

ITSM Class: B

CLASS ACTIVITY WEEK 11

Individual

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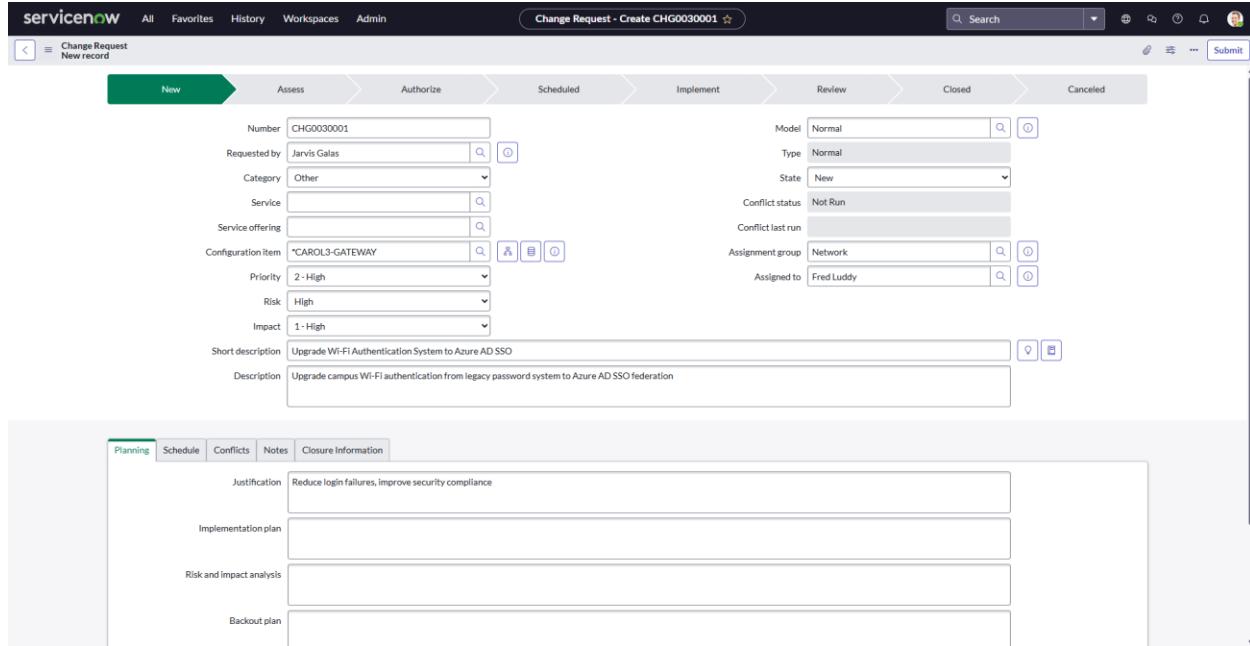
Information Systems Department

Institut Teknologi Sepuluh Nopember

August-December 2025

Individual LabWork : Change Management

Stage 1 : New/Assess - Record created

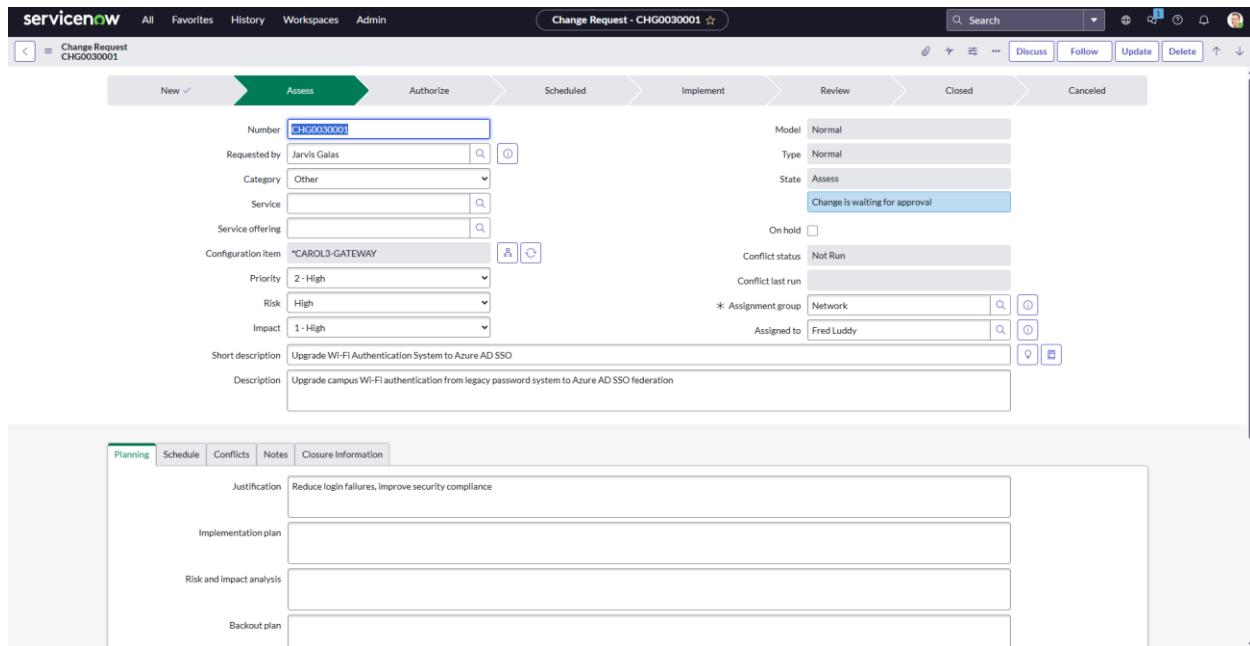


The screenshot shows the ServiceNow Change Request creation page. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Change Request - Create CHG0030001'. The main area has a breadcrumb navigation: 'New' > 'Assess' > 'Authorize' > 'Scheduled' > 'Implement' > 'Review' > 'Closed' > 'Cancelled'. The 'Assess' stage is highlighted in green. The form fields include:

- Number: CHG0030001
- Requested by: Jarvis Galas
- Category: Other
- Service: (empty)
- Service offering: (empty)
- Configuration item: *CAROL3-GATEWAY
- Priority: 2 - High
- Risk: High
- Impact: 1 - High
- Model: Normal
- Type: Normal
- State: New
- Conflict status: Not Run
- Conflict last run: (empty)
- Assignment group: Network
- Assigned to: Fred Luddy
- Short description: Upgrade Wi-Fi Authentication System to Azure AD SSO
- Description: Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation

Below the main form is a 'Closure Information' section with tabs: Planning, Schedule, Conflicts, Notes, and Closure Information. The 'Planning' tab is selected. It contains fields for Justification (Reduce login failures, improve security compliance), Implementation plan, Risk and impact analysis, and Backout plan.

Stage 2 : Authorize - CAB Approval



The screenshot shows the ServiceNow Change Request page for record CHG0030001. The top navigation bar and title bar are identical to the previous screenshot. The breadcrumb navigation shows the record has moved to the 'Assess' stage. The form fields are the same as in Stage 1, but the 'State' field now shows 'Assess' and a status message: 'Change is waiting for approval'. The 'Assignment group' field is marked with an asterisk (*). The 'Closure Information' section is identical to the one in Stage 1.

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001

Implementation plan

Risk and impact analysis

Backup plan

Test plan

Update Delete

Related links

Calculate Risk

Show Flow

Affected Cls (1) Impacted Services/Clis Approvers (5) Change Tasks Problems Incidents Fixed By Change Incidents Caused By Change Task SLAs Outages

Approval for CHG0030001

Approver	Assignment group	Comments	Created
Fred Luddy	Network		2025-11-03 17:25:31
Bow Ruggeri	Network		2025-11-03 17:25:31
ITIL User	Network		2025-11-03 17:25:31
David Dan	Network		2025-11-03 17:25:31
David Loo	Network		2025-11-03 17:25:31

1 to 5 of 5

Update Approve

Stage 3 : Scheduled - Change approved

servicenow All Favorites History Workspaces Admin Approval - Change Request: CHG0030001

Approver: Fred Luddy

State: Approved

Approval Reason:

Comments: Comments

Post

Activities: 1

System Administrator	Approver: Fred Luddy
	State: Requested

Field changes • 2025-11-03 17:25:31

Update Approve Reject Delete

Summary of item being approved

Change Request

Number: CHG0030001	Requested by: Jarvis Galas
Service:	Type: Normal
Configuration item: *CAROL3-GATEWAY	Risk: High
Planned start date:	Impact: 1 - High
Planned end date:	
Short description: Upgrade Wi-Fi Authentication System to Azure AD SSO	
Description: Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation	

servicenow All Favorites History Workspaces Admin Approval - Change Request: CHG0030001

Approval Change Request: CHG0030001

Approver: Fred Luddy Approving: Change Request: CHG0030001

State: Approved

Approval Reason:

Comments: Comments

Post

Activities: 1 System-Administrator Approver: Fred Luddy State: Requested

Field changes • 2025-11-03 17:25:31

Update Approve Reject Delete

Summary of Item being approved

Change Request

Number: CHG0030001	Requested by: Jarvis Galas
Service:	Type: Normal
Configuration item: *CAROL3-GATEWAY	Risk: High
Planned start date:	Impact: 1 - High
Planned end date:	
Short description: Upgrade Wi-Fi Authentication System to Azure AD SSO	
Description: Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation	

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001

Change Request: CHG0030001

Backout plan:

Test plan:

Update Delete

Related Links

Calculate Risk

Show Flow

Affected Cls (1) Impacted Services/Cls Approvers (11) Change Tasks Problems Incidents Fixed By Change Incidents Caused By Change Task SLAs Outages

State: Search Actions on selected rows...

Approval for - CHG0030001

State	Approver	Assignment group	Comments	Created
Requested	cab approver	CAB Approval		2025-11-03 17:36:05
Requested	Ron Kettering	CAB Approval		2025-11-03 17:36:05
Approved	Fred Luddy	Network		2025-11-03 17:25:31
No Longer Required	Bow Ruggel	Network		2025-11-03 17:25:31
Requested	Bernard Laboy	CAB Approval		2025-11-03 17:36:05
No Longer Required	ITIL User	Network		2025-11-03 17:25:31
Requested	Christen Mitchell	CAB Approval		2025-11-03 17:36:05
Requested	Luke Wilson	CAB Approval		2025-11-03 17:36:04
No Longer Required	David Dan	Network		2025-11-03 17:25:31
No Longer Required	David Loo	Network		2025-11-03 17:25:31
Requested	Howard Johnson	CAB Approval		2025-11-03 17:36:04

1 to 11 of 11

servicenow All Favorites History Workspaces Admin Approval - Change Request: CHG0030001

Approval Change Request: CHG0030001

Approver: Ron Kettering Approving: Change Request: CHG0030001

State: Approved

Approval Reason:

Comments: Comments

Post

Activities: 1 System Administrator Approver: Ron Kettering State: Requested

Field changes • 2025-11-03 17:36:05

Update Approve Reject Delete

Summary of Item being approved

Change Request

Number: CHG0030001 Requested by: Jarvis Galas

Service: Type: Normal

Configuration item: *CAROL3-GATEWAY Risk: High

Planned start date: Impact: 1 - High

Planned end date:

Short description: Upgrade Wi-Fi Authentication System to Azure AD SSO

Description: Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001

Change Request: CHG0030001

Backout plan:

Test plan:

Implement Update Delete

Related Links

Calculate Risk

Show Flow

Affected Cls (1) Impacted Services/Clz Approvers (11) Change Tasks Problems Incidents Fixed By Change Incidents Caused By Change Task SLAs Outages

State: Search Actions on selected rows...

Approval for: CHG0030001

State	Approver	Assignment group	Comments	Created
No Longer Required	cab approver	CAB Approval		2025-11-03 17:36:05
Approved	Ron Kettering	CAB Approval		2025-11-03 17:36:05
Approved	Fred Luddy	Network		2025-11-03 17:25:31
No Longer Required	Bow Ruggert	Network		2025-11-03 17:25:31
No Longer Required	Bernard Laboy	CAB Approval		2025-11-03 17:36:05
No Longer Required	ITIL User	Network		2025-11-03 17:25:31
No Longer Required	Christen Mitchell	CAB Approval		2025-11-03 17:36:05
No Longer Required	Luke Wilson	CAB Approval		2025-11-03 17:36:04
No Longer Required	David Dan	Network		2025-11-03 17:25:31
No Longer Required	David Loo	Network		2025-11-03 17:25:31
No Longer Required	Howard Johnson	CAB Approval		2025-11-03 17:36:04

1 to 11 of 11

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001 ⚡

Change Request CHG0030001

Short description: Upgrade Wi-Fi Authentication System to Azure AD SSO

Description: Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation

Planning, Schedule, Conflicts, Notes, Closure Information

Justification: Reduce login failures, improve security compliance

Implementation plan: Deploy Azure AD SSO on Authentication Gateway during maintenance window; test with pilot users.

Risk and Impact analysis:

Backup plan: Revert to legacy RADIUS configuration if SSO fails.

Test plan: Verify SSO logins for sample students; monitor connection logs.

Implement, Update, Delete

Related Links: Calculate Risk, Show Flow

Affected Cls (1) Impacted Services/Cls (1) Approvers (11) Change Tasks Problems Incidents Fixed By Change Incidents Caused By Change Task SLAs Outages

Approval for = CHG0030001

State	Approver	Assignment group	Comments	Created
No Longer Required	cab approver	CAB Approval		2025-11-03 17:36:05
Approved	Ron Kettering	CAB Approval		2025-11-03 17:36:05

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001 ⚡

Change Request CHG0030001

Configuration item: *CAROL3-GATEWAY

Priority: 2 - High

Risk: High

Impact: 1 - High

Conflict last run: * Assignment group: Network

Assigned to: Fred Luddy

Short description: Upgrade Wi-Fi Authentication System to Azure AD SSO

Description: Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation

Planning, Schedule, Conflicts, Notes, Closure Information

Planned start date and Planned end date are the approved change window

Planned start date: 2025-11-10 22:00:00

Planned end date: 2025-11-11 05:00:00

CAB required:

Actual start date:

Actual end date:

CAB delegate:

CAB date/time:

CAB recommendation:

Implement, Update, Delete

Related Links: Calculate Risk, Show Flow

Affected Cls (1) Impacted Services/Cls (1) Approvers (11) Change Tasks Problems Incidents Fixed By Change Incidents Caused By Change Task SLAs Outages

Approval for = CHG0030001

State	Approver	Assignment group	Comments	Created
No Longer Required	cab approver	CAB Approval		2025-11-03 17:36:05
Approved	Ron Kettering	CAB Approval		2025-11-03 17:36:05

Stage 4 : Implement - Work in Progress

Change Request - CHG0030001

Scheduling conflict detected. Use the [Scheduling Assistant](#) to avoid conflicts.

Number: CHG0030001

Requested by: Jarvis Galas

Category: Other

Service: [\[Search\]](#)

Service offering: [\[Search\]](#)

Configuration item: *CAROL3-GATEWAY

Priority: 2 - High

Risk: High

Impact: 1 - High

Short description: Upgrade Wi-Fi Authentication System to Azure AD SSO

Description: Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation

Model: Normal

Type: Normal

State: Implement

On hold:

Conflict status: Conflict

Conflict last run: 2025-11-03 17:48:39

* Assignment group: Network

Assigned to: Fred Luddy

Planning tab (selected):

- Planned start date and Planned end date are the approved change window
- Planned start date: 2025-11-10 22:00:00
- Planned end date: 2025-11-10 05:00:00
- CAB required:
- Actual start date: 2025-11-03 17:48:39
- Actual end date: [\[Search\]](#)
- CAB delegate: [\[Search\]](#)
- CAB recommendation: [\[Search\]](#)
- CAB date/time: [\[Search\]](#)

Change Task - CTASK0010001

Number: CTASK0010001

Change request: CHG0030001

Configuration item: [\[Search\]](#)

Planned start date: [\[Search\]](#)

Planned end date: [\[Search\]](#)

* Short description: Post implementation testing

* Description: Post implementation testing

Type: Testing

State: Open

On hold:

Assignment group: [\[Search\]](#)

Assigned to: [\[Search\]](#)

Notes tab (selected):

- Close code: -- None --
- Close notes: [\[Search\]](#)

Buttons: Update, Close Task, Delete

Affected CIs tab:

- Affected CIs: Configuration Item
- Search:
- Class: [\[Edit\]](#)

Task - CTASK0010001

Configuration Item: [\[Search\]](#)

No records to display

servicenow All Favorites History Workspaces Admin Change Task - CTASK0010001

Number: CTASK0010001 Change request: CHG0030001 Configuration item: Planned start date: Planned end date: Type: Testing State: Closed Assignment group: Assigned to:

* Short description: Post implementation testing
* Description: Post implementation testing

Notes Closure Information

* Close code: Successful
* Close notes: Change completed within maintenance window; verified post implementation.

Update Delete

Affected CIs Configuration Item Search

Task = CTASK0010001 Configuration Item Class No records to display

servicenow All Favorites History Workspaces Admin Change Task - CTASK0010002

Number: CTASK0010002 Change request: CHG0030001 Configuration item: Planned start date: Planned end date: Type: Implementation State: Open On hold: Assignment group: Assigned to:

* Short description: Implement
* Description: Implement

Notes Closure Information

* Close code: Successful
* Close notes: Change completed within maintenance window; verified post implementation.

Update Close Task Delete

Affected CIs Configuration Item Search

Task = CTASK0010002 Configuration Item Class No records to display

servicenow All Favorites History Workspaces Admin Change Task - CTASK0010003 ⚡

Change Task CTASK0010003

Number: CTASK0010003 Type: Planning State: Open

Change request: CHG0030001 Configuration item: On hold:

Planned start date: Assignment group: Assignment to:

Planned end date:

* Short description: Backup configuration

* Description: Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation

Notes Closure Information

Close notes: Change completed within maintenance window; verified post-implementation

Update Close Task Delete

Affected CIs Configuration Item Search

Task - CTASK0010003 Configuration Item Class

No records to display

Affected CIs (1) Impacted Services/CIs Approvers (11) Change Tasks (3) Problems Incidents Fixed By Change Incidents Caused By Change Task SLAs Outages

Number Search Actions on selected rows... New

Change request = CHG0030001

Number	Short description	Type	State	Planned start date	Planned end date	Assignment group	Assigned to
CTASK0010001	Post implementation testing	Testing	Closed	(empty)	(empty)	(empty)	(empty)
CTASK0010002	Implement	Implementation	Closed	(empty)	(empty)	(empty)	(empty)
CTASK0010003	Backup configuration	Planning	Closed	(empty)	(empty)	(empty)	(empty)

1 to 3 of 3

Stage 5 : Review – Verification

servicenow All Favorites History Workspaces Admin Change Request - CHG0030001 ⚡

Change Request CHG0030001

Number: CHG0030001 Model: Normal

Requested by: Jarvis Galas Type: Normal

Category: Other State: Review

Service: On hold:

Service offering: Conflict status: Conflict

Configuration item: *CAROL3-GATEWAY Conflict last run: 2025-11-03 17:56:35

Priority: 2 - High Assignment group: Network

Risk: High Assigned to: Fred Luddy

Impact: 1 - High

Short description: Upgrade Wi-Fi Authentication System to Azure AD SSO

Description: Upgrade campus Wi-Fi authentication from legacy password system to Azure AD SSO federation

Closure Information

Close code: Successful

Close notes: Change completed within maintenance window; verified post-implementation

Close Conflict Calendar Update Delete

Related Links Calculate Risk Show Flow

Affected CIs (1) Impacted Services/CIs Approvers (11) Change Tasks (3) Problems Incidents Fixed By Change Incidents Caused By Change Task SLAs Outages

Number Search Actions on selected rows... New

Stage 6 : Closed - Final state

Related Links

[Communicate Fix](#)

[Create Known Error article](#)

Incidents (1) Affected Cls (1) Problem Tasks Change Requests (1) Outages Attached Knowledge

Assigned to Search Actions on selected rows... New

Parent = PRB0040001

Number	Short description	Type	State	Planned start date	Planned end date	Requested by	Assigned to
CHG0030003	Replace faulty Lenovo ThinkStation S20 switch causing SAP access failures	Normal	New	(empty)	(empty)	System Administrator	(empty)

1 to 1 of 1

Problem PRB0040001

New Assess Root Cause Analysis Fix in Progress Resolved Closed

Number PRB0040001 Model General

Origin task State Closed

Category Resolution code Fix Applied

Subcategory Impact 1 - High

Service Urgency 1 - High

Service offering Priority 1 - Critical

Configuration item Assignment group Problem Solving

* Assigned to Problem Manager

* Problem statement SAP Enterprise Services dashboard inaccessible for Finance and HR users

Description On Wednesday morning at 9:00 AM, more than 40 employees from the Finance and HR departments reported being unable to access the SAP Enterprise Services dashboard. The pages either failed to load or froze during transaction processing. The Incident Management Team attempted several temporary fixes, including flushing DNS caches, restarting the SAP application gateway, and redirecting users through a secondary VPN tunnel. These workarounds restored access temporarily but the issue reoccurred after a few hours. Due to the high business impact, the Problem Management Team opened a new Problem Record (PRB0040001) to identify the root cause and implement a permanent fix.

New Assess Root Cause Analysis Fix in Progress Resolved Closed

Number PRB0040001 Model General

Origin task State Closed

Category Resolution code Fix Applied

Subcategory Impact 1 - High

Service Urgency 1 - High

Service offering Priority 1 - Critical

Configuration item Assignment group Problem Solving

* Assigned to Problem Manager

* Problem statement SAP Enterprise Services dashboard inaccessible for Finance and HR users

Description On Wednesday morning at 9:00 AM, more than 40 employees from the Finance and HR departments reported being unable to access the SAP Enterprise Services dashboard. The pages either failed to load or froze during transaction processing. The Incident Management Team attempted several temporary fixes, including flushing DNS caches, restarting the SAP application gateway, and redirecting users through a secondary VPN tunnel. These workarounds restored access temporarily but the issue reoccurred after a few hours. Due to the high business impact, the Problem Management Team opened a new Problem Record (PRB0040001) to identify the root cause and implement a permanent fix.

Notes Analysis Information Resolution Information Other Information

Work notes list

Work notes

Post

Activities: 7

System Administrator State Closed was Resolved Field changes • 2025-11-03 19:25:06

Group Activity: Problem Management Scenario Creation and Resolution

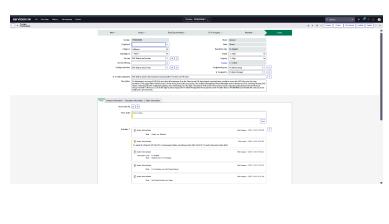
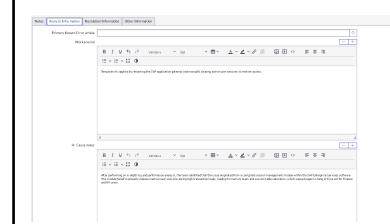
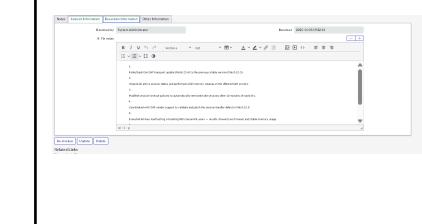
Group 11

1. Ananda Donelly Reksana (5026231149)
2. Muhammad Razan Parisya Putra (5026231174)
3. Astrid Meilendra (5026231183)

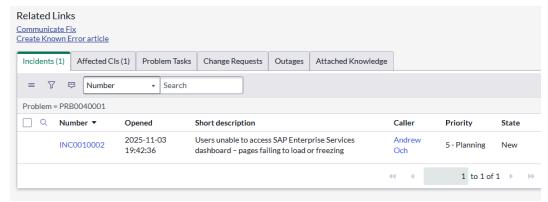
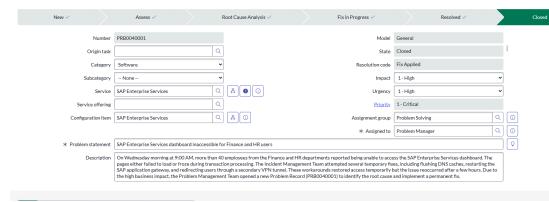
Step 1. Problem Scenario

On Wednesday morning, around 9:00 AM, over 40 employees in the Finance and HR departments reported they could not access the SAP Enterprise Services dashboard. Pages either failed to load or froze midway through transaction processing. The *Incident Management Team* performed several quick actions, flushing DNS caches, restarting the SAP application gateway, and temporarily redirecting users through a secondary VPN tunnel, but these measures only worked for a few hours. Due to the high impact on critical business processes, the *Problem Management Team* opened a Problem Record (PRB0040001) to perform deeper investigation and eliminate the root cause.

Step 2. Implement the Scenario in ServiceNow

Problem Closed	Workaround & Root Cause	Solution
		

Step 3. Link Related Records

Related Incident	Change Request
	

Step 4. Analyze and Report

- Scenario summary: >40 Finance & HR users experienced timeouts/freezes in SAP Enterprise Services, triggering Problem Record PRB0040001 for deeper investigation.
- Root cause: A defect in the SAP session-management module introduced by Patch 23.4 left idle sessions uncleared, causing memory leaks and session table saturation.
- Workaround: Restart the SAP application gateway and manually purge active/idle sessions to temporarily restore access.
- Permanent resolution: Roll back to 23.3, apply vendor hotfix 23.5, tighten timeout (10 min), validate via 48-hour load test + monitoring.
- Link to Change & CMDB: Execute via a Change Request (CAB approval, back-out plan, PIR) and relate the Problem to affected CIs in the CMDB (SAP App Server/Gateway/DB) with Known Error and updated patch levels to maintain Incident → Problem → Change traceability.

PDI Link

https://dev310584.service-now.com/	user : Admin	password: ^n4B*rJehO2W
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