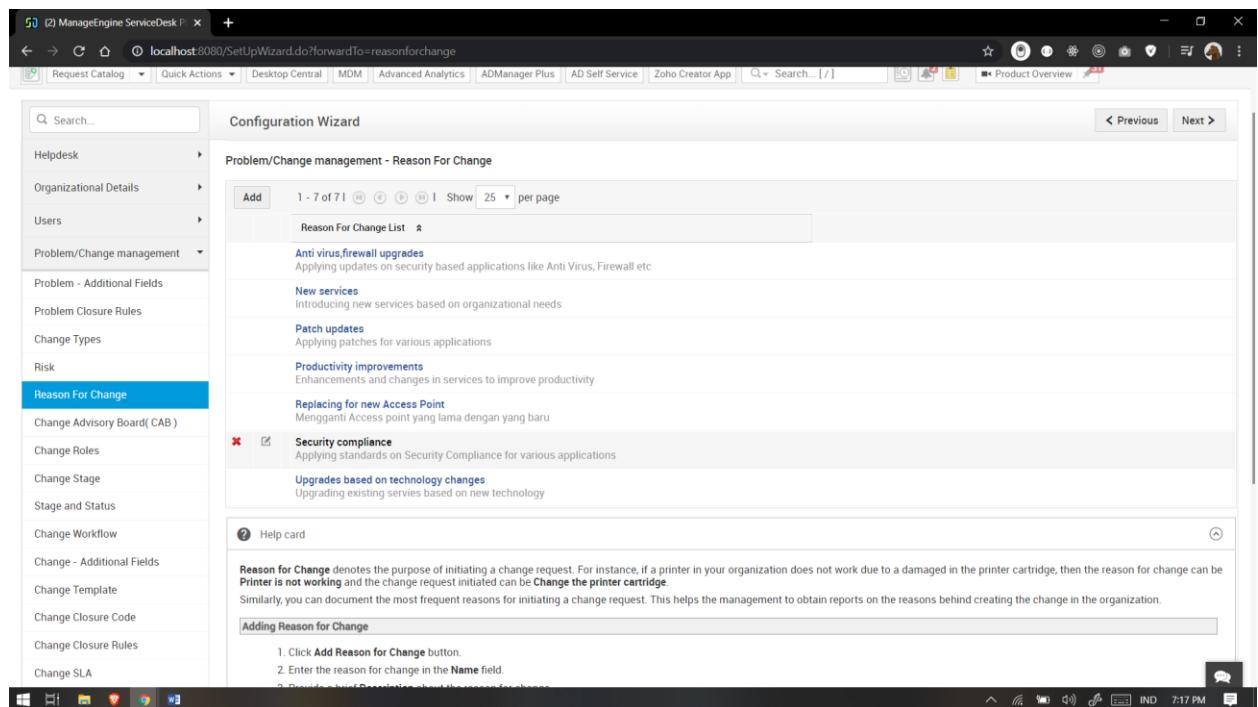
- Pada nomor ini saya menambahkan change type dengan nama dan keterangan yang telah ditentukan

## 2. Risk



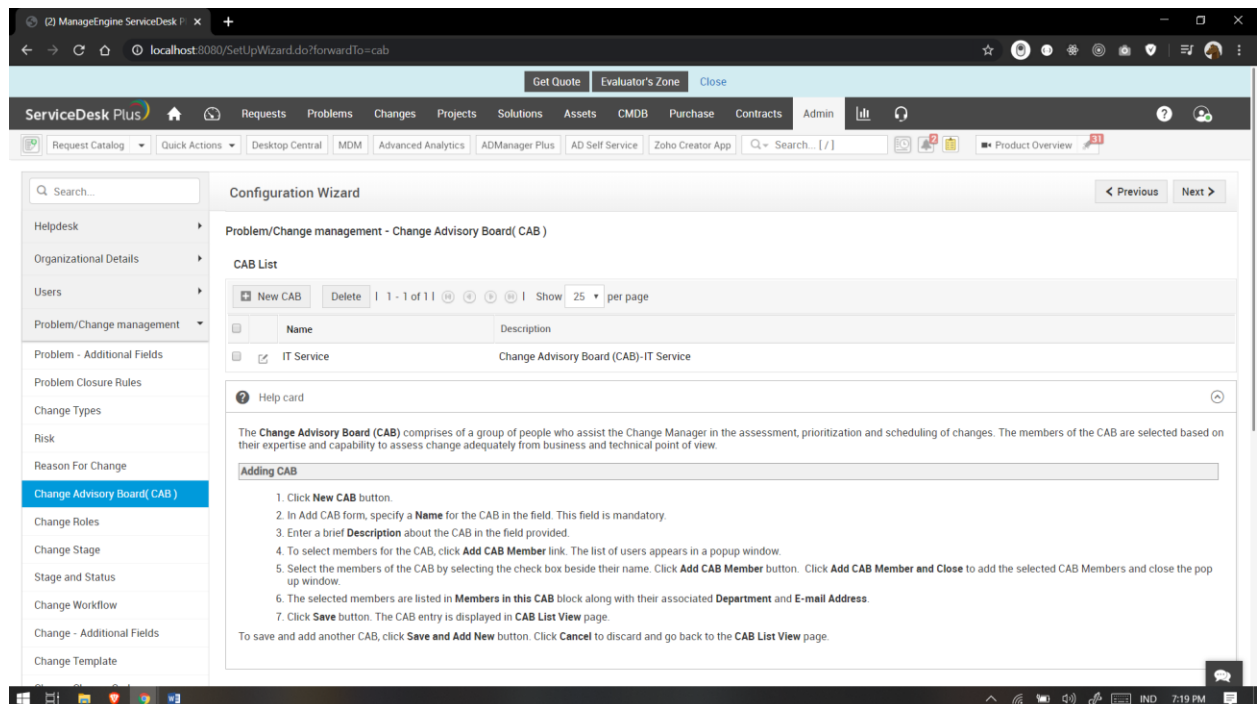
- Pada nomor ini saya menambahkan risk dengan keterangan sesuai dengan studi kasus

### 3. Reason For Change



- Pada point ini saya menambahkan reason for change untuk mengganti acces point yang baru sesuai dengan studi kasus

### 4. Change Advisory Board



- Pada point ini saya menambahkan change advisory board beserta CAB Membrernya sesuai dengan studi kasus

## 5. Change Management Process

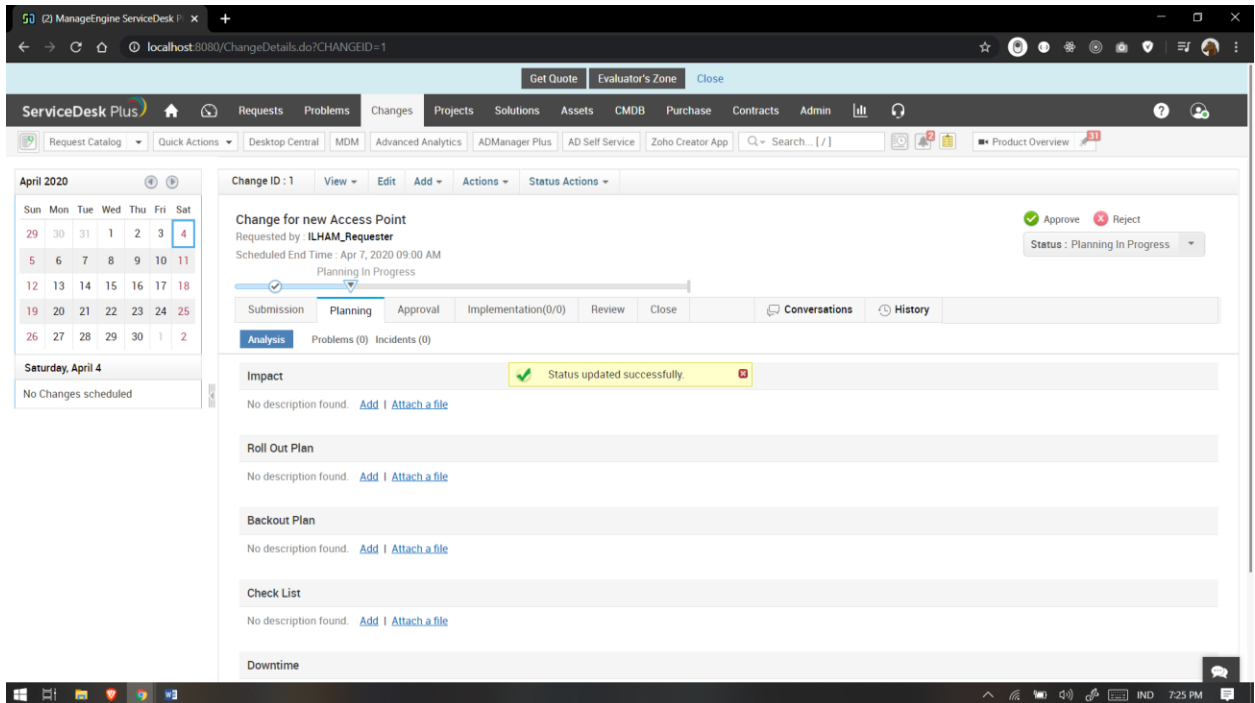
The screenshot displays the ServiceDesk Plus web interface for Change Management. The main content area shows a change request titled "Change for new Access Point" requested by "ILHAM\_Requester". The status is "Requested". The interface includes a calendar on the left for April 2020, with the 4th highlighted. The change details section shows the following information:

| Change Details    |                            | Workflow        |                                    |
|-------------------|----------------------------|-----------------|------------------------------------|
| Template          | General Template           | Change Type     | SDGeneral                          |
| Site              | Not associated to any site | Category        | Additional                         |
| Group             | Network                    | Item            | TP-Link ACROV Ceiling Mount EAP225 |
| Subcategory       | Access Point               | Urgency         | High                               |
| Impact            | High                       | Risk            | High                               |
| Priority          | High                       | Scheduled End   | Apr 7, 2020 09:00 AM               |
| Scheduled Start   | Apr 4, 2020 09:00 AM       | Completed Time  | N/A                                |
| Created Time      | Apr 4, 2020 07:23 PM       | Assets Involved | TP-Link                            |
| Services Affected | Internet                   |                 |                                    |

The interface also shows a "Reason For Change" section with the text "Replacing for new Access Point" and "Pergantian Acces Point lama dengan yang baru". The status bar at the bottom indicates the time as 7:23 PM on April 4, 2020.

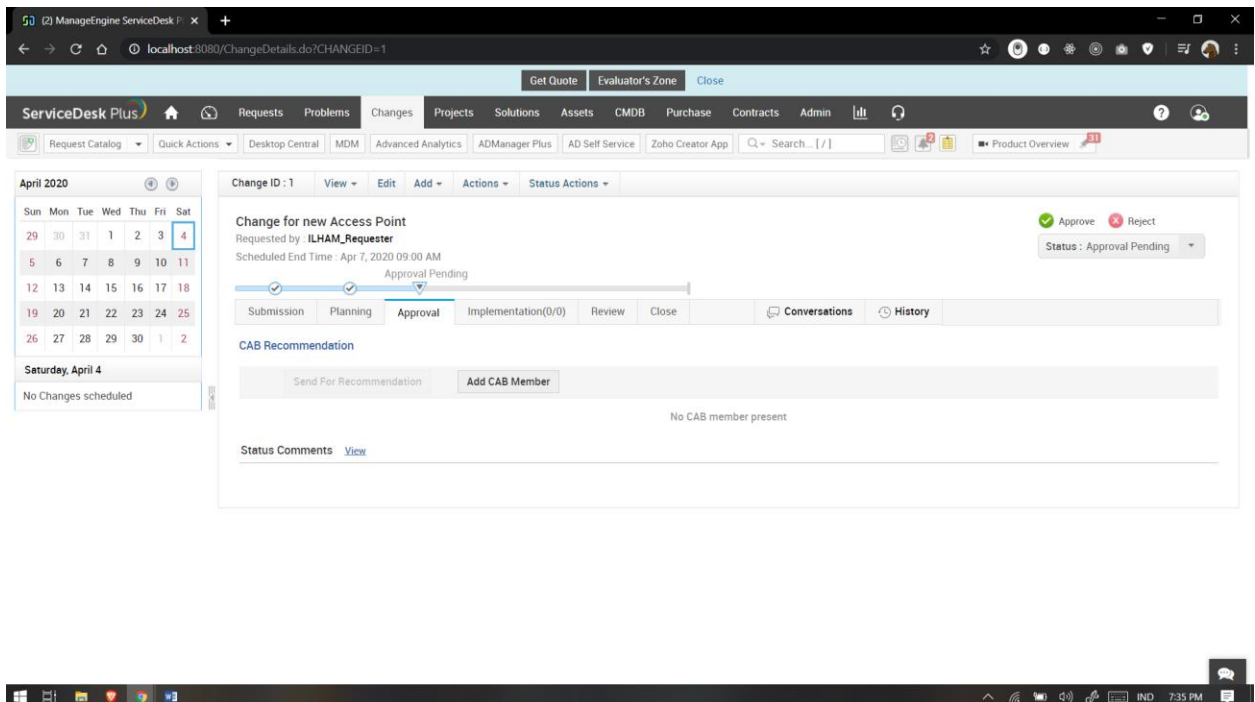
- Pada point ini saya melakukan change management process dengan change type yang telah saya buat sebelumnya

## 6. Submission Stage



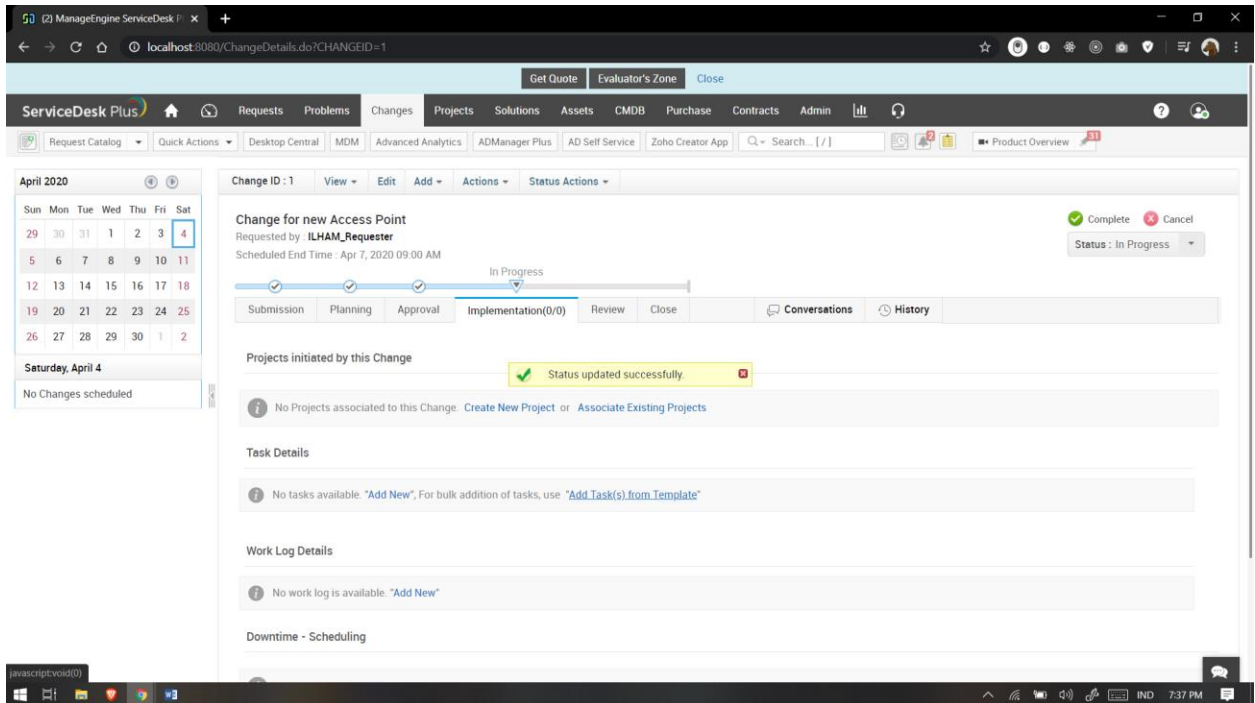
- Pada nomor ini saya mengganti status dari requested menjadi accepted

## 7. Planning Stage



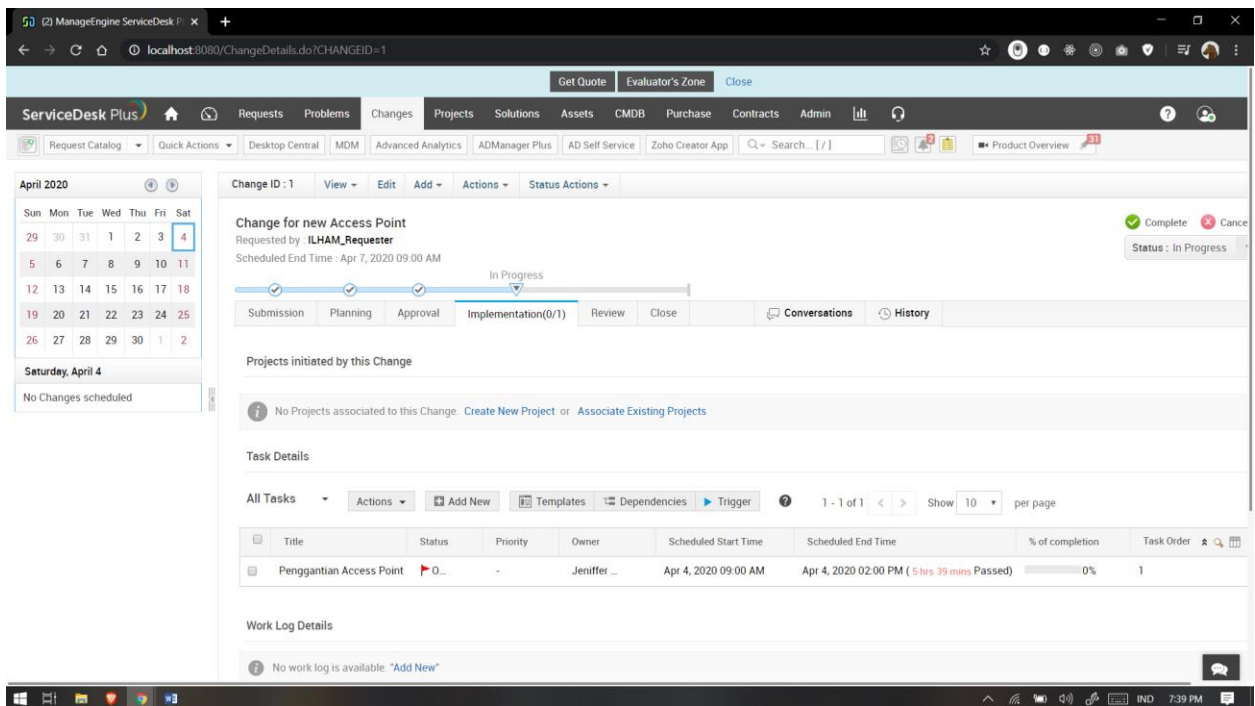
- Pada nomor ini saya menambahkan roll out plan dan back out plan pada untuk lanning stage

## 8. Approval Stage



- Pada nomor ini saya menambahkan CAB Member dari IT Service dan mengganti status menjadi approved

## 9. Implementation Stage



- Menambahkan deskripsi untuk task details

The screenshot shows the ManageEngine ServiceDesk Plus interface. On the left is a calendar for April 2020, with the 4th highlighted. The main content area displays details for 'Change ID : 1', titled 'Change for new Access Point', requested by 'ILHAM\_Requester'. The status is 'In Progress'. A progress bar shows stages: Submission, Planning, Approval, Implementation(0/1), Review (current), and Close. Below the progress bar, the 'Review' section shows a message: 'Status updated successfully.' with a green checkmark icon. The 'Status Comments' section is empty. The top navigation bar includes links like 'Get Quote', 'Evaluator's Zone', and 'Close'. The bottom taskbar shows the system clock as 7:40 PM.

- Mengganti status menjadi complete

## 10. Review Stage

This screenshot shows the same 'Change for new Access Point' in the 'Review' stage. The 'Review' section now contains a comment: 'Sudah dilakukan dengan baik dan benar' (Already done well and correctly), entered by an administrator on April 4, 2020, at 07:41 PM. The 'Next Review Schedule' is listed as 'N/A'. The 'Status Comments' section remains empty. The progress bar and other interface elements are consistent with the previous screenshot. The system clock in the taskbar now shows 7:41 PM.

- Menambahkan review

The screenshot shows the ManageEngine ServiceDesk Plus interface. The top navigation bar includes links for Get Quote, Evaluator's Zone, and Close. The main content area displays a change request for a new Access Point, requested by ILHAM\_Requester. The status is 'In Progress'. The progress bar shows the following steps: Submission, Planning, Approval, Implementation(0/1), Review, and Close. The 'Close' step is currently selected. The 'Closure Code' section shows a successful status update. The 'Approval Summary' section lists the following steps and their completion status:

| Step           | Status    | Completed by  | Completed on         |
|----------------|-----------|---------------|----------------------|
| Submission     | Accepted  | administrator | Apr 4, 2020 07:25 PM |
| Planning       | Approved  | administrator | Apr 4, 2020 07:35 PM |
| Approval       | Approved  | administrator | Apr 4, 2020 07:37 PM |
| Implementation | Completed | administrator | Apr 4, 2020 07:40 PM |
| Review         | Completed | administrator | Apr 4, 2020 07:41 PM |

The status comments section is also visible.

- Mengganti status menjadi completed

## 11. Close

The screenshot shows the ManageEngine ServiceDesk Plus interface with an 'Announcements' dialog box open. The dialog box displays the following information:

- Change for new Access Point**
- Description:** Pergantian Acces Point lama dengan yang baru
- User Groups:** Engineering
- Created by:** administrator On Apr 4, 2020 07:43 PM
- From Date:** Apr 4, 2020 07:42 PM
- To Date:** N/A

The background shows the same change request details as the previous screenshot, with the status 'In Progress'.

- Membuat announcement



The screenshot shows the ServiceDesk Plus interface. On the left is a calendar for April 2020, with the 4th highlighted. The main content area displays a change request titled "Change for new Access Point" requested by "ILHAM\_Requester". The status is "Completed". A progress bar shows the stages: Submission, Planning, Approval, Implementation(0/1), Review, and Close, with the "Close" stage currently selected. Below the progress bar, there is a "Closure Code" section with a message "Status updated successfully." and an "Approval Summary" table.

| Approval Summary |  |
|------------------|--|
| Submission       | Accepted by administrator on Apr 4, 2020 07:25 PM  |
| Planning         | Approved by administrator on Apr 4, 2020 07:35 PM  |
| Approval         | Approved by administrator on Apr 4, 2020 07:37 PM  |
| Implementation   | Completed by administrator on Apr 4, 2020 07:40 PM |
| Review           | Completed by administrator on Apr 4, 2020 07:41 PM |
| Close            | Completed by administrator on Apr 4, 2020 07:44 PM |

At the bottom, there is a "Status Comments" section with a "View" link.

- Mengubah status menjadi completed

## 12. History

This screenshot shows the same change request, but with the "History" tab selected. The "Change History" section displays a single entry: "on : Apr 4, 2020". To the right of this entry are links for "Property View", "Show All", "Hide All", and "Expand".

- Pada nomor ini saya menampilkan history dari seluruh "Change" yang dibuat