

Change Management in ServiceNow

Managing IT Changes
Efficiently

Introduction to Change Management :

Definition:

A change is the addition, modification, or removal of anything that could have an impact on an IT service. Change management is the process of controlling the lifecycle of all changes, facilitating beneficial changes to be made with minimum disruption to IT services.

Objective:

Ensure changes are made with minimal risk and disruption.



Importance of Change Management :

Importance of Change Management :

- Reduces risk of service disruption
- Maintains compliance and governance
- Increases visibility and control over IT changes
- Improves communication and coordination

Types of Changes in ServiceNow



1

- **Standard Change:** Pre-approved, low-risk (e.g., password policy update)

2

- **Normal Change:** Goes through full change process with approvals

3

- **Emergency Change:** Implemented quickly to fix critical issues



Change Management Lifecycle (ITIL-aligned):

- **Request for Change (RFC):** This is the initial stage where a formal Change Request is created. It includes details like the reason for the change, affected services, risk level, and proposed schedule.
- **Assessment & Approval:** In this phase, the change is analyzed for risk, impact, and feasibility. Approvals are sought from appropriate stakeholders like the Change Manager or CAB (Change Advisory Board).
- **Planning:** A detailed implementation plan is created, which includes change tasks, timelines, backout plans, testing steps, and resource allocation.
- **Implementation:** The change is executed as per the plan, and all related tasks are performed. The implementation is tracked to ensure it completes successfully and with minimal disruption.
- **Review & Closure:** After implementation, the change is reviewed for success or failure. Lessons learned are documented, and the change request is formally closed.

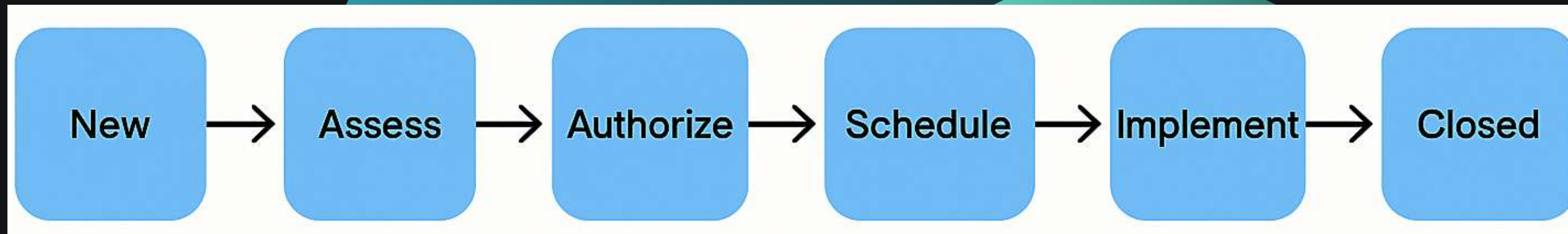
Change Management in ServiceNow:

- ITIL-based module
- Automates change request, approval, and tracking
- Integrates with Incident, Problem, CMDB(Configuration Management Database.)

Key Features Of Change In ServiceNow

- Change Request Form
- Change Task & Change Plan
- CAB (Change Advisory Board) Workbench
- Risk Assessment & Conflict Detection
- Change Calendar

Workflow of a Change Request:



This image illustrates the Change Management workflow in ServiceNow using a linear flowchart. It includes the following seven sequential stages:

1. **New** – A change request is created.
2. **Assess** – The change is evaluated for risk and impact.
3. **Authorize** – Necessary approvals are taken (e.g., CAB review).
4. **Schedule** – The change is scheduled with proper planning.
5. **Implement** – The change is executed as per the plan.
6. **Review** – Post-implementation review is conducted.
7. **Closed** – The change request is completed and formally closed.

Roles Involved:

- **Change Requester**
- **Change Manager**
- **Approver**
- **Implementer**
- **CAB Members**

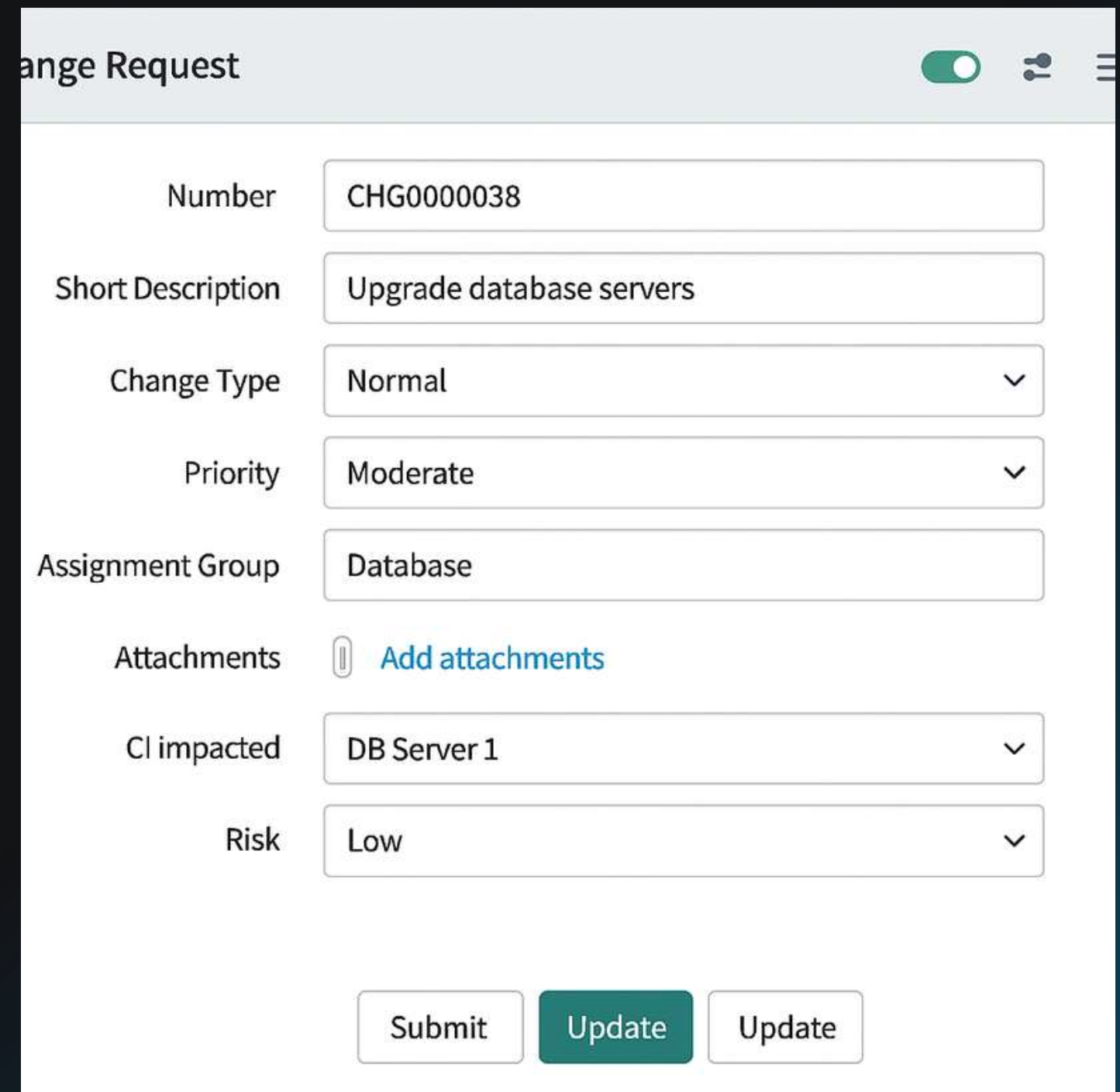


Change Request Form:

- Number: CHG0000038 (unique identifier for the change)
- Short Description: Upgrade database servers
- Change Type: Normal
- Priority: Moderate
- Assignment Group: Database
- Attachments: Option to add relevant documents
- CI Impacted: DB Server 1 (Configuration Item affected)
- Risk: Low

At the bottom, there are action buttons: Submit, Update, and another Update (likely a UI duplication).

This form is used to propose and track changes in IT infrastructure.



The screenshot shows a web application window titled "Change Request". The form contains the following fields and controls:

- Number:** Text input field containing "CHG0000038".
- Short Description:** Text input field containing "Upgrade database servers".
- Change Type:** Dropdown menu with "Normal" selected.
- Priority:** Dropdown menu with "Moderate" selected.
- Assignment Group:** Text input field containing "Database".
- Attachments:** A blue link labeled "Add attachments" with a paperclip icon.
- CI impacted:** Dropdown menu with "DB Server 1" selected.
- Risk:** Dropdown menu with "Low" selected.

At the bottom of the form, there are three buttons: "Submit", "Update" (highlighted in green), and another "Update" button.

Benefits of Using ServiceNow for Change:

- **Centralized platform**
- **Automated workflows**
- **Audit trails and compliance**
- **Improved coordination and visibility**



Conclusion:

Why Change Management is Important

- Helps avoid mistakes and downtime
- Keeps everyone informed and involved
- Makes sure changes support business needs

How ServiceNow Supports It

- Automates tasks and approvals
- Connects with related data (like assets and incidents)
- Tracks every step for better control and reporting





Thank You