

NORTHSTAR HEALTH CLINICS – EHR DISRUPTION SCENARIO

PREPARED FOR

FINAL PROJECT MLTI

PRESENTED BY

GROUP 3 - MLTI B



**INCIDENT,
PROBLEM,
CHANGE**



DECEMBER 2025

servicenow

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Improving service performance through structured ITIL workflows and collaborative ServiceNow execution.

INTRODUCTION

This report documents our group's implementation of ITIL practices, specifically Incident Management, Problem Management, and Change Management to stabilize the Electronic Health Record (EHR) system used by Northstar Health Clinics. Throughout this activity, we worked collaboratively in a shared ServiceNow Personal Developer Instance (PDI) to create, manage, and link records that reflect real operational disruptions. The objective of this report is to present how we applied ITIL processes in a practical scenario, demonstrate our use of ServiceNow tools, and show how structured ITSM practices help restore service performance.

LEARNING OBJECTIVES

By completing this activity, we will be able to:

1. Apply ITIL practices across Incident, Problem, Change Management.
2. Create and manage records collaboratively in ServiceNow.
3. Link Incidents to Problems, and Changes.
4. Work together using a shared PDI instance with clear role responsibilities.



Scenario



Northstar Health Clinics relies on an enterprise-wide EHR system that has recently shown multiple performance issues. Clinics reported slow page loading, login failures during peak hours, short outages, and intermittent “Database not responding” errors. These disruptions affect patient care workflows and must be addressed promptly. The EHR system depends on three key components: the EHR Service (Business Service), the EHR Application Server, and the EHR Database Server. Our team analyzed the incidents affecting these components and followed ITIL guidelines to identify root causes and implement a permanent fix.

Group Roles

To support effective collaboration, each member of our group assumed a designated ITIL role. **William Bryan** served as the Incident Manager, responsible for recording and managing all incidents related to the EHR disruptions. **Gusti Gratia** acted as the Problem Manager, leading root cause analysis and consolidating the incidents into a single problem record. **Kayla Putri** took the role of Change Manager, overseeing the planning, scheduling, and implementation of the Normal Change required to resolve the issue.



WILLIAM BRYAN

5026231011

Incident Manager

William Bryan



GUSTI GRATIA

5026231097

Problem Manager

Gusti Gratia



KAYLA PUTRI

5026231158

Change Manager

Kayla Putri

While each of us had specific responsibilities, we worked together throughout the entire process to ensure consistency and accuracy in the records.

Each role played a critical part in ensuring smooth coordination across Incident, Problem, and Change Management activities. Through clear task division and consistent communication, our team was able to manage disruptions effectively and maintain record accuracy within the ServiceNow environment.

Configuration (CI) Preparation

Item



Before managing the incidents, problems, and changes, we created the required Configuration Items (CIs) in our ServiceNow PDI because they were not available by default. We added three CIs: EHR Service, EHR Application Server, and EHR Database Server and set each to “Installed” to represent the active components of the EHR environment. These CIs were then verified in the lookup fields to ensure they could be properly linked to all related records throughout the activity.

CI Created

EHR Service

EHR Service | Configuration Item

dev292954.service-now.com/now/nav/ui/classic/params/target/cmdb_ci.do%3Fsys_id%3Dca7e2d3983a132105704cfc0deaad30e%26sysparm_rec...

TA - DSA ASSIGNMENTS ABMAS TA - SAP BIONIX

servicenow All Favorites History Workspaces Admin Configuration Item - EHR Service

Configuration Item
EHR Service

NameEHR Service

Asset tag

Assigned to

CategoryBusiness Service

Fault count0

Installed2025-12-02 08:11:50

Install StatusInstalled

Open in CMDB Workspace

Update

Delete

Related Links

[Subscribe](#)

EHR Application Server

New Record | Configuration Item

Users | ServiceNow

dev292954.service-now.com/now/nav/ui/classic/params/target/cmdb_ci.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dcmdb_ci%2...

TA - DSA ASSIGNMENTS ABMAS TA - SAP BIONIX

servicenow All Favorites History Configuration Item - New Record

Configuration Item
New record

NameEHR Application Server

Asset tag

Assigned to

CategoryApplication Server

Fault count0

Installed2025-12-02 08:16:01

Install StatusInstalled

Submit

CI Created

EHR Database Server

EHR Database Server | Configur...

dev292954.service-now.com/now/nav/ui/classic/params/target/cmdb_ci.do%3Fsys_id%3D43b03df983a132105704cfc0deaad3b0%26sysparm_rec...

TA - DSA ASSIGNMENTS ABMAS TA - SAP BIONIX

servicenow All Favorites History Workspaces Admin Configuration Item - EHR Database Server

Configuration Item EHR Database Server

NameEHR Database Server

Asset tag

Assigned to

CategoryDatabase Server

Fault count0

Installed2025-12-02 08:17:30

Install StatusInstalled

Open in CMDB Workspace

Update

Delete

Related Links

Subscribe

ALL CI CREATED

</

Incident Management



Our team created five incident records in ServiceNow based on the issues reported by clinic staff, including slow page loading, database errors, login failures, system freezes, and a brief outage. Each incident was assigned the appropriate priority, configuration item, and assignment group, with Incident 3 escalated to the Application Support EHR team as required. These incidents formed the basis for identifying patterns and linking them to a single Problem record in the next stage of the ITIL process.

Incident Created



1

SLOW EHR PAGES

The EHR pages were loading very slowly, with patient charts taking more than 30 seconds to open starting around 8 AM. This suggests a performance degradation within the EHR Service.

2

DATABASE CONNECTION ERROR

The user received a “Database not responding” message while scheduling patients and had to refresh multiple times. This indicates a temporary connectivity or responsiveness issue with the EHR Database Server.

3

LOGIN FAILURES

Multiple staff members were unable to log in between 8–9 AM and only gained access after repeated attempts. This points to an authentication or application-level issue on the EHR Application Server and requires escalation to Application Support – EHR.

4

EHR FREEZES DURING PATIENT CARE

The EHR froze while a doctor was entering lab orders, disrupting patient care. This recurring issue indicates instability in the EHR Service throughout the week.

5

FIVE-MINUTE OUTAGE

The EHR was completely unavailable for about five minutes at around 8:30 AM, with error messages appearing for all users. This reflects a significant outage affecting the EHR Application Server and overall system availability.

Incident 1 – Slow EHR Pages

Create Caller for Incident 1

servicenow

AllFavoritesHistory

User - Dr. Emily Carter

Search

User
Dr. Emily Carter

UpdateSet Password

User IDNSC-01

First nameDr. Emily

Last nameCarter

Title

Department

Password needs reset

Locked out

Active

Internal Integration User

Email
emily@example.com

Identity type

Language
-- None --

Calendar integration
Outlook

Time zone
System (America/Los_Angeles)

Date format
System (yyyy-MM-dd)

Business phone

Mobile phone

Photo
Click to add...

UpdateSet PasswordDelete

Related Links
[View linked accounts](#)
[View Subscriptions](#)
[Reset a password](#)

Create New Incident - Incident 1 (INC0010007)

servicenow

AllFavoritesHistoryWorkspaces

Incident - Create INC0010007

Search

Incident
New record View: Self Service

Number
INC0010007

* Caller
Dr. Emily Carter

Watch list

Opened
2025-12-01 17:20:18

Closed

Urgency
3 - Low

State
New

* Short description
EHR running very slow

Related Search Results

Additional comments (Customer visible)
Patient charts are taking 30 seconds or more to load this morning. Started around 8 AM.

SubmitResolve

Incident 1 – Slow EHR Pages

Incident 1 (INC0010007) from Incident Manager POV

servicenow All Favorites History Workspaces Service Operations Workspace

INC0010007

EHR running very slow

Save Create change request Assign to me Resolve

Overview Details Related records

Summary

Short description: EHR running very slow

Description:

Number: INC0010007 Priority: 3 - Moderate 5 - Planning

Opened: 2025-12-01 17:20:18 Impact: 2 - Medium

State: New Urgency: 2 - Medium

Impact 2 - Medium

Impact Summary

Business impact: ...

Configuration item: EHR Service Service: ... Service offering: ...

Affected CIs	Impacted Services/CIs	Assets
1	0	0

Compose

Work notes: Investigating reported EHR performance degradation since 17:20, reviewing server load, database responsiveness, and network latency to identify the cause.

Additional comments (Customer visible): Enter your Additional comments (Customer visible) here

Everyone can see this comment

Email: To: Dr. Emily Carter X Cc: System Administrator X Subject: EHR running very slow

Rich text editor: Patient charts are taking 30 seconds or more to load this morning. Started around 8 AM.

Activity: William Bryan Pangestu Field changes • 2025-12-01 17:54:15 Configuration item: EHR Service was Empty System Administrator Additional comments • 2025-12-01 17:25:47

Record Information

Last updated by System Administrator 2025-12-01 17:25:47

Caller: Dr. Emily Carter NSC-01 17:00:20 America/Los_Angeles

Recent incidents: Recent interactions: Assigned assets:

Assigned to: This incident has not been assigned yet

View additional collaborators

servicenow All Favorites History Workspaces Service Operations Workspace

INC0010007

EHR running very slow

Save Create change request Assign to me Resolve

Overview Details Related records

Summary

Short description: EHR running very slow

Description:

Number: INC0010007 Priority: 3 - Moderate 3 - Moderate

Opened: 2025-12-01 17:20:18 Impact: 2 - Medium

State: New Urgency: 2 - Medium

Impact 2 - Medium

Impact Summary

Business impact: ...

Configuration item: EHR Service Service: ... Service offering: ...

Affected CIs	Impacted Services/CIs	Assets
1	0	0

Compose

Work notes: Enter your Work notes here

Additional comments (Customer visible): ... Email: ...

Activity: William Bryan Pangestu Field changes • 2025-12-01 18:03:09 Priority: 3 - Moderate was 4 - Planning Impact: 2 - Medium was 4 - Low William Bryan Pangestu Work notes • 2025-12-01 18:03:08 Investigating reported EHR performance degradation since 17:20, reviewing server load, database responsiveness, and network latency to identify the cause. William Bryan Pangestu Field changes • 2025-12-01 17:54:15 Configuration item: EHR Service was Empty System Administrator Additional comments • 2025-12-01 17:25:47 System Administrator Field changes • 2025-12-01 17:25:47 Opened by: System Administrator Incident state: New Impact: 3 - Low Priority: 5 - Planning

Record Information

Last updated by William Bryan Pangestu 2025-12-01 18:03:09

SLAs and timings: Response SLA: No matching SLA Resolution SLA: 2:00:00

Caller: Dr. Emily Carter NSC-01 18:03:13 America/Los_Angeles

Recent incidents: Recent interactions: Assigned assets:

Assigned to: This incident has not been assigned yet

View additional collaborators

Incident 2 – Database Connection Error

Create Caller for Incident 2

The screenshot shows the 'Create Caller' form in ServiceNow. The header bar includes the ServiceNow logo, navigation tabs (All, Favorites, History, Admin), a user profile for 'User - Sarah Lopez', and a search bar. The form is titled 'User Sarah Lopez' and has buttons for 'Update', 'Set Password', and 'Delete'. The form fields are organized into two columns. The left column contains: 'User ID' (NSC-02), 'First name' (Sarah), 'Last name' (Lopez), 'Title' (empty), 'Department' (empty), 'Password needs reset' (checkbox), 'Locked out' (checkbox), 'Active' (checkbox, checked), and 'Internal Integration User' (checkbox). The right column contains: 'Email' (sarah@example.com), 'Identity type' (dropdown), 'Language' (dropdown), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), 'Mobile phone' (empty), and 'Photo' (Click to add...). Below the form are buttons for 'Update', 'Set Password', and 'Delete'. At the bottom, there are 'Related Links' for 'View linked accounts', 'View Subscriptions', and 'Reset a password'.

servicenow All Favorites History Admin User - Sarah Lopez Search

User Sarah Lopez Update Set Password Delete

User ID NSC-02 Email sarah@example.com

First name Sarah Identity type -

Last name Lopez Language -- None --

Title Department Outlook

Calendar integration Outlook

Time zone System (America/Los_Angeles)

Date format System (yyyy-MM-dd)

Business phone

Mobile phone

Photo Click to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Create New Incident - Incident 2 (INC0010008)

The screenshot shows the 'Create New Incident' form in ServiceNow. The header bar includes the ServiceNow logo, navigation tabs (All, Favorites, History, Workspaces), a user profile for 'Incident - Create INC0010008', and a search bar. The form is titled 'Incident New record View: Self Service' and has buttons for 'Submit' and 'Resolve'. The form fields are organized into two columns. The left column contains: 'Number' (INC0010008), 'Caller' (Sarah Lopez), 'Watch list' (empty), and 'Short description' (Database not responding). The right column contains: 'Opened' (2025-12-01 17:39:52), 'Closed' (empty), 'Urgency' (3 - Low), and 'State' (New). Below the form is a 'Related Search Results' button. At the bottom, there is a text area for 'Additional comments (Customer visible)' with the text 'I received a 'Database not responding' message while scheduling patients. I had to refresh twice.' and buttons for 'Submit' and 'Resolve'.

servicenow All Favorites History Workspaces Incident - Create INC0010008 Search

Incident New record View: Self Service Submit Resolve

Number INC0010008 Opened 2025-12-01 17:39:52

* Caller Sarah Lopez Closed

Watch list Urgency 3 - Low

* Short description Database not responding State New

Related Search Results

Additional comments (Customer visible) I received a 'Database not responding' message while scheduling patients. I had to refresh twice.

Submit Resolve

Incident 2 – Database Connection Error

Incident 2 (INC0010008) from Incident Manager POV

servicenow All Favorites History Workspaces Service Operations Workspace

Database not responding

Overview Details Related records

Incident

Location: [Empty]

Urgency: 2 - Medium

Channel: -- None --

Priority: 3 - Moderate

Category: Inquiry / Help

Subcategory: -- None --

Opened: 2025-12-01 17:39:52

Impact

Service: [Empty]

Configuration item: EHR Database Server

Business impact: Database not responding

Assignment

Assignment group: [Empty]

Assigned to: Sarah Lopez

Compose

Work notes: [Empty]

Additional comments (Customer visible): [Empty]

Enter your Additional comments (Customer visible) here

Record Information

Last updated by System Administrator 2025-12-01 17:43:44

Caller: Sarah Lopez NSC-02 18-04-12 Americas/Los Angeles

Recent incidents: [Link]

Recent interactions: [Link]

Assigned assets: [Link]

Assigned to: This incident has not been assigned yet

View additional collaborators

servicenow All Favorites History Workspaces Service Operations Workspace

Database not responding

Overview Details Related records

Summary

Short description: Database not responding

Number: INC0010008

Priority: 3 - Moderate

Opened: 2025-12-01 17:39:52

State: New

Urgency: 2 - Medium

Impact

Impact Summary

Business impact: [Empty]

Configuration item: EHR Database Server

Service: [Empty]

Service offering: [Empty]

Affected CIs: 1

Impacted Services/CIs: 0

Assets: 0

Cause

No cause has been identified yet.

Compose

Work notes: [Empty]

Additional comments (Customer visible): [Empty]

Enter your Work notes here

Activity

William Bryan Pangestu 2025-12-01 18:06:14

Investigating the reported database non-responsiveness by checking server health, query performance, and recent activity logs to identify the root cause.

William Bryan Pangestu 2025-12-01 18:06:14

Field changes: 2025-12-01 18:06:14

Priority: 3 - Moderate was 5 - Planning

Configuration item: EHR Database Server was Empty

Impact: 2 - Medium was 3 - Low

System Administrator 2025-12-01 17:43:44

I received a 'Database not responding' message while scheduling patients. I had to refresh twice.

System Administrator 2025-12-01 17:43:44

Opened by: System Administrator

Incident state: New

Impact: 3 - Low

Priority: 5 - Planning

Record Information

Last updated by William Bryan Pangestu 2025-12-01 18:06:14

SLAs and timings

Response SLA: No matching SLA

Resolution SLA: 2:54:15PM

Caller: Sarah Lopez NSC-02 18-04-12 Americas/Los Angeles

Recent incidents: [Link]

Recent interactions: [Link]

Assigned assets: [Link]

Assigned to: This incident has not been assigned yet

Assign to me

View additional collaborators

Incident 3 – Login Failures (Escalation Required)

Create Caller for Incident 3

The screenshot shows the 'Create Caller' form in ServiceNow. The form is for a user named John Miller. The fields are organized into two columns. The left column contains fields for User ID (NSC-08), First name (John), Last name (Miller), Title (empty), Department (empty), Password needs reset (checkbox), Locked out (checkbox), Active (checkbox, checked), and Internal Integration User (checkbox). The right column contains fields for Email (john@email.com), Identity type (empty), Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone (empty), Mobile phone (empty), and Photo (Click to add...). Below the form are buttons for Update, Set Password, and Delete. At the bottom, there are links for View linked accounts, View Subscriptions, and Reset a password.

servicenow All Favorites History Admin **User - John Miller** Search

User John Miller Update Set Pass

User ID NSC-08 Email john@email.com

First name John Identity type -

Last name Miller Language -- None --

Title Title Calendar integration Outlook

Department Department Time zone System (America/Los_Angeles)

Password needs reset Locked out Date format System (yyyy-MM-dd)

Active Internal Integration User Business phone Mobile phone Photo Click to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Create New Incident - Incident 3 (INC0010004)

The screenshot shows the 'Create New Incident' form in ServiceNow. The form is for a new incident. The fields are organized into two columns. The left column contains fields for Number (INC0010004), Caller (John Miller), Watch list (empty), and Short description (Login Failures (Escalation Required)). The right column contains fields for Opened (2025-12-01 17:19:09), Closed (empty), Urgency (2 - Medium), and State (New). Below the form is a section for Additional comments (Customer visible) with a text area containing the following text: "Subject: Staff unable to log in. Message: 'Several staff members cannot log in to the EHR between 8-9 AM. They eventually get in after repeated attempts.' Recommended CI: EHR Application Server. Priority: P2. This incident must be escalated to Application Support - EHR." At the bottom are buttons for Submit and Resolve.

servicenow All Favorites History Workspaces Admin **Incident - Create INC0010004** Search

Incident New record View: Self Service Submit Resolve

Number INC0010004 Opened 2025-12-01 17:19:09

* Caller John Miller Closed

Watch list Urgency 2 - Medium

* Short description Login Failures (Escalation Required) State New

Related Search Results

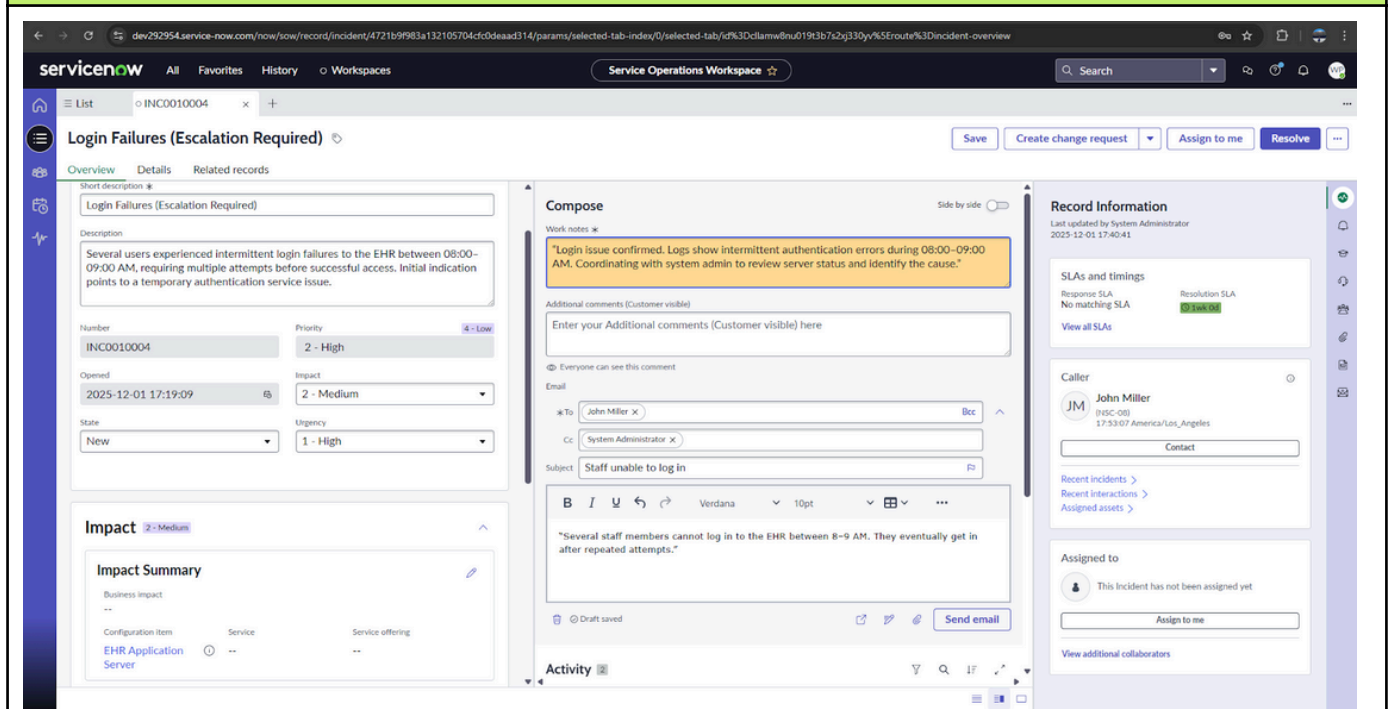
Additional comments (Customer visible)

Subject: Staff unable to log in
Message: "Several staff members cannot log in to the EHR between 8-9 AM. They eventually get in after repeated attempts."
Recommended CI: EHR Application Server
Priority: P2
This incident must be escalated to Application Support - EHR.

Submit Resolve

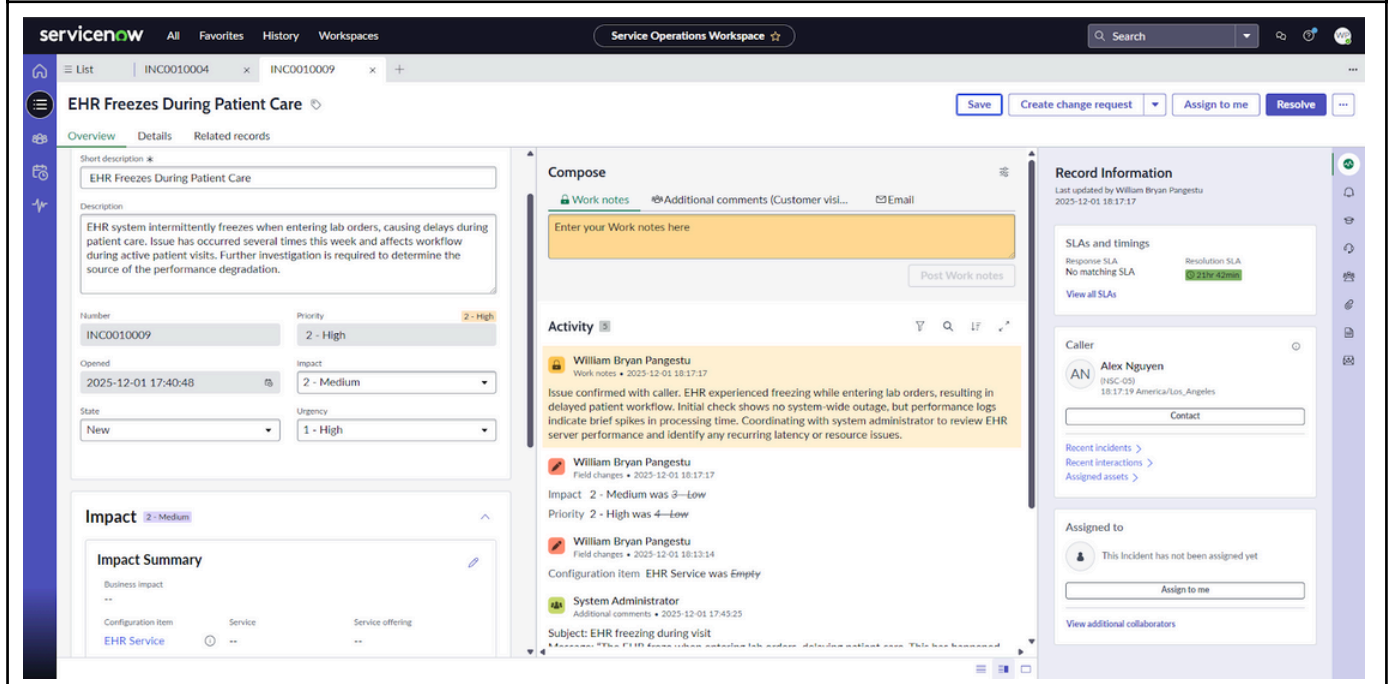
Incident 3 – Login Failures (Escalation Required)

Incident 3 (INC0010004) from Incident Manager POV



This screenshot shows the ServiceNow Incident Manager interface for Incident INC0010004, titled "Login Failures (Escalation Required)". The interface is divided into several sections:

- Overview:** Displays the incident title, short description, and key details. The short description is "Login Failures (Escalation Required)". The description states: "Several users experienced intermittent login failures to the EHR between 08:00-09:00 AM, requiring multiple attempts before successful access. Initial indication points to a temporary authentication service issue." The incident number is INC0010004, priority is 2 - High, and it was opened on 2025-12-01 17:19:09. The impact is 2 - Medium, and the urgency is 1 - High.
- Compose:** A section for adding work notes, additional comments, and email notifications. The work notes section contains a note: "Login issue confirmed. Logs show intermittent authentication errors during 08:00-09:00 AM. Coordinating with system admin to review server status and identify the cause." The email section shows a draft email to John Miller and System Administrator, with the subject "Staff unable to log in".
- Record Information:** Provides details about the incident, including SLAs and timings, caller information (John Miller), and assigned assets.
- Impact:** A section for the impact summary, showing the business impact and configuration items (EHR Application, Server).



This screenshot shows the ServiceNow Incident Manager interface for Incident INC0010009, titled "EHR Freezes During Patient Care". The interface is divided into several sections:

- Overview:** Displays the incident title, short description, and key details. The short description is "EHR Freezes During Patient Care". The description states: "EHR system intermittently freezes when entering lab orders, causing delays during patient care. Issue has occurred several times this week and affects workflow during active patient visits. Further investigation is required to determine the source of the performance degradation." The incident number is INC0010009, priority is 2 - High, and it was opened on 2025-12-01 17:40:48. The impact is 2 - Medium, and the urgency is 1 - High.
- Compose:** A section for adding work notes, additional comments, and email notifications. The work notes section contains a note: "Issue confirmed with caller. EHR experienced freezing while entering lab orders, resulting in delayed patient workflow. Initial check shows no system-wide outage, but performance logs indicate brief spikes in processing time. Coordinating with system administrator to review EHR server performance and identify any recurring latency or resource issues." The email section shows a draft email to William Bryan Pangestu and System Administrator, with the subject "EHR Freezing during visit".
- Record Information:** Provides details about the incident, including SLAs and timings, caller information (Alex Nguyen), and assigned assets.
- Impact:** A section for the impact summary, showing the business impact and configuration items (EHR Service).

Incident 3 – Login Failures (Escalation Required)

Escalate Incident to App Support EHR Assignment Group

The screenshot displays the ServiceNow incident management interface for an incident titled "Login Failures (Escalation Required)". The interface is divided into several sections:

- Header:** Includes the ServiceNow logo, navigation tabs (All, Favorites, History, Workspaces), and a search bar.
- Incident Details:** Shows the incident ID (INC0010004) and the title "Login Failures (Escalation Required)".
- Assignment:** A section where the incident is assigned to a group. The "Assignment group" dropdown is set to "Application Support - EHR".
- Related Records:** A section showing related records, including a table with columns for Parent incident, Problem, Change Request, and Caused by Change.
- Cause:** A section for identifying the probable cause, with a text area for "Probable cause".
- Resolution:** A section for resolving the incident, with a dropdown for "Resolution code" (set to "None") and a text area for "Resolution notes".
- Compose:** A section for composing work notes, with a text area for "Enter your Work notes here" and a "Post Work notes" button.
- Activity:** A section showing the activity log, including work notes and field changes. The first entry is by William Bryan Pangestu, dated 2023-12-01 18:06:09, with the subject "Login issue confirmed. Logs show intermittent authentication errors during 08:00-09:00 AM. Coordinating with system admin to review server status and identify the cause." The second entry is by William Bryan Pangestu, dated 2023-12-01 18:06:09, with the subject "Staff unable to log in. Message: 'Several staff members cannot log in to the EHR between 8-9 AM. They eventually get in after repeated attempts.' Recommended CI: EHR Application Server. Priority: P2".
- Record Information:** A section showing the incident's status, SLAs and timings, caller (John Miller), and assigned to (This incident has not been assigned yet).

This action involves escalating the incident to the Application Support – EHR assignment group for further investigation and resolution. The escalation is performed when initial troubleshooting indicates that the issue is related to EHR application behavior, configuration, or performance and requires specialized expertise. Once assigned, the EHR support team will review the incident details, analyze logs or error patterns, and proceed with the appropriate corrective actions to restore normal system functionality.

Incident 4 – EHR Freezes During Patient Care

Create Caller for Incident 4

The screenshot shows the 'User' form in ServiceNow for 'Dr. Alex Nguyen'. The form is divided into two main sections: 'User' and 'Calendar integration'. The 'User' section includes fields for User ID (NSC-05), First name (Alex), Last name (Nguyen), Title (NSC-05), and Department. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), and 'Internal Integration User'. The 'Calendar integration' section includes fields for Email (alex@email.com), Identity type, Language, Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. There is a 'Photo' field with a 'Click to add...' link. At the bottom, there are 'Update', 'Set Password', and 'Delete' buttons, and a 'Related Links' section with links to 'View linked accounts', 'View Subscriptions', and 'Reset a password'.

servicenow All Favorites History User - Dr. Alex Nguyen Search

User Dr. Alex Nguyen Update Set Password Delete

User ID NSC-05 Email alex@email.com

First name Alex Identity type -

Last name Nguyen Language -- None --

Title (NSC-05) Calendar integration Outlook

Department Password needs reset ☐

Locked out ☐

Active ☒

Internal Integration User ☐

Business phone

Mobile phone

Photo Click to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Create New Incident - Incident 4 (INC0010009)

The screenshot shows the 'Incident' form in ServiceNow for 'INC0010009'. The form is divided into two main sections: 'Incident' and 'Additional comments'. The 'Incident' section includes fields for Number (INC0010009), Caller (Dr. Alex Nguyen), Watch list, Opened (2025-12-01 17:40:48), Closed, Urgency (2 - Medium), State (New), and Short description (EHR Freezes During Patient Care). There is a 'Related Search Results' link. The 'Additional comments' section includes a text area for 'Additional comments (Customer visible)' with a message: 'Subject: EHR freezing during visit. Message: The EHR froze when entering lab orders, delaying patient care. This has happened multiple times this week. Recommended Ct: EHR Service. Priority: P2'. At the bottom, there are 'Submit' and 'Resolve' buttons.

servicenow All Favorites History Workspaces Admin Incident - Create INC0010009 Search

Incident New record View: Self Service Submit Resolve

Number INC0010009 Opened 2025-12-01 17:40:48

* Caller Dr. Alex Nguyen Closed

Watch list Urgency 2 - Medium

* Short description EHR Freezes During Patient Care State New

Related Search Results

Additional comments (Customer visible)

Subject: EHR freezing during visit
Message: The EHR froze when entering lab orders, delaying patient care. This has happened multiple times this week.
Recommended Ct: EHR Service
Priority: P2

Submit Resolve

Incident 4 – EHR Freezes During Patient Care

Incident 4 (INC0010009) from Incident Manager POV

dev292954.service-now.com/now/sow/record/incident/cc26757983e132105704cfc0deaad321

servicenow All Favorites History Workspaces Service Operations Workspace Search

List INC0010004 x INC0010009 x +

EHR Freezes During Patient Care

Save Create change request Assign to me Resolve

Overview Details Related records

Short description *
EHR Freezes During Patient Care

Description
EHR system intermittently freezes when entering lab orders, causing delays during patient care. Issue has occurred several times this week and affects workflow during active patient visits. Further investigation is required to determine the source of the performance degradation.

Number INC0010009 Priority 2 - High 4 - Low

Opened 2025-12-01 17:40:48 Impact 2 - Medium

State New Urgency 1 - High

Impact 2 - Medium

Impact Summary

Business impact

Configuration item EHR Service Service Service offering

Compose

Work notes *
Issue confirmed with caller. EHR experienced freezing while entering lab orders, resulting in delayed patient workflow. Initial check shows no system-wide outage, but performance logs indicate brief spikes in processing time. Coordinating with system administrator to review EHR server performance and identify any recurring latency or resource issues.

Additional comments (Customer visible)
Enter your Additional comments (Customer visible) here

Everyone can see this comment

Email
To: Dr. Alex Nguyen (INC-001) 18:10:27 America/Los_Angeles
Cc: System Administrator
Subject: EHR freezing during visit

B I U ↶ ↷ ↻ ↺ Verdana 10pt

The EHR froze when entering lab orders, delaying patient care. This has happened multiple times this week.

Draft saved Send email

Record Information
Last updated by System Administrator 2025-12-01 17:45:23

SLAs and timings
Response SLA No matching SLA
Resolution SLA 3 - Low
View all SLAs

Caller
DN Dr. Alex Nguyen (INC-001) 18:10:27 America/Los_Angeles
Contact

Recent incidents >
Recent interactions >
Assigned assets >

Assigned to
This incident has not been assigned yet
Assign to me
View additional collaborators

dev292954.service-now.com/now/sow/record/incident/cc26757983e132105704cfc0deaad321

servicenow All Favorites History Workspaces Service Operations Workspace Search

TA - DSA ASSIGNMENTS ABMAS TA - SAP BIONIX All Bookmarks

List INC0010009 x +

EHR Freezes During Patient Care

Save Create change request Assign to me Resolve

Overview Details Related records

Summary
Short description
EHR Freezes During Patient Care

Description
EHR system intermittently freezes when entering lab orders, causing delays during patient care. Issue has occurred several times this week and affects workflow during active patient visits. Further investigation is required to determine the source of the performance degradation.

Number INC0010009 Priority 2 - High 4 - Low

Opened 2025-12-01 17:40:48 Impact 2 - Medium

State New Urgency 1 - High

Impact 2 - Medium

Impact Summary

Business impact

Configuration item EHR Service Service Service offering

Affected CIs 1 Impacted Services/CIs 0 Assets 0

Cause
No cause has been identified yet
Add cause

Resolution
Incident is not resolved yet
Add resolution

Compose

Work notes *
Enter your Work notes here

Additional comments (Customer visible) *
Email

Activity

William Bryan Pangestu
Work notes • 2025-12-01 18:17:17
Issue confirmed with caller. EHR experienced freezing while entering lab orders, resulting in delayed patient workflow. Initial check shows no system-wide outage, but performance logs indicate brief spikes in processing time. Coordinating with system administrator to review EHR server performance and identify any recurring latency or resource issues.

William Bryan Pangestu
Field changes • 2025-12-01 18:17:17
Impact 2 - Medium was 3 - Low
Priority 2 - High was 4 - Low

William Bryan Pangestu
Field changes • 2025-12-01 18:13:14
Configuration item: EHR Service was Empty

System Administrator
Additional comments • 2025-12-01 17:45:23
Subject: EHR freezing during visit
Message: "The EHR froze when entering lab orders, delaying patient care. This has happened multiple times this week."
Recommended CI: EHR Service
Priority: P2

System Administrator
Field changes • 2025-12-01 17:45:23
Opened by: System Administrator
Incident state: New
Impact: 3 - Low
Priority: 4 - Low

Record Information
Last updated by System Administrator 2025-12-01 18:48:03

SLAs and timings
Response SLA No matching SLA
Resolution SLA 3 - Low
View all SLAs

Caller
AN Alex Nguyen (INC-001) 23:53:18 America/Los_Angeles
Contact

Recent incidents >
Recent interactions >
Assigned assets >

Assigned to
This incident has not been assigned yet
Assign to me
View additional collaborators

Incident 5 – Five-Minute Outage

Create Caller for Incident 5

servicenow

All

Favorites

History

Admin

User - Karen Patel

Search

User Karen Patel

Update

Set Password

Delete

User ID

NSC-10

Email

karen@example.com

First name

Karen

Identity type

-

Last name

Patel

Language

-- None --

Title

Calendar integration

Outlook

Department

Time zone

System (America/Los Angeles)

Password needs reset

Date format

System (yyyy-MM-dd)

Locked out

Business phone

Active

Mobile phone

Internal Integration User

Photo

Click to add...

Update

Set Password

Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Create New Incident - Incident 5 (INC0010006)

servicenow

All

Favorites

History

Incident - INC0010006

Search

Incident INC0010006

View: Self Service

Discuss

Follow

Update

Resolve

Delete

Number

INC0010006

Opened

2025-12-01 17:20:08

* Caller

Karen Patel

Closed

Watch list

Urgency

2 - Medium

* Short description

Five-Minute Outage

State

New

Related Search Results

Additional comments (Customer visible)

Additional comments (Customer visible)

Post

Activities: 2

System Administrator

The EHR was down for about five minutes today around 8:30 AM. Everyone saw error messages.

Additional comments • 2025-12-01 17:26:38

Incident 5 – Five-Minute Outage

Incident 5 (INC0010006) from Incident Manager POV

The image displays two screenshots of the ServiceNow Incident Manager interface, showing the details of Incident 5 (INC0010006) from an Incident Manager's perspective.

Top Screenshot:

- Incident Overview:** The incident is titled "Five-Minute Outage" and is categorized as "INC0010006". It is a "High" priority incident, opened on "2025-12-01 17:20:08", and is currently in the "New" state. The impact is "High" (1), and the urgency is "Medium" (2).
- Impact Summary:** The business impact is "EHR Application Server". The affected CIs are 0, and the impacted services/CIs are 0.
- Compose:** The incident investigation is in progress, confirmed a five-minute EHR outage around 8:30 AM with system-wide error messages reported by users. The email body states: "The EHR was down for about five minutes today around 8:30 AM. Everyone saw error messages."
- Record Information:** The incident was last updated by William Bryan Pangestu on 2025-12-01 17:39:52. The SLAs and timings show a response SLA of "No matching SLA" and a resolution SLA of "2-24 15h". The caller is Karen Patel (KP) from 17-49-58 America/Los Angeles.

Bottom Screenshot:

- Incident Overview:** The incident is titled "Five-Minute Outage" and is categorized as "INC0010006". It is a "High" priority incident, opened on "2025-12-01 17:20:08", and is currently in the "New" state. The impact is "High" (1), and the urgency is "Medium" (2).
- Impact Summary:** The business impact is "EHR Application Server". The affected CIs are 1, and the impacted services/CIs are 0. The assets are 0.
- Activity:** The incident investigation is in progress, confirmed a five-minute EHR outage around 8:30 AM with system-wide error messages reported by users. The email body states: "The EHR was down for about five minutes today around 8:30 AM. Everyone saw error messages."
- Record Information:** The incident was last updated by System Administrator on 2025-12-01 18:40:03. The SLAs and timings show a response SLA of "No matching SLA" and a resolution SLA of "2-24 15h". The caller is Karen Patel (KP) from 17-49-58 America/Los Angeles.

Problem Management



We created a single Problem record to consolidate all five incidents, documenting the overall impact, urgency, and affected EHR service. After progressing the record through the Problem workflow, we identified the root cause as resource exhaustion during peak hours, applied a temporary workaround, and defined a permanent fix to reconfigure the EHR Application Server. Finally, we linked all related incidents, the affected CIs, and later the associated Change Request to ensure complete traceability across the ITIL process.

Create Problem

Create New Problem

servicenow

AllFavoritesHistoryWorkspacesAdmin

Problem - Create PRB0040006

Search

Problem - Create PRB0040006

Submit

New

Assess

Root Cause Analysis

Fix in Progress

Resolved

Closed

Number

PRB0040006

Origin task

Category

-- None --

Service

Service offering

Configuration item

EHR Service

Model

General

State

New

Impact

1 - High

Urgency

2 - Medium

Priority

2 - High

Assignment group

Application Support - EHR

Assigned to

* Problem statement

Recurring EHR slowness and login failures

Description

The clinics experienced a series of recurring disruptions in the EHR system, including slow page loading, intermittent database connection failures, and repeated login difficulties during peak hours. Staff also reported that the EHR occasionally froze during patient care activities, further delaying workflows. In addition, a brief outage affected all users simultaneously, indicating instability across the EHR application and database components.

Related Search Results

Assess Problem

servicenow

AllFavoritesHistoryWorkspacesAdmin

Problem - PRB0040006

Search

Problem - PRB0040006

DiscussFollowConfirmMark DuplicateCancelUpdateDelete

New

Assess

Root Cause Analysis

Fix in Progress

Resolved

Closed

Number

PRB0040006

Origin task

Category

-- None --

Service

Service offering

Configuration item

EHR Service

Model

General

State

Assess

Impact

1 - High

Urgency

2 - Medium

Priority

2 - High

Assignment group

Application Support - EHR

* Assigned to

Application Support EHR Manager

* Problem statement

Recurring EHR slowness and login failures

Description

The clinics experienced a series of recurring disruptions in the EHR system, including slow page loading, intermittent database connection failures, and repeated login difficulties during peak hours. Staff also reported that the EHR occasionally froze during patient care activities, further delaying workflows. In addition, a brief outage affected all users simultaneously, indicating instability across the EHR application and database components.

Root Cause Analysis

Root Cause Analysis

servicenow

All Favorites History Workspaces Admin

Problem - PRB0040006

Search

Problem - PRB0040006

Discuss Follow Fix Mark Duplicate Cancel Accept Risk Update Delete

New ✓ Assess ✓ Root Cause Analysis Fix in Progress Resolved Closed

Number PRB0040006

Origin task

Category -- None --

Service

Service offering

Configuration item EHR Service

Model General

State Root Cause Analysis

Impact 1 - High

Urgency 2 - Medium

Priority 2 - High

Assignment group Application Support - EHR

* Assigned to Application Support EHR Manager

* Problem statement Recurring EHR slowness and login failures

Description The clinics experienced a series of recurring disruptions in the EHR system, including slow page loading, intermittent database connection failures, and repeated login difficulties during peak hours. Staff also reported that the EHR occasionally froze during patient care activities, further delaying workflows. In addition, a brief outage affected all users simultaneously, indicating instability across the EHR application and database components.

Related Search Results >

servicenow

All Favorites History Workspaces Admin

Problem - PRB0040006

Search

Problem - PRB0040006

Discuss Follow Confirm Mark Duplicate Cancel Update Delete

Notes Analysis Information Resolution Information Other Information

Primary Known Error article

Workaround

B I U ↶ ↷ Verdana 8pt

Refreshing the page may restore functionality; access stabilizes outside peak hours.

Cause notes

B I U ↶ ↷ Verdana 8pt

Misconfigured connection settings

Proposed Fix

Fix Notes

Fix

State

Fix in Progress

* Cause notes

B I U ↶ ↷ Verdana ▼ 8pt ▼ ▢ ▼

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Misconfigured connection settings

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* Fix notes

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Restart and reconfigure the EHR Application Server to optimize performance.

p

Cancel

OK

servicenow

[All](#)
[Favorites](#)
[Workspaces](#)
[Admin](#)

Problem - PRB0040006

[Problem - PRB0040006](#)

[New](#)
[Assess](#)
[Root Cause Analysis](#)
[Fix In Progress](#)
[Resolved](#)
[Closed](#)

Number

PRB0040006

Origin task

Category

-- None --

Service

Service offering

Configuration item

EHR Service

Model

General

Status

Fix In Progress

Impact

1 - High

Urgency

2 - Medium

Priority

2 - High

Assignment group

Application Support - EHR

Assigned to

Application Support EHR Manager

Problem statement

Recurring EHR slowness and login failures

Description

The clinics experienced a series of recurring disruptions in the EHR system, including slow page loading, intermittent database connection failures, and repeated login difficulties during peak hours. Staff also reported that the EHR occasionally froze during patient care activities, further delaying workflows. In addition, a brief outage affected all users simultaneously, indicating instability across the EHR application and database components.

Linked

Affected CIs

Incidents

Affected CIs (3)

Problem Tasks

Change Requests

Outages

Attached Knowledge

Configuration Item

Search

⊙

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Actions on selected rows...

Add

Task = PRB0040006

☐	Configuration Item	Class	Support group	Owned by	Applied	Applied date	Manual proposed change	Updated
	EHR Application Server	Configuration Item	(empty)	(empty)	false	(empty)	false	2025-12-04 02:59:54
	EHR Database Server	Configuration Item	(empty)	(empty)	false	(empty)	false	2025-12-04 02:59:54
	EHR Service	Configuration Item	(empty)	(empty)	false	(empty)	false	2025-12-04 02:40:48

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Linked Incidents

Incidents (5)

Affected CIs (1)

Problem Tasks

Change Requests

Outages

Attached Knowledge

for text

Search

⊙

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Actions on selected rows...

Add

New

Problem = PRB0040003

☐	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0010006	2025-12-01 17:20:08	Five-Minute Outage	Karen Patel	2 - High	New	Inquiry / Help	(empty)	(empty)	2025-12-01 18:48:03	admin
	INC0010007	2025-12-01 17:20:18	EHR running very slow	Dr. Emily Carter	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2025-12-01 18:48:03	admin
	INC0010004	2025-12-01 17:19:09	Login Failures (Escalation Required)	John Miller	2 - High	New	Inquiry / Help	Application Support - EHR	(empty)	2025-12-01 18:48:03	admin
	INC0010008	2025-12-01 17:39:52	Database not responding	Sarah Lopez	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2025-12-01 18:48:03	admin
	INC0010009	2025-12-01 17:40:48	EHR Freezes During Patient Care	Alex Nguyen	2 - High	New	Inquiry / Help	(empty)	(empty)	2025-12-01 18:48:03	admin

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Linked Change Requests

Related Links

[Communicate Fix](#)

[Create Known Error article](#)

Incidents (5)

Affected CIs (3)

Problem Tasks

Change Requests (1)

Outages

Attached Knowledge

Number

Search

⊙

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Actions on selected rows...

Add

New

Parent = PRB0040003

☐	Number	Short description	Type	State	Planned start date	Planned end date	Requested by	Assigned to
	CHG0030005	Apply configuration fix to improve EHR performance	Normal	Review	2025-12-07 06:00:00	2025-12-07 07:00:00	System Administrator	(empty)

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Close Problem

Resolve Problem

The screenshot shows the 'Resolve Problem' stage of a ServiceNow problem record. The top navigation bar includes 'New', 'Assess', 'Root Cause Analysis', 'Fix in Progress', 'Resolved', and 'Closed'. The 'Resolved' stage is currently active. The problem details on the left include: Number (PRB0040006), Origin task (empty), Category (None), Service (empty), Service offering (empty), and Configuration item (EHR Service). The right-hand details include: Model (General), State (Resolved), Resolution code (Fix Applied), Impact (1 - High), Urgency (2 - Medium), Priority (2 - High), Assignment group (Application Support - EHR), and Assigned to (Application Support EHR Manager). The problem statement is 'Recurring EHR slowness and login failures'. The description states: 'The clinics experienced a series of recurring disruptions in the EHR system, including slow page loading, intermittent database connection failures, and repeated login difficulties during peak hours. Staff also reported that the EHR occasionally froze during patient care activities, further delaying workflows. In addition, a brief outage affected all users simultaneously, indicating instability across the EHR application and database components.' Below the description is a 'Related Search Results' link. The main content area has tabs for 'Notes', 'Analysis Information', 'Resolution Information', and 'Other Information'. The 'Notes' tab is selected, showing a 'Primary Known Error article' and a 'Workaround' section with a rich text editor containing the text: 'Refreshing the page may restore functionality; access stabilizes outside peak hours.' There is also a 'Case notes' section with another rich text editor.

Close Problem

The screenshot shows the 'Close Problem' stage of the same ServiceNow problem record. The top navigation bar is identical, but the 'Closed' stage is now active. The problem details on the left remain the same. The right-hand details are identical, except the 'State' is now 'Closed'. The problem statement and description are also identical. The main content area has the same tabs, but the 'Notes' tab is now empty, with only the 'Primary Known Error article' and 'Case notes' sections visible. At the bottom of the page, there are buttons for 'Re-Analyze', 'Update', and 'Delete'.

Change Management



This change request outlines the end-to-end process for implementing a permanent configuration fix to improve EHR system performance. The activity includes creating a Normal Change, completing required fields, obtaining approvals, scheduling the change window, and defining the implementation, test, and back-out plans. During the implementation phase, three tasks are executed: backing up the server configuration, applying updated connection settings, and testing EHR login and page loading. Once implementation is completed, notes are documented and the change is advanced to the Review state, where results, lessons learned, and closure details are recorded. The change is then formally closed and the Change ID documented for reporting purposes.

Create the Change Request

Create a Change Request

The screenshot shows the ServiceNow 'Create a change request' page. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a 'Create change request' button. Below the navigation bar, there's a search bar and a 'Filter by keyword...' input. The main content area has tabs for 'Pinned', 'Models', 'Preapproved', and 'All'. Under the 'Models' tab, there are two cards: 'Emergency' (ITIL Model 1 Emergency Change) and 'Normal' (ITIL Model 1 Normal Change). Both cards have a 'State model' link.

Complete the following fields

The screenshot shows the ServiceNow 'Change Request - Create CHG0030005' form. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a 'Change Request - Create CHG0030005' button. Below the navigation bar, there's a search bar and a 'Submit' button. The form has a progress bar with steps: 'New', 'Assess', 'Authorize', 'Scheduled', 'Implement', 'Review', 'Closed', and 'Canceled'. The 'New' step is currently active. The form fields are organized into two columns. The left column includes: 'Number' (CHG0030005), 'Requested by' (System Administrator), 'Category' (Other), 'Service' (empty), 'Service offering' (empty), 'Configuration item' (EHR Application Server), 'Priority' (2 - High), 'Risk' (Moderate), 'Impact' (1 - High), 'Short description' (Apply configuration fix to improve EHR performance), and 'Description' (Restart and apply updated configuration settings). The right column includes: 'Model' (Normal), 'Type' (Normal), 'State' (New), 'Conflict status' (Not Run), 'Conflict last run' (empty), 'Assignment group' (Application Support - EHR), and 'Assigned to' (empty). Below the main form, there's a 'Planning' tab with sub-tabs: 'Schedule', 'Conflicts', 'Notes', and 'Closure Information'. The 'Planning' sub-tab is active, showing fields for 'Justification' (Resolve recurring slowness and login failures), 'Implementation plan', 'Risk and impact analysis', 'Backout plan', and 'Test plan'.

Approvals (Authorize)

Approve all approvers in the Approvals related list.

Update Delete

Related Links
Calculate Risk
Show Flow

Affected CIs (1) Impacted Services/CIs **Approvers (6)** Change Tasks Problems Incidents Fixed By Change Incidents Caused By Change Task SLAs Outages

State Search Actions on selected rows...

Approval for = CHG0030005

State	Approver	Assignment group	Comments	Created
Requested	Christen Mitchell	CAB Approval		2025-12-01 19:09:29
Requested	cab approver	CAB Approval		2025-12-01 19:09:29
Requested	Howard Johnson	CAB Approval		2025-12-01 19:09:29
Requested	Luke Wilson	CAB Approval		2025-12-01 19:09:29
Requested	Bernard Laboy	CAB Approval		2025-12-01 19:09:29
Requested	Ron Kettering	CAB Approval		2025-12-01 19:09:29

1 to 6 of 6

servicenow All Favorites History Workspaces Change Request - CHG0030005 Search

Change Request CHG0030005 Discuss Follow Implement Update Delete

Implement Update Delete

Related Links
Calculate Risk
Show Flow

Affected CIs (1) Impacted Services/CIs **Approvers (6)** Change Tasks Problems Incidents Fixed By Change Incidents Caused By Change Task SLAs Outages

State Search Actions on selected rows...

Approval for = CHG0030005

State	Approver	Assignment group	Comments	Created
No Longer Required	Christen Mitchell	CAB Approval		2025-12-01 19:09:29
Approved	cab approver	CAB Approval		2025-12-01 19:09:29
No Longer Required	Howard Johnson	CAB Approval		2025-12-01 19:09:29
No Longer Required	Luke Wilson	CAB Approval		2025-12-01 19:09:29
No Longer Required	Bernard Laboy	CAB Approval		2025-12-01 19:09:29
No Longer Required	Ron Kettering	CAB Approval		2025-12-01 19:09:29

1 to 6 of 6

Schedule the Change

Planned Start: Sunday at 06:00

Planned End: Sunday at 07:00

The screenshot shows the ServiceNow interface for a Change Request (CHG0030005) in the 'Scheduled' stage. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The breadcrumb trail shows 'Change Request - CHG0030005'. The stage bar at the top indicates the current stage is 'Scheduled', with other stages like 'New', 'Assess', 'Authorize', 'Implement', 'Review', 'Closed', and 'Canceled' visible. The form fields are organized into two columns. The left column contains: 'Number' (CHG0030005), 'Requested by' (System Administrator), 'Category' (Other), 'Service' (empty), 'Service offering' (empty), 'Configuration item' (EHR Application Server), 'Priority' (2 - High), 'Risk' (Moderate), 'Impact' (1 - High), 'Short description' (Apply configuration fix to improve EHR performance), and 'Description' (Restart and apply updated configuration settings). The right column contains: 'Model' (Normal), 'Type' (Normal), 'State' (Scheduled), 'On hold' (checkbox), 'Conflict status' (Not Run), 'Conflict last run' (empty), 'Assignment group' (Application Support - EHR), and 'Assigned to' (empty). There are also buttons for 'Discuss', 'Follow', 'Implement', 'Update', and 'Delete' at the top right of the form.

Implementation Plan

The screenshot shows the ServiceNow interface for the same Change Request (CHG0030005) in the 'Planning' stage. The top navigation bar and breadcrumb trail are the same. The stage bar at the top indicates the current stage is 'Planning', with other stages like 'Schedule', 'Conflicts', 'Notes', and 'Closure Information' visible. The form fields are organized into two columns. The left column contains: 'Short description' (Apply configuration fix to improve EHR performance), 'Description' (Restart and apply updated configuration settings), 'Justification' (Resolve recurring slowness and login failures), 'Implementation plan' (1. Restart the EHR Application Server, 2. Apply updated configuration settings, 3. Test login functionality), 'Risk and impact analysis' (The change may cause brief EHR downtime and potential login or performance issues if the new configuration does not apply correctly.), 'Backout plan' (Revert configuration file and restart the server.), and 'Test plan' (Verify login, page loading, and database connectivity.). The right column contains buttons for 'Review', 'Conflict Calendar', 'Update', and 'Delete' at the bottom.

Implementing the Change

Implement Stage

servicenow All Favorites History Workspaces **Change Request - CHG0030005** Search

Change Request CHG0030005 Discuss Follow Review Conflict Calendar Update Delete

New ✓ Assess ✓ Authorize ✓ Scheduled ✓ **Implement** Review Closed Canceled

Number	CHG0030005	Model	Normal
Requested by	System Administrator	Type	Normal
Category	Other	State	Implement
Service		On hold	☐
Service offering		Conflict status	Conflict
Configuration item	EHR Application Server	Conflict last run	2025-12-04 01:33:15
Priority	2 - High	* Assignment group	Application Support - EHR
Risk	Moderate	Assigned to	
Impact	1 - High		
Short description	Apply configuration fix to improve EHR performance		
Description	Restart and apply updated configuration settings		

Change Tasks, Create New - CTASK0010006

servicenow All Favorites History Workspaces Admin **Change Task - Create CTASK0010006** Search

Change Task New record

Number	CTASK0010006	Type	Planning
Change request	CHG0030005	State	Open
Configuration item		On hold	☐
Planned start date		Assignment group	
Planned end date		Assigned to	
* Short description	Backup Application Server Configuration		
* Description	This task involves performing a scheduled backup of the application server configuration to ensure system reliability, recoverability, and compliance with internal IT policies. The activity includes validating the current configuration state, exporting and securing configuration files, and storing them in the designated backup repository. The backup helps preserve critical settings in case of system failure, misconfiguration, or future restoration needs.		

Notes Closure Information

Work notes list

Work notes

Submit Close Task

Change Task

Change Tasks, Create New - CTASK0010007

servicenow

AllFavoritesHistoryWorkspacesAdmin

Change Task - Create CTASK0010007

Search

<Change TaskNew record

NumberCTASK0010007

TypePlanning

Change requestCHG0030005

StateOpen

Configuration item

On hold

Planned start date

Assignment group

Planned end date

Assigned to

* Short descriptionApply Updated Connection Settings

* DescriptionThis task involves applying the updated connection settings to the system to ensure proper communication between application components and backend services. The activity includes validating the new parameters, updating configuration files or system variables, and performing necessary service restarts or connectivity tests to confirm that the updated settings are functioning correctly.

Notes

Closure Information

Work notes list

Work notes

Submit

Close Task

Change Tasks, Create New - CTASK0010008

servicenow

AllFavoritesHistoryWorkspacesAdmin

Change Task - Create CTASK0010008

Search

<Change TaskNew record

NumberCTASK0010008

TypePlanning

Change requestCHG0030005

StateOpen

Configuration item

On hold

Planned start date

Assignment group

Planned end date

Assigned to

* Short descriptionTest EHR Login and Page Loading

* DescriptionThis task involves testing the Electronic Health Record (EHR) system to verify successful user login and proper page loading performance. The activity includes validating authentication flow, ensuring that dashboards and key modules load correctly, and confirming that no errors or delays occur during navigation. The test ensures system stability and readiness for end-user access.

Notes

Closure Information

Work notes list

Work notes

Submit

Close Task

Change Assignment Group and State

Change Task Overview - State Open

Affected CIs (1)

Impacted Services/CIs

Approvers (6)

Change Tasks (5)

Problems

Incidents Fixed By Change

Incidents Caused By Change

Task SLAs

Outages

Number

Search

Actions on selected rows...

New

Change request = CHG0030005

Number	Short description	Type	State	Planned start date	Planned end date	Assignment group	Assigned to
CTASK0010004	Post implementation testing	Testing	Open	(empty)	(empty)	(empty)	(empty)
CTASK0010005	Implement	Implementation	Open	(empty)	(empty)	(empty)	(empty)
CTASK0010006	Backup Application Server Configuration	Planning	Open	(empty)	(empty)	(empty)	(empty)
CTASK0010007	Apply Updated Connection Settings	Planning	Open	(empty)	(empty)	(empty)	(empty)
CTASK0010008	Test EHR Login and Page Loading	Planning	Open	(empty)	(empty)	(empty)	(empty)

1 to 5 of 5

Update Assignment Group, State, and Post Work Notes

CTASK0010004

Number

CTASK0010004

Change request

CHG0030005

Configuration item

Planned start date

Planned end date

Type

Testing

State

In Progress

On hold

Assignment group

Application Support - EHR

Assigned to

Short description

Post implementation testing

Description

This task involves conducting post-implementation testing to verify that all changes deployed to the system are functioning as expected. The testing confirms system stability, validates key functions, checks for errors or regressions, and ensures that the implemented updates meet operational requirements.

Work notes list

Work notes

Verified that the deployed changes were successfully applied.

Post

Change Assignment Group and State

Update Assignment Group, State, and Post Work Notes CTASK0010005

avorites

History

Workspaces

Admin

Change Task - CTASK0010005 ☆

Search

Discuss Follow Update

Number

CTASK0010005

Type

Implementation

Change request

CHG0030005

State

In Progress

Configuration item

On hold

☐

Planned start date

Assignment group

Application Support - EHR

Planned end date

Assigned to

* Short description

Implement

* Description

This task involves implementing the approved changes or configurations into the production environment. The activity includes applying the required updates, validating successful deployment, and ensuring that the system operates correctly after implementation.

Information

Work notes list

Work notes

Applied the required changes to the designated system/environment.

Post

Update Assignment Group, State, and Post Work Notes CTASK0010006

avorites

History

Workspaces

Admin

Change Task - CTASK0010006 ☆

Search

Discuss Follow Update

Number

CTASK0010006

Type

Planning

Change request

CHG0030005

State

In Progress

Configuration item

On hold

☐

Planned start date

Assignment group

Application Support - EHR

Planned end date

Assigned to

* Short description

Backup Application Server Configuration

* Description

This task involves performing a scheduled backup of the application server configuration to ensure system reliability, recoverability, and compliance with internal IT policies. The activity includes validating the current configuration state, exporting and securing configuration files, and storing them in the designated backup repository. The backup helps preserve critical settings in case of system failure, misconfiguration, or future restoration needs.

Information

Work notes list

Work notes

Reviewed current application server configuration before backup.

Change Assignment Group and State

Update Assignment Group, State, and Post Work Notes CTASK0010007

Navigation: [Writes](#) [History](#) [Workspaces](#) [Admin](#) Change Task - CTASK0010007 Search

Buttons: [Discuss](#) [Follow](#) [Update](#)

Number:

Change request: ⓘ

Configuration item: 🔍

Planned start date: 📅

Planned end date: 📅

Type:

State:

On hold: ☐

Assignment group: 🔍 ⓘ

Assigned to: 🔍

* Short description: ⓘ 📄

* Description:

This task involves applying the updated connection settings to the system to ensure proper communication between application components and backend services. The activity includes validating the new parameters, updating configuration files or system variables, and performing necessary service restarts or connectivity tests to confirm that the updated settings are functioning correctly.

Information

Work notes list: ⓘ 📄

Work notes:

Reviewed updated connection parameters provided for implementation.

[Post](#)

Update Assignment Group, State, and Post Work Notes CTASK0010008

Navigation: [Writes](#) [History](#) [Workspaces](#) [Admin](#) Change Task - CTASK0010008 Search

Buttons: [Discuss](#) [Follow](#) [Update](#)

Number:

Change request: ⓘ

Configuration item: 🔍

Planned start date: 📅

Planned end date: 📅

Type:

State:

On hold: ☐

Assignment group: 🔍 ⓘ

Assigned to: 🔍

* Short description: ⓘ 📄

* Description:

This task involves testing the Electronic Health Record (EHR) system to verify successful user login and proper page loading performance. The activity includes validating authentication flow, ensuring that dashboards and key modules load correctly, and confirming that no errors or delays occur during navigation. The test ensures system stability and readiness for end-user access.

Information

Work notes list: ⓘ 📄

Work notes:

Verified successful authentication and access to the EHR dashboard.

Close Task

In the screenshot below, we differentiate between groups, some after pressing Close Task and some before

Change Task Overview - State In Progress

Affected CIs (1)

Impacted Services/CIs

Approvers (6)

Change Tasks (5)

Problems

Incidents Fixed By Change

Incidents Caused By Change

Task SLAs

Outages

≡

▼

Number

Search

⌂ — Actions on selected rows...

New

Change request - CHG0030005

☐	Number	Short description	Type	State	Planned start date	Planned end date	Assignment group	Assigned to
	CTASK0010004	Post implementation testing	Testing	In Progress	(empty)	(empty)	Application Support - EHR	(empty)
	CTASK0010005	Implement	Implementation	In Progress	(empty)	(empty)	Application Support - EHR	(empty)
	CTASK0010006	Backup Application Server Configuration	Planning	In Progress	(empty)	(empty)	Application Support - EHR	(empty)
	CTASK0010007	Apply Updated Connection Settings	Planning	In Progress	(empty)	(empty)	Application Support - EHR	(empty)
	CTASK0010008	Test EHR Login and Page Loading	Planning	In Progress	(empty)	(empty)	Application Support - EHR	(empty)

1 to 5 of 5

Close Task - CTASK0010004

W All Favorites History Workspaces Admin

Change Task - CTASK0010004

Search

CTASK0010004

Discuss Follow Update Close Task

Number: CTASK0010004

Change request: CHG0030005

Configuration item:

Planned start date:

Planned end date:

Type: Testing

State: Closed

Assignment group: Application Support - EHR

Assigned to:

* Short description: Post implementation testing

* Description: This task involves conducting post-implementation testing to verify that all changes deployed to the system are functioning as expected. The testing confirms system stability, validates key functions, checks for errors or regressions, and ensures that the implemented updates meet operational requirements.

Notes Closure Information

* Close code: Successful

* Close notes: Post-implementation testing was completed successfully. All deployed changes functioned as expected, with no errors, regressions, or performance issues detected. Key features operated normally, and the system remains stable and fully compliant with operational requirements.

Update Close Task Delete

Close Task

In the screenshot below, we differentiate between groups, some after pressing Close Task and some before

Close Task - CTASK0010005

W All Favorites History Workspaces Admin

Change Task - CTASK0010005

ik 0005

Number CTASK0010005

Change request CHG0030005

Configuration item

Planned start date

Planned end date

Type Implementation

State Closed

Assignment group Application Support - EHR

Assigned to

* Short description Implement

* Description This task involves Implementing the approved changes or configurations into the production environment. The activity includes applying the required updates, validating successful deployment, and ensuring that the system operates correctly after Implementation.

Notes Closure Information

* Close code Successful

* Close notes The Implementation was completed successfully. All approved changes were applied as planned, and post-deployment validation confirmed that the system is functioning normally. No errors or issues were observed, and the environment remains stable after the Implementation.

Update Close Task Delete

Close Task - CTASK0010006

avorites History Workspaces Admin

Change Task - CTASK0010006

Search

Number CTASK0010006

Change request CHG0030005

Configuration item

Planned start date

Planned end date

Type Planning

State Closed

Assignment group Application Support - EHR

Assigned to

* Short description Backup Application Server Configuration

* Description This task involves performing a scheduled backup of the application server configuration to ensure system reliability, recoverability, and compliance with internal IT policies. The activity includes validating the current configuration state, exporting and securing configuration files, and storing them in the designated backup repository. The backup helps preserve critical settings in case of system failure, misconfiguration, or future restoration needs.

Close Task

In the screenshot below, we differentiate between groups, some after pressing Close Task and some before

Close Task - CTASK0010007

ites History Workspaces Admin Change Task - CTASK0010007 ☆ Search

Discuss Follow Update Close Task

Number CTASK0010007 Type Planning

Change request CHG0030005 State In Progress

Configuration item [Search] On hold ☐

Planned start date [Calendar] Assignment group Application Support - EHR [Search] ⓘ

Planned end date [Calendar] Assigned to [Search]

* Short description Apply Updated Connection Settings ⓘ ⓘ

* Description This task involves applying the updated connection settings to the system to ensure proper communication between application components and backend services. The activity includes validating the new parameters, updating configuration files or system variables, and performing necessary service restarts or connectivity tests to confirm that the updated settings are functioning correctly.

Close Task - CTASK0010008

ites History Workspaces Admin Change Task - CTASK0010008 ☆ Search

Discuss

Number CTASK0010008 Type Planning

Change request CHG0030005 ⓘ

Configuration item [Search]

Planned start date [Calendar]

Planned end date [Calendar]

Assignment group Application Support - EHR [Search] ⓘ

Assigned to [Search]

* Short description Test EHR Login and Page Loading ⓘ ⓘ

* Description This task involves testing the Electronic Health Record (EHR) system to verify successful user login and proper page loading performance. The activity includes validating authentication flow, ensuring that dashboards and key modules load correctly, and confirming that no errors or delays occur during navigation. The test ensures system stability and readiness for end-user access.

Implementation Notes

Change Task Overview - State Closed

ed CIs (1)

Impacted Services/CIs

Approvers (6)

Change Tasks (5)

Problems

Incidents Fixed By Change

Incidents Caused By Change

Task SLAs

Outages

Number

Search

⊗ -

Actions on selected rows...

e request = CHG0030005

Number	Short description	Type	State	Planned start date	Planned end date	Assignment group	Assigned to
CTASK0010004	Post Implementation testing	Testing	Closed	(empty)	(empty)	Application Support - EHR	(empty)
CTASK0010005	Implement	Implementation	Closed	(empty)	(empty)	Application Support - EHR	(empty)
CTASK0010006	Backup Application Server Configuration	Planning	Closed	(empty)	(empty)	Application Support - EHR	(empty)
CTASK0010007	Apply Updated Connection Settings	Planning	Closed	(empty)	(empty)	Application Support - EHR	(empty)
CTASK0010008	Test EHR Login and Page Loading	Planning	Closed	(empty)	(empty)	Application Support - EHR	(empty)

Make an Implementation Notes and Post

Conflicts

Notes

Closure Information

Watch list

Work notes list

Work notes

"Updated configuration settings were applied and the application server was restarted successfully. Connectivity and functionality checks completed with no errors. System performance remained stable with no degradation observed."

☐ Additional comments (Customer visible)

Post

Review and Closure



During the Review and Closure stage, we verified that the change was implemented effectively and produced the intended results. All closure fields were completed, including a summary of implementation outcomes, key lessons learned, and the assigned close code. The change was confirmed to have been executed successfully within the maintenance window, with system functionality validated and no follow-up incidents reported. After ensuring the state was set to Closed and the close code indicated success, the record was formally closed in the Change module.

Close Task

Review Steps

The screenshot shows the ServiceNow interface for a Change Request (CHG0030005) in the 'Review' state. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The breadcrumb trail shows the path: Change Request - CHG0030005. A yellow warning banner at the top states: 'Scheduling conflict detected. Use the Scheduling Assistant to avoid conflicts.' Below this is a progress bar with steps: New, Assess, Authorize, Scheduled, Implement, Review (current), Closed, and Canceled. The form fields are organized into two columns. The left column includes: Number (CHG0030005), Requested by (System Administrator), Category (Other), Service, Service offering, Configuration item (EHR Application Server), Priority (2 - High), Risk (Moderate), Impact (1 - High), Short description (Apply configuration fix to improve EHR performance), and Description (Restart and apply updated configuration settings). The right column includes: Model (Normal), Type (Normal), State (Review), On hold (unchecked), Conflict status (Conflict), Conflict last run (2025-12-04 01:37:19), Assignment group (Application Support - EHR), and Assigned to. At the bottom of the form are buttons for Discuss, Follow, Close, Conflict Calendar, Update, and Delete.

Scroll down to the Closure Information section and complete the required fields

The screenshot shows the 'Closure Information' section of the ServiceNow interface. The top navigation bar includes 'Planning', 'Schedule', 'Conflicts', 'Notes', and 'Closure Information' (current). The form fields include: Close code (Successful) and Close notes (Implementation Results: EHR configuration update completed successfully, Login, chart loading, and database connectivity tested with no issues. Lessons Learned: Peak-hour load testing should be built into the change plan for similar updates. Close Notes: Change completed within the maintenance window. System verified post-implementation and no further incidents reported). At the bottom of the form are buttons for Close, Conflict Calendar, Update, and Delete.

Close Task

Close Change

servicenow All Favorites History Workspaces Admin **Change Request - CHG0030005** Search

Change Request CHG0030005 Discuss Follow Close Conflict Calendar Update Delete

New ✓ Assess ✓ Authorize ✓ Scheduled ✓ Implement ✓ **Review** Progresses change to Close state

Number: CHG0030005
Requested by: System Administrator
Category: Other
Service:
Service offering:
Configuration item: EHR Application Server
Priority: 2 - High
Risk: Moderate
Impact: 1 - High
Model: Normal
Type: Normal
State: Review
On hold: ☐
Conflict status: Conflict
Conflict last run: 2025-12-04 01:37:19
* Assignment group: Application Support - EHR
Assigned to:
Short description: Apply configuration fix to improve EHR performance
Description: Restart and apply updated configuration settings

Planning Schedule Conflicts Notes **Closure Information**

Close code: Successful
Close notes: Implementation Results: EHR configuration update completed successfully. Login, chart loading, and database connectivity tested with no issues.
Lessons Learned: Peak hour load testing should be built into the change plan for similar updates.
Close Notes: Change completed within the maintenance window. System verified post-implementation and no further incidents reported.

Close Conflict Calendar Update Delete

servicenow All Favorites History Workspaces Admin **Change Request - CHG0030005** Search

Change Request CHG0030005 Discuss Follow Conflict Calendar Update Delete

New ✓ Assess ✓ Authorize ✓ Scheduled ✓ Implement ✓ Review ✓ **Closed** Canceled

Number: CHG0030005
Requested by: System Administrator
Category: Other
Service:
Service offering:
Configuration item: EHR Application Server
Priority: 2 - High
Risk: Moderate
Impact: 1 - High
Model: Normal
Type: Normal
State: Closed
Conflict status: Conflict
Conflict last run: 2025-12-04 01:37:19
* Assignment group: Application Support - EHR
Assigned to:
Short description: Apply configuration fix to improve EHR performance
Description: Restart and apply updated configuration settings

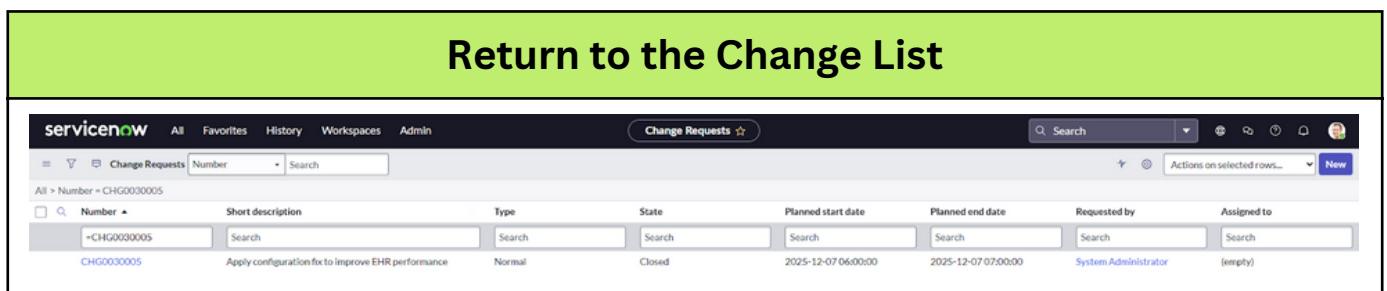
Planning Schedule Conflicts Notes **Closure Information**

* Close code: Successful
* Close notes: Implementation Results: EHR configuration update completed successfully. Login, chart loading, and database connectivity tested with no issues.
Lessons Learned: Peak hour load testing should be built into the change plan for similar updates.
Close Notes: Change completed within the maintenance window. System verified post-implementation and no further incidents reported.

Conflict Calendar Update Delete

Change ID and PDI Link

Return to the Change List



The screenshot shows the ServiceNow Change Requests interface. At the top, there is a navigation bar with 'servicenow' and links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A 'Change Requests' button is visible. Below the navigation bar, there is a search bar and a 'Number' dropdown menu. The main content area displays a table of change requests. The table has columns for 'Number', 'Short description', 'Type', 'State', 'Planned start date', 'Planned end date', 'Requested by', and 'Assigned to'. A single row is visible with the following data: Number: CHG0030005, Short description: Apply configuration fix to improve EHR performance, Type: Normal, State: Closed, Planned start date: 2025-12-07 06:00:00, Planned end date: 2025-12-07 07:00:00, Requested by: System Administrator, Assigned to: (empty).

Number	Short description	Type	State	Planned start date	Planned end date	Requested by	Assigned to
CHG0030005	Apply configuration fix to improve EHR performance	Normal	Closed	2025-12-07 06:00:00	2025-12-07 07:00:00	System Administrator	(empty)

RECORD THE CHANGE ID

Change Number: CHG0030005

PDI Link: <https://dev292954.service-now.com/>

Username: Admin

Password: @cj*XVn0II3C

Collaborative ITIL practices successfully improved overall EHR performance.

CONCLUSION

Through this final project, our team successfully applied core ITIL practices, Incident Management, Problem Management, and Change Management, within a real-world EHR disruption scenario at Northstar Health Clinics. By collaboratively working in a shared ServiceNow PDI, we were able to record and manage five related incidents, consolidate them into a single problem, perform structured root cause analysis, and implement a permanent fix through a well-planned Normal Change. The use of accurate Configuration Items, clear role delegation, and end-to-end traceability across all records demonstrated how ITIL workflows help restore service stability, reduce recurring issues, and improve overall system performance. This activity strengthened our understanding of ITSM best practices and showcased the importance of coordinated processes in maintaining reliable and efficient healthcare technology services.



THANKS



INCIDENT, PROBLEM, CHANGE

