

SERVICENOW: ENTERING A REQUEST FOR CHANGE

This document provides MGB Digital and business users with instructions for entering a Request for Change (RFC). This procedure should only be used to add, modify, or remove a supported service or modify an application or hardware.

The RFC can be used by non-licensed users of ServiceNow to request a technology change. But others may wish to use the form as well. It can be used to request a Change when the requester does not have all the required information. The requester depends on technology teams to make appropriate changes either to applications or infrastructure.

1 KEY TERMS

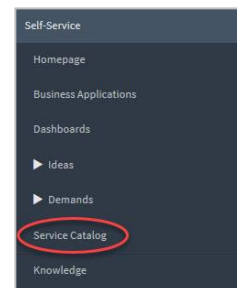
Term	Definition
REQ for Change	Request for Change. Another name for the process described by this tip sheet.
RFC	Request for Change.

2 ENTERING A REQUEST FOR CHANGE

2.1 Enter a Request for Change

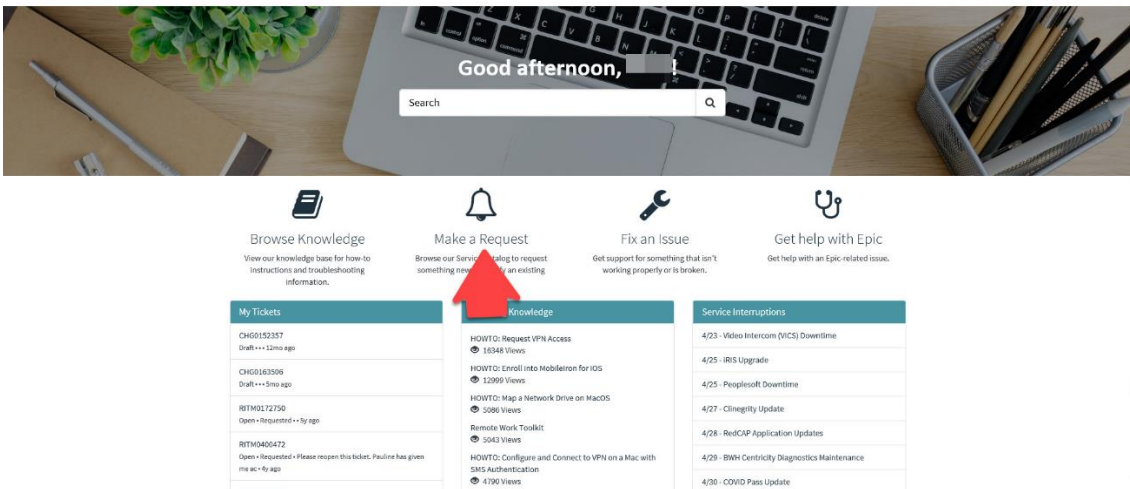
1. Do one of the following:

- ServiceNow users with the ITIL role, click Service Catalog from the Self Service menu in the application navigator.
- All other users, click **Catalog Home** under Service Catalog from the Service Desk home page.



IS Service Hub

Browse Knowledge | Make a Request | Fix an Issue | Help with Epic



Good afternoon,

Search

[Browse Knowledge](#) |
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[Browse Knowledge](#)
 View our knowledge base for how-to instructions and troubleshooting information.

[Make a Request](#)
 Browse our Service Catalog to request something new or modify an existing.

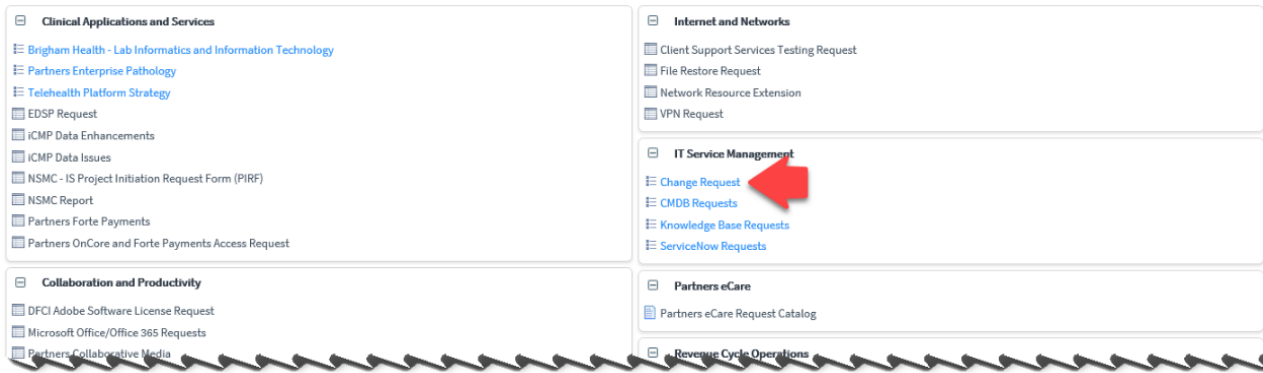
[Fix an Issue](#)
 Get support for something that isn't working properly or is broken.

[Get help with Epic](#)
 Get help with an Epic-related issue.

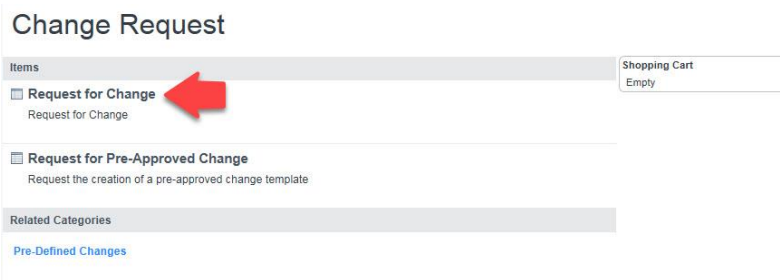
My Tickets	Knowledge	Service Interruptions
CHG0152357 Draft • 12mo ago	HOWTO: Request VPN Access 16348 Views	4/23 - Video Intercom (VICS) Downtime
CHG0163096 Draft • 5mo ago	HOWTO: Enroll into MobileIron for iOS 12999 Views	4/25 - IRIS Upgrade
RITM0172750 Open • Requested • 5yr ago	HOWTO: Map a Network Drive on MacOS 5086 Views	4/25 - Peoplesoft Downtime
RITM0406472 Open • Requested • Please reopen this ticket, Pauline has given me ac • 8y ago	Remote Work Toolkit 5043 Views	4/27 - Clingrity Update
CHG0152357 Draft • 12mo ago	HOWTO: Configure and Connect to VPN on a Mac with SMS Authentication 4790 Views	4/28 - RedCAP Application Updates
		4/29 - BWH Centrality Diagnostics Maintenance
		4/30 - COVID Pass Update

2. From the IT Service Management category, click **Change Request**.

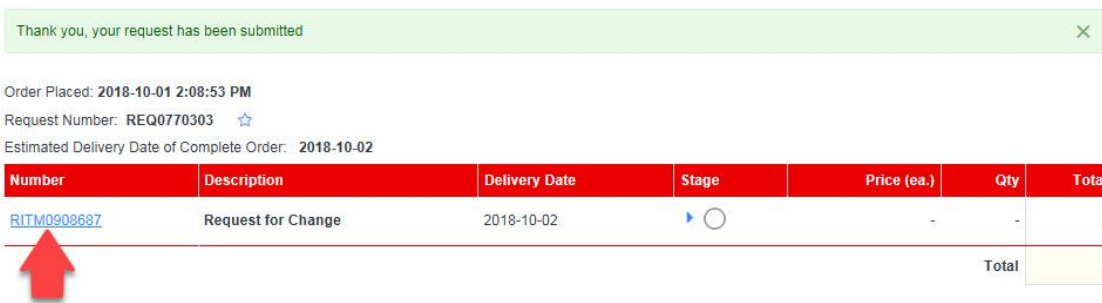
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3. Click **Request for Change**.



4. Complete all fields, as appropriate. See the list of field descriptions in paragraph 2.2. Note the that field entitled “To which group is this to be assigned” is a key field. It is this group that will be responsible for approving (and completing the Change) or rejecting your request.
5. To add an attachment, click the paperclip icon at the top of the screen.
6. Click **Order Now**.
7. A verification screen displays. Click **Submit Order** to display a confirmation screen including a newly assigned RITM (Request item) number. Use this number to track your request.



8. Once submitted, your request is sent to the assigned group for subsequent processing. Upon approval or rejection, you will receive a notification email. The email includes the CHG number assigned, if approved.

*Note: To track your requests, click either **My Open Requests** from the Service Desk home page or **My Requests** from the application navigator.*

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2.2 Request for Change Field Descriptions

Field	Description
Proposed start date*	Proposed date and time for this Change to start.
Proposed end date*	Proposed date and time for this Change to end.
To which group is this to be assigned*	The group to be assigned to make this Change. You can click the magnifying glass icon to search for assignment groups by name. If you are not sure which group should be used, contact the IS Service Desk.
Enter the description of the change*	Description of the Change.
Enter the justification for the change*	Description of the business reasons for this Change.
Who is impacted by this change*	List the sites, departments, or both, potentially impacted by this change.

**Indicates required field*