NEWCASTLE UNIVERSITY IT SERVICE
NU SERVICE ANALYST HOW-TO GUIDE:
CREATE A NEW CHANGE RECORD

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CREATING A NORMAL CHANGE. (MINOR, SIGNIFICANT AND MAJOR)

Notes

- All times are entered in the 24hr clock format
- When refreshing the Change window please use the icon within NUService:

  ![Refresh Icon]
  ![Submit For Peer Review Icon]
  ![Cancel Change Icon]

- If the button you require is not appearing on the menu bar then you will find the option by clicking the arrow at the right of the bar:

  ![Refresh Icon]
  ![Submit For Peer Review Icon]
  ![Cancel Change Icon]
  ![New Incident Icon]
PROCEDURE

Normal changes can be created as minor, significant and major. The risk assessment determines the change level.

1. CREATE A NEW NORMAL CHANGE RECORD

First, open the Change workspace.

Then, select the NEW CHANGE button

The new change window will open with you as the change owner, and the status set to draft. The type of change will be Normal.

Save the change

Enter a change summary under the Details Tab

Enter the change details under the Details Tab.
2. **COMPLETE THE CHANGE INFORMATION**

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

3. **COMPLETE THE CHANGE ASSESSMENT**

Go to the Change Assessment tab.

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

- **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 to Minor.
4. **SET PEER REVIEW END DATE**

You can set a peer review end date for a future date only.

![Ticket Information Table]

Save the change

![Change: 1001202 (Draft)]

5. **ADD A SERVICE**

Under ticket information, select a service from the ‘SERVICE’ drop down menu.

![Ticket Information Table]

6. **MY ANALYST ITEMS**

The new change should be listed in your dashboard under my items.

Go to Home

![Home Dashboard]

Locate the new change under my analyst items

![My Analyst Items Table]

Locate the change under my teams active items
SUBMIT A CHANGE FOR PEER REVIEW

Once a Change has been created to assign to peer review, select the “SUBMIT FOR PEER REVIEW” button:

You will then be prompted to enter a Peer Review End Date:

Enter the date and click OK.

The Option to add “Peer Review Comments” is now available in the tabs at the bottom of the page:

To end Peer Review select the “END PEER REVIEW BUTTON”:

The Change is now ready to be submitted.
SUBMIT A SIGNIFICANT OR MAJOR CHANGE FOR APPROVAL

Significant and Major changes must be submitted for approval to the Change Manager in preparation for CAB.

Minor changes can progress through pending peer review or move directly to record outcome.

First locate a significant or major change in the Pending Submission For Approval Status

Enter a start and end date for the change; this adds the record to the change calendar.

Then select the Submit for change manager review for Approval button.

The change status updates to Change Manager Review
RETRACT A CHANGE FROM CHANGE MANAGER REVIEW OR FROM CAB

To retract a change from “Change Manager Review” select “WITHDRAW FROM CAB” from the top menu:

You will then be prompted for a reason for withdrawing the change, enter the relevant details and click OK:

Enter...

Enter reason for withdrawing change:

Issue with supplier, need to add further information and reconsider date of change.

OK Cancel

The Change is now back in the Status of “Pending Submission for Approval”