

Managing Non-Production Changes in ServiceNow

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Introduction

Service Management uses ServiceNow to manage the creation, approval, scheduling, and implementation of non-production changes. All Non-production changes occur outside of the production instance. If a non-production change is intended to move to production, then testing is required.

This document contains instructions for the following tasks:

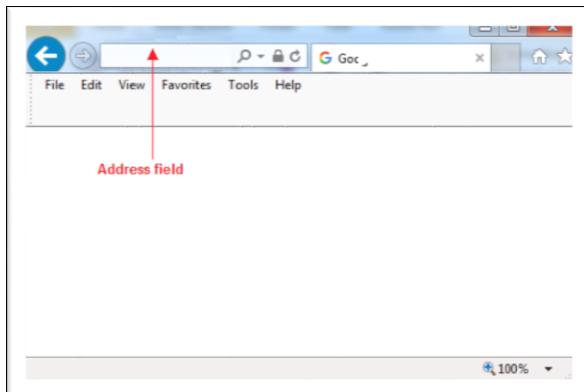
- Logging in to Service Now
- Creating a New Change Request
- Updating Change Request Inputs
 - Adding Approvers
 - Adding Change Tasks
 - Identifying Affected Configuration Items
 - Requesting Approval
- Approving Changes in ServiceNow
- Implementing a Scheduled Change Request
- Reviewing a Change Request
 - Adding a Test Plan and Results
 - Closing Post Implementation Review Tasks
- Closing a Change Request
 - Creating a Production Change Request from a Non-Production Change Request

Logging on to ServiceNow

To use ServiceNow to participate in the Change Management process, users access the ServiceNow portal via the intranet and are automatically logged on through the single sign on service using the Windows login credentials.

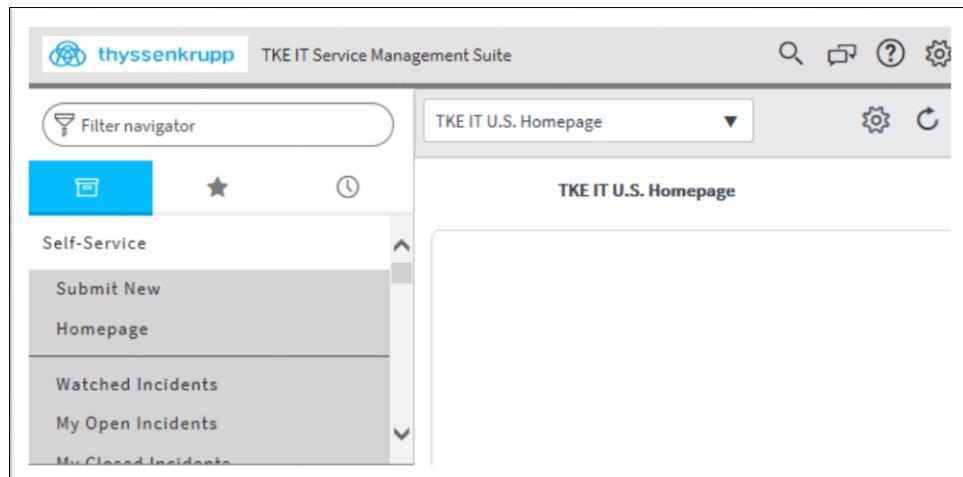
To log on to ServiceNow:

1. Open an internet browser (Chrome or Internet Explorer).



2. Type the ServiceNow URL, <https://tke.service-now.com>, into the address field.
3. Click the **Enter** key.

ServiceNow signs you on and displays the [REDACTED]-IT ServiceNow home page.



You are now ready to use ServiceNow.

Creating a New Change

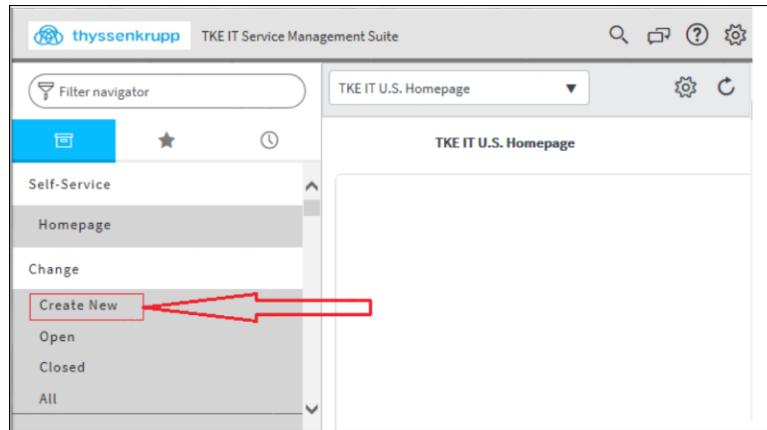
On the initial Change Request screen you will complete such tasks as:

- Entering Basic Descriptions
- Entering Plan Information
- Entering Notes
- Identifying Conflicts

Note: All required fields are marked with an asterisk (*).

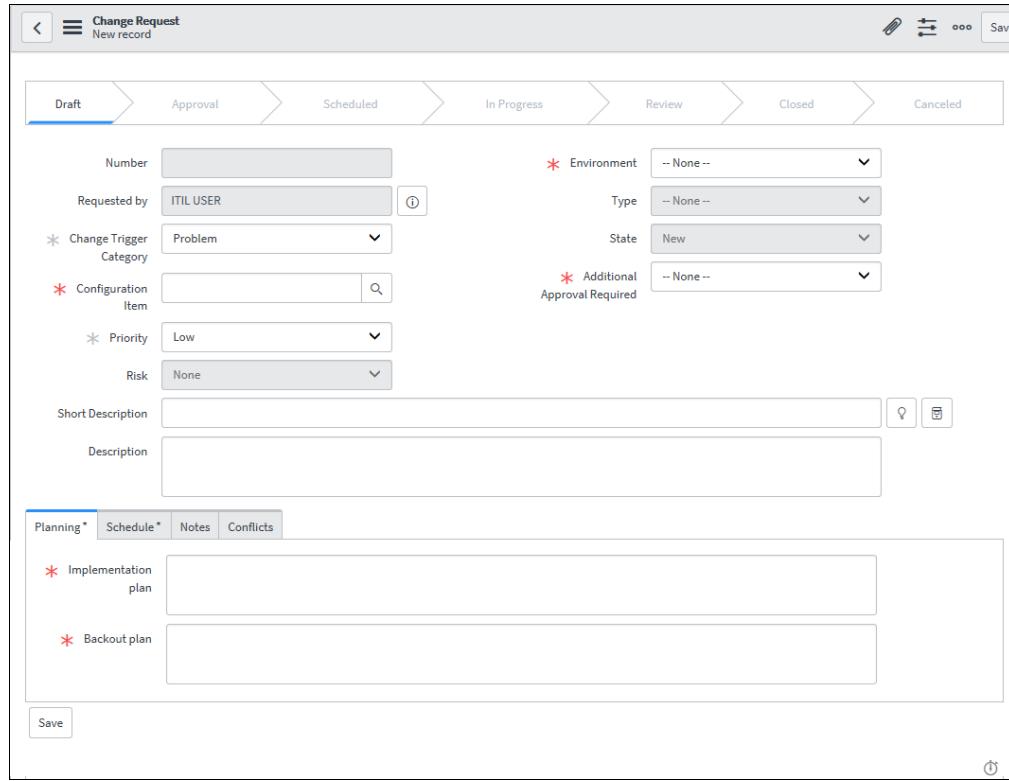
To create a change:

1. Log on to ServiceNow, if not already logged on.
The ServiceNow Home page is displayed.
2. In the left hand navigation bar, scroll to the Change section, and click Create New.



Managing Non-Production Changes in ServiceNow

A new Change Request form is displayed with the Requested By field pre-populated.



The screenshot shows the ServiceNow Change Request form in Draft status. The Requested by field is pre-populated with 'ITIL USER'. Other fields include Number, Environment, Type, State, Change Trigger Category (Problem), Configuration Item, Additional Approval Required, Priority, Risk, Short Description, and Description. The Planning tab is selected, showing Implementation plan and Backout plan fields. A Save button is at the bottom.

Note: The name of the change owner is pre-populated in the Requested By field.

3. Click the down arrow in the **Instance** field and choose Non-Production.
4. Click the down arrow in the Change Trigger Category field, and choose one of the following options:
 - Project
 - Enhancement
 - Maintenance
 - Incident
 - Problem
5. Click the Lookup icon  next to the Configuration Item field, and choose the name of the Configuration Item you are changing.
6. Click the down arrow in the Additional Approval Required option list, and choose one of the following options:
 - No
 - Yes

Note: If you choose Yes, then you have to add the approvers when you are entering additional inputs. See instructions in the Adding Additional Inputs section.

Managing Non-Production Changes in ServiceNow

7. Click the down arrow in the **Priority** field and choose one of the following priorities:
 - o Emergency – This field is displayed only for incidents and problems
 - o Urgent
 - o Routine
 - o Low
8. Click in the **Short Description** field and enter a brief description of the Change Request (75 character limit).
9. Click in the **Description** field and enter a detailed description of the Change Request.
10. Click the **Planning** tab and complete the following:
 - a) Enter the implementation plan.
 - b) Enter the Backout plan.
11. Click the **Schedule** tab and complete the following:
 - a) Select the Planned Start Date from the calendar.
 - b) Select the Planned End Date from the calendar.

12. Click the Notes tab.
13. Click in the Notes field and add any additional information, as needed.

14. Click **Save**.

The change is entered into the system, and you are now ready to add more inputs.

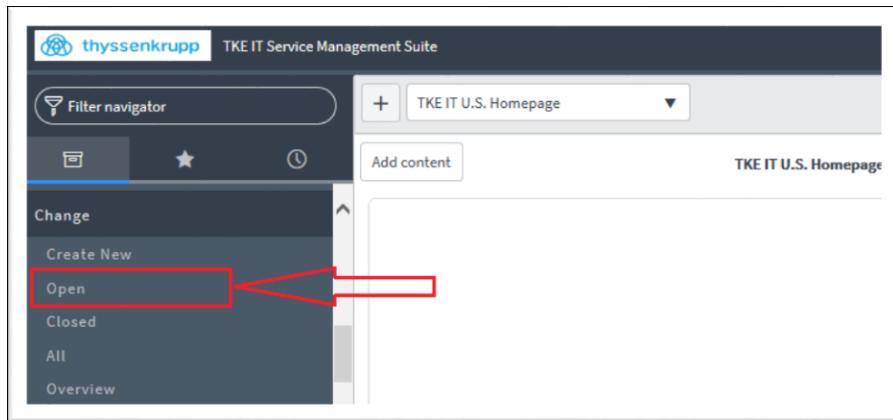
Updating Change Request Inputs

After you enter basic Change Request information and save the Change Request, the initial input screen refreshes with additional fields and functionality. You are now ready to enter the additional information.

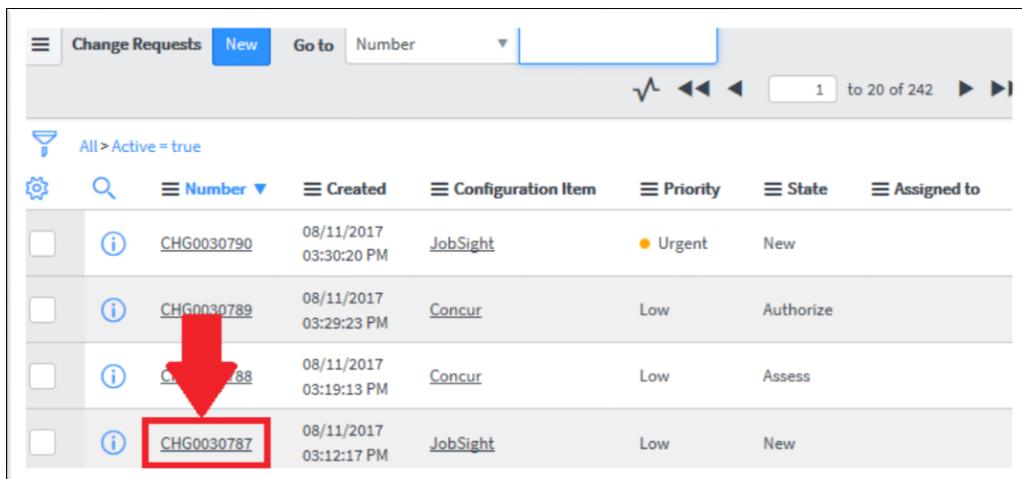
Note: If you closed the initial form and are returning to ServiceNow, you can search for the Change Request.

To enter additional information:

1. Log on to ServiceNow, if not already logged on.
The ServiceNow Home page is displayed.
2. In the left hand navigation bar, scroll to the Change section and click Open.



ServiceNow displays a list of Change Requests.

A screenshot of the ServiceNow Change Requests list page. The top navigation bar shows 'Change Requests' and 'New'. The main content area displays a list of change requests with columns: Number, Created, Configuration Item, Priority, State, and Assigned to. A red arrow points to the row with the number CHG0030787, which is highlighted with a red box.

Managing Non-Production Changes in ServiceNow

3. Scroll through the list of Change Requests and click the one you want to display.

ServiceNow displays the Change Request you selected with all the information you entered when you completed the initial input fields.

The screenshot shows the 'Change Request' window for a request with number CHG0030937. The state is 'Draft'. The configuration fields include:

- Number: CHG0030937
- Requested by: ITIL USER
- Change Trigger Category: Enhancement
- Configuration Item: Dexterra
- Priority: Routine
- Risk: Minimal
- Instance: NON-PRODUCTION
- Type: Normal Non-Prod
- State: New
- Assignment group: SOM
- Additional Approval Required: No

The 'Planning' tab is selected, showing:

- Implementation plan: 1. Step 1.
2. Step 2.
3. Step 3.
- Backout plan: 1. Step 1.
2. Step 2.
3. Step 3.

At the bottom, there are buttons for Request Approval, Save & Exit, Cancel Change, and Save.

Related Links

Approvers Change Tasks Test Plans/Results Affected Cls (1)

Approvers Edit... Go to Created Search

Approval for = CHG0030937

State Approver Comments Created

No records to display

4. Scroll to the **Related Links** section of the Change Request.

You are now ready to add other inputs using the tabs at the bottom of the Change Request window.

The screenshot shows the 'Change Request' window for a request with number CHG0030790. The 'Approvers' tab is selected. The interface includes:

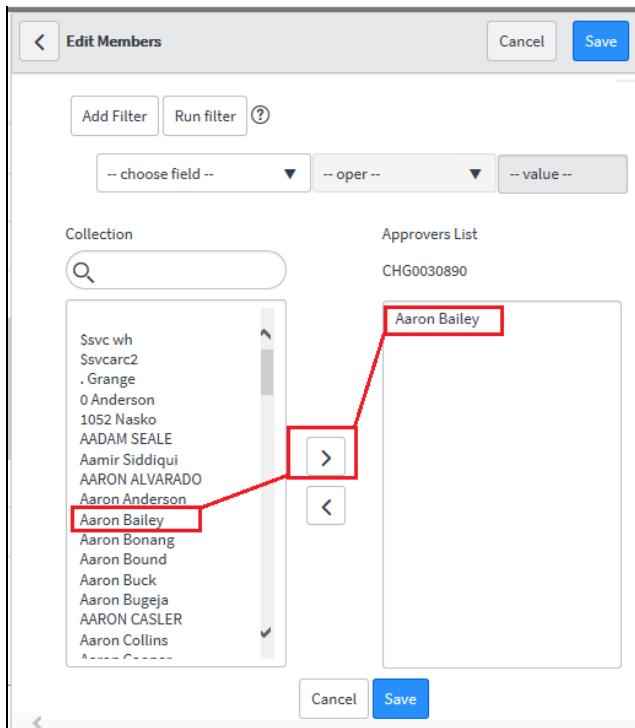
- Approvers Change Tasks Test Plans/Results Affected Cls (1) Problems Incidents Pending Change Incidents Caused By Change Non-Production CR
- Approvers Edit... Go to State Search
- Approval for = CHG0030790
- Approver State Comments Created

Managing Non-Production Changes in ServiceNow

Adding Approvers

5. Click the Approvers tab and click **Edit**.

*ServiceNow displays the **Edit Members** interface that allows you to select one or more approvers.*



6. Click the name of the approver and click the arrow key to add it to the Approvers List.

*You can also click in the **Collection** field and type the name of the appropriate approver to move it to the selection list. You can repeat this step to add multiple approvers.*

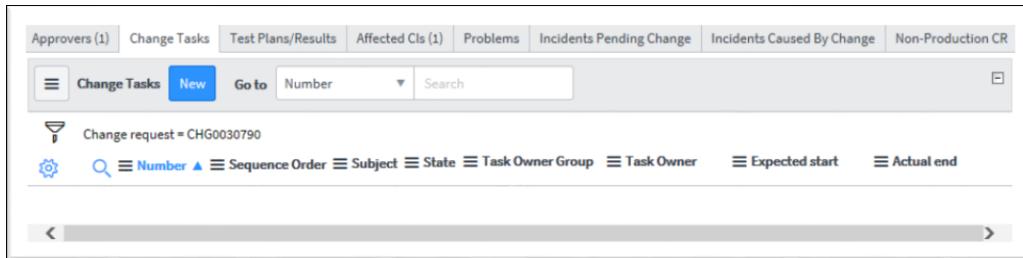
7. Click **Save** to add the approver to the Change Request.

You are now ready to Add Change Tasks.

Managing Non-Production Changes in ServiceNow

Adding Change Tasks

8. Click the **Change Tasks** tab and then click the **New** button to add Change Tasks.



Note: Make note of the Sequence Number of the most recently entered change task. You can find this in the Sequence Order column.

ServiceNow displays the *Change Task* interface where you can add a new Change Task.

9. Click in the **Sequence Order** field and enter the next number higher than the number of the most recently entered change task.
- Note:** This field is used only if you want to sequence your task.
10. Click in the **Configuration Item** field and type the name of the Configuration Item associated with this change task.
11. Click in the **Start Date** field and enter the Start Date of the change task.

Managing Non-Production Changes in ServiceNow

12. Click in the **End Date** field and enter the End Date of the change task.
13. Click in the **Due Date** field and enter the Due Date for the change task.
14. Click in the **Task Owner Group** and select the name of the domain that supports the configuration item being changed.
15. Click in the **Task Owner** field and select the name of an individual, if desired.
16. Click the down arrow in the **State** field and choose one of the following options:
 - Pending
 - Open
 - Work in Progress
 - Closed Complete
 - Closed Incomplete
 - Closed Skipped
17. Click in the **Subject** field and enter a high level subject for the change (75 character limit).
18. Click in the **Description** field and enter a detailed description of the change.
19. Click in the **CEMLI Tar File Version** field and enter the version number.
20. Click in the **Install Files with Parameters** field and enter the name of the Install Files.
21. Click in the **Pre/Post Installation Instructions** field and list the steps to implement the change task.
22. Click in the **Work Notes** field and enter any notes that might help to explain and implement this change, if desired.
23. Click **Submit** to return to the Change Request window.

You've completed adding a change task. These steps can be repeated if you need to add more change tasks. Otherwise, you are ready to add Test Plans and Results.

Identifying Affected Configuration Items

24. Click the **Affected CIs** tab.
25. Click **Add**.

Managing Non-Production Changes in ServiceNow

ServiceNow displays the Add Affected Configuration Items window. You can add configuration items that are affected by your change.

26. Select the Configuration Item that might be affected by this change and click **Add Selected**.

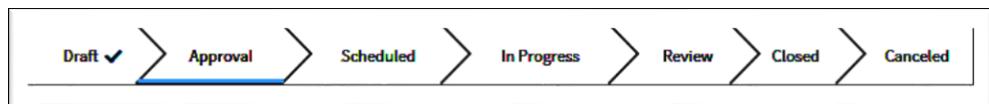
ServiceNow adds your configuration item to the Affected CIs list and then returns you to the Change Request window.

Requesting Approval

27. Click the **Request Approval** button.



Clicking the Request Approval button at the top of the window advances the Change Request through the lifecycle into the Approval phase. ServiceNow sends emails to designated approvers. The draft stage is now completed.

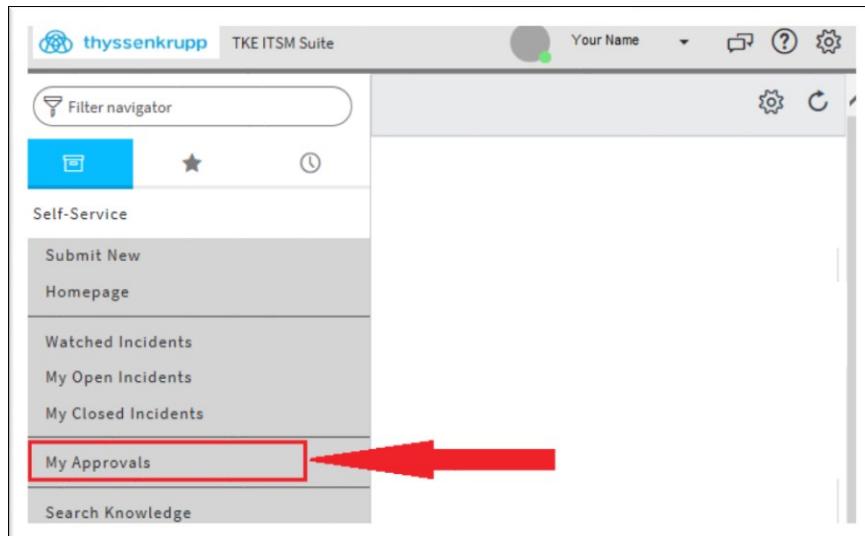


Approving Changes in ServiceNow

You can view Change Requests that need your approval in ServiceNow and then approve them. After all designated approvers have approved the Change Request, the state changes to Scheduled.

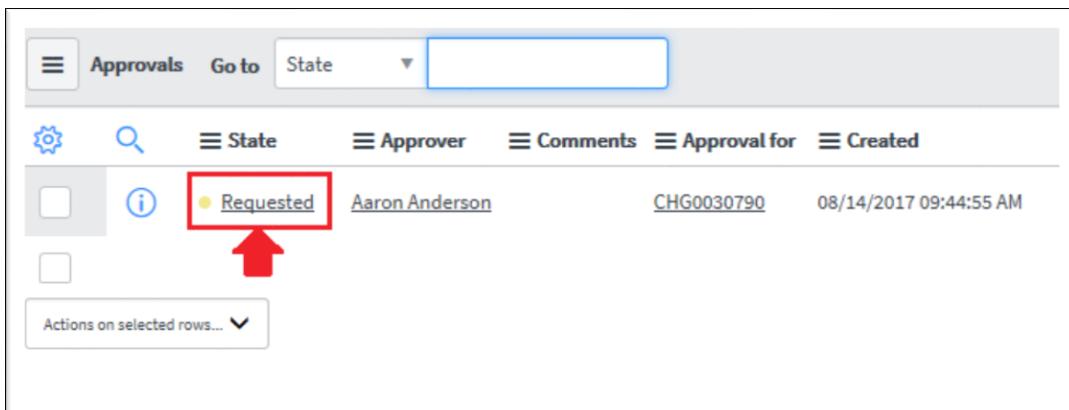
To approve changes:

1. Log on to ServiceNow, if not already logged on.
The ServiceNow Home page is displayed.
2. In the left hand navigation bar, click **My Approvals**.



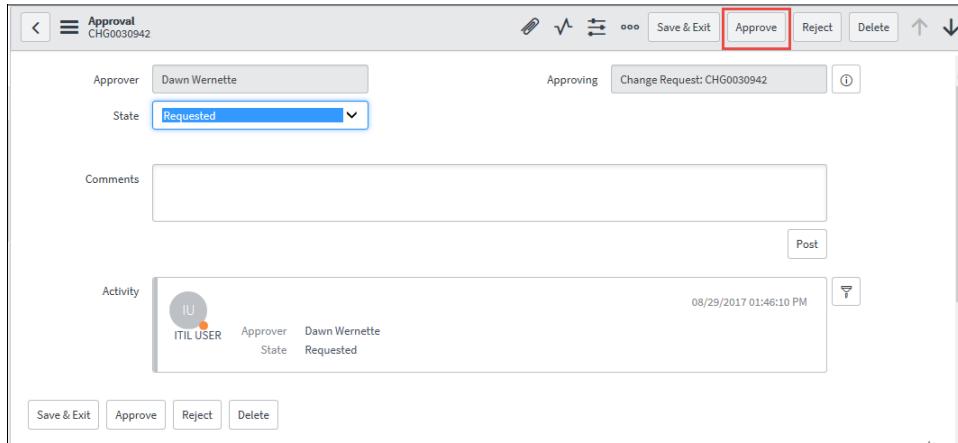
ServiceNow displays a list of changes for approval.

3. Click the **Requested** link next to the change you want to approve.



Managing Non-Production Changes in ServiceNow

ServiceNow displays the Change Request for you to review.



The screenshot shows the ServiceNow Approval interface for Change Request CHG0030942. The Approver is Dawn Wernette and the State is Requested. The Approve button is highlighted with a red box. The window includes fields for Comments, Activity (showing an ITIL USER entry), and buttons for Save & Exit, Approve, Reject, and Delete.

Note: You can click the information icon  to display a copy of the full Change Request, or scroll to the bottom of the window to review a summary of the Change Request.

4. Click the down arrow in the **State** field, and click one of the following options:
 - o Requested
 - o Approved (to approve the Change Request)
 - o Rejected
5. Click in the **Comments** field to enter any comments you want to record with your approval, and then click the **Post** button.
6. Click **Approve** to approve the request.

The Change Request is approved and is now ready to be implemented.

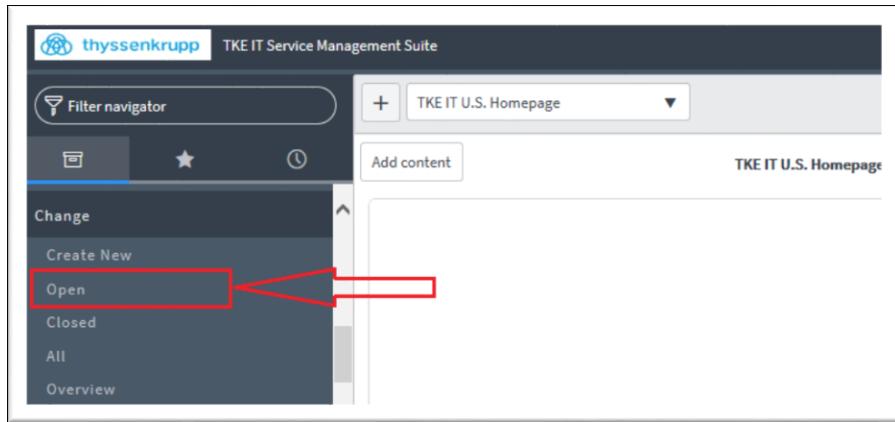
Note: You can also click the **Reject** button if you want to Reject this request. Remember to change the state to Rejected.

Implementing a Scheduled Change Request

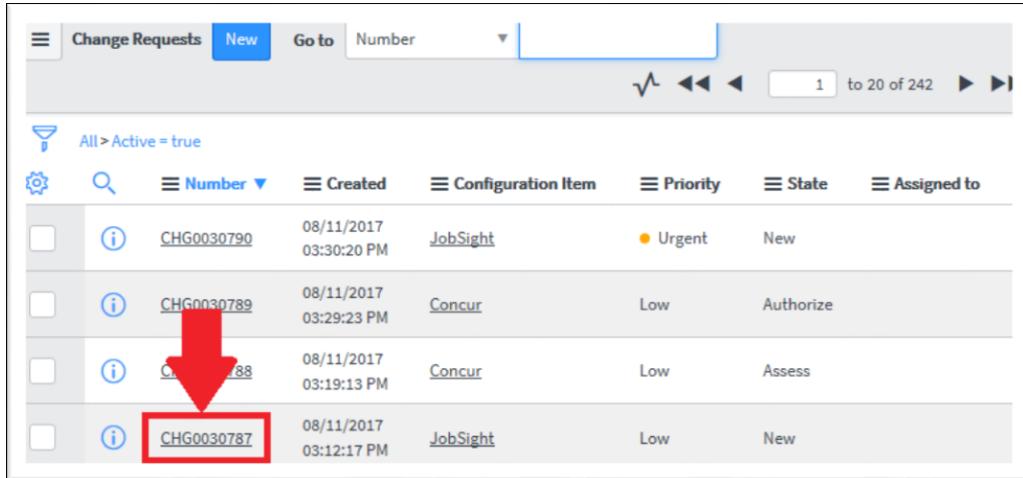
Once a Change Request has been scheduled, it is ready to be implemented. Once the implementation is completed, the Change Request progresses to the In-Progress stage.

To implement a scheduled change:

1. Log on to ServiceNow, if not already logged on.
The ServiceNow Home page is displayed.
2. In the left hand navigation bar, scroll to the **Change** section, and click **Open**.



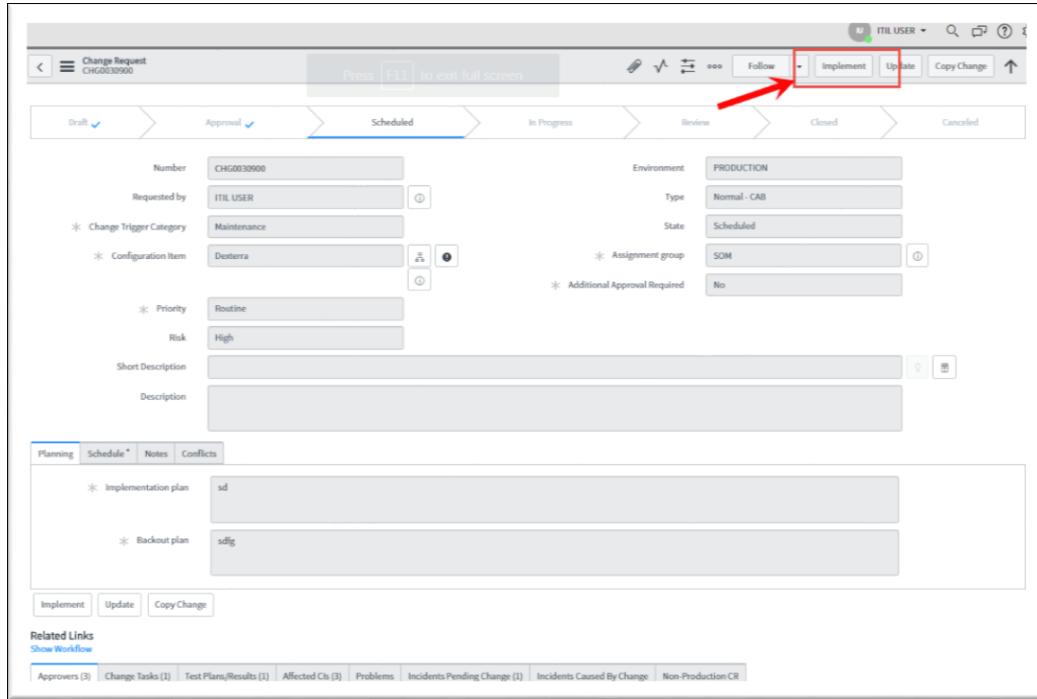
ServiceNow displays a list of Change Requests.



	Number	Created	Configuration Item	Priority	State	Assigned to
<input type="checkbox"/>	CHG0030790	08/11/2017 03:30:20 PM	JobSight	Urgent	New	
<input type="checkbox"/>	CHG0030789	08/11/2017 03:29:23 PM	Concur	Low	Authorize	
<input type="checkbox"/>	CHG0030788	08/11/2017 03:19:13 PM	Concur	Low	Assess	
<input type="checkbox"/>	CHG0030787	08/11/2017 03:12:17 PM	JobSight	Low	New	

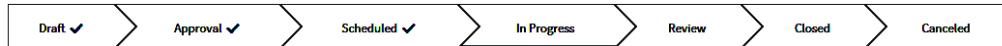
3. Scroll through the list of Change Requests, and click the one you want to display.
ServiceNow displays the Change Request you selected.
4. Click the **Implement** button to implement the change.

Managing Non-Production Changes in ServiceNow



The screenshot shows the ServiceNow Change Request interface. At the top, there is a toolbar with various buttons and a status message 'Press F11 to exit full screen'. Below the toolbar is a horizontal workflow bar showing the current phase: 'In Progress' (highlighted in blue). The main area contains form fields for basic information like Number (CHG0030900), Requested by (ITIL USER), and Environment (PRODUCTION). There are also sections for Change Trigger Category (Maintenance), Configuration Item (Dexterra), State (Scheduled), and Priority (Routine). The 'In Progress' section contains fields for Implementation plan (sd) and Backout plan (sdig). At the bottom, there are buttons for 'Implement', 'Update', and 'Copy Change', and a 'Related Links' section.

ServiceNow advances the change to the *In Progress* phase. All Change Tasks should be completed by the due date during the *In Progress* phase.



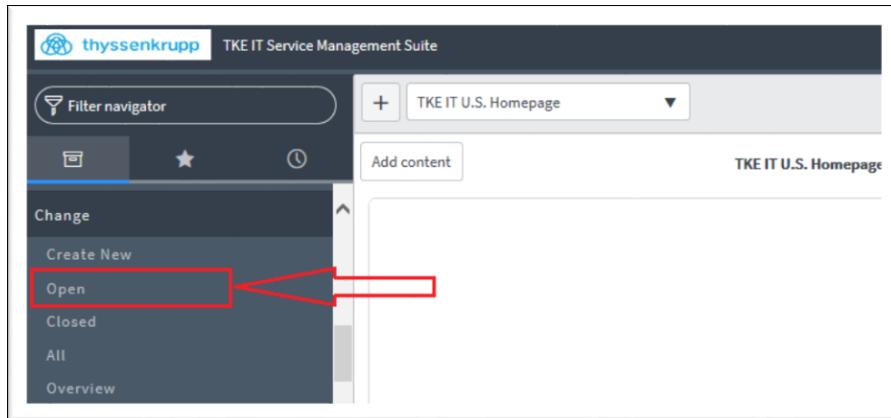
Closing Change Tasks

The following steps explain how to close the change tasks.

Note: You add test plans and results only if the non-production change request requires a production change request. Test Plans/Results are automatically added to the Production Change Request.

To close the change tasks:

1. Log on to ServiceNow, if not already logged on.
The ServiceNow Home page is displayed.
2. In the left hand navigation bar, scroll to the Change section, and click **Open**.



ServiceNow displays a list of Change Requests.

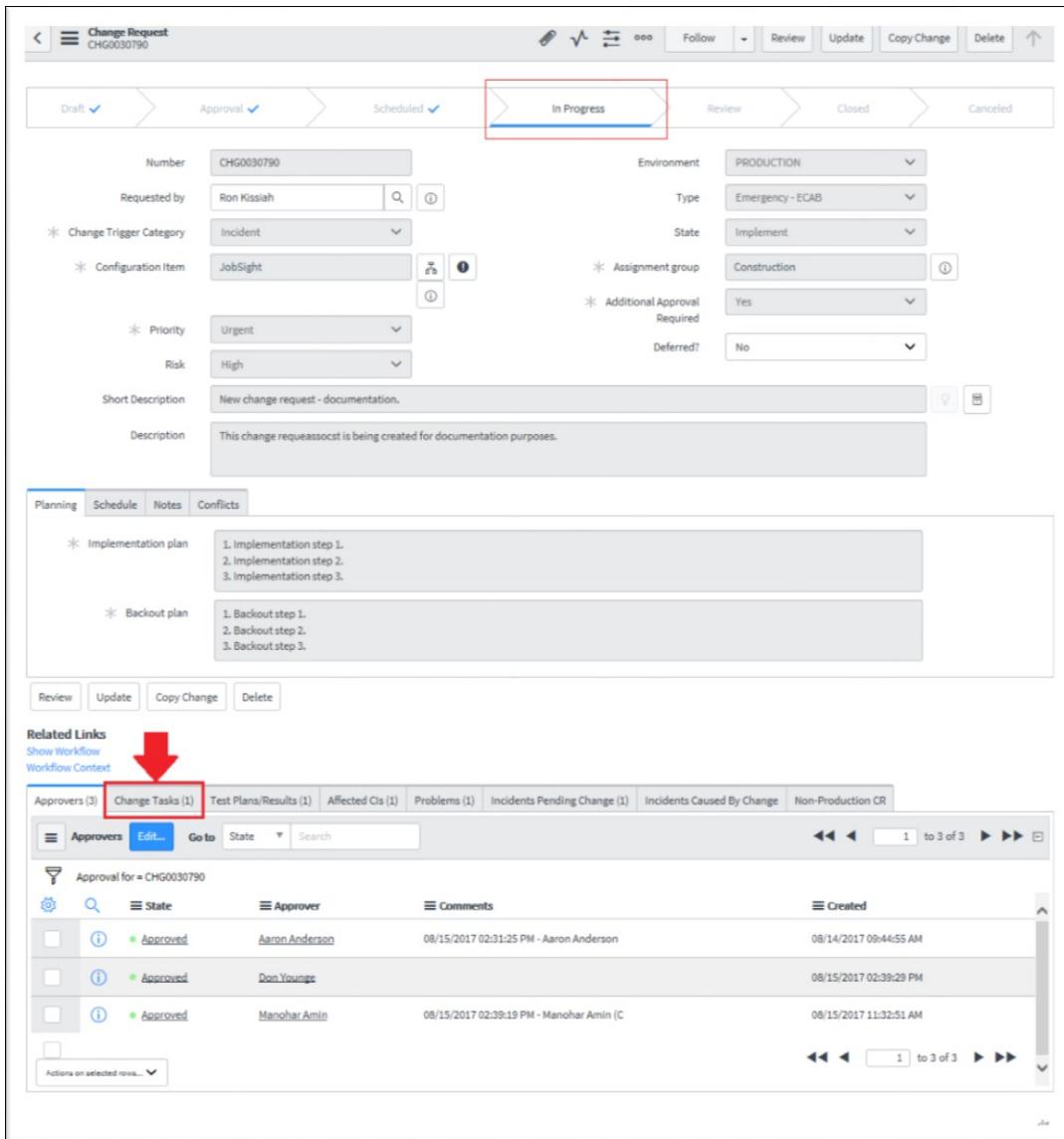
	Number	Created	Configuration Item	Priority	State	Assigned to
<input type="checkbox"/>	CHG0030790	08/11/2017 03:30:20 PM	JobSight	Urgent	New	
<input type="checkbox"/>	CHG0030789	08/11/2017 03:29:23 PM	Concur	Low	Authorize	
<input type="checkbox"/>	CHG0030788	08/11/2017 03:19:13 PM	Concur	Low	Assess	
<input type="checkbox"/>	CHG0030787	08/11/2017 03:12:17 PM	JobSight	Low	New	

3. Scroll through the list of Change Requests and click the one you want to display.

ServiceNow displays the Change Request you selected. The phase is now In Progress.

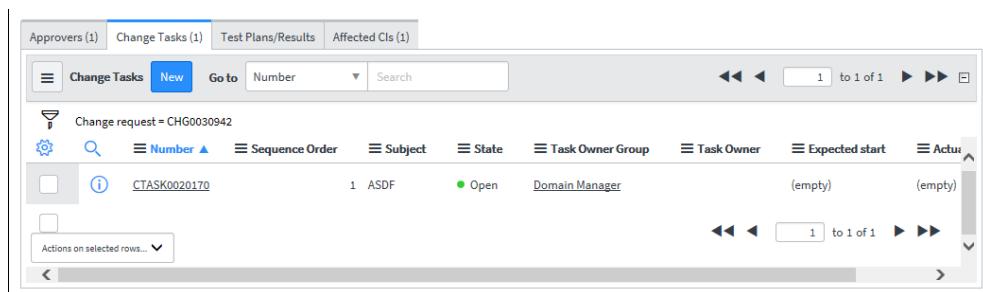
Managing Non-Production Changes in ServiceNow

4. Scroll to the bottom of the window and click the Change Tasks tab.



The screenshot shows the ServiceNow Change Request interface for a request titled 'CHG0030790'. The top navigation bar includes 'Follow', 'Review', 'Update', 'Copy Change', and 'Delete' buttons. The status bar at the top shows a workflow path: Draft → Approval → Scheduled → In Progress (highlighted with a red box) → Review → Closed → Canceled. The main form contains fields for Number (CHG0030790), Requested by (Ron Kissiah), Environment (PRODUCTION), Type (Emergency - ECAB), State (Implement), Assignment group (Construction), and other details. Below the main form, there are tabs for Planning, Schedule, Notes, and Conflicts. The Planning tab shows an Implementation plan with steps 1-3 and a Backout plan with steps 1-3. At the bottom of the main screen, there are 'Review', 'Update', 'Copy Change', and 'Delete' buttons. A red arrow points down to the 'Change Tasks' tab in the related links section, which is highlighted with a red box. The 'Change Tasks' tab shows a list of tasks for this change request, with three rows of data: 1. Approval for = CHG0030790, State: Approved, Approver: Aaron Anderson, Comments: 08/15/2017 02:31:25 PM - Aaron Anderson, Created: 08/14/2017 09:44:55 AM; 2. Approval for = CHG0030790, State: Approved, Approver: Don Younge, Comments: 08/15/2017 02:39:29 PM, Created: 08/15/2017 02:39:29 PM; 3. Approval for = CHG0030790, State: Approved, Approver: Manohar Amin, Comments: 08/15/2017 02:39:19 PM - Manohar Amin (C), Created: 08/15/2017 11:32:51 AM.

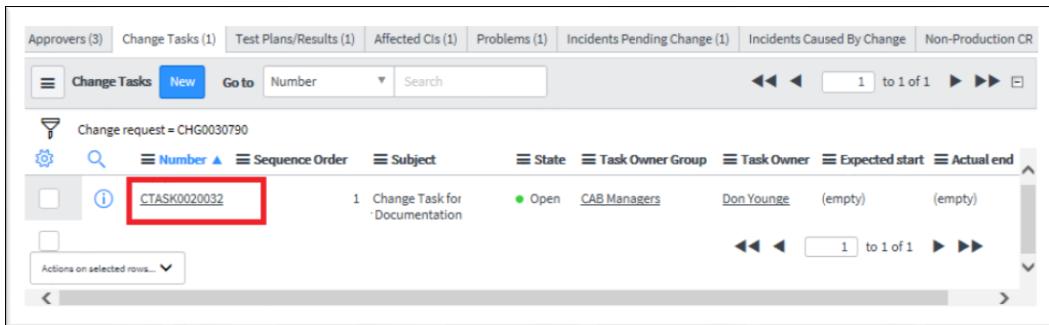
ServiceNow displays a list of change tasks for you to review and close when they are completed.



The screenshot shows the ServiceNow Change Tasks list for a specific task. The top navigation bar includes 'New' and 'Go to' buttons, and a search bar. The main list table has columns for Number, Sequence Order, Subject, State, Task Owner Group, Task Owner, Expected start, and Actual. One task is listed: CTASK0020170, Sequence Order 1, Subject ASDF, State Open, Task Owner Group Domain Manager, Task Owner (empty), Expected start (empty), and Actual (empty). A red box highlights the 'Change Tasks' tab in the top navigation bar, and a red arrow points to the 'Actions on selected rows...' button at the bottom of the list table.

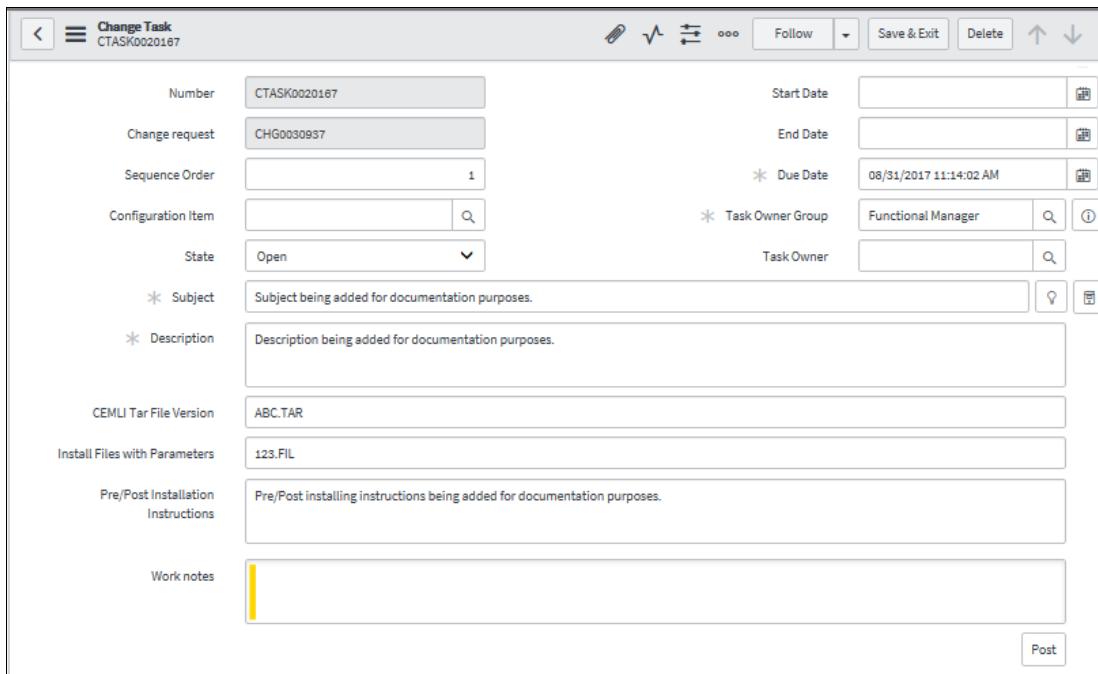
Managing Non-Production Changes in ServiceNow

5. Click the Change Task number you want to work and close.



The screenshot shows the 'Change Tasks' list view in ServiceNow. The top navigation bar includes links for 'Approvers (3)', 'Change Tasks (1)', 'Test Plans/Results (1)', 'Affected CIs (1)', 'Problems (1)', 'Incidents Pending Change (1)', 'Incidents Caused By Change', and 'Non-Production CR'. The main table has columns for 'Number', 'Sequence Order', 'Subject', 'State', 'Task Owner Group', 'Task Owner', 'Expected start', and 'Actual end'. The first row, which is highlighted with a red box, represents a change task with the number 'CTASK0020032', subject 'Change Task for Documentation', state 'Open', and task owner 'CAB Managers'. The table also includes a 'Actions on selected rows...' dropdown and navigation buttons for the list.

ServiceNow displays a copy of the Change Task you selected.



The screenshot shows the 'Change Task' detail view for 'CTASK0020032'. The top bar includes buttons for 'Follow', 'Save & Exit', and 'Delete'. The form fields include: Number (CTASK0020032), Change request (CHG0030937), Sequence Order (1), Configuration Item (dropdown), State (Open, with a dropdown arrow), Subject (Subject being added for documentation purposes), Description (Description being added for documentation purposes), CEMLI Tar File Version (ABC.TAR), Install Files with Parameters (123.FIL), Pre/Post Installation Instructions (Pre/Post installing instructions being added for documentation purposes), and Work notes (a text area with a yellow vertical bar). The 'Post' button is located at the bottom right of the notes area.

6. Click the down arrow in the **State** field and select **Closed Complete** to close the change task.

Note: You can select any of the following options, depending upon the state of the change task:

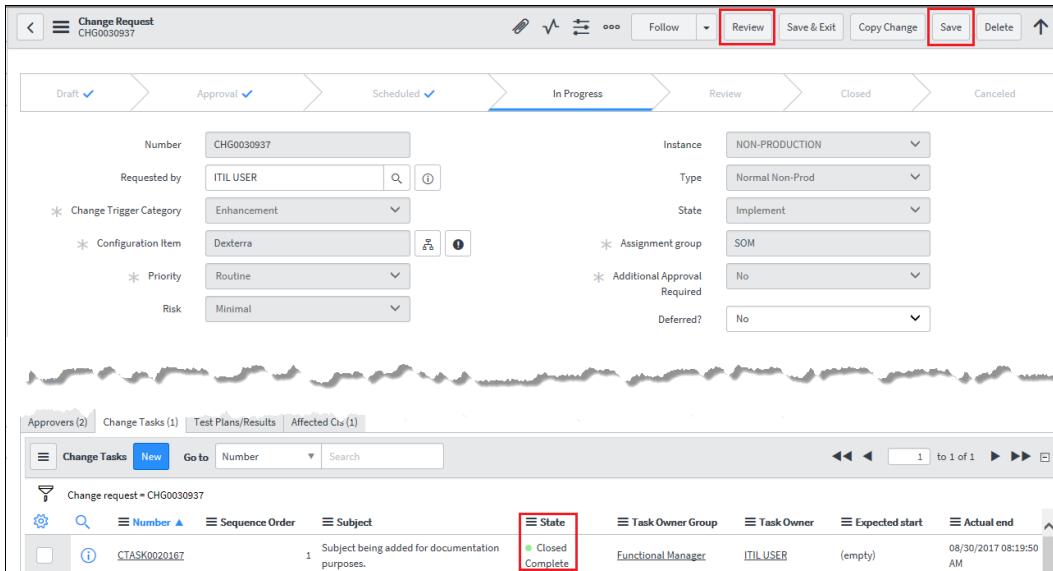
- *Pending*
- *Open*
- *Work in Progress*
- *Closed Complete*
- *Closed Incomplete*
- *Closed Skipped*

7. Enter the task owner in the **Task Owner** field.

8. Click **Save**.

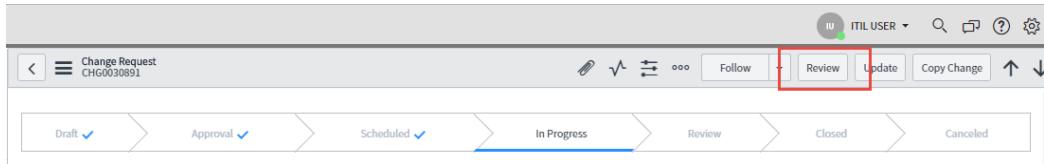
Managing Non-Production Changes in ServiceNow

ServiceNow updates the change task state, and you can now close other change tasks, if necessary. Closed tasks display in the Task tab on the Change Request window.



The screenshot shows the 'Change Request' window for CHG0030937. The top navigation bar includes 'Follow', 'Review' (highlighted with a red box), 'Save & Exit', 'Copy Change', 'Save' (highlighted with a red box), and 'Delete'. Below the navigation is a horizontal timeline: Draft → Approval → Scheduled → In Progress (highlighted with a blue bar) → Review → Closed → Canceled. The main form contains fields for Number (CHG0030937), Requested by (ITIL USER), Change Trigger Category (Enhancement), Configuration Item (Dexterra), Priority (Routine), Risk (Minimal), Instance (NON-PRODUCTION), Type (Normal Non-Prod), State (Implement), Assignment group (SOM), Additional Approval Required (No), and Deferred? (No). At the bottom, the 'Change Tasks' tab is selected, showing one task: CTASK0020167, Subject being added for documentation purposes, State (Closed/Complete), Task Owner Group (Functional Manager), Task Owner (ITIL USER), Expected start (empty), and Actual end (08/30/2017 08:19:50 AM).

9. Click **Review**.



The screenshot shows the 'Change Request' window for CHG0030891. The top navigation bar includes 'Follow', 'Review' (highlighted with a red box), 'Update', 'Copy Change', and 'Delete'. Below the navigation is a horizontal timeline: Draft → Approval → Scheduled → In Progress → Review (highlighted with a blue bar) → Closed → Canceled.

ServiceNow advances to the Review phase and creates a Post Implementation Review (PIR) task.



Closing Post Implementation Review Tasks

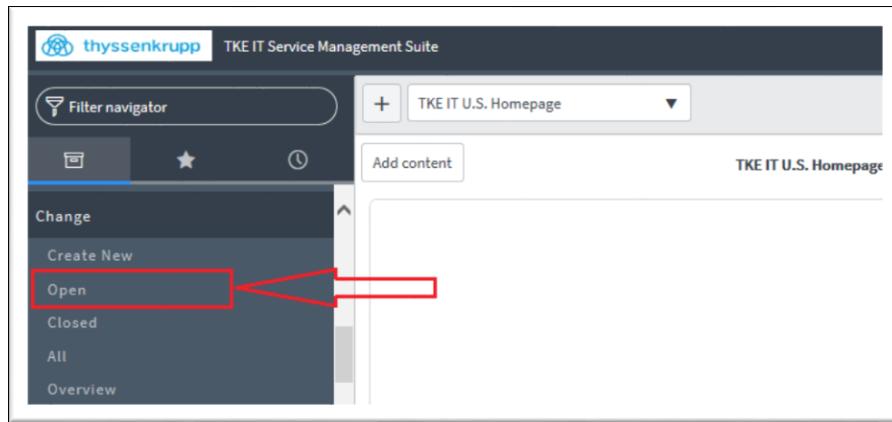
By default, ServiceNow assigns a Post Implementation Review (PIR) task to the change owner. The Change Owner completes the PIR task and closes the task.

Note: You add test plans and results in this phase if the non-production change request requires a production change request. The Test Plans/Results are automatically added to the corresponding Production Change Request.

To close a PIR change task:

1. Log on to ServiceNow, if not already logged on.

The ServiceNow Home page is displayed.



2. In the left hand navigation bar, scroll to the Change section, and click Open.

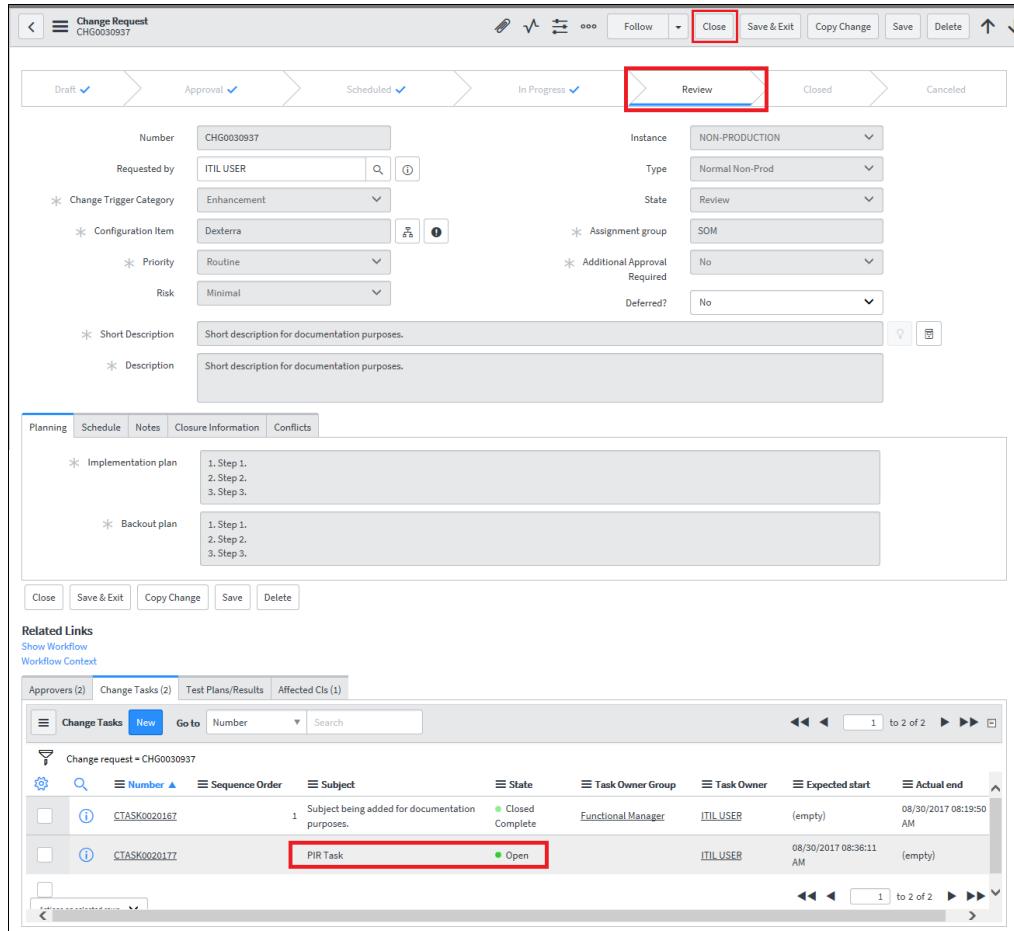
ServiceNow displays a list of Change Requests.

A screenshot of the Change Requests list page. The top navigation bar shows 'Change Requests' and 'New'. The list table has columns: Number, Created, Configuration Item, Priority, State, and Assigned to. A red arrow points to the row for Change Request CHG0030787, which is highlighted with a red box.

Managing Non-Production Changes in ServiceNow

3. Scroll through the list of Change Requests, and click the one you want to display.

ServiceNow displays the *Change Request* you selected.

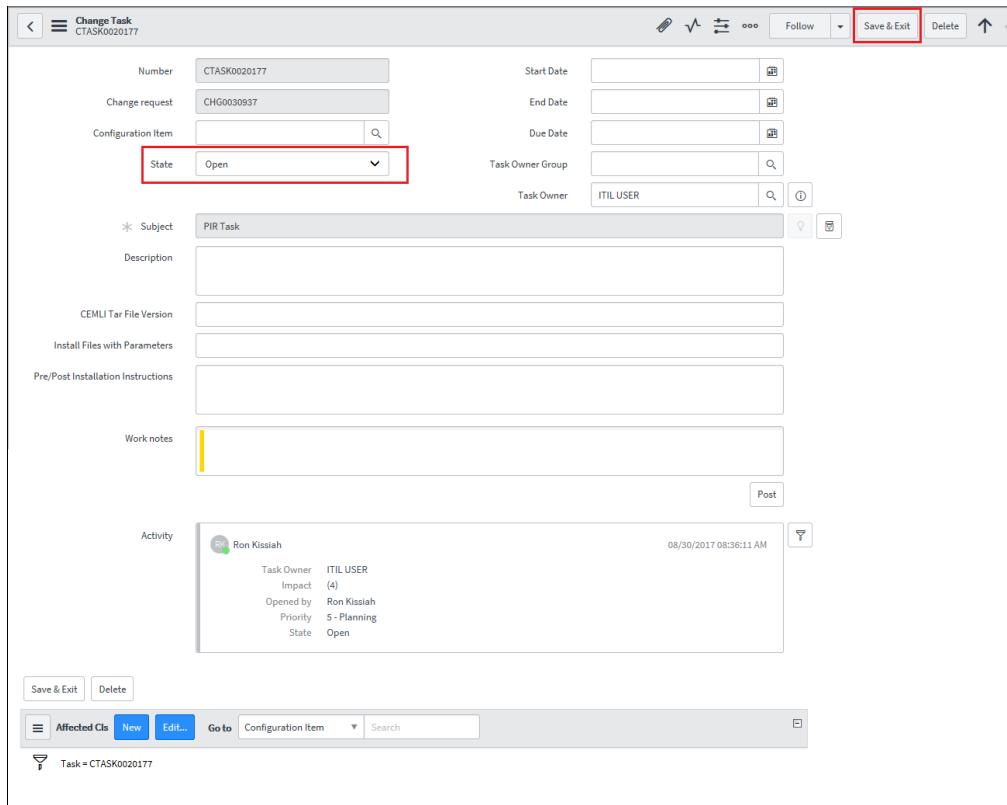


The screenshot shows the ServiceNow Change Request detail page for CHG0030937. The top navigation bar includes 'Follow', 'Close' (highlighted with a red box), 'Save & Exit', 'Copy Change', 'Save', and 'Delete'. The workflow steps are: Draft, Approval, Scheduled, In Progress, **Review** (highlighted with a red box), Closed, and Canceled. The main form fields include: Number (CHG0030937), Requested by (ITIL USER), Change Trigger Category (Enhancement), Configuration Item (Dexterra), Priority (Routine), Risk (Minimal), Instance (NON-PRODUCTION), Type (Normal Non-Prod), State (Review), Assignment group (SOM), Additional Approval Required (No), and Deferred? (No). Below the main form is a 'Planning' tab with sections for Implementation plan (1. Step 1, 2. Step 2, 3. Step 3) and Backout plan (1. Step 1, 2. Step 2, 3. Step 3). At the bottom are 'Close', 'Save & Exit', 'Copy Change', 'Save', and 'Delete' buttons. The 'Related Links' section includes 'Show Workflow' and 'Workflow Context'. The 'Change Tasks' list (highlighted with a red box) shows two tasks: CTASK0020167 (Closed) and CTASK0020177 (Open, highlighted with a red box). The 'Affected Cls (1)' section shows 'Test Plans/Results'.

Managing Non-Production Changes in ServiceNow

4. Click the PIR change task assigned to you.

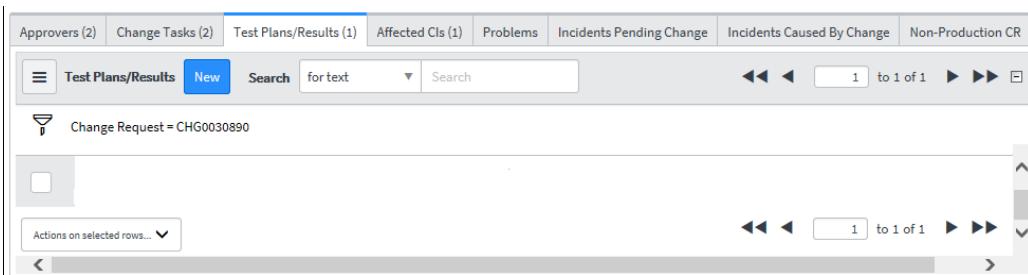
ServiceNow displays the PIR change task you selected. You can review any notes about the change.



The screenshot shows the 'Change Task' window for task CTASK0020177. The 'State' field is set to 'Open' and is highlighted with a red box. The 'Save & Exit' button at the top right is also highlighted with a red box. The 'Activity' section displays a task from Ron Kissiah with the following details: Task Owner: ITIL USER, Impact: (4), Opened by: Ron Kissiah, Priority: 5 - Planning, State: Open. The 'Post' button is located below the activity box. The bottom of the window shows standard navigation buttons for 'Save & Exit', 'Delete', 'Affected CIs', 'New', 'Edit...', 'Go to', 'Configuration Item', 'Search', and a note 'Task = CTASK0020177'.

5. Click the down arrow in the State field, and select Closed Complete to change the PIR change class to a closed state.
6. Click the **Save & Exit** button.

ServiceNow returns you to the Change Request window, and you are ready to add a test plan and results, if necessary. You add Test Plan/Results if the non-production Change Request requires a Production change request. Otherwise, you are ready to close the Change Request.

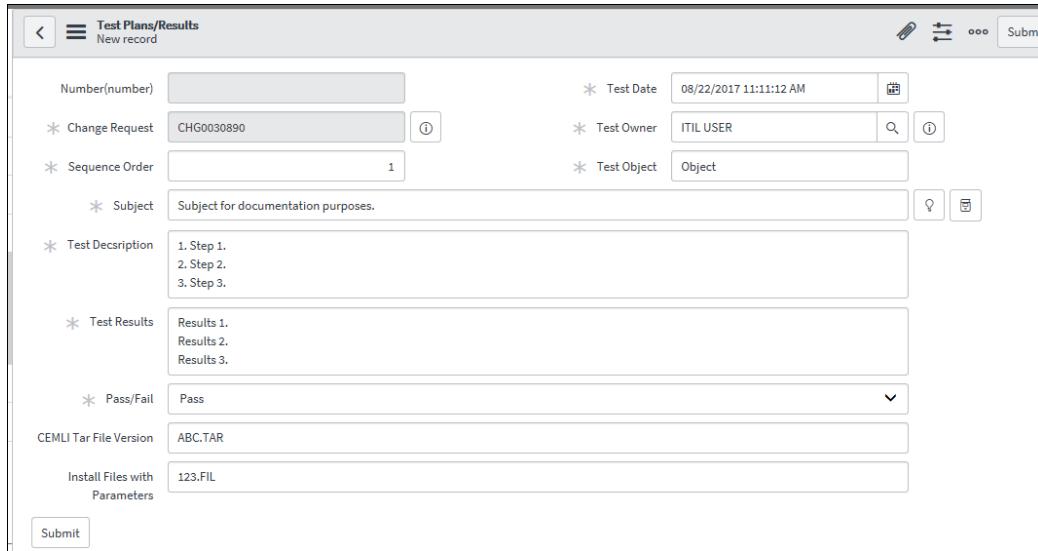


The screenshot shows the 'Test Plans/Results' list view. The 'Test Plans/Results' tab is selected. A single item is listed: 'Change Request = CHG0030890'. The 'Actions on selected rows...' button is located at the bottom of the list view.

Managing Non-Production Changes in ServiceNow

7. Select the Test Plans/Results tab and then click the **New** button.

ServiceNow displays the *Test Plans/Results New Record* window.



The screenshot shows the 'Test Plans/Results' New Record window. The fields are as follows:

- Number (number): []
- Change Request: CHG0030890
- Sequence Order: 1
- Subject: Subject for documentation purposes.
- Test Description: 1. Step 1.
2. Step 2.
3. Step 3.
- Test Results: Results 1.
Results 2.
Results 3.
- Pass/Fail: Pass (dropdown arrow)
- CEMLI Tar File Version: ABC.TAR
- Install Files with Parameters: 123.FIL

8. Click in the **Sequence Order** field, and enter the next number higher than the number of the most recently entered Test Plan/Results task.
9. Click in the **Test Date** field, and enter the date the test is conducted.
10. Click in the **Test Owner** field, and enter the name of the individual responsible for the test.
11. Click in the **Test Object** field, and enter the name of the object being tested.
12. Click in the **Subject** field, and enter a high level subject (75 characters or fewer).
13. Click in the **Test Description** field, and enter a detailed description of the test.
14. Click in the **Test Results** field, and enter the test results.
15. Click the down arrow in the **Pass/Fail** field, and select one of the following:
 - Pass
 - Fail
16. Click in the **CEMLI Tar File Version** field, and enter the version number.
17. Click in the **Install Files with Parameters** field, and enter the name of the Install Files.
18. Click the **Submit** button to save test plans and results.

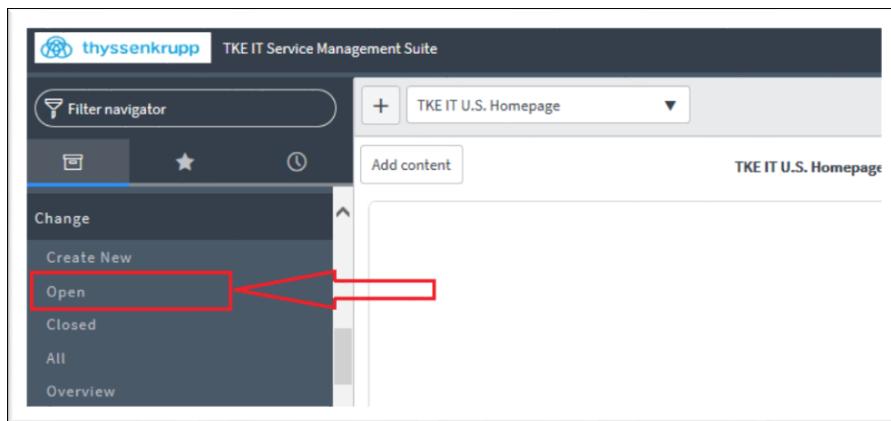
You are now ready to close the change request.

Closing a Change Request

After you have completed a Post Implementation Review (PIR) and closed the associated PIR change tasks, you are ready to close the Change Request. Closing the Change Request completes the change cycle. If the non-production change request requires a production change request, then you indicate that a production change request is needed.

To close a Change Request:

1. Log on to ServiceNow, if not already logged on.
The ServiceNow Home page is displayed.
2. In the left hand navigation bar, scroll to the Change section, and click Open.



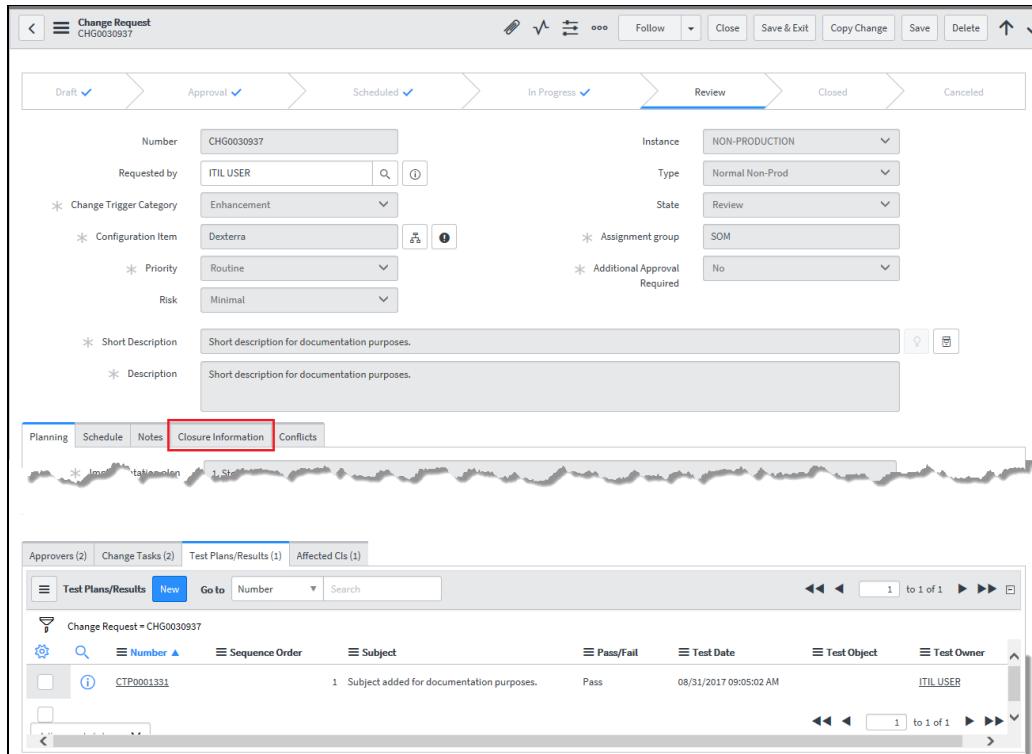
ServiceNow displays a list of Change Requests.

3. Scroll through the list of Change Requests and click the one you want to view.

	Number	Created	Configuration Item	Priority	State	Assigned to
<input type="checkbox"/>	CHG0030790	08/11/2017 03:30:20 PM	JobSight	Urgent	New	
<input type="checkbox"/>	CHG0030789	08/11/2017 03:29:23 PM	Concur	Low	Authorize	
<input type="checkbox"/>	CHG0030788	08/11/2017 03:19:13 PM	Concur	Low	Assess	
<input type="checkbox"/>	CHG0030787	08/11/2017 03:12:17 PM	JobSight	Low	New	

Managing Non-Production Changes in ServiceNow

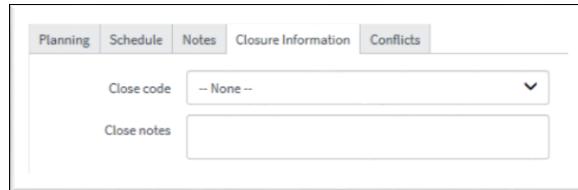
ServiceNow displays the Change Request you selected.



The screenshot shows the ServiceNow Change Request interface for a request numbered CHG0030937. The top navigation bar shows the status flow: Draft, Approval, Scheduled, In Progress, Review (which is the current step), Closed, and Canceled. The main form contains various fields: Requested by (ITIL USER), Change Trigger Category (Enhancement), Configuration Item (Dexterra), Priority (Routine), Risk (Minimal), Instance (NON-PRODUCTION), Type (Normal Non-Prod), State (Review), Assignment group (SOM), and Additional Approval Required (No). Below these are Short Description and Description fields. At the bottom of the main form, tabs for Planning, Schedule, Notes, Closure Information, and Conflicts are visible, with Closure Information being the active tab. A sub-section titled 'Affected Cls (1)' is expanded, showing a table for 'Test Plans/Results'. The table has columns: Approver (2), Change Tasks (2), Test Plans/Results (1), and Affected Cls (1). One row is listed: Change Request = CHG0030937, Approver = ITIL USER, Test Plan/Result = CTP0001331, and Notes = 1. Subject added for documentation purposes. Pass = Pass, Test Date = 08/31/2017 09:05:02 AM, Test Object = ITIL USER, and Test Owner = ITIL USER.

4. Click the **Closure Information** tab.

ServiceNow displays the *Closure Information* fields.



The screenshot shows the 'Closure Information' tab selected. It contains two fields: 'Close code' with a dropdown menu showing options like 'None', 'Successful', 'Successful with issues', and 'Unsuccessful'; and 'Close notes' with a text input field.

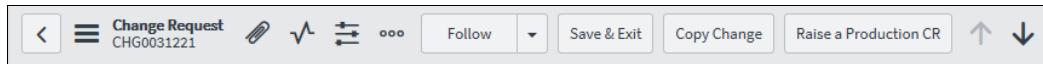
5. Click the down arrow in the **Close Code** field and choose one of the following options:
 - Successful
 - Successful with issues
 - Unsuccessful
6. Click in the **Notes** field and enter any notes associated with the closure of the Change Request.
7. Click the **Close** button.

ServiceNow closes the Change Request. You have now completed the change cycle.

Managing Non-Production Changes in ServiceNow



For non-production changes that require a production change, you have the option of creating a production change request.



8. Click the **Raise a Production CR** button at the top of the window.

ServiceNow creates a new Production Change Request and associates it with the current Non-Production Change Request. Any Test Plans/Results are automatically added to the Production CR.

