

REMEDY ITSM COMPLETE CHANGE

CHANGE COMPLETION

If there is a CI Unavailability on the Change it needs to be completed before the Change can moved to Completed.

1. Double click on the CI Unavailability from the Relationship tab.
2. In the CI Unavailability pop up window add the Actual Start and End Date.
3. Change the Assignment status to Completed.
4. Click Save

Relationship...	Request Type	Request Summ...	Status	Start Date	End Date
Created	CI Unavailability	AOT00000000380	Assigned	12/12/2015 12:00	12/12/2015 1:00:00 AM

2 entries returned - 2 entries matched

Unavailability Dates

Scheduled Start Date+ 12/12/2015 12:00:00 AM Actual Start Date+ []

Scheduled End Date+ 12/12/2015 1:00:00 AM Actual End Date+ []

Estimated Duration 01:00:00 Actual Duration []

Assignment

Support Company Bell Aliant Assignment Status Assigned

Support Organization TIL Process and ISMS Support Assignment is set from Assigned

Assigned Group+ Change Management IT Services E In Progress

Assignee+ Cynthia Best Completed (clear)

Save Close

If there were no tasks on your Change you will need to manually move the Change to Completed status.

1. Click on the Next Stage button, if you were in Scheduled status it will move to Implementation in Progress. If you were in Implementation in Progress you will move to Completed.
2. The Change Closure pop up window will open, the **Actual Dates** need to be populated. Click Save.

Status* Implementation In Progress

Status Reason []

Manager Group+ Change Management IT Services B

Change Manager+ Cynthia Best

Vendor Group+ []

Vendor Ticket Number []

External Ref Number []

Next Stage Print

Change Closure

Enter information in this dialog box to complete the change request.

Change Request Information

Status Reason [] Work Info Type General Information

Post Implementation Review [] Notes []

Change Dates

Actual Start Date*+ [] Locked No

Actual End Date*+ [] View Access Internal

Save Cancel



Tip: If there were tasks on the Change, when all related tasks are completed the change request will move to the Completed status.

3. Click on Next Stage, the Change Closure pop up window will open again for you to select the **Status Reason**.

The Post Implementation Review field needs to be filled out upon closing.

4. Click on the **blue arrow icon** by the Post Implementation Review field to select the template.

Change Closure

Enter information in this dialog box to complete the change request.

Change Request Information

Status Reason []

Post Implementation Review Backed Out Successful Successful with Issues Unsuccessful (clear)

Change Dates

Actual Start Date*+ []

Actual End Date*+ 20/11/2015 12:05:00 AM

Save Cancel

CHANGE COMPLETION CONTINUED

5. Click on the **text box icon** to display the form
6. Provide information for the statements
7. Click **OK**

Change Closure – Post Implementation Review

Respond to one of the five statements below:

- 1.) If 'Successful' state that the changes 'Completed Successfully'
- 2.) If 'Backed Out' indicate if the change was Successfully backed out or if there were issues with the back-out implementation. Is another change required? (As the business reason for implementing still exists)
- 3.) If 'Unsuccessful' state why/how the change was unsuccessful and indicate the impact to the organization/service/system/component? Is another change required
- 4.) If 'Successful with Issues' state what the issues were and what the current status of the situation is and whether or not another change will be required.
- 5.) Indicate the Incident/Problem reference if one was opened as a result of the change failure?

Note: This above process applies for all Change Classes except Latent

Latent Changes will move right to Completed Status upon submission but will require a Close Down approval to be completed by Change Management prior to the change moving to Closed status.

Note: The Actual Start and End Date needs to be populated when submitting prior to saving.

Current Approval Phase	Close Down Approval	Show	Pending	
1 entries returned - 1 entries matched				
Approval Sta...	Approvers	Name	Alternate Signat...	Level
Pending	BL65858;CY06836;PI07112;TR07480	Change Manag	CY06836	0

As part of the Close Down Approval process Change Management looks for the High or Critical Incident ticket association and the completed CI Unavailability. Once Change Management approves the Close Down approval phase the Change Coordinator can then close the Change.

CHANGE CANCELLATION

Occasionally, you may need to cancel a Change Request if it was created in error or is no longer a valid request.

1. Select Cancel in the current stage
2. Click on yes on the cancel pop up

Initiate | Review & Authorize | Plan & Schedule | Normal | Implement

Change ID*+ CRQ000000001008

Coordinator Group*+ ITIL Process Owners

Change Coordinator+ Cindy Mackenzie

Change Location Bell Aliant

Work Detail

2 entries returned

Type

Next Stage

Enter Pending

Relate CI

Cancel

Help

Back

(clear)

Message Box - Internet Explorer

https://bellaliantrod-dev.onbmc.com/arsys/forms/onbmc-s/SYS%3AMe

Are you sure you want to cancel this change request ?

Yes No