

NEWCASTLE UNIVERSITY IT SERVICE
NU SERVICE HOW-TO GUIDE:
CREATE AN EMERGENCY CHANGE

CONTENTS

1. Creating a new Emergency Change Record.....	4
2. Completing the Change information.....	5
3. Completing Change Assessment.....	6
4. Selecting an EChange Approver.....	6

DOCUMENT CONTROL

Document name:	Analyst Guide – How to create a new Emergency Change Record
Department/function:	Service Delivery
Effective from:	Jan 2022
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VERSION HISTORY

Version	Date	Author	Change
0.1	21/01/2022	Aidan Fay	Created

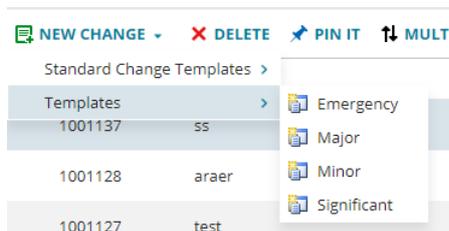
PROCEDURE

1. CREATE A NEW EMERGENCY CHANGE RECORD

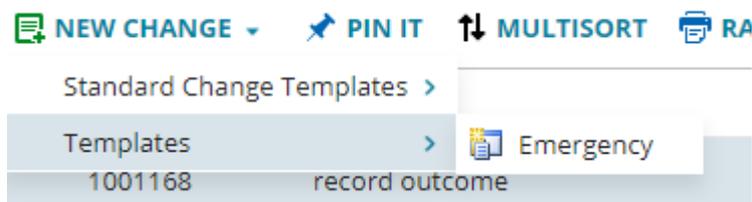
First, open the change workspace.



Select the New button and then select templates>emergency



The, go to New Change> Templates> Emergency



The emergency change window will open with the analyst as the change owner and a type of change as emergency:

Change: 300044 (Draft)

OWNER AND TICKET INFORMATION

Change Owner Information		Ticket Information	
Owner Team:	Change Management	Status:	Draft
Change Owner:	naf99	Master Change:	<input type="checkbox"/>
Logon ID:	naf99	Service:	
Email:	Aidan.Fay@newcastle.ac.uk	Component:	
Telephone:		Service Owner:	
		Type of Change:	Emergency
		EChange Approver:	
		Notify all analysts:	<input type="checkbox"/>
		Implementation Start Date:	
		Implementation End Date:	

Set the Service that the Emergency Change relates to:

Ticket Information

Status: * Draft

Master Change:

Service: * Pull printing

Component:

Service Owner:

Complete the Summary, Emergency Change Justification, Description and Required Date fields under the Details tab:

DETAILS | TICKET HISTORY | ATTACHMENT | CHANGE INFORMATION | CHANGE ASSESSMENT | TASK | AUDIT DETAILS | SERVICE | INCIDENT | INCIDENTS CAUSED | PROBLEM | SERVICE REQUEST | CHANGE SCHEDULE

Summary: * Raising an emergency change

Emergency Change Justification: * This is the emergency change justification detail

Description: * None
Need to change system in order to protect against security vulnerability.

Related Reference:

Application:

Required Date: * 23/01/2022

Priority: 1

2. COMPLETE THE CHANGE INFORMATION

Complete the change information tab; you must complete all fields. Where a field is not required, enter NA

DETAILS | **CHANGE INFORMATION** | TASK (0) | CHANGE ASSESSMENT | CI (0) | PEER REVIEWERS (0) | PEER REVIEW COMMENTS (0) | SERVICE (1) | INCIDENTS CAUSED (0) | INCIDENT (0) | PROBLEM (0) | SERVICE REQUEST | CHANGE SCHEDULE

Implementation Plan | None | if you

Scope of Change | None | like pain colde

Communications Plan | None | and getting

Remediation Backout plan | None | caught in the

Reason for Change | None | rain, and your

Risk and Impact | None | not into health

Test Plan | None | food and

Additional Notes | None | have half a brain

Consultation | None | onions, orges are like onions

Success Acceptance | None | they have layers.

Training Plan | None | how about a nice parfaat?

3. COMPLETE THE CHANGE ASSESSMENT

Go to the Change Assessment tab.

Select the entries on questions 1-5 to set the risk level.

Risk level: Low (1 of 100)

Q1. Scope of Change

- One Component
- Multiple Components
- One Service
- Multiple Service / Infrastructure

Q2. Impact of Failure

- Relatively low, easily recoverable
- Limited disruption or outage
- Considerable service disruption or outage
- Severe service disruption or outage

Q3. Likelihood of Failure

- No Risk
- Risk understood and mitigated; high confidence
- Risk understood but not mitigated; medium confidence
- Risk not understood; low confidence

Q4. Service Criticality

- None
- Low
- Medium
- High

Q5. Does this change require any business application enhancement or redesign?

- No Downtime

The change level is automatically updated on the ticket information.

Save the Record.

4. SELECT AN ECHANGE APPROVER

Select an EChange Approver by clicking on Record EChange Approval and selecting the start date and end date:

Enter...

Enter the approver for the Emergency Change: *

Richard Goddard

Enter a scheduled implementation end date/time: *

23/01/2022 00:00

Enter a scheduled implementation start date/time: *

23/01/2022 00:00

OK Cancel

The Change has now been approved:

← BACK TO ALL CHANGES **SAVE** ADD NOTE

Change Owner Information	Ticket Information	
Owner Team: Service Toolset & Qual	Status: * Emergency Change Approver	Type of Change: * Emergency
Change Owner: * Aidan Fay	Master Change: <input type="checkbox"/>	EChange Approver: Richard Goddard
Logon ID: naf99	Service: * Pull printing	Notify all analysts: <input type="checkbox"/>
Email: Aidan.Fay@newcastle.ac.uk	Component:	Implementation Start Date: * 23/01/2022 00:00
Telephone:	Service Owner:	Implementation End Date: * 23/01/2022 00:00

Type of Change: * Emergency

EChange Approver: Richard Goddard

Notify all analysts:

Implementation Start Date:

Implementation End Date:

Save the record

[← LIST VIEW](#)



