

Create a change model

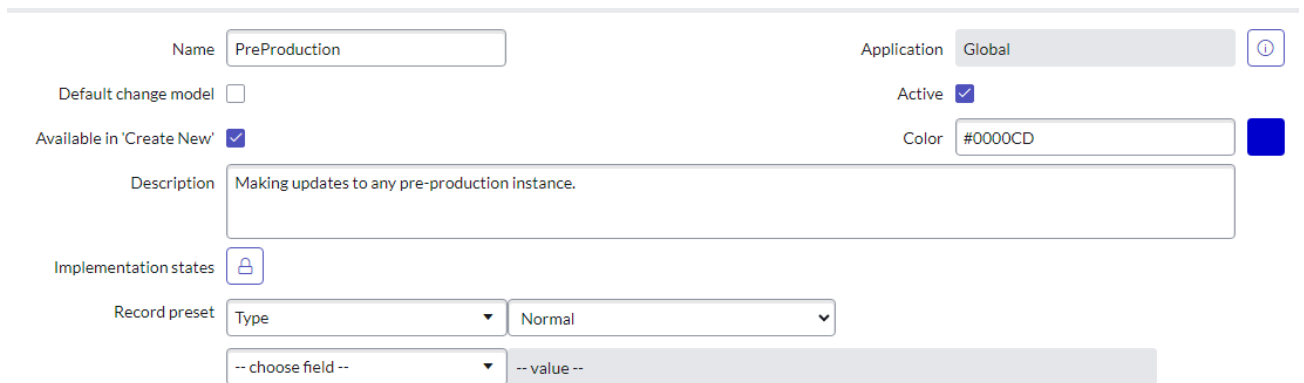
Today's lab consisted of creating a new change model, including the state model, state transitions, and state transition conditions.

Log in as a System Administration.

Navigated to Change-> Administration-> Change Models

Click New.

Populate the form as follows:



Name: PreProduction

Application: Global

Default change model:

Available in 'Create New':

Active:

Color: #0000CD

Description: Making updates to any pre-production instance.

Implementation states:

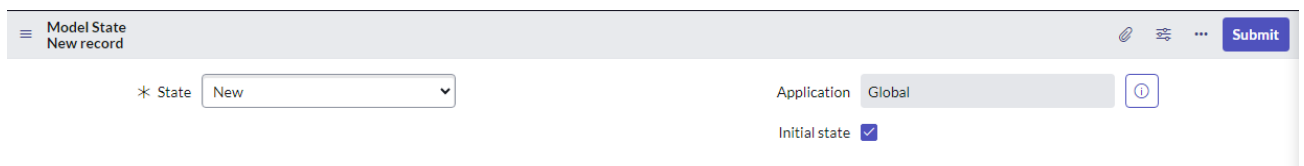
Record preset: Type (dropdown), Normal (dropdown), -- choose field -- (dropdown), -- value -- (dropdown)

Save.

Next Step: Define the state model

From the Model States related list tab, click the New button.

Populate Form to the following:



Model State New record

* State: New (dropdown)

Application: Global

Initial state:

Submit.

Repeat these steps to create the remaining model states:

State	Initial state
Authorize	false
Implement	false
Closed	false
Canceled	false

Model States (5)	
State	Initial state
▶ Canceled	false
▶ Implement	false
▶ New	true
▶ Closed	false
▶ Authorize	false

Define the state model transitions

Click to open the record for the New state.

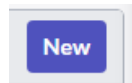
Click the New button to add a model state transition.

From

* To ⓘ

Click Save.

Click New.



Populate the form to the following:

* Name Application

State transition Active

Description

Requires

Condition

All of these conditions must be met

Submit.

Update to return to the New model state record.

Model State Transitions			
Name	Automatic transition	Updated	Updated by
New to Authorize	false	2023-11-01 22:47:30	admin
New to Canceled	false	2023-11-01 22:53:26	admin

Submit.

Verify the change is created.

Navigate to Change → Create New.

Click on models and validate PreProduction change model is visible.

Pinned **Models** Preapproved All

<p>Emergency</p> <p>ITIL Mode 1 Emergency Change</p> <p>State model</p>	<p>Normal</p> <p>ITIL Mode 1 Normal Change</p> <p>State model</p>	<p>PreProduction</p> <p>Making updates to any pre-production instance.</p> <p>State model</p>
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Thank you for coming to Tiara's ServiceNow journey.